



Student Orientation Guide

Welcome to Health Canada and
the Public Health Agency of Canada



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Welcome to HC and PHAC

Congratulations and welcome to Health Canada (HC) and the Public Health Agency of Canada (PHAC)! You are an important addition to our team, and we hope you will enjoy a long, productive, and fulfilling work experience in the Department/Agency.

As you transition into your new role, you will discover that HC and PHAC employees are a dedicated team of professionals, who take pride in the important work that they do. We are proud of our commitment to improving the lives of Canadians and to making this country's population among the healthiest in the world.

We encourage you to take advantage of the many programs and services available to you at HC and PHAC, and within the Public Service. By acquiring new skills, offering your experience and honing your expertise, you will help lay a solid foundation for the Public Service of tomorrow. We believe that helping our employees achieve the highest level of excellence is key to our success as an organization. A culture of high performance is one where employees are motivated to do their best and understand how their work contributes to the organization's goals and priorities.

You are encouraged to review this Student Orientation Guide to learn what you need in order to start a meaningful and rewarding career with HC and PHAC.

About Us

HC is the federal department responsible for helping Canadians maintain and improve their health. The organization is committed to improving the lives of all of Canada's people and to making this country's population among the healthiest in the world as measured by longevity, lifestyle and effective use of the public health care system. Get to know the Minister of Health, Deputy Minister and the teams who make up HC's workforce with the [Discover Health Canada](#) online module. The organization is comprised of branches and offices, each playing an important role (see [Appendix A](#)).

PHAC empowers Canadians to improve their health. In partnership with others, its activities focus on preventing disease and injuries, promoting good physical and mental health, and providing information to support informed decision-making. The Agency values scientific excellence and provides national leadership in response to public health threats. We recommend that you complete the [Discover the Public Health Agency of Canada](#) online module to learn more about the President, PHAC's role in the Public Service, and the various branches (see [Appendix B](#)).

Values and Ethics

As a federal Public Servant, you are responsible for abiding by your organization's values and ethics code (either [Health Canada's Values and Ethics Code](#) or the [Public Health Agency of Canada's Values and Ethics Code](#)). You must also abide by the [Values and Ethics Code for the Public Sector](#) set out by the Treasury Board Secretariat (TBS). The values and ethics codes and the Treasury Board Policy apply to all public servants.

The values are: **respect for democracy, respect for people, integrity, stewardship and excellence.**

You are required to demonstrate the values of these codes in your actions and behaviours. A breach of these codes may result in disciplinary measures up to and including termination of employment.

Working During COVID-19

In an effort to practice physical distancing and follow the advice of public health authorities during COVID-19, HC and PHAC are encouraging employees to work from home where possible. The following pages will provide some essential information to help you understand your responsibilities and how to be successful during this unprecedented time.

Organizational Updates:

To access the latest COVID-19 information and messages from senior leaders, follow HC and PHAC's employee Twitter account [@HC_PHAC_BNews](#), [Facebook Group](#), and [employee page](#). Please continue to stay in contact with your manager for any updates.

Technology:

Laptops and any other necessary technology will be shipped to employees' homes. Once an employee receives their equipment, they can call the helpdesk (613-954-8718 in the National Capital Region or 1-800-416-0358 outside the NCR) for support with respect to the set-up.

Virtual Private Network:

A VPN is required to access government resources from outside of the office, including the organization's Intranet site, MySOURCE, and ensures the safety and security of corporate information. To learn how to connect to the VPN, visit [Connecting via VPN](#) on MySOURCE or see [Appendix C](#). For assistance, contact the helpdesk (613-954-8718 in the National Capital Region or 1-800-416-0358 outside the NCR).

Limited Use of the VPN

HC and PHAC have a limited amount of bandwidth, which means that the organization needs to prioritize its use to those working on critical and essential projects. All non-critical employees need to be diligent by working offline as much as possible and minimizing connections to the network so that the infrastructure is available for critical and essential services. The best way to do this is to:

1. Log in to the VPN;
2. Check your e-mail and download any files that you may need to work on; and
3. Log off.

Log in again periodically throughout the day to check your emails and to keep in touch with your manager.

Information Management:

While working remotely, it is important to exercise caution to protect sensitive information. Please read through the [HC/PHAC Acceptable Use of Electronic Devices and Networks Standard](#) to understand your responsibilities.

