

Alberta
Netcare

ELECTRONIC HEALTH RECORD



**Alberta Health Services
Identity & Access Management (IAM)**

**Alberta Netcare Access Request Process
User Reference Guide**

**Government
of Alberta** ■



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NOTE: All screen shots in this guide are from a test site and do not contain real user IDs, contact information or names.

Introduction to IAM and Alberta Netcare request process

IAM stands for **Identity & Access Management**. The IAM application will be used by AHS and AHS Affiliate physicians, clinicians and staff. Any person with an AHS network username and password can access IAM to complete an Alberta Netcare Access Request.

The Alberta Netcare access request process in IAM is used to create, modify and remove access to Alberta Netcare Portal (ANP), including the Pharmaceutical Information Network (PIN) and Person Directory (PD).

Each request must be approved by the requester's manager or staff member with the appropriate Delegation of Human Resources Authority or a pre-approved Alberta Netcare Authorized Approver. IAM is to be used to create, modify and remove access to Alberta Netcare Portal (ANP), including the Pharmaceutical Information Network (PIN) and Person Directory (PD).

ANP Approver

An ANP Approver approves ANP requests in IAM. An ANP Approver must meet the following criteria:

- Anyone with an AHS Delegation of Human Resources Authority (DOHRA) of 1 to 11
 - Please note that DOHRA is based on job title. Any AHS person who does not have a valid DOHRA and believes they should be able to act as a NAR Authorized Approver must contact AHS Human Resources to discuss an update to their job title.
- Anyone with a Covenant Health DOHRA of 1 to 6

OR



- Anyone who has been pre-approved by AHS IT Access to perform the role of an ANP Authorized Approver. This applies particularly to people who work for an AHS Affiliate or who are AHS non-employees. Please contact your local AHS IT Service Desk if you wish to become an ANP Authorized Approver.

Current ANP Authorized Approvers are listed on the [AHS IAM List of Authorized Approvers](#).

The person approving access agrees that:

- Access to AHS information is necessary to fulfill authorized AHS duties and responsibilities
- Access is to the minimum information necessary to perform the duties and responsibilities
- They are the point of contact for follow up regarding annual review of access
- They will notify IT Access of any changes to the users access
- They have verified that the user requiring access has completed all necessary training, including AHS Privacy & Security Training and the signing of the AHS Confidentiality and Information Technology User Agreement.

IAM automatically routes each access request through the workflow and provides automated email notifications when a manual review and approval step is required. Once approved, the request is provisioned by the IAM system and the new user's credentials are sent to the user's manager for dispersal.

The IAM system is also used by AHS and AHS Affiliate staff for:

- Self-service AHS network password reset
- Self-service AHS network account unlock
- Request creation of a new or access to an existing shared directory folder
- Network Access Requests (NAR)
- Remote User Network Access Requests (RUNA)
- AHS Staff (AHS employee) Emergency Suspensions and Emergency Terminations

- AHS Affiliates Staff (AHS non-employee) Emergency Suspensions and Emergency Terminations
- AHS Affiliate Staff (AHS non-employee) standard terminations e.g. retirements, resignations.

Submitting an Alberta Netcare Access Request in IAM

1. Enter the IAM url into the address bar. <https://iam.albertahealthservices.ca/user>.
The **IAM log in** screen will appear.
Login using your AHS network username and password.
The **IAM home page** will appear.
2. Click **Request or Modify Access to Entitlements**.



- Click to select the user.
If you chose **Myself** proceed to step 4.
If you chose **Existing User**, use the search fields to find the user.

NOTE: Requesters will have several options to choose from when searching for a user. Use **+ add search criteria** option to have a narrowed search return.

Click **Select** beside the user.

Select	Name	Preferred First Name	Email	User Id	User Status
<input type="button" value="Select"/>	Chanin ITAccess		Chanin.ITAccess@qalabahs.net	chaninitaccess	Active
<input type="button" value="Select"/>	Chanin Nar		Chanin.Nar@qalabahs.net	chaninnar	Active
<input type="button" value="Select"/>	Chaninnar Test		Chaninnar.Test@qalabahs.net	chaninnartest	Active
<input type="button" value="Select"/>	Chanin Nartest		Chanin.Nartest@qalabahs.net	chaninnartest02	Active
<input type="button" value="Select"/>	Chanin RUNAtest		Chanin.RUNAtest@qalabahs.net	chaninrunatest	Active
<input type="button" value="Select"/>	Chanin Test		Chanin.Test@qalabahs.net	chanintest02	Active
<input type="button" value="Select"/>	Chanin Test		Chanin.Test2@qalabahs.net	chanintest03	Active

If you chose **New User**

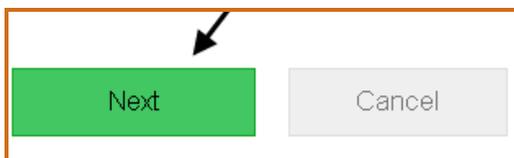
NOTE: A Network Access Request (NAR) will be added to the request. The NAR request must be approved before the Alberta Netcare Access can be granted. If the NAR request is denied the Alberta Netcare access request will automatically be denied as well.

