AHS IAM QUICK REFERENCE FOR COMMUNITY NETCARE ACCESS ADMINISTRATORS:

(1) Quick Start Guide
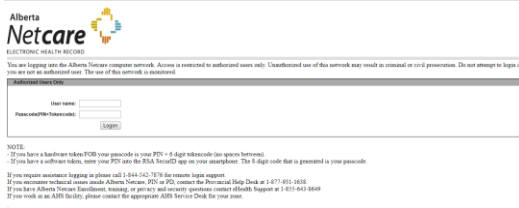
Logging Into AHS Identity and Access Management (IAM) for the First Time

Before you begin, please verify the following:

- **You are a Netcare Access Administrator for a community site. Only Netcare Access Administrators that are set up as Netcare Authorized Approvers in IAM by eHealth Support Services are eligible for access.**
- **You have an RSA token (FOB or Soft Token). If you do not have a token, please contact the eHealth Support Services team.**
- **You have your AHS IAM User name as provided by eHealth Support Services.**

Steps for logging into AHS IAM:

- Enter the *AHS IAM URL* in the browser's address bar:
  https://iam.albertahealthservices.ca/

- The **AHS Services Remote Access Login** screen will appear. Enter your *User name* and *passcode* on the RSA token (FOB or Soft Token).

- The **AHS Identity and Access Management Login** screen displays requiring entry of your AHS IAM Username and a temporary password.
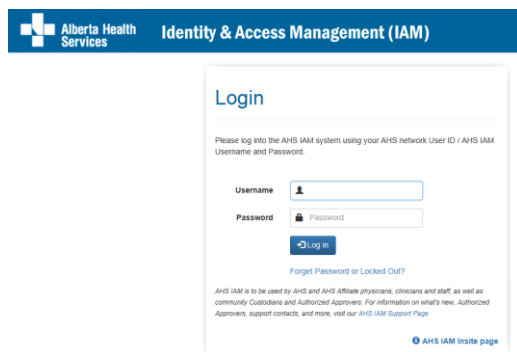
- To request a temporary password, contact the Provincial Helpdesk at **1-877-931-1638** and select **Option 2** ("Other Applications")

- Request to have your **"AHS IAM Password Reset"**.
  Note: the username for Netcare, RSA Token (FOB or Soft Token) and Community IAM will be the same for all accounts created after November 2015. If your Netcare account was created prior to November 2015, you will have the ability to synchronize the usernames by making a request with the Provincial Help Desk.

- Log into the **AHS IAM** application using your *User name* and *temporary password.*

- The **AHS IAM Password Reset page** will appear.

- In the **Current Password** field enter your *temporary password.*

- Select a *new password* and enter it twice in the fields **New Password** and **Confirm New Password**. You can use the same password as your Netcare password.
  - If your new password doesn't meet the password requirements, review the requirements as displayed. Select a password that meets the requirements and enter again.

- Click on the green **Change Password** button
  *Note: If using Internet Explorer 11 you may encounter an error stating "Missing anonymous user name". Click the **Log Out** button in the upper right hand corner of the screen.*

- Log into **AHS IAM** with your *User name* and *new password*.

- To complete the set-up of your AHS IAM account you are prompted to enter a "Secret Word" as well as responses to a minimum of five security

questions from a list that will be used to verify your identity by the helpdesk. Click **Save**.

- The home screen for AHS IAM displays confirming that you have successfully logged in for the first time.