Mental Health:

This is a stressful and uncertain time for many employees, including students. To find support and advice on managing your mental health, visit [COVID-19 and Mental Health at Work](#) and [Mental Health Tips for Working at Home](#).

You can also reach out to the [Employee Assistance Program](#) (EAP) for short-term counselling and support. It is free, confidential, and available 24 hours a day/365 days a year. To reach EAP, call **1-800-268-7708** or TDD/ATME **1-800-567-5803** for the hearing impaired. For more information, consult the [Mental Health section](#) of this guide.

Connecting with Colleagues

Physically distancing ourselves can make us feel socially disconnected. You can use HC and PHAC's instant messaging system, SameTime, to keep in touch with your manager and colleagues. To learn more about how to set up SameTime, visit the [Configure SameTime page on MySOURCE](#). Here are some additional ways to help maintain social connection:

- Call/text a "work buddy", someone with whom you can relate, to share successes and challenges;
- Take a virtual coffee break using Skype, FaceTime, etc.
- "Meet" by the water cooler, by setting up a channel or group on a social network for impromptu, informal workplace conversations; and
- Help colleagues with disabilities by offering assistance such as taking notes during virtual meetings or writing a descriptive text to relay information on images.

Onboarding Checklist

You aced the interviews, signed the paperwork, and made it here! So what comes next? This section will provide a breakdown of everything you need to get started.

1. Set Up Your Workstation & Computer

The first thing you will need to do is to get your workstation up and running. The [Workstation Set-up Guide](#) will provide step-by-step instructions on how to log into your computer and set up all the essential tools required. If you need help, call the National Service Desk at **(613) 954-8718** or **1-800-416-0358** and let them know you are a new hire and need assistance. You may also refer to [Appendix D](#) for a list of systems and tools, which includes the Service Gateway where you can submit tickets for non-urgent IT assistance.

2. Register for the Student Orientation Session

The Student Orientation session is the best way to learn more about the services that are offered, as well as your roles, responsibilities and expectations as an employee. The interactive virtual session is offered at least once per semester and includes guest speakers from different service areas across HC and PHAC. Spaces fill up quickly, so be sure to register as soon as you can for the next available session in English or French. Below is the process to sign up:

1. Obtain your manager's approval to sign up for the student orientation session;
2. Send an email to hc.learning-apprentissage.sc@canada.ca with your name, Personal Record Identifier (PRI), and your preferred official language;
3. You will receive an email confirmation of your registration, including details on how to attend the session;
4. Contact hc.learning-apprentissage.sc@canada.ca if you have any questions or for more information.

3. Complete Your Mandatory Training

All employees, including students, are responsible for completing their mandatory training as soon as possible after starting at HC and PHAC. The [Student Training Checklist](#) includes the training that you need to take, its duration and where to register. It also includes recommended courses to help you further develop your skills and competencies. Print a copy and keep it as a handy reference tool.

If you're looking for more learning opportunities, you can also take a look at the recommended list of courses on the [Employee Training Checklist](#).

Did you know?

You need permission from your supervisor/manager before enrolling in any courses!

Managing Your Pay

As an employee, it is important that you get paid for your work in a timely and accurate manner. The best place to start is by reading the [Student Guide to Pay on MySOURCE](#). This guide provides an overview of everything you need to know, including:

- How to understand your pay cheque;
- Mandatory pay deductions;
- Holidays, leave, and statutory leave;
- Escalation of pay issues;
- And more!

If you have any questions about your pay, contact the [Compensation Trusted Source](#).

Did you know?

- Phoenix is the primary pay system for all pay-related information;
- All employees are paid every 2 weeks, on Wednesdays; and
- Pay transactions are completed via direct deposit.

Accommodations & Disability Management

An accommodation may take various forms, depending on each individual's needs. The type of accommodation differs from one person to another. It may result in flexible hours of work, the purchase of a specific software, or a modification to the workstation to meet an ergonomic need. An accommodation may be needed at various times throughout one's career: during recruitment and selection, in the workplace or upon a person's return to work.

If you require an accommodation in the workplace due to a disability, illness, injury, or any other reason, the best place to start is to talk to your manager or supervisor. They may suggest getting assistance from the [Workplace Wellness Service Centre \(WWSC\)](#), a specialized team that helps employees and managers with accommodations, disability management and occupational health and safety. The WWSC can be contacted by phone at **1-844-423-4763** or by email at ww.service.centre.des.services.de.me@canada.ca.