Enter the user's Legal Names and date of birth (DOB).

4. Click **Request Access** beside Alberta Netcare Portal.

List of Available Entitlements and Resources	
Select	▼ Entitlement / Resource
<input type="button" value="Request Access"/>	Alberta Netcare Portal
<input type="button" value="Request Access"/>	Authorized Approver
<input type="button" value="Change Access"/>	Directory Share Folder Access
<input type="button" value="Change Access"/>	Network Access Request (NAR)
<input type="button" value="Request Resource"/>	New Directory Shared Folder
<input type="button" value="Change Access"/>	Remote User Network Access (RUI)

5. Click **Next**.



The **Alberta Netcare Access Request** page will appear. If you have selected **New User** and an error message appears review the accounts and verify that a new network account is required.

If Yes, click **Create New User**.

You have chosen to make a request for a new user, but possible matches exist, please select from the list or press "Create New User" button.

Select User and Entitlements/Resources

1 Select User and Entitlement(s)
 2 Complete Access Request
 3 Review and Submit

User Search

This request is for: Myself Existing User New User

Legal First Name* Last Name* Preferred First Name
 DOB Day* DOB Month*

User Search Results:

Users that possibly match the New User First Initial and Last Name have been found. Please select from the choices below

Select	Name	Preferred First Name	Email	User Id	Date of Birth	User Status
<input type="button" value="Select Existing"/>	Chanin TestManager		Chanin.TestManager@qalabahs.net	chanintestmanager	NO MATCH	Active
<input type="button" value="Select Existing"/>	Chanin TestManagerNon		Chanin.TestManagerNon@qalabahs.net	chanintestmanagernon	NO MATCH	Active
<input type="button" value="Select Existing"/>	Cov Test		Cov.Test@covenanthealth.ca	covtest	NO MATCH	Active

Select this button if the user is not in the list above:

If No, click to select an **Existing User** from the list of users provided on the **User Search Results** table.

If you chose an **Inactive User**

The reactivation of an AHS network account can only be requested by a person who qualifies as a NAR Approver. A Network Access Request (NAR) will have to be completed first before an Alberta Netcare Portal entitlement can be requested.

Click **Select** beside the user's name.

User Search Results:

Select	Name	Preferred First Name	Email	User Id	User Status
<input type="button" value="Select"/>	Tester ADTest		Tester.ADtest@qalabahs.net	testeradtest	Inactive

Click the **Reactivate Access** Button.

Entitlement / Resource Selection

List of Available Entitlements and Resources for Inactive Users

Select	Entitlement / Resource	Description
<input type="button" value="Reactivate Access"/>	Network Access Request (NAR)	Request the creation, amendment, or reactivation of an AHS account.

The requester will have to provide the **Date of Birth** to validate that the user being activated is the appropriate user. Enter the user's day and month of birthday using the drop down menus.

Selected User Details

LAN Id: testeradtest Employee Name: Tester ADTest Email Address: Tester.ADtest@qalabahs.net

The user you selected is Inactive. Before a re-activation request can be submitted for this user, you must validate their Date of Birth.

DOB Month* +

DOB Day*

Entitlement / Resource Selection

List of Available Entitlements and Resources for Inactive Users

Select	Entitlement / Resource	Description
<input type="button" value="Remove"/>	Network Access Request (NAR)	Request the creation, amendment, or reactivation of an AHS account.

Click Next.

For further instructions on reactivating a NAR account, please refer to [Network Access Request \(NAR\) User Reference Guide](#).

6. If you chose **New User**, complete the Network Access Request (NAR) form. If you chose **Existing User** or **Myself**, proceed to step 7.

The screenshot shows the 'Network Access Request (NAR) Details' form. The fields and their current values are as follows:

- Title: Select (dropdown)
- Legal First Name: Bob
- Last Name: User
- * Middle Initial: [Empty] No Middle Name
- Preferred First Name: [Empty]
- Suffix: [Empty]
- DOB Day: 1
- DOB Month: Jan
- User Type: Non-Employee
- * AHS Zone: Select (dropdown)
- * User Sub-category: Select (dropdown)
- Create Email Account:
- External Email Address: [Empty]
- Job Title: [Empty]
- * Company: --- SELECT COMPANY --- (dropdown)
- * Department: [Empty]
- * Location: [Empty] [...]

