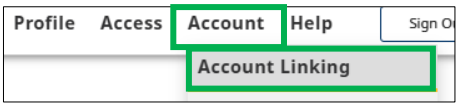
Pharmacy provisioning for ImmsBC FAQ

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I'm a pharmacy owner/lead; how do I claim my pharmacy?

1. Ensure you have a BC Provider ID. If not, see *How do I get a BC Provider ID?* below.
2. Go to OneHealthID (http://www.healthprovideridentityportal.gov.bc.ca/).
3. Log in with your BC Services Card app.
4. Click ***Access*** in the top right. Click the ***ImmsBC 2.0*** tile.
5. Click ***Account*** in the top right corner. Select ***Account Linking***.



6. Click ***Claim your Pharmacy in ImmsBC 2.0.*** Search for the pharmacy by PharmaCare code or name. Click ***Claim*** for the pharmacy you want. You'll become the pharmacy lead for this pharmacy and can add or remove staff using the *Manage Pharmacy Staff* button. You can claim multiple pharmacies.
7. After it's been claimed, the pharmacy won't appear search results. If your pharmacy doesn't appear or if you select the wrong pharmacy, email OneHealthID@gov.bc.ca.

I tried to claim my pharmacy but can't find it. What should I do?

1. Search by the pharmacy's PharmaCare code. It's the most accurate.
2. Search by the pharmacy name as it appears on the CareConnect Compliance Certificate.
3. If you still can't find your pharmacy, email BCVAX-Support@gov.bc.ca.

What if I claim the wrong pharmacy?

Email OneHealthID@gov.bc.ca with the Pharmacare code of the incorrectly claimed pharmacy and the Pharmacare code of the correct pharmacy to correct the error.

I accepted the invite from my pharmacy lead. Why can't access ImmsBC 2.0?

All staff start with a *Status* of *Inactive*. Your pharmacy lead must change your *Status* to *Active*.

How do I add staff to my pharmacy?

To add staff, you must have a "pharmacy Lead" role. The first Lead can create other Leads.

1. Click ***Manage Pharmacy Staff***. Choose the **pharmacy** to add staff to.
2. Click ***Invite by email*** to invite staff by email. Click ***Share Link & QR Code*** to invite them by link and QR code. All methods will provide instructions for how to access OneHealthID, create a BC Provider ID, access ImmsBC 2.0 and "attach" to the pharmacy.

When and how do I reactivate staff?

The *Status* of *Active* non-pharmacist staff will become *Inactive* on August 1, 2027, and they'll lose access to ImmsBC. To reactivate them, a pharmacist Lead must go to *Manage Pharmacy Staff*, select the pharmacy, then click for each staff member they want to activate. This is an annual security measure to help ensure only users who need access to ImmsBC have it.

How do I remove staff from my pharmacy?

To remove staff, you must have a "pharmacy Lead" role. The first Lead can create other Leads.

1. Click ***Manage Pharmacy Users***. Choose the **pharmacy** to remove staff from.
2. On the row for the staff you want to remove, click the ***trash can icon***.

How do I access ImmsBC 2.0 from inside OneHealthID?

Click the ImmsBC tile. Click the *Login to the ImmsBC portal with your BCProvider* link. Bookmark the URL.



If you bookmarked the ImmsBC 1.0 URL, **update it**: the link for ImmsBC 2.0 is now https://cp-qa.getvaccinated.gov.bc.ca/. If you can't access ImmsBC 2.0, email BCVAX-Support@gov.bc.ca.

How do I get a BC Provider ID?

1. Go to OneHealthID (http://www.healthprovideridentityportal.gov.bc.ca/). Log in with your BC Services Card app.
2. Select your college. Add your college license information, if applicable.
3. Click ***Account*** in the top right corner. Select ***Account Linking***. Click the ***BCProvider*** tile. Follow the instructions to create a BCProviderID and set up a password and multi-factor authentication.



How do I delegate duties to another staff member?

A "pharmacy Lead" can create other pharmacy Leads with the same permission to manage users, pharmacy schedules and inventory. Making a staff member's a pharmacy Lead will also give that user more permissions in ImmsBC.

Click ***Manage Pharmacy Staff***. Choose the **pharmacy**. Click the **pencil icon** for staff member whose role you want to change. Change the *Role* to ***Lead***.

Who do I contact for help?

IF YOU…	DO THIS
• have questions about or problems with ImmsBC 2.0, • need help accessing BCProviderID or ImmsBC 2.0, claiming your pharmacy, or managing users, or • try to claim your pharmacy but can't find it or get an error.	Email BCVAX-Support@gov.bc.ca.
• get errors in OneHealthID e.g. "Error 403 – Forbidden".	Email OneHealthID@gov.bc.ca.
• need help with MFA or password resets for OneHealthID.	See FAQ and self-service reset tools in OneHealthID.

Revision history

DATE	#	AUTHOR(S)	CHANGES/COMMENTS
2026OCT08	2.0	M. Wayling, D. Bartoszewski	Created.