Information Management and Privacy

As a public servant, it is important to take responsibility to protect personal information in your care. There is a plethora of tools, guides, and information available to you so that you may learn about your responsibilities, and what to do if you think a privacy incident has occurred. You can learn more by checking out the following MySOURCE pages: [Information Management Best Practices](#) and [Access to Information and Privacy](#).

Learning and Career Management

During your time with HC and PHAC, you will have the opportunity to further develop your competencies and practice continuous learning. Competencies are the knowledge, skills, abilities, and behaviours that employees use in concert to perform their work.

The best place to start when looking for guidance on career development, is to explore [MyCareer/Career Planning](#) resources on MySOURCE, where you can learn more about:

- Updating your résumé and cover letter;
- Exploring career options & the labour market;
- Building your network and connections;
- Finding development opportunities and courses;
- Developing your competencies in the public service;
- Common mistakes to avoid;
- And more!

The [Learning and Career Management Unit](#) (LCMU) is the lead on the development and implementation of learning programs and policies for HC and PHAC. LCMU supports learning equity, proactive engagement and innovative approaches to learning and career management. Check out the [Learning section on MySOURCE](#) to register for courses, discover language training options, and learn about mandatory training. You can also join Learning and Career Management [GCconnex group](#) or follow them on [Twitter](#) to stay updated on new course offerings and events.



Networking & Professional Communities

One of the best things to do as a student is to establish meaningful connections within HC and PHAC, as well as the broader public service. Here are some networks and professional communities that will help you connect and engage with other students and employees, as well as guidelines on appropriate use of social media and technology.

Social Media

Social media has become a part of our public service culture. If you plan to use social media for professional or personal use while working in the federal government, it is important to be familiar with your responsibilities and guidelines. These can be found under the Treasury Board Secretariat's [Guideline for Acceptable Network and Device Use](#).

GCconnex

[GCconnex](#) is a professional networking site and collaborative workspace across the public service. You can also seek informal job opportunities in the [Career Marketplace](#), ask questions to other public servants, and engage in discussions.



Student Office

The Student Office at HC and PHAC provides guidance, advice, and human resource services to students and hiring managers. They also run the Student Bridging Inventory (SBI), where you can add your name to an inventory that is consulted by managers who wish to hire students into positions at HC and PHAC after post-secondary graduation. Contact them for more information at hc.students-etudiants.sc@canada.ca.

Young Professionals Network

The Young Professionals Network (YPN) is a leadership, development and networking community geared to all young professionals and those young at heart at HC and PHAC. The YPN offers the opportunity to meet fellow young professionals, help shape the HC and PHAC you want to see, and foster personal and professional skills through networking events and activities. Find out more about the [Young Professionals Network](#) and follow them on [Twitter](#) for the latest news and events.

Other Networks

There are a variety of networks at HC and PHAC that you may wish to get involved with. If you are passionate about any of the following areas and want to expand your personal network, contact any of the following Networks:

- **Visible Minorities Network**

The [Visible Minorities Network](#) is a group of employees who are committed to gathering together and promoting career advancement opportunities for their visible minority colleagues.

- **Persons with Disabilities Network**

The [Persons with Disabilities Network](#) is responsible for ensuring that the voice of persons with disabilities is heard and taken into consideration in the development of policies that have direct impact on their working environment.

- **Indigenous Employee Network**

The [Indigenous Employee Network](#) promotes diversity in the workplace and advises on the impact of policies and programs on employees from First Nations, Inuit and Métis communities.

- **Gender and Sexual Diversity Network**

The [Gender and Sexual Diversity Network](#) supports and promotes diversity with respect to gender identity, gender expression and sexual orientation.



Occupational Health and Safety

The [Corporate Centre for Occupational Health and Safety](#) (COHS) promotes occupational health and safety across HC and PHAC, and monitors compliance under the Canada Labour Code Part II. The Canada Labour Code outlines the rights and responsibilities of both employers and employees to keep the workplace safe. You should be familiar with your [rights and responsibilities](#) under the Code, and you should always seek the advice of your manager if you have questions about health and safety or need to report any incidents that have occurred. You can also talk to your local workplace health and safety committee by consulting the designated bulletin boards for your building.