NOTE: AHS Affiliates should select the appropriate Sub-category from the “User Sub-Category” field.

Example: AHS LTC Affiliates, Calgary Laboratory Services (CLS), Capital Care, Carewest, Dynalife Lab, Lloydminster Hospital, PCN, etc.

A NAR request for an AHS LTC Affiliate user will not provision nor assign “Network” access to the user’s account. A BHSA account or also known as IAM account will be created along with the ANP entitlement upon completion of the submitted request.

7. Choose the **Profession** and **Job Role** from the drop down lists.

Some professions (Dental Hygienist, Dentist, Medical Doctor, Optometrist, Nurse Practitioner, Pharmacist, and Registered Dietitian) will require you to enter a **College License ID** in the free text field.

Students (Fellow, Resident, Medical Intern, Nurse Practitioner Student, Pharmacy Student and Dietary Intern) must select “UNKNOWN” as the Profession, and choose the appropriate role from the Job Role selection.

The screenshot shows the 'Alberta Netcare Portal Details' form. It includes a 'Netcare Information' section with the following fields:

- * Profession: A dropdown menu currently showing 'Select'.
- College Licence ID: A text input field.
- * Job Role: A dropdown menu currently showing 'Select'.

8. Use the drop down list to choose an available facility. Click **Assign Facility**.

The screenshot shows the 'Complete Access Request' form. It has two main steps: '1 Select User and Entitlement(s)' and '2 Complete Request'. Under step 2, there is a dropdown list of facilities. The list includes various locations such as 'AH Provincial Service Desk|0002', 'eHealth Support Services Team|0020', 'AH ATB Place North|0033', 'CGI Edmonton Canadian Western Bank|250C', 'Alberta Health Services|28CB', 'St Joseph's Auxiliary Hospital|2CE4', 'St Michael's Health Centre|2D10', 'St Mary's Health Care Centre|2DA6', 'Mineral Springs Hospital|9680', 'Mineral Springs Hospital|9681', 'Our Lady of the Rosary Hospital|96EF', 'St. Mary's Hospital|9701', 'Killam Health Care Centre|970E', 'Bonnyville Healthcare Centre|977A', 'Bonnyville Healthcare Centre|978D', 'Mary Immaculate Hospital|978E', 'St. Joseph's General Hospital|978F', 'Edmonton General Continuing Care Centre|B776', 'Grey Nuns Community Hospital|B782', 'Misericordia Community Hospital|B783', 'Rexall Outpatient Pharmacy University of Alberta Hospital #9801|G6VZ', 'Rexall Outpatient Pharmacy Royal Alexandra Hospital #9802|G6W0', 'Medicine Hat Regional Hospital Outpatient Pharmacy|G7HC', 'Youville Auxiliary Hospital (Grey Nuns) of St. Albert|G7QD', 'St. Mary's Hospital Pharmacy|G8GT', 'Grey Nuns Community Hospital Pharmacy|G8H0', 'Misericordia Community Hospital Pharmacy|G8H1', 'David Thompson Dispensary|G8H4', and 'Queen Elizabeth II Hospital Pharmacy|G8HH'. At the bottom of the list, there is an 'Assign Facility' button circled in red.

The facility will now appear under the user’s list of facilities. If the user works in more than one facility, add all the facilities that apply for the user.

NOTE:

- All **AHS facilities** were consolidated into one facility code – **28CB**.
- All **AHS Affiliates facilities** were consolidated into one facility code – **GCJJ**.
- **Covenant Health facility** codes were not consolidated; they will continue to use their current facility codes – no change.

9. Enter each facility.

The **Netcare Role Selection Guide** will assist you in determining the appropriate access to assign to your staff. For additional information, <http://www.albertanetcare.ca/LearningCentre/LearnByRole.htm>

A **Sunset Date** is assigned to every Alberta Netcare access account. The Sunset Date has a maximum of one year from the date the access was granted. Requesters can modify the date to less than one year to accommodate short term use of Alberta Netcare as in the case of students or researchers.

- If the account is requested as a **permanent account** (i.e. **the temp checkbox is not selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date, but the account will not be disabled if the Sunset Date is reached. It is the responsibility of the Entitlement Manager to ensure that the Sunset Date is updated in IAM as a modification request to the user's account.
- If the account is requested as a **temporary account** (i.e. **the temp checkbox is selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date and disabling of the account. If the Sunset Date is reached the temporary account will be disabled automatically by IAM. To avoid the account from being disabled, an IAM Modify request needs to be made for the user's account.

