



This quick reference outlines the RSA SecurID soft token prerequisites.

RSA SecurID Soft Token Description

The RSA SecurID soft token is an app which generates a token code on a mobile device. It is the default two-factor authentication method for login to Alberta Netcare applications.

Prerequisites

- 1 Users must have a supported mobile device: Apple iPhone/iPad or Android phone/tablet.
- 2 Each device must meet minimum technical requirements.
- 3 User requirements: Verify that there are no organizational restrictions regarding the use of mobile devices at your workplace. Check with your manager before requesting a soft token.

Security Requirements

The device on which a soft token is installed should: (1) be password protected, and (2) have the latest security patches.

TIP

For more information on community remote access, visit the [Alberta Netcare Learning Centre](#) or contact eHealth Services Provider Support at 1-855-643-8649 or eHealthProviderSupport@gov.ab.ca