Performance Management

Employees in the Federal Public Service go through a formal performance management process to track progress and performance. This involves regular discussions between employees and managers, and formal documentation of these discussions at the beginning of the fiscal year, mid-year, and end of year. Students must also undergo a similar process designed specifically for them.

The [Student Performance Objectives & Parameters Evaluation](#) and the [Student Performance Evaluation](#) are used to outline your performance objectives and your manager's assessment of your performance, respectively. Student performance is assessed against a set of core competencies that are used across the entire public service. Read below to learn more about competencies and core competencies.

Competencies vs. Core Competencies

Competencies are the knowledge, skills, abilities, and behaviors that contribute to individual and organizational performance. Each competency has behavioural indicators associated with it, also known as expected behaviours. These provide guidance on what you should be doing at each competency level.

At the beginning of your term with HC or PHAC, your manager/supervisor should inform you of the expected competencies identified in your performance agreement. As a student, you should understand how you are expected to achieve your work objectives. These competencies will be reviewed during your work term and evaluated at the end of your term.

If you meet your work objectives but do not work effectively with others, alienate colleagues, or waste public resources, problems are likely to arise that can undermine workforce productivity and damage the reputation of the federal public service. To prevent this, the performance agreement specifies [four core competencies for all employees in the federal public service](#) regardless of level or occupation:

1. Demonstrating integrity and respect;
2. Thinking things through;
3. Working effectively with others; and
4. Showing initiative and being action-oriented

Your manager/supervisor will also consider:

- How often you perform in a manner that is consistent with the corresponding behavioural indicators;
- How well you demonstrated core competencies; and
- Whether you required close supervision or direction.

For more information on performance management for students, talk to your manager or contact the Student Office (hc.students-etudiants.sc@canada.ca).

Security and Identification Cards

The National Security Management Division is responsible for managing physical security, awareness, and access to HC and PHAC buildings. ID Cards are issued to all employees and must be clearly visible at all times while circulating in any HC or PHAC building. To learn more about security, ID Cards, and your responsibilities as a public servant, visit the [Security Essentials](#) page on MySOURCE.

To report security-related incidents at any time, contact the National Security Operations Centre at **613 957-1010** and in the Regions at **1-888 333-6511**. They are available 24 hours a day, 7 days a week.

Additional Resources

The following list of resources will help you gain a better sense of the services available to you as an employee of HC and PHAC.

Diversity and Inclusion

The Diversity and Inclusion Office provides advice, policy interpretation and guidance to both HC and PHAC employees on diversity and inclusion. For more information, check out their [Frequently Asked Questions](#) page.

Mental Health and Employee Assistance Programs

All employees have access to a variety of tools and services to help them manage their mental health and wellness. The [Employee Assistance Program](#) (EAP) is a free, voluntary and confidential service offered to employees, including students, and their immediate family members, and provides assistance for a variety of situations, such as:

- Relationships;
- Work life balance;
- Psychological health (stress, anxiety, burn-out);
- Work-related conflict; and
- Dealing with change.



To reach EAP, call **1-800-268-7708**

TDD/ATME **1-800-567-5803** for the hearing impaired

EAP is available 24 hours a day/365 days a year, anywhere in Canada

[LifeSpeak](#) is a confidential, bilingual, e-learning platform that provides physical, personal, professional, and mental health resources to improve physical and

psychological health for all HC and PHAC employees, and their families. It is available any day, any time, 24/7/365, from any phone, tablet, PC, or laptop. The "Ask the Expert" interactive virtual platform is offered monthly. Participate in a web chat! Submit questions anonymously in real time and get a response in minutes from a leading expert. You may also [Access LifeSpeak](#) using the following corporate ID: canada.

Visit [My Workplace Wellness Toolbox](#) for additional mental health resources.

Ombudsman's Office & Conflict Resolution

The Ombudsman, Integrity and Resolution Office (OIRO) is a neutral, confidential, independent resource where all employees can raise, discuss and resolve work-related issues through informal approaches without fear of reprisal. In the event of a conflict in the workplace, the first step is to work with your manager or supervisor to find a resolution. If further action is required, you may need to involve OIRO. For more information, visit the [Ombudsman, Integrity and Resolution Office section on MySOURCE](#).

