AHS IAM QUICK REFERENCE FOR COMMUNITY NETCARE ACCESS ADMINISTRATORS:

(5) Reactivating an Alberta Netcare Portal (ANP) User

This document outlines the steps for the reactivation of an Alberta Netcare account.

Netcare accounts are inactivated when;

- **A user has not logged in for 180 days**

- **There are no facilities assigned to the user's account**

These steps will NOT reactivate a user's account that has been locked (e.g. too many failed log in attempts). Locked Netcare accounts can only be reset by the user contacting the Provincial Helpdesk at 1-877-931-1638.

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.

Reactivate User's Netcare Account:

- 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.*

> **Tip:** *The User Status column for the selected end user should be Inactive.*

- Scroll to the **Selected User Details** section and validate the user selection by entering their **Date of Birth.**

  - o Under the section List of Available Entitlements click the button beside the Alberta Netcare Portal entitlement. The button may say *Request Access*. Click *Next*.

  - o Do NOT click the button next to the Network Account entitlement. The user's network account will automatically be reactivated.

  - o Put the user's DOB day and DOB in the respective fields. Review the details that display on the Complete Access Request page and verify all information is correct


  - o Review the details that display on the **Complete Access Request** page and verify all information is correct.

  - o All **mandatory fields** indicated with an **asterisk (*)** must be completed including the Security Question and Answer. The user's security question and answer can be the same or different from what was initially defined for the account.

  - o Proceed with entering all required information for the user under **Alberta Netcare Portal Details.**

- o For the *Profession* and *Job Role* fields, click on the down arrow and select from the list.
- o 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.*

- o If the College License ID entered is not valid a message displays at the end of the section after the *Next* button is clicked.
- o Enter a valid College License ID or correct the issue following the information provided in the message.
- o If you require further assistance you may contact eHealth Netcare Support Services at 1-855-643-8649.
- The facility(ies) 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.
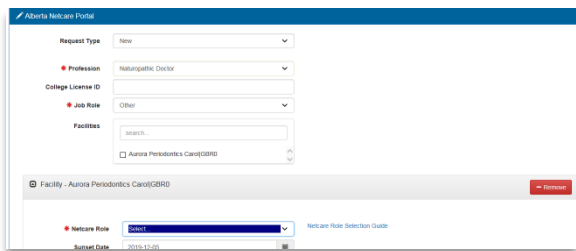
- Scroll down to **Netcare Role** and click on the down arrow to select the appropriate role.
- For assistance click on **Netcare Role Selection Guide.**

> *Note: PIN and PD permissions will be automatically assigned for the corresponding 'clinical' roles.*

- The *Sunset Date* defaults to one year from date of entry for an account reactivation. The account will require the NAA to perform **Access**

Certification for the access to continue past the sunset date.

- The *Remote Access Required* checkbox will be auto checked.

> *Note: Reactivating a user's account does NOT automatically issue a new RSA SecurID token (hard or soft). If the user does not have an existing FOB you must modify the user's account by following the steps below.*

- Scroll to the **Remote User Network Access** section and click on the drop down next to *RUNA Request type*. Select one of the following;
  - o **New** – if user does not currently have an RSA SecurID token.
  - o **Transfer** - *do not select this option. Return hard token to AHS Remote Access.*
  - o **Existing** – if user already has a token
- Select *Token Type* from the drop down. 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 page.

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