Additional access (only select the check box if additional access option(s) are required)

- **Edmonton Zone Access** – only users in Edmonton Zone should select this option to have access to Patient List functionality.
- **Pharmacy Batch Access** - this access enables a user to utilize an additional Pharmacy Software system to send dispense information to PIN through the file transfer utility / batch messaging portion of PIN.
- **Remote Access Required** - this option is to provide the user with access Alberta Netcare from a remote site using a FOB.

Requesting **Remote Access** to Alberta Netcare will have to be completed inside the Alberta Netcare Portal (ANP) entitlement request.

- If you click to select the check box beside **Remote Access Required** a Remote User Network Access (RUNA) request will be added to your request.

NOTE: A message in IAM will be presented if the request for Alberta Netcare remote access is selected directly from the Remote User Network Access (RUNA) entitlement request.

Access Information

NOTICE: This form is to request remote access via VPN only. If you require remote access to Netcare please go back and choose the Netcare entitlement.

* Select Access Required

Available		Assigned
Citrix	>	Netcare
eClinician	>>	
ESS	<<	
PAC's	<	
VPN		
WCCHN		

NOTE: A user that does not have direct access to the AHS Network will require remote access.

Example: AHS Affiliate and/or Community user

Remote User Network Access (RUNA) Details

Remote User Network Access

Current Approving Manager value not set

* RUNA Request Type

* Token Type

Access Information

* Select Access Required

Available		Assigned
Netcare	>	
	>>	
	<<	
	<	

Additional Information

10. Choose the Approving Manager.

NOTE: If you have an AHS Delegation of Human Resources Authority (DOHRA) level of 1-11, a Covenant Health DOHRA of 1 – 6, or are a pre-approved Authorized Approver you will not need to choose an Approving Manager. The request will be automatically approved. Proceed to step 11.

If the requester has an Authorized Approver entitlement for several facilities but is not an Authorized Approver for the facility or facilities being requested, you will not be able to approve the request. You will have to select an appropriate Authorized Approver or Approving Manager assigned to the facility in order for the request to proceed.

If there is no Approving Manager, use the search field to search for your manager. Click **Select Approving Manager**.

Current Approving Manager

There is no manager selected. Please use the search field below and select a manager to approve the request.

[Change Approving Manager](#)

Change Approving Manager

Enter your search terms to find a user. The Smart Search can find a user by name, account name, email, employee number, and more. You can make a more specific search by changing the "Smart Search" dropdown.

First Name Starts With

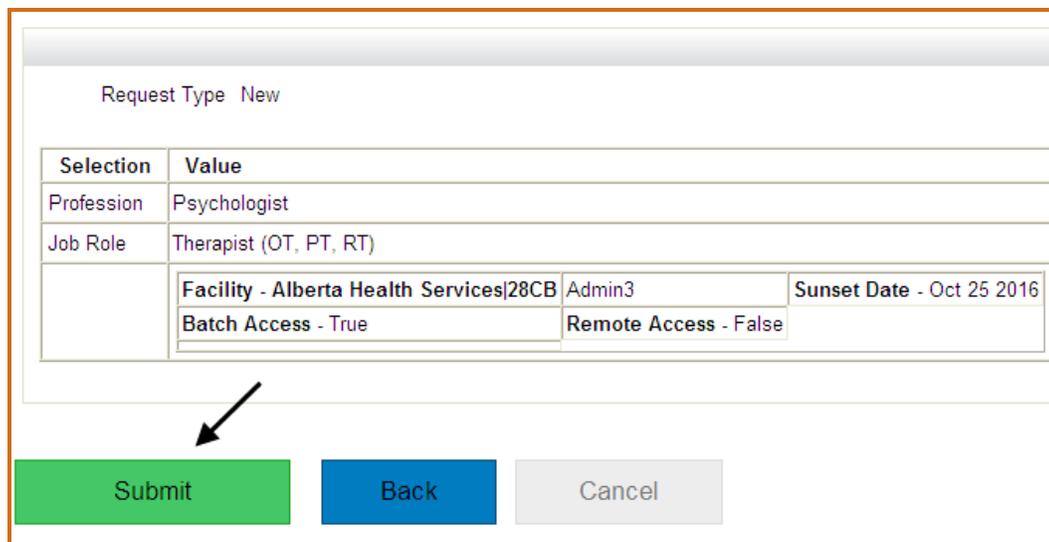
User Search Results:

