



## Welcome



Our IT Manager, Don Ginther, was recently given a wonderful opportunity to attend the Indigenous Connectivity Summit in Inuvik, Northwest Territories. “The Indigenous Connectivity Summit is a unique event that focuses on ensuring Indigenous communities can connect themselves to fast, affordable and sustainable Internet.” When asked about his trip, Don described the amazing landscapes and culture along with the unique experiences that being up north provided. It was a great time to share ideas and hear how communities across North America struggle with access to reliable and affordable internet connectivity.



## News



We need your help! We value all feedback from our users and subscribers. Your feedback helps provide us with key understandings on delivering the best services. We are asking our users to fill out the survey listed below. All complete entries that we receive will be put in a draw to win a **\$50 gift card!** Do not wait to participate, provide your feedback today!

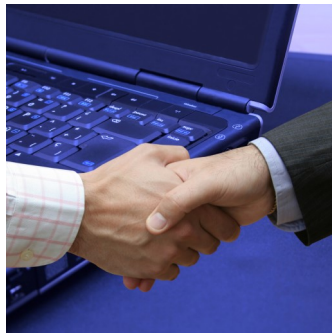
**All information provided will be kept entirely confidential and will be used to improve services within the First Nations Telehealth Network.**

[CLICK HERE](#) to take the survey

## Upcoming FNTN Sessions

### Building Communities of Care:

### Supporting Continuing Care in Indigenous Communities



**November 7, 2018**

**1330—1430**

This session will be jointly presented with Alberta Health and Alberta Health Services. Join us on November 7 to discuss how both organizations are supporting continuing care within Indigenous communities in Alberta.

#### LEARNING OUTCOMES:

1. To learn how Alberta Health (AH) and Alberta Health Services (AHS) are working together to support community engagement and relationship building.
2. To understand how AH and AHS can support Indigenous communities/organizations to determine the continuing care needs of their community/population.
3. To learn about the GoA's new *Building Communities of Care* program including the two funding components specifically for Indigenous communities.

**How to Register:** Visit [www.fntn.ca](http://www.fntn.ca) to register

## Breast Cancer Screening in First Nation Communities: A Screen Test Overview



**November 26, 2018**

**1330—1445**

Screen Test provides breast cancer screening in 25 First Nation and Metis communities across Alberta with its mobile clinics. This session will cover the basic of breast health and screening mammography, what that looks like in Alberta, what Screen Test is, how it works, and why breast health is important in First Nations communities.

#### Learning Outcomes

1. Understand the importance of breast cancer screening for women in First Nation communities
2. Understand who's eligible (and not) for breast cancer screening in Alberta
3. Learn about Screen Test and how to register clients for the service

**Presented By:** Harmony McRae, Screen Test Health Promotion Facilitator, AHS

**How to Register:** Visit [www.fntn.ca](http://www.fntn.ca) to register





## Tech Talk



October was Cyber Security Awareness month in Canada! We wanted to take this time to remind all of our subscribers the importance of cyber security. Cyber security is the protection of internet-connected systems from cyber-attacks. Security measures are often put in place via firewalls, networking devices and software applications. There are simpler measures that the average users can do daily to increase their cyber security as well as cyber awareness. See below for a few tips from our offices!

### Do not open suspicious emails or emails from unknown sources-

This includes any emails that suggest you to click a link and provide personal information. Also, if it appears to be a trusted source (i.e. a bank) always double check the sender and trust your instincts. Any important organizations such as banks and government agencies will not collect money via email; always call the office before sending money to confirm their requests.

Increase Password Strength- We detailed this at length in the October newsletter however, just a reminder that complex passwords are better than long passwords. Consider a password like this: **Longer\_Passwords\_Are\_Better**. By all accounts, we have been taught this is a bad one. However, due to its length and the use of a few underscore characters, that password is estimated to take about 29 years to crack. A few minor tweaks: **!Longer\_Passwords\_Are\_Better!** – by only adding the two exclamation marks, this password will now take approximately 34 thousand years to crack based on today's average computer processing power.

Do not store personal data on shared computer- Most internet browsers allow for users to store personal information (passwords, names and addresses) in the autofill settings. It is recommended that you do not store any personal information on a computer that can be shared with others

## Welcome Patrick



We would like to take this time to welcome our newest team member, Patrick Arcilla! Patrick joins the First nations Telehealth Team as one of our Bridge Technician's. Patrick previously worked as evening technical support for ISP support. We look forward to having Patrick round out our team and provide valuable technical services to our users.



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## Office Closure



Our offices will be closed on November 12 for the observance of Remembrance Day. We will re-open at 8:30 am the following morning.

# Technical Support F.A.Q



**The First Nations Telehealth Network connects all videoconference endpoints on the First Nations Telehealth Network 30 minutes prior to the start of the scheduled session. Reminder emails and phone calls are sent to the registered participant a day before the session to ensure the equipment is on. It is of the utmost importance that users have the equipment on and ready to connect at the connection time, this helps mitigate any potential technical issues.**

## **Who should I call for technical support?**

If you are attending from a First Nation health centre within Alberta or another registered endpoint on the First Nations Telehealth Network, call 1-888-999-3356 for immediate videoconference support. If you are attending from another province or a non-FNTN videoconference endpoint, contact your bridge/ technical provider.

## **I am experiencing technical issues, when can I call for support?**

We encourage users to call as soon as they are experiencing issues in the hopes that the issue can be resolved quickly and we can return you to your session. The longer you wait to call for support, the more of the session you miss.

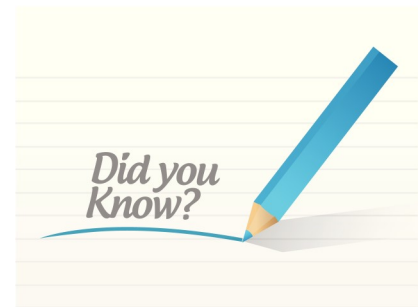
## **I was supposed to be connected to a session but it's passed the start time and I am not connected, what do I do?**

It is standard practice for the First Nations Telehealth Network to offer a connection time of 30 minutes. This means our technicians will try and connect your videoconference unit 30 minutes before the session start time. If you check your equipment and are not connected at least 5 to 10 minutes prior to the session start time please call our offices. This will ensure you do not miss the start of your session.

## **I experienced minor technical issues during the session. I was still able to attend but I would like to report this issue. Who do I contact?**

If you need non-emergent support or would like to report an issue, you can email the First Nations Telehealth Network at [vhelpp@fntn.ca](mailto:vhelpp@fntn.ca). **You will not receive immediate technical support during a session by emailing.** You can also call the First Nations Telehealth support number after your session to report your issue.

## **Did You Know?**



We offer continuous training to videoconference users. Whether you have new staff or need a quick training yourself, contact our offices at any time to schedule training. We do offer online training videos and handouts to help support training as well. We are currently updating these training guides to reflect the changes in our new website.

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## **FASD Series**



We would like to thank Brittany Durant from joining us over the last few months to present a FASD videoconference series. Brittany joined us for three sessions:

1. FASD 101
2. FASD Prevention
3. FASD Diagnosis & Support

All of these sessions are now available to view on the First Nations Telehealth Portal.

# 1-888-999-3356



## Contact Us

[www.fntn.ca](http://www.fntn.ca)

[vchelp@fntn.ca](mailto:vchelp@fntn.ca)

1-888-999-3356



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