Official Languages Evaluation and Training

HC and PHAC is required to serve Canadians in both official languages (English and French), which means that many positions are bilingual. If you are interested in pursuing a career with the public service, it is highly recommended that you be proficient in both official languages. Talk to your manager about the need to take official languages testing or training. For more information, contact [the Single Window Access to Language Training team](#).

Appendix A – Health Canada Organizational Structure

Health Canada is composed of several branches and offices. Browse the descriptions and links below to learn more.

Chief Financial Officer Branch

The [Chief Financial Officer Branch](#) (CFOB) is the departmental focal point of accountability to ensure rigorous stewardship of financial resources and managing for results.

Communications and Public Affairs Branch

The [Communications and Public Affairs Branch](#) (CPAB) is a comprehensive, full-service government communications organization that directly supports Health Canada and the Public Health Agency of Canada.

Corporate Services Branch

The [Corporate Services Branch \(CSB\)](#) provides corporate support and services nationally for Health Canada and the Public Health Agency of Canada.

Controlled Substance and Cannabis Branch

The Controlled Substance and Cannabis Branch (CSCB) brings together the cannabis, opioid response, controlled substances, tobacco and substance use and addictions programs to implement a comprehensive public health approach for regulating substances and addressing emerging challenges.

Healthy Environments and Consumer Safety Branch

The [Healthy Environments and Consumer Safety Branch \(HECSB\)](#) advances environmental health sciences with a focus on air and water quality, home safety, and protecting Canadians from radiation. The Branch also ensures that consumer and chemical products are safe by overseeing consumer product regulations, conducting regular compliance and enforcement work, and engaging in a variety of awareness activities.

Health Products and Food Branch

The [Health Products and Food Branch \(HPFB\)](#) is a trusted scientific and regulatory authority for health products and food in Canada and internationally.

Office of Audit and Evaluation

The mandate of the [Office of Audit and Evaluation \(OAE\)](#) is to provide independent and objective advice and assurance to senior management in Health Canada and the Public Health Agency of Canada, on the effectiveness of risk management, controls and governance as well as the relevance and performance of programs.

Office of International Affairs

The [Office of International Affairs \(OIA\)](#) leads the strategic management of international issues across Health Canada and the Public Health Agency of Canada and provides advice and support to the Portfolio and the Minister of Health, on issues of global health and international affairs.

Pest Management Regulatory Agency

The [Pest Management Regulatory Agency \(PMRA\)](#) protects the health and environment of Canadians and supports Canadian competitiveness by regulating pesticides and their use in an effective and transparent manner.

Regulatory Operations and Enforcement Branch

The [Regulatory Operations and Enforcement Branch \(ROEB\)](#) contributes to improving and maintaining the health of Canadians by effectively delivering Health Canada's programs and services across the country

Strategic Policy Branch

The [Strategic Policy Branch \(SPB\)](#) provides corporate policy leadership and coherent, evidence-based policy advice to advance government and Health Portfolio priorities

Appendix B – Public Health Agency’s Organizational Structure

The following provides a brief overview of PHAC’s organizational structure.

Infectious Diseases Prevention and Control Branch

The primary goal of the [Infectious Diseases Prevention and Control Branch \(IDPCB\)](#) is to be a global leader in infectious disease prevention and control. To this end, the Branch works in close partnership with other federal government agencies, Canada's provinces and territories, and with other national and international partners.

Health Promotion and Chronic Disease Prevention Branch

The [Health Promotion and Chronic Disease Prevention Branch \(HPCDPB\)](#) supports the Agency's mandate across a wide spectrum that includes upstream determinants of health, healthier living across the life course, healthy communities, and chronic disease and injury prevention. The Branch also supplies a science foundation to ensure a strong evidence base for the Agency's work in these areas. Lastly, HPCDPB provides leadership in the form of policy development, strategic and innovative initiatives, and programs and investments that contribute to enabling Canada to effectively promote health, reduce health inequalities, and prevent and mitigate chronic diseases and injuries.

Health Security Infrastructure Branch

[Health Security Infrastructure Branch \(HSIB\)](#) serves as a government focal point for fostering cooperation among multiple partners and jurisdictions with the goal of increasing capacity to manage public health events of domestic and international concern to Canadians. This Branch contributes to the health security of Canadians through strengthened public health infrastructure, biosecurity, border health, and emergency management.