Select	Name	Email	Userid	Employee Job Title	User Type	DOHRA Level	User Status
Unqualified Approver	Chanin RUNAtest	Chanin.RUNAtest@qalabahs.net	chaninrunatest	N/A	Non-Employee	N/A	Active
Unqualified Approver	Chanin TestManager	Chanin.TestManager@qalabahs.net	chanintestmanager	N/A	Non-Employee	N/A	Active
Select Approving Manager	Chanin TestManagerNon	Chanin.TestManagerNon@qalabahs.net	chanintestmanagemon	Manager	Employee	9-11	Active
Unconfirmed - No direct match with HR DOA table	Chanin Sullivan	Chanin.Sullivan@qalabahs.net	csullivan	IT Access Analyst	Employee	No direct match with HR DOHRA table	Active
Unqualified Approver	Chanin Sullivan		csullivanconfig	N/A		N/A	Active

11. Click **Next**.

The **Review and Submit** page will appear.

12. Click **Submit**.



Request Type New

Selection	Value	
Profession	Psychologist	
Job Role	Therapist (OT, PT, RT)	
Facility - Alberta Health Services 28CB	Admin3	Sunset Date - Oct 25 2016
Batch Access - True	Remote Access - False	

Submit Back Cancel

The **Confirmation** page will appear.

13. Click **OK**.

NOTE: if you do not click **OK** the request will be delayed by 15 minutes.

Confirmation

Your request was successfully submitted.

The request is for userid: **chaninnar**, and the request # is: **0000518**.

Please use this request number to track the status of your request.

OK

The **IAM home** page will appear. The request will appear under the **Request Status** pane.

Status	Request	Requested ▾	Completed	Access	Requested For
	0011064	Oct 26, 2015 08:31:00 AM	In Progress	ALBERTA NETCARE PORTAL	CHANINTEST03
	0000644	Jul 17, 2015 07:42:00 AM	In Progress	DIRECTORY SHARE FOLDER ACCESS	DYNALIFE

Modifying and Removing Alberta Netcare Portal Access

NOTE: The modification and removal of an existing ANP entitlement will have to be completed by the assigned Approving Manager or Authorized Approver. This cannot be delegated to others as only they can view that specific entitlement for their staff.

1. Enter the IAM url into the address bar. <https://iam.albertahealthservices.ca/user>
The **IAM log in** screen will appear
2. Click **Request or Modify Access to Entitlements**



- Click to select the user.
If you chose **Myself** proceed to step 4.
If you chose **Existing User**, use the search fields to find the user.

NOTE: Requesters will have several options to choose from when searching for a user. Use **+ add search criteria** option to have a narrowed search return.

User Search

This request is for: Myself Existing User New User

Find Existing User

Enter your search terms to find a user. The Smart Search can find a user by name, account name, email, employee number, and more. You can make a more specific search by changing the "Smart Search" dropdown.

Click **Select** beside the user.

User Search Results:

Select	Name	Preferred First Name	Email	User Id	User Status
<input type="button" value="Select"/>	Chanin ITAccess		Chanin.ITAccess@qalabahs.net	chaninitaccess	Active
<input type="button" value="Select"/>	Chanin Nar		Chanin.Nar@qalabahs.net	chaninnar	Active
<input type="button" value="Select"/>	Chaninnar Test		Chaninnar.Test@qalabahs.net	chaninnartest	Active
<input type="button" value="Select"/>	Chanin Nartest		Chanin.Nartest@qalabahs.net	chaninnartest02	Active
<input type="button" value="Select"/>	Chanin RUNAtest		Chanin.RUNAtest@qalabahs.net	chaninrunatest	Active
<input type="button" value="Select"/>	Chanin Test		Chanin.Test@qalabahs.net	chanintest02	Active
<input type="button" value="Select"/>	Chanin Test		Chanin.Test2@qalabahs.net	chanintest03	Active

- Click **Change Access** beside Alberta Netcare Portal.



- Click **Next**.



The **Alberta Netcare Access Request** page will appear.

6. Choose **Modify** from the drop down list.

Update the **Profession** and/or **Job Role** if required using the drop down lists.

NOTE: Some professions (Dental Hygienist, Dentist, Medical Doctor, Optometrist, Nurse Practitioner, Pharmacist, and Registered Dietitian) will require you to enter a **College License ID** in the free text field.

Students (Fellow, Resident, Medical Intern, Nurse Practitioner Student, Pharmacy Student and Dietary Intern) must select “UNKNOWN” as the Profession, and choose the appropriate role from the Job Role selection.

Alberta Netcare Portal Details

Access ID ahcommuser

* Request Type

* Profession

College Licence ID

* Job Role

7. Modification of ANP entitlement

Add a new facility if required. Use the drop down list to choose an available facility. Click **Assign Facility**, and proceed to Step 10.

