New User

Follow this process if you need access to PharmaNet with CareConnect.
The clinic must be registered to access PharmaNet with CareConnect prior to starting this process. Contact CareConnect if you are unsure whether the clinic is registered.

<table>
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<th>STEP 1</th>
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| Log in to PRIME with a mobile BC Services Card. [Learn more](#).
Complete the PRIME enrolment by answering a set of questions.
You will need your college licence information, including your licence number and next renewal date, if you are registered by a college.
**PRIME will notify you when your enrolment has been approved.** | Once approved, accept the PharmaNet terms of access.
Then, you must send an email notification from PRIME to your PharmaNet Administrator.
Your PharmaNet Administrator is the person at your clinic who communicates with CareConnect about setting up user accounts (e.g., Clinic Manager, MOA, etc.) | The PRIME approval email contains a few questions about the clinic that must be filled in by your PharmaNet Administrator.
Then, the PharmaNet Administrator must forward the email approval to CareConnect.
The CareConnect team will notify you when your access to PharmaNet is set up. |

If you have any questions about this process, please contact [PRIMESupport@gov.bc.ca](mailto:PRIMESupport@gov.bc.ca) or 1-844-397-7463.