Office of Strategic Policy and Planning

The [Office of Strategic Policy and Planning \(OSPP\)](#) provides corporate services to the Public Health Agency of Canada (PHAC) to support the Minister, the President and the Chief Public Health Officer through an integrated approach to policy, planning, and risk management.

Appendix C - Connecting via Virtual Private Network

To remotely connect to the Health Canada / Public Health Agency of Canada's Corporate Network, you will require the following:

1. An HC/PHAC laptop or tablet with Windows 7 or 10 pre-installed.
 2. A copy of your Entrust certificate (myKey) and password
 3. Your valid network (OES) credentials
 4. A trusted Internet connection.
1. Please note [IT Security – Remote Access and Travel Standard – Section 5.1](#)

At the login screen, choose "Computer Only Log on" before entering credentials. Then enter your credentials and wait for the Windows login process to complete. Confirm that your laptop/tablet network connection is on and connected. Check for either of the following icons on your taskbar, located on the bottom right of the screen.




You can connect to the Internet either through a network cable or to Wi-Fi.

Tip: If you are using Wi-Fi, some Laptop models have a separate on/off switch to enable the Wi-Fi. Be sure the switch is set to the "on" position.

Securely join the network via VPN by completing the following steps.

A. Log on to Entrust. (myKey)

1. On the toolbar, Double Click on the Entrust icon. 
2. If your name does not appear automatically.
 - i. Click the Browse button and navigate to where you have stored your Name.EPF file. Generally found in C:\MyKey




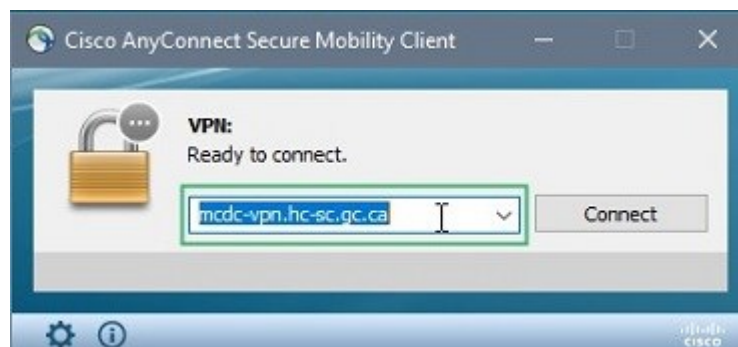
3. Enter your secure password

- i. Tip: use the same password as in CWA and TAP applications.

4. Click OK

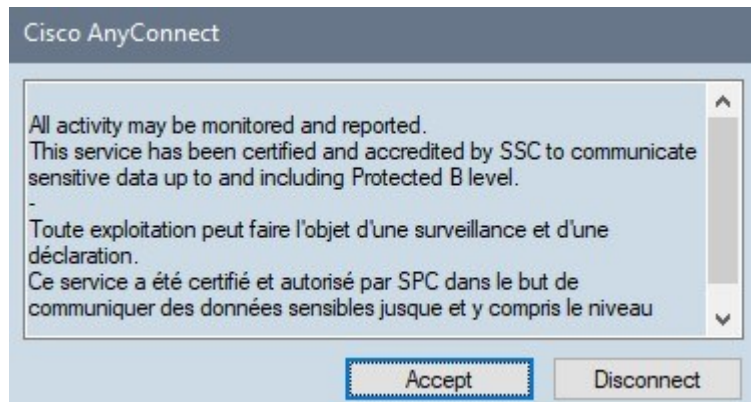
B. Connecting to GCSRA (VPN)

1. On the taskbar, Double Click on the CISCO AnyConnect icon. 
2. Be sure the server name appears as mcdc-vpn.hc-sc.gc.ca. You can also use pdp-vpn.hc-sc.gc.ca.




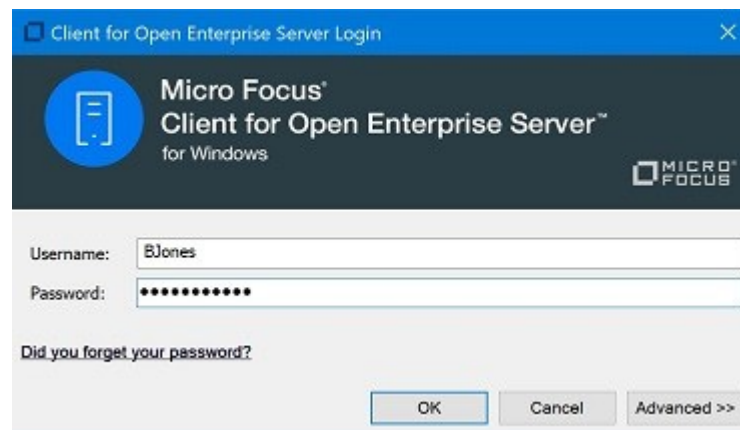
- a. Click on the Connect button
- b. A prompt for your network credentials and password will appear. Enter the information and click OK.
- c. You will be asked to accept the terms for network use.
- d. Once you click Accept, you will have access to most of your applications.

