

This document outlines the steps for updating remote access for an existing CPAR user in AHS Identity & Access Management (IAM).

Log In:

- Log into AHS IAM at https://iam.ahs.ca/
- Refer to the Log In section in Quick Reference <u>Setting Up a Panel Administrator</u> for detailed 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, then click "Search for user."

Request Acce	ŝŝ	
Q User Search		
t3 Myself ✓ Existing User	+ New User	
User Search		
Find a User		
O Last name:	Equals - England	
First name:	Equals - John	
Email address:	Equals - Email address	
Account name:	Equals - Account name	
IGUID:	Equals • OPVFXS	

- 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.
- From the "List of Available Entitlements and Resources" page click "Change Access" beside "Remote User Network Access (RUNA)." Click "Next."
- The "Complete Access Request" page will appear displaying RUNA details for the user.

## **Complete Access Request**



Select "**Modify**" from the "**Request Type**" drop down.

NOTE Do not select the "Remove" option listed in the drop down as it does not pertain to community users.

- Select one of the two options under "RUNA Request Type" from the drop down:
  - Replace Change token type
  - Replace Lost/Stolen/Broken

NOTE: These are the only two requests that can be made for a community user's remote access.

- Select the appropriate Token Type from the drop down:
  - o Hard token
  - o Soft token
- The "Access Required" field will always display CPAR Access as mandatory.

Request Type	Modify	~
* RUNA Request Type	Replace - Change Token Type	~
* Token Type	Hard Token	<b>~</b>
Access Information		
Access Required	CPAR	0
	Authorized Approver	^
	CPAR	



If **Hard Token** selected mandatory fields as indicated by an asterisk must be entered. Includes Facility name, Delivery address, City, Postal code and telephone number along with the reason the user needs access.

Please list reason as "CPAR Access."

Community Facility		
123 Maple Street		
Edmonton		
Alberta	~	
T5T5T5		
555-555-5555		
	Community Facility 123 Maple Street Edmonton Alberta T51515 555-555-55555	Community Facility 123 Maple Street Edmonton Alberta V T5T6T5 555-5555555

• If **Soft Token** selected enter the email address along with the reason of "**CPAR Access**."

ntact Information	
Please select the Phone OS and	d enter an e-mail address that is setup on the users smartphone ( Personal E-mail for Soft Token ).
Phone Operating System	Android
	O iPhone
* Personal E-mail	
* Confirm Personal E-mail	
Confirm Personal E-mail  diditional Information  State the reason the user	
Confirm Personal E-mail  diditional Information  State the reason the user needs Remote Access	
Confirm Personal E-mail  ditional Information  State the reason the user needs Remote Access	
Confirm Personal E-mail  diditional Information  state the reason the user needs Remote Access Additional Request	

- Click on the "**Submit Request**" button once entry is complete.
- The request will appear with the request number as "**Success**" highlighted in green bar on top of the page.



- The request will display under the "**Request Status Viewer**" panel on the AHS IAM Home Page within 20 minutes.
- You will receive your remote access token in approximately 7-10 business days.