

AHS IAM QUICK REFERENCE FOR COMMUNITY NETCARE ACCESS ADMINISTRATORS:

(4) Modifying or Removing ANP Entitlement

This document lists the steps:

- Delete Netcare access for an end user
- Modify Netcare permissions for an end user

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 procedure.

Modify account permissions:

- Click **Request or Modify Access** on the **AHS IAM Home page**.
- Under the **Existing User** radio button from the **Request Access** page, click **Advanced Search** to provide a list of search criteria.
- Enter the user's **Last name, First name, DOB Day and DOB Month** and click **Search** for user.
- A list of users that match the criteria will display.
- Click **Select** beside the correct user's name when there is a DOB match in **Green**.

Note: The first and last name as well as the date of birth must match for a user to be selected from the list of existing names.

- From the **List of Available Entitlements** page click **Change Access** beside **Alberta Netcare Portal**. Click **Next**.
- The user's **Alberta Netcare Portal Details** will display.
- Select **Modify** from the **Request Type** drop down list.
- Select the fields and enter the desired changes e.g. profession, job role, or facility. Click **Next**.

- The **Profession** of **Medical Doctor, Chiropractor, Nurse Practitioner, Optometrist, 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 zeros.

- 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 Netcare Support Services at 1-855-643-8649.
- If modifications are only required for facility assignments proceed to the next section.

Remove a Facility (Deleting a User):

- Select **Modify** from the **Request Type** drop down list.
- Scroll down to the listing of facilities.

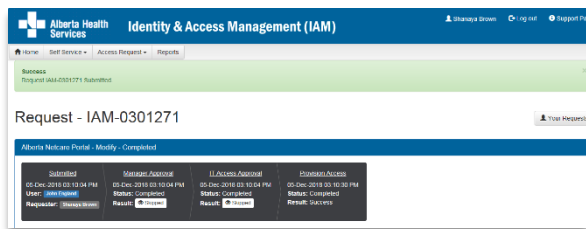
Note: Only facilities that you are the Netcare Authorized Approver (NAA) for and where the user has access from display in blue.

- Click **Remove (the BIG Red button)** beside the facility for which you wish to remove access from.

The screenshot shows a web interface for managing user access. At the top, there is a 'Facilities' search bar with a search icon and a dropdown menu showing 'Aurora Periodontics Carol[GDR]'. Below this, a table lists facilities. The selected facility is 'Facility - Aurora Periodontics Carol[GDR]' with a red 'Remove' button. The 'Netcare Role' is set to 'Admin2' and the 'Sunset Date' is '2019-12-05'. There are checkboxes for 'Temporary Access', 'Edmonton Zone Access', 'Pharmacy Batch Access', and 'Remote Access Required', all of which are currently unchecked. At the bottom, there is an 'Authorized Approver' field with a dropdown menu and a 'Change Selected User' button.

Note: This only removes the user's access from that facility. It does not delete their Netcare account.

- If the facility being removed is the **last facility** assigned to the user, the NAA will be asked to choose a Disable Reason from a drop down list.
- Review the information that displays and click on the grey **Submit Request** button at the bottom of the page. The request will appear with the request number as **Success** in **Green** bar on top of the page.



Note: If you have removed a Netcare user from your facility;

The RSA token is issued to the end user, not the facility. If the Netcare user will be registering for Netcare access at a new community facility, they should retain their RSA token for the next Netcare registration.

- The request will display under the **Request Status Viewer** pane on the **AHS IAM Home Page** within 20 minutes.