- e. To access your network files and additional applications, logon to the corporate network.



2. Network File Access

- a. To access your network data, shared folders and additional applications you will need to logon to the network through the OES client.
- b. Right click on the OES icon in the toolbar. 
- c. Select OES Login.
- d. Enter your credentials – (User name and password).








- e. Click OK

You now have full access to your files and applications.

Appendix D – Systems & Tools

Before setting up your workstation and signing up for courses, it is important to know what systems we use at HC and PHAC to get work done and accomplish organizational goals.

System Title	Description	Link/Access
Phoenix	Phoenix is where you can check your pay stubs, review your pay summary, update your direct deposit information, and more.	Use the Compensation Web Application (CWA) link on your desktop. You will require a MyKey and your PRI to access the system.  CWA-AWR
PeopleSoft	PeopleSoft is where you can update your work schedule, submit leave requests, and manage your personal information (e.g. address, phone number, emergency contact).	Use the PeopleSoft link on your desktop.  Peoplesoft
Lotus Notes	Lotus Notes is a database system where you can update your work information (e.g. office number, work phone number, title), find other employees, and more.	Use the Lotus Notes link on your desktop.  Lotus Notes 8.5
Directory	The Directory is the Lotus Notes repository that contains work contact, location, and organizational information of all employees and contractors	Visit the Directory page on MySOURCE to learn more. Click here to access the Directory itself via Lotus Notes.
myLEARNING	myLEARNING is our learning management system where you can	myLEARNING will be available soon.

System Title	Description	Link/Access
	register for courses and training opportunities.	
GCcampus also known as the Canada School of Public Service (CSPS)	GCcampus (or the CSPS) provides courses for all public servants to develop skills in common areas like project management, communications, and more. They also offer training for specialists in HR, finance, etc.	Click here to browse the CSPS course catalogue, or visit www.cspsefpc.gc.ca/
MySOURCE	MySOURCE is the internal intranet page that hosts a variety of resources, links, videos, guides, forms, and more. This is usually a good place to start looking for information!	Use the MySOURCE link on your desktop. 
Service Gateway	Service Gateway is the online portal for IT assistance. They help with account issues, passwords, technology, and more. This is where you can submit a ticket for help.	Use the SG-PS link on your desktop. 
GC Tools	GC Tools are used for networking, collaborating, and sharing across the Government of Canada (GOC).	GCpedia - a knowledge sharing platform GCintranet - single entry point that connects all public servants GCconnex - a professional networking and collaborative workspace GCDirectory - identifying employees in the workplace GCCollab - a network and sharing site for internal and external stakeholders

Appendix E - Acronyms

There are many acronyms that you will learn throughout your time with us, but below is a quick overview of some of the most common acronyms you will find at HC and PHAC:

Acronym	Full Name
ADM	Assistant Deputy Minister
AO	Administrative Officer
COB	Close of Business Day
CSPS	Canada School of Public Service
CWA	Compensation Web Applications
DG	Director General
DM	Deputy Minister
EAP	Employee Assistance Program
GOC	Government of Canada
HC	Health Canada
HR	Human Resources
IM	Information Management
IT	Information Technology
NCR	National Capital Region
NLPD	National Learning Programs Database
NSD	National Service Desk
NSOC	National Security Operations Centre
OES	Open Enterprise Server
ORC	Online Resource Centre
PAR	Pay Action Request
PHAC	Public Health Agency of Canada
PRI	Personal Record Identifier
SBI	Student Bridging Inventory
SHO	Student Hiring Offer
SLE	Second Language Evaluation
TBS	Treasury Board Secretariat
VPN	Virtual Private Network
WWSC	Workplace Wellness Service Centre
YPN	Young Professionals Network