

This quick reference provides instructions for reactivating a disabled ANP account.

ANP accounts are disabled 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 if it has been locked (e.g., from too many failed login attempts). Locked ANP accounts can only be reset by the user through the Alberta Netcare Provincial Service Desk at **1-877-931-1638**.

Log In

- 1 Enter the AHS IAM URL in your browser's address bar:
iam.albertahealthservices.ca
- 2 On the AHS remote login page, enter your **username** and the **passcode** from your RSA SecurID token.
- 3 The AHS IAM screen will display, requiring entry of your AHS IAM **username** and **password**.
- 4 On the homepage click **Request or Modify Access**.

Select User

- 1 Under Existing User search the user search field will appear. Select **Advanced Search**.

NOTE Using the advanced search function minimizes the risk of creating duplicate accounts.

- 2 Enter the user's first and last name and their day and month of birth. Click **Search**.
- 3 Possible matches, including users with similar names, will display.
- 4 Click **Select** next to the name if the user

exists and has a DOB match in green.

Select ANP Entitlements

- 1 Scroll down to the **List of Available Entitlements** and select **Request Access** beside the **Alberta Netcare Portal entitlement**.
- 2 Scroll to the bottom and click the blue **Next** button.

Reactivate the User

- 1 Enter all the required information.
- 2 Review the details that display on the "Complete Access Request" page and verify that all information is correct.

NOTE

All fields with a red asterisk (*) must be completed.

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

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

- 5 The following professions require a **college license ID** entry: medical doctor, chiropractor, nurse practitioner, optometrist, dentist, and pharmacist.

NOTE

If the college license ID is less than 6 digits, you must enter leading zeros.

- 6 If the college license ID or DOB entered is not valid or does not match the Provincial Provider Registry (PPR), an error message will display.

- 7 Enter a valid **college license ID** or correct the DOB, following the directive in the error message.

If you require further assistance, contact eHealth Services Provider Support at **1-855-643-8649**.

- 8 The facility(s) at which you are a designated Alberta Netcare Access Administrator (AA) will be displayed. Select the facility. It will be added to the ANP request and will be displayed in a **grey bar** across the page.

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

- 10 For guidance with selecting the Alberta Netcare role click **Netcare Role Selection Guide** (Alberta Netcare Permission Matrix).

NOTE

PIN and PD permissions will be automatically assigned for the corresponding roles as per the Alberta Netcare Permission Matrix.

- 11 The sunset date defaults to one year from the date of entry for an account reactivation. The

Netcare AA will receive an email notification to perform access certification for the access to continue past the sunset date.

- 12 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 token, you must modify the user’s account by following the steps below.

- 13 Scroll to the Remote User Network Access (RUNA) section and click the drop-down next to the RUNA request type. Select one of the following:

- **New:** If a user does not currently have an RSA SecurID token
- **Existing:** If a user already has a token

- 14 Select **Token Type** from the drop-down. If requesting a hard token, a delivery address is required. If requesting a soft token, an email address is required.

- 15 In the “State the reason the user needs Remote Access” section ensure that “Netcare Access” is listed.

- 16 Verify that the default Netcare AA is you. If not, click **Change Selected User** for Authorized Approver.

Submit the Request

- 1 Click the **Submit Request** button at the bottom of the screen.
- 2 Scroll down and review the information for the user’s Network Account, ANP, and RUNA Details.