

HIFIS – Cheat Sheet

HIFIS Confidentiality & User Agreement Cheat Sheet

For Service Providers in the City of Lethbridge

For New HIFIS Users & Site Administrators

December 2025

Version 1.0



Questions?

Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket at [HIFIS - City of Lethbridge](#)

Confidentiality & User Agreement Form

For every new user on HIFIS, a **Confidentiality & User Agreement** form must be signed by the user and then by the Agency's Site Admin (typically the user's Manager) as part of the requirements and process for requesting new user access.

This document outlines how to access, fill out, and submit the online Confidentiality & User Agreement form.

Process for Completing the Confidentiality & User Agreement Form

****Note**** *That this process begins with the New User*

Step 1: New Users Complete the Form

1. New Users can access the form on the [City of Lethbridge HIFIS Support site](#) (or through this direct link to the [Confidentiality & User Agreement form](#))
2. Select the Agency you are employed at for which you need access to HIFIS
3. Read the information that appears, including what the agreement is for, the instructions, and the terms & conditions for accessing HIFIS.
4. Scroll down to complete the form and fill in all your personal information accurately.
5. Sign where it says signature
6. Under Manager / Director, you will enter in the information for your Manager
7. Press Submit to Manager.
 - The form will be sent to your Manager/Site Admin (by email) for their signing.

Step 2: Site Admins / Managers Complete the Form

8. Site Admins will then receive an email with a link to open the form.
 - The form will already be pre-filled with the user's information.
9. Review the pre-filled information to ensure it is all accurate and complete.
10. Sign where it says signature
11. Press submit (the form will be sent to the HIFIS Support Team for verification).

****Note****

The **User Confidentiality Agreement** (1) is just one of 4 requirements needed to gain access to HIFIS for a new user. A **New User Access Request Form** (2) is a separate requirement that needs to be *initiated & submitted by Site Admins* to get new staff access to HIFIS accounts. **POPA Privacy training** (3) and **HIFIS System training** (4) also need to be completed before new users can be approved for full access to HIFIS.
