

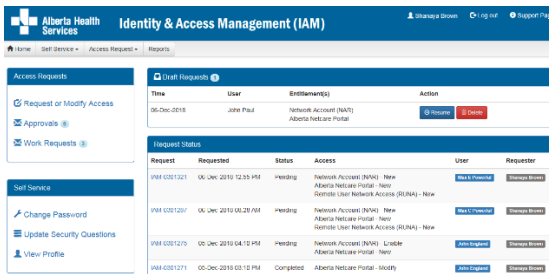
AHS IAM QUICK REFERENCE FOR COMMUNITY NETCARE ACCESS ADMINISTRATORS:

(2) Setting up a New Community Alberta Netcare User

This document outlines the steps that are required to create a Netcare account for someone that has not had Netcare access in the past.

Log In:

- Enter the **AHS IAM URL** in the address bar:
<https://iam.albertahealthservices.ca/>
- The **Remote Access Login** screen displays. Log in with your **User name** and the **passcode** on the FOB.
- The **AHS IAM Login** screen displays. Log in with your **AHS IAM credentials**.
- On the **Home** page click **Request or Modify Access**.

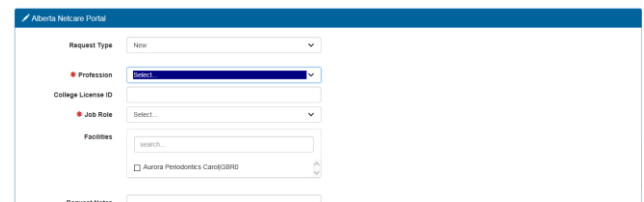


Select User:

- The **User Search** screen will appear. Click on 'New User'.
- Enter the **user's first and last name** and their **Day and Month of birth**. Click **Search**.
- Possible matches including user's with similar names will display.
- Click **Select** next to the name if the user exists and has a DOB match.
- *The first and last name as well as the date of birth (if DOB was used in search) must match for a user to be selected from the list of existing names.*

- Click on the **Create New User button only if no match is found**
- Scroll down to the **List of Available Entitlements**.
- Click **Request Access** beside the **Alberta Netcare Portal** entitlement.
- Scroll to the bottom and click the blue **Next** button.
- The **Complete Access Request** page will appear.
- Scroll down to the **User information** and enter all required information. Some fields are mandatory such as **Middle Initial** and **Phone Number** and are indicated with an asterisk *.

Note: The 'external email address' is the Netcare user's email, not the NAAs email. Scroll down to the Alberta Netcare Portal

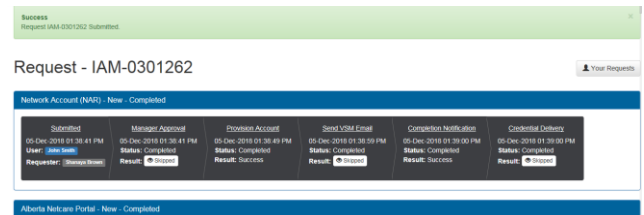


- For the **Profession** and **Job Role** fields, click on the down arrow and select from the list.
- The **Profession of Medical Doctor, Chiropractor, Optometrist, Nurse Practitioners, Dentist and pharmacist** requires the mandatory entry of their 6 digit College License ID.
Note: If the College License ID is less than 6 digits you must enter leading zero's.
- If the College License ID entered is not valid a message displays at the end of the section after the Next button is clicked.

- Enter a valid College License ID or correct the issue following the information provided in the message.
- If you require further assistance you may contact eHealth Support Services at 1-855-643-8649.
- The facility(s) you are a designated Netcare Access Administrator at will be displayed. Select the facility it will be added to Netcare Request and will be displayed in a **grey bar** across the page.
- Choose the **Netcare Role**.
- Click on the down arrow next to **Netcare Role**. Select the appropriate role, or <Ctrl> click on [Netcare Role Selection Guide](#) for assistance.
Note: PIN and PD permissions will be automatically assigned for the corresponding 'clinical' roles as per the 'Netcare Role Selection Guide'.
- The Sunset Date defaults to one year from date of account creation. The account will require the NAA to perform Access Certification for the access to continue past the sunset date.
- Verify that the default NAA is you. If not, select your name from the drop down.
- The **Remote Access Required** checkbox will be auto checked.
- Scroll down to **Remote User Network Access (RUNA)** pane.
- Select the appropriate **RUNA Request Type** and **Token Type** from drop down menus. If requesting a **hard token**, an email and delivery address will be required. If requesting a **soft token**, the phone's operating system and email address will be required.
- In the free text box at the bottom of the page, ensure that "Netcare Access" is listed

as the **Reason for Requesting Network Access**.

- Click the blue **Submit Request** button at the bottom of the screen.
Note: If the system detects errors with your form submission, you will be asked to fix those fields before proceeding.
- The **Request Status Viewer** page will appear.



- Scroll down and review the information for the user's **Network Account Details, Alberta Netcare Portal Details, and Remote User Network Access (RUNA) Details**.
- The **Request Status** page displays the request as **Success in the Green bar** on the top of the page. Record the the **user's account ID (i.e. User name)** or print the page.
- Click on **Your Requests button on the top right of the screen** and your request will appear on your home page under **Request Status** bar.