Complete Access Request

1 Select User and Entitlement(s) 2 Complete Request

Account Id:	Employee Name:	Email Address:
chanintest03	Chanin Test	Chanin.Test2

Selected User Details

Available Facilities

Netcare Information

- * Profession
- * College Licence ID
- * Job Role

To ASSIGN a Netcare Portal entitlement select

Select

- AH Provincial Service Desk|0002
- eHealth Support Services Team|0020
- AH ATB Place North|0033
- CGI Edmonton Canadian Western Bank|250C
- Alberta Health Services|28CB
- St Joseph's Auxiliary Hospital|2CE4
- St Michael's Health Centre|2D10
- St Mary's Health Care Centre|2DA6
- Mineral Springs Hospital|9680
- Mineral Springs Hospital|9681
- Our Lady of the Rosary Hospital|96EF
- St. Mary's Hospital|9701
- Killam Health Care Centre|970E
- Bonnyville Healthcare Centre|977A
- Bonnyville Healthcare Centre|978D
- Mary Immaculate Hospital|978E
- St. Joseph's General Hospital|978F
- Edmonton General Continuing Care Centre|B776
- Grey Nuns Community Hospital|B782
- Misericordia Community Hospital|B783
- Rexall Outpatient Pharmacy University of Alberta Hospital #9801|G6VZ
- Rexall Outpatient Pharmacy Royal Alexandra Hospital #9802|G6W0
- Medicine Hat Regional Hospital Outpatient Pharmacy|G7HC
- Youville Auxiliary Hospital (Grey Nuns) of St. Albert|G7QD
- St. Mary's Hospital Pharmacy|G8GT
- Grey Nuns Community Hospital Pharmacy|G8H0
- Misericordia Community Hospital Pharmacy|G8H1
- David Thompson Dispensary|G8H4
- Queen Elizabeth II Hospital Pharmacy|G8HH

Assign Facility

NOTE:

- All **AHS facilities** were consolidated into one facility code – **28CB**.
- All **AHS Affiliates facilities** were consolidated into one facility code – **GCJJ**.
- **Covenant Health facility** codes were not consolidated; they will continue to use their current facility codes – no change.

8. Removal of ANP entitlement or added facility

Click **Remove** beside the **Available Facilities**.

The screenshot shows a web interface for Netcare. At the top, there is a blue header with 'Netcare Information'. Below it, a message reads: 'To ASSIGN a Netcare Portal entitlement select from 'Available Facilities' list then click 'Assign Facility''. There is a dropdown menu for 'Available Facilities' with 'Select' chosen, and an 'Assign Facility' button. Below this is another blue header: 'Netcare Role Selection for Alberta Health Services|28CB'. To the right of this header is a blue button labeled 'Remove', which is circled in red. At the bottom, there is a 'Netcare Role' dropdown set to 'Admin3' and a link to 'Netcare Role Selection Guide'.

9. If the facility being removed is the last facility assigned to the user, the requester will be asked to choose a **Disable Reason** from the drop down list. Select the appropriate reason and proceed to Step 13.

The screenshot shows a form for modifying a Netcare request. The 'Access ID' is 'chanintest03'. The 'Request Type' is 'Modify'. The 'Profession' is 'Psychologist'. The 'Job Role' is 'Therapist (OT, PT, RT)'. The 'Disable Reason' dropdown menu is open, showing the following options: 'Select', 'Netcare Access no longer needed', 'Emergency Community User Termination', 'Community User Resignation', and 'Breach Investigation'. The 'entitlement sele' and 'ssign Fac' text are partially visible at the bottom of the form.

10 Enter or update the facility's details

The **Netcare Role Selection Guide** will assist you in determining the appropriate access to assign to your staff. For additional information, <http://www.albertanetcare.ca/LearningCentre/LearnByRole.htm>

A **Sunset Date** is assigned to every Alberta Netcare access account. The Sunset Date has a maximum of one year from the date the access was granted. Requesters can modify the date to less than one year to accommodate short term use of Alberta Netcare as in the case of students or researchers.

- If the account is requested as a **permanent account** (i.e. **the temp checkbox is not selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date, but the account will not be disabled if the Sunset Date is reached. It is the responsibility of the Entitlement Manager to ensure that the Sunset Date is updated in IAM as a modification request to the user's account.
- If the account is requested as a **temporary account** (i.e. **the temp checkbox is selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date and disabling of the account. If the Sunset Date is reached the temporary account will be disabled automatically by IAM. To avoid the account from being disabled, an IAM Modify request needs to be made for the user's account.

Additional access (only select the check box if additional access option(s) are required)

- **Edmonton Zone Access** – only users in Edmonton Zone should select this option to have access to Patient List functionality.
- **Pharmacy Batch Access** - this access enables a user to utilize an additional Pharmacy Software system to send dispense information to PIN through the file transfer utility / batch messaging portion of PIN.
- **Remote Access Required** - this option is to provide the user with access Alberta Netcare from a remote site using a FOB.

If you click to select the check box beside **Remote Access Required** a Remote User Network Access (RUNA) request will be added to your request.

NOTE: A user that does not have direct access to the AHS Network will require remote access.

Example: AHS Affiliate and/or Community user

Remote User Network Access (RUNA) Details

Remote User Network Access

Current Approving Manager value not set

* RUNA Request Type

* Token Type

Access Information

* Select Access Required

Available: Netcare

Assigned:

Navigation: >, >>, <<, <

Additional Information

IMPORTANT NOTE: Requesting **Remote Access** to Alberta Netcare will have to be completed inside the Alberta Netcare Portal (ANP) entitlement request. A message in IAM will be presented if the request for Alberta Netcare remote access is selected directly from the Remote User Network Access (RUNA) entitlement request.

NOTICE: This form is to request remote access via VPN only. If you require remote access to Netcare please go back and choose the Netcare entitlement.

* Select Access Required

Available: Citrix, eClinician, ESS, PAC's, VPN

Assigned: Netcare

Navigation: >, >>

12. Choose the Approving Manager.

NOTE: If you have an AHS Delegation of Human Resources Authority (DOHRA) level of 1-11, a Covenant Health DOHRA of 1 – 6, or are a pre-approved Authorized Approver you will not need to choose an Approving Manager. The request will be automatically approved. Proceed to step 11.

If the requester has an Authorized Approver entitlement for several facilities but is not an Authorized Approver for the facility or facilities being requested, you will not be able to approve the request. You will have to select an appropriate Authorized Approver or Approving Manager assigned to the facility in order for the request to proceed.

If there is no Approving Manager use the search field to search for your manager. Click **Select Approving Manager**.

Current Approving Manager

There is no manager selected. Please use the search field below and select a manager to approve the request.

[Change Approving Manager](#)

Change Approving Manager

Enter your search terms to find a user. The Smart Search can find a user by name, account name, email, employee number, and more. You can make a more specific search by changing the "Smart Search" dropdown.

First Name Starts With

User Search Results:

Select	Name	Email	Userid	Employee Job Title	User Type	DOHRA Level	User Status
<input type="button" value="Unqualified Approver"/>	Chanin RUNAtest	Chanin.RUNAtest@qalabahs.net	chaninrunatest	N/A	Non-Employee	N/A	Active
<input type="button" value="Unqualified Approver"/>	Chanin TestManager	Chanin.TestManager@qalabahs.net	chanintestmanager	N/A	Non-Employee	N/A	Active
<input type="button" value="Select Approving Manager"/>	Chanin TestManagerNon	Chanin.TestManagerNon@qalabahs.net	chanintestmanagemen	Manager	Employee	9-11	Active
<input type="button" value="Unconfirmed - No direct match with HR DOA table"/>	Chanin Sullivan	Chanin.Sullivan@qalabahs.net	csullivan	IT Access Analyst	Employee	No direct match with HR DOHRA table.	Active
<input type="button" value="Unqualified Approver"/>	Chanin Sullivan		csullvanconfig	N/A		N/A	Active

13. Click **Next**.

The **Review and Submit** page will appear.

14. Click **Submit**.

The **Confirmation** page will appear.

15. Click **OK**.

Confirmation

Your request was successfully submitted.

The request is for userid: **chaninnar**, and the request # is: **0000518**.

Please use this request number to track the status of your request.

OK

The **IAM home** page will appear. The Request will appear under the **Request Status** pane.

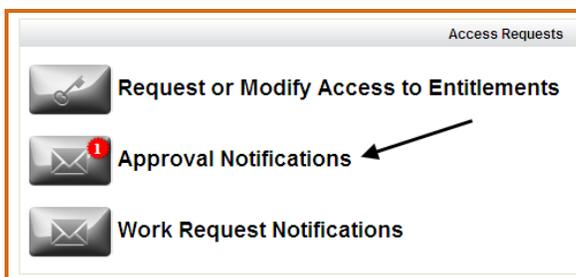
Request Status					
Status	Request	Requested ▾	Completed	Access	Requested For
	0011085	Oct 26, 2015 11:59:00 AM	In Progress	ALBERTA NETCARE PORTAL-CHANINTEST03	CHANINTEST03
	0000644	Jul 17, 2015 07:42:00 AM	In Progress	DIRECTORY SHARE FOLDER ACCESS	DYNALIFE

Approving an Alberta Netcare Portal Request

1. Enter the IAM url into the address bar. <https://iam.albertahealthservices.ca/user>
The **IAM log in** screen will appear.

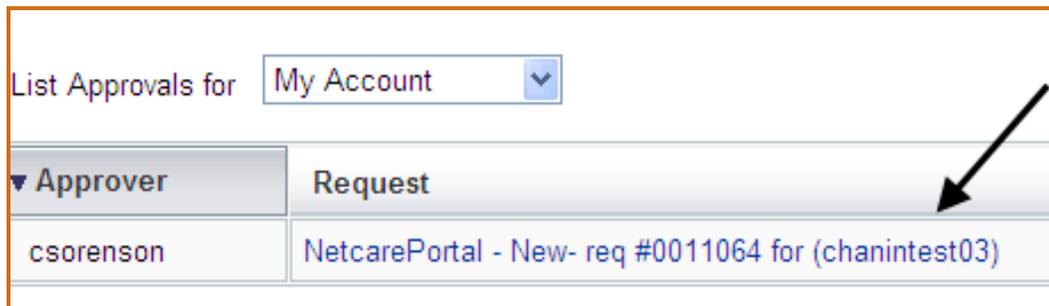
NOTE: If the requester who submitted the request is an Approving Manager or an Authorized Approver, the request will automatically be sent to the IT Access Netcare Approval Queue for review and completion.

2. Click **Approval Notifications**.



The **Awaiting Approval** page will appear.

3. Click the link under **Request**.



- Review the information entered by the requestor and make changes as required. All fields are editable.

To request more than one facility for a user use the drop down list to select all the facilities that apply and enter the details.

Request Type: New

Netcare Information

* Profession: Psychologist

College Licence ID: []

* Job Role: Therapist (OT, PT, RT)

To ASSIGN a Netcare Portal entitlement select from 'Available Facilities' list then click 'Assign Facility'

Available Facilities: Select [Assign Facility]

Netcare Role Selection for Alberta Health Services [Remove]

* Netcare Role: Admin3 [Netcare Role Selection Guide]

Sunset Date: 2016-10-25 [12]

Temporary Access:

Edmonton Zone Access:

Pharmacy Batch Access:

Remote Access Required: No

Authorized Approver

Name	Email	Userid	User Status
Carol Ann Sorenson	Carol.Sorenson@qalabahs.net	csorenson	Active

[Change Authorized Approver]

Manager Notes: []

The **Netcare Role Selection Guide** will assist you in determining the appropriate access to assign to your staff. For additional information, <http://www.albertanetcare.ca/LearningCentre/LearnByRole.htm>

A **Sunset Date** is assigned to every Alberta Netcare access account. The Sunset Date has a maximum of one year from the date the access was granted. Requesters can modify the date to less than one year to accommodate short term use of Alberta Netcare as in the case of students or researchers.

- If the account is requested as a **permanent account** (i.e. **the temp checkbox is not selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date, but the account will not be disabled if the Sunset Date is reached. It is the responsibility of the Entitlement Manager to ensure that the

Sunset Date is updated in IAM as a modification request to the user's account.

- If the account is requested as a **temporary account** (i.e. **the temp checkbox is selected**), the attestation emails will notify the Entitlement Manager of the impending Sunset Date and disabling of the account. If the Sunset Date is reached the temporary account will be disabled automatically by IAM. To avoid the account from being disabled, an IAM Modify request needs to be made for the user's account.

Additional access (only select the check box if additional access option(s) are required)

- **Edmonton Zone Access** – only users in Edmonton Zone should select this option to have access to Patient List functionality.
- **Pharmacy Batch Access** - this access enables a user to utilize an additional Pharmacy Software system to send dispense information to PIN through the file transfer utility / batch messaging portion of PIN.
- **Remote Access Required** - this option is to provide the user with access Alberta Netcare from a remote site using a FOB.

- To approve the request click **Approve**.

To deny the request click **Deny** and provide reason in the Deny Comment box.

To save any changes made and return to the **Awaiting Approval** screen click **Save for Later**.

To return to the **Awaiting Approval** screen click **Cancel**. The **Awaiting Approval** screen will appear.

You may log out or perform another task.



A ticket to will be created and sent to the appropriate team to complete any provisioning steps.

This AHS Identity & Access Management initiative is a partnership between Alberta Health and Alberta Health Services.

**Government
of Alberta** ■

