AHS IAM QUICK REFERENCE FOR COMMUNITY NETCARE ACCESS ADMINISTRATORS:

(3) Netcare Credential Retrieval and Status of Requests
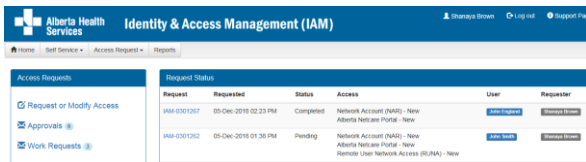
This document lists the steps for retrieving Netcare credentials as well as checking the status of account requests in AHS IAM.

Log In:

- Log into *AHS IAM* at
  https://iam.albertahealthservices.ca/
- Refer to the **Log In** section in *Quick Reference 2 – Setting up New Community Alberta Netcare User for* detailed procedure.

Checking Request Status:

- The *Request Status table* on the right of the IAM Home page displays the status of all Netcare account requests that the Netcare Authorized Approver has entered.
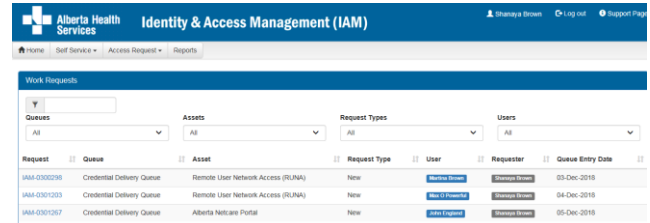

- The request number, date and time of creation, current status, and the User name for the account are listed.
- To obtain current status perform a *refresh* by clicking on the *Work Request link*
- The status of all requests in the table will now be refreshed.

Retrieving Credentials:

- Netcare Authorized Approvers (NAA) must retrieve credentials for the user accounts they request in AHS IAM.
- When a new Netcare account is created a notification will display as a blue button on

Work Request Notification at the top left of the home screen. To complete the status of the new request, click on the *Work Request link.*

- The *Work Requests* screen displays the requests listed immediately below in the list.

- Click on the link in the first column for the request you wish to complete.
- The *Pending Manual Action* screen displays the user's credential information.
- The *User ID* and *temporary password* are displayed under *Alberta Netcare Portal details.*
- It is **IMPORTANT** to record this information or print the page to provide the user with their Netcare credentials.
- The user will require these credentials to log into Netcare, Pharmaceutical Information Network (PIN), and Person Directory (PD).
- To complete activation of the account scroll to the bottom and click on the grey *Complete* button.
- The request is now complete and will be removed from the list.
  Note: Ensure you have recorded the User ID and temporary password before clicking on Leave this page.
- Once the *Work Request* has been completed by the AA, the ANP User ID and one time password can no longer be retrieved from AHS IAM. The ANP end user can call the Provincial Service Desk at 1-877-931-1638 to request an ANP password reset.