You must be approved for a soft token via the Netcare User Registration Form process. The AHS Remote Access Team will send out an email with the soft token file.

REMINDER Open the email on your smart device. Do not click on the link in the email until you have downloaded the RSA SecurID App.

Downloading the Remote Secure Access (RSA) SecurID App

1 Access the Google App Store by tapping the Play Store icon on your device.

> **NOTE:** Only install the RSA SecurID app from a trusted source.

2 Click the **Search** button and type 'RSA' or browse the Communication category and select **RSA SecurID**.

3 Download/install the RSA SecurID Software Token.

4 When the download is complete, a notification icon appears in the status bar, and the app is listed in the notifications window.


How to Activate the Soft Token

1 Open the email from the AHS Remote Access Team on your Android device.

2 Touch the link provided.

**3** When prompted with "Complete action using," touch RSA SecurID.

> **NOTE:** If the RSA SecurID App is not listed, you will need to reinstall it per the instructions above.

4 You may be prompted to clear defaults. Tap **OK**.

5 The RSA SecurID App will automatically start. Tap **OK**.

6 You will be prompted to enter a **Personal Identification Number (PIN)**. You must

create a PIN the first time you use the RSA SecurID App.
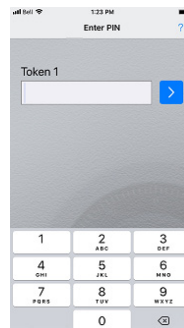
7 From a different device (i.e. a computer), go to the Alberta Netcare Portal log-in screen via the Alberta Netcare public website **https://access.albertanetcare.ca**.
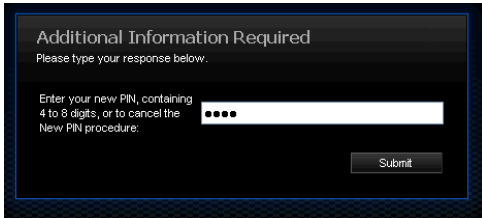
8 You will see the RSA SecurID login screen.
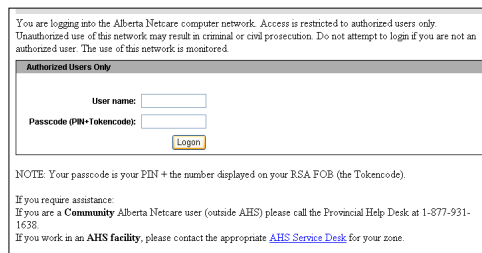
9 In the User Name field enter your Netcare UserID and then return to your Android device.

10 On the **Enter PIN** screen, type **0000** (four zeros). An 8-digit tokencode is displayed.
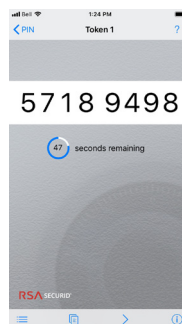
11 Wait for the tokencode to change. The tokencode changes every 60 seconds. Return to the login screen on your computer. In the passcode field, enter the next tokencode displayed on your Android device
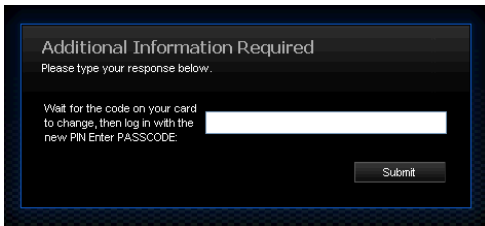
(NO SPACES. The example above would be entered as 57189498).

12 Click the **Logon** button.

13 You will be prompted to create a PIN and re-confirm the PIN created. The PIN must be at least 4 digits and must not begin with a zero. MEMORIZE your new PIN. Click **Submit**.

Additional Information Required
Please type your response below.

Enter your new PIN, containing 4 to 8 digits, or to cancel the New PIN procedure: ••••

Submit

14 After you create and confirm your PIN the log-in screen will prompt you for a new passcode. Click **Submit**.

Additional Information Required
Please type your response below.

Wait for the code on your card to change, then log in with the new PIN Enter PASSCODE:

Submit

15 Go back to your Android device which should be displaying the tokencode. Wait for the tokencode to change and then go back to the Enter PIN screen and enter the PIN you have just created.

> **NOTE:** Until you have set your PIN, the RSA SecurID App will display the term tokencode. Once you have created a PIN and authenticated yourself with the RSA SecurID App, the passcode will be displayed.
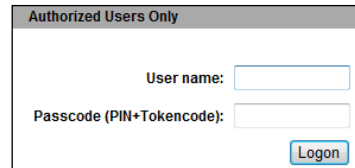
16 You will be presented with the passcode that you can use to securely log-in with.

17 Log-in using the passcode.

> **NOTE:** Do not input your PIN in front of the passcode. Remember not to insert spaces between digits.

18 After logging-in you will be directed to the Citrix page.
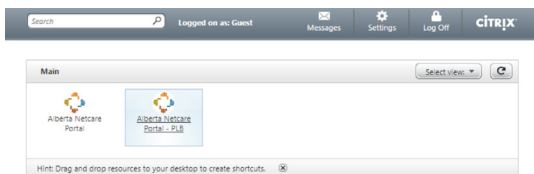
Authorized Users Only

User name:

Passcode (PIN+Tokencode):

Logon

Once you have completed the activation process, your soft token app will be available for you to use when you are logging in to Alberta Netcare.

1 Type your RSA SecurID User name which is your Alberta Netcare UserID.

2 On your Android device, tap the RSA SecurID icon.

RSA Token

3 Enter the PIN you created.

4 You will see an 8-digit **passcode**. This is what you will type in the passcode field in the login screen on your computer. Remember to type just the 8 digits, not the space.

> **NOTE:** Do NOT type your PIN in this field; just the 8-digit passcode.

5 Click the **Logon** button.

Contact Information

- Alberta Netcare contact information can be obtained from the Netcare log-in page via the public website: **http://www.albertanetcare.ca/**

- The AHS Remote Access Help Desk does not provide device support. Please contact your Android or Apple vendor support line.

> **TIP** For information on prerequisites for the soft token, review the Quick Reference document, Soft Token Prerequisites, available on the Alberta Netcare Learning Centre under access.

Assistance activating your Soft Token

If you have any issues with the activation of the soft token, please contact RSA Remote Token Support at **1-844-542-7876**.

Returning Tokens

Soft tokens: once the Netcare Access Administrator (AA) has removed your access from Alberta Netcare Portal, you can delete the RSA app from your device.

Using Your Soft Token

Lost / Stolen Tokens and Devices

If your device that your soft token is installed on, is lost or stolen please contact RSA Remote Token Support immediately at 1-844-542-7876.