



NURSEONE FACTSHEET

4 IN A SERIES OF 4
FAQs

FREQUENTLY ASKED QUESTIONS

Who is eligible to register with NurseONE?

All Canadian nurses are eligible for membership on NurseONE.

How much does it cost to join NurseONE?

The following members of the Canadian Nurses Association (CNA) and nursing colleges and associations with whom NurseONE has an agreement, are eligible to sign onto NurseONE **at no cost** to the individual user.

- College of Registered Nurses of British Columbia (CRNBC)
- Saskatchewan Registered Nurses' Association (SRNA)
- Registered Nurses Association of Ontario (RNAO)
- College of Registered Nurses of Nova Scotia (CRNNS)
- Association of Registered Nurses of Newfoundland and Labrador (ARNNL)
- Yukon Registered Nurses Association (YRNA)
- College and Association of Registered Nurses of Alberta (CARNA)
- College of Registered Nurses of Manitoba (CRNM)
- Nurses Association of New Brunswick (NANB)
- Association of Registered Nurses of Prince Edward Island (ARNPEI)
- Registered Nurses Association of the Northwest Territories and Nunavut (RNANT/N)
- College of Licensed Practical Nurses of Newfoundland and Labrador (CLPNL)
- College of Licensed Practical Nurses of Nova Scotia (CLPNNS)
- College of Licensed Practical Nurses of Alberta (CLPNA)
- Canadian Nursing Students' Association (CNSA)
- Nurses employed by First Nations and Inuit Health Branch, Health Canada (FNIHB)

If you are a nurse and your jurisdiction/college is not a member of the CNA, or does not have an agreement with NurseONE, you will be prompted to submit an **annual subscription fee of \$125**. Your payment can be made by cheque, money order, or credit card (VISA, MC or AMEX).



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Can nursing students access NurseONE?

NurseONE is available to ALL nursing students, regardless of their program of study (BScN or Diploma LPN programs). Nursing students can obtain membership to NurseONE in one of two ways:

1. **As members of the Canadian Nursing Students' Association (CNSA)**, students are able to register to NurseONE at no cost to them individually. They do, however, need to access NurseONE through the CNSA site and membership. www.cnsa.ca
2. **If they are NOT members of CNSA**, and have no intention of becoming members, they can access NurseONE at the **current annual subscription fee of \$50.00** for each individual student user. They do need, however, to submit proof of their enrollment in a nursing program to NurseONE.

How do I change my password?

1. Login to NurseONE
2. Click "Edit My Profile" on the left-hand side of the page
3. Click on the box next to "Password"
4. Type your new password, then retype to verify
5. Click "Update" at the bottom of the page to save changes

How do I change my email address?

1. Login to NurseONE
2. Click "Edit My Profile" on the left-hand side of the page
3. Click the box next to "Email"
4. Enter your new email address
5. Click "Update" at the bottom of the page to save changes

How do I add information to My Portfolio?

1. Login to NurseONE
2. Click "My Portfolio" on the left hand side of any NurseONE page
3. Add your personal information to conveniently save it to your NurseONE account

How do I add information to my Self Assessment?

1. Login to NurseONE
2. Click on the "Professional Development" tab at the top of the home page
3. Click on "Continuing Competence"
4. Add your personal information to conveniently save it to your NurseONE account

How can I start receiving the NurseONE electronic newsletter?

1. Login to NurseONE
2. Click "Edit My Profile" on the left-hand side of the page
3. Deselect the option "*I do not want to receive the NurseONE e-Bulletin*"
4. Your email address has now been added to the distribution list

To receive the newsletter without registering, please contact NurseONE at portalinfo@nurseone.ca and they will gladly add you to the distribution list.

I have forgotten my username and/or password, what can I do?

Send an email to registration@nurseone.ca including your full name and the email address used when first registering and your account will be reset.

I am a member but I can't access NurseONE, what can I do?

Send an email to registration@nurseone.ca including your full name and the email address used when first registering and your account will be reset.