

This Quick Reference document outlines the steps for how to retrieve Alberta Netcare Portal (ANP) status and credentials.

### Log In:

- 1 Enter the AHS IAM URL in the web browser address bar: <https://iam.ahs.ca/>
- 2 Enter your **username** and **passcode** from your RSA SecurID token on the AHS Remote login screen.
- 3 The AHS IAM screen displays, requiring entry of your AHS IAM **username** and **password**. Login with your AHS IAM credentials.

### Checking ANP Request Status:

