

HIFIS – Cheat Sheet

HIFIS User Request Form Cheat Sheet

For Service Providers in the City of Lethbridge

For Site Administrators Requesting New Users, Changed Access, & Terminations in HIFIS

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](#)

User Request Form

This document outlines how to use the online User Request Form to request (1) new HIFIS user accounts, (2) changes to existing user accounts, or (3) terminations. The User Request Form can only be initiated, signed, and submitted by each agency's **HIFIS Site Administrator**.

Step-by-Step Process for Site Admins to Complete a User Request

1. Site Admins can access the online User Request form through the [City of Lethbridge HIFIS Support site](#) (or through this direct link to the [form](#)).
2. Read the information at the beginning of the form, including the instructions.
3. Select your Agency.
4. Select the Request Type (New User, Change Request, Termination)
 - Different request types must be **submitted separately**.
 - Multiple users can be added under the same submission (through the Add User button) if the Request Type is the same.
 - I.e.) You need to submit a new user request for 3 new staff: Can be done in the same form/submission.
 - I.e.) You need to submit a new user request for a new staff and a termination request a departing staff: Both must be submitted separately.
5. Proceed to fill in the form with the requested information.
6. Under Authorization, enter in your information (as the Site Administrator/Manager).
7. Sign where it says signature.
8. Press Submit (the form will be submitted to the HIFIS Support team for review).
 - Submissions may be accepted or rejected, depending on the accuracy and completeness of the form. Comments will be provided to you if it is rejected.

****Note****

The **User Request Form** (1) is just one of 4 requirements needed to gain access to HIFIS for a new user. A **Confidentiality & User Agreement 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.
