**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 **Setting Up a Panel Administrator** 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."
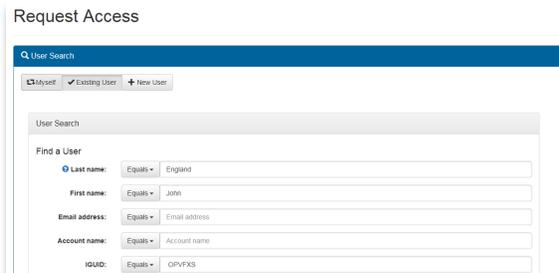
- A list of users that match the criteria will display.

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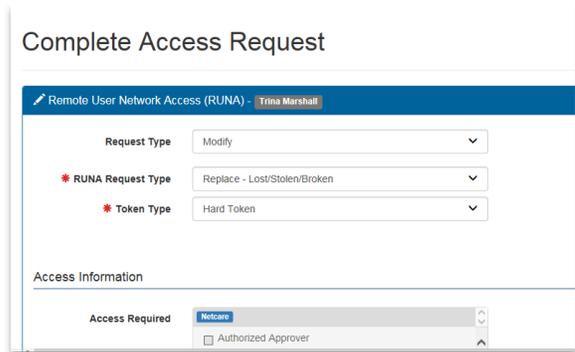
- Select "**Modify**" from the "**Request Type**" drop down.

> **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:

  o Replace – Change token type

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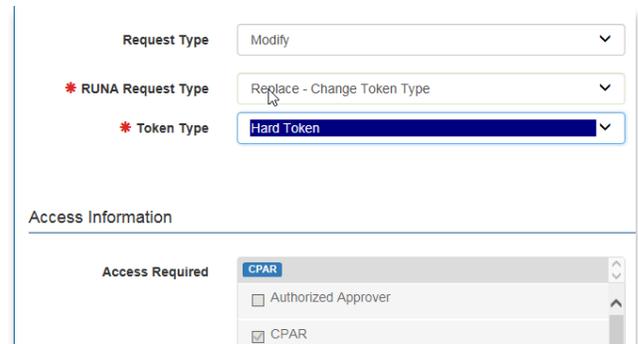
If **Hard Token** selected mandatory fields as indicated by an asterisk must be entered. Includes Facility name, Delivery address, City, Postal code and telephone number along with the reason the user needs access.

- Please list reason as "**CPAR Access**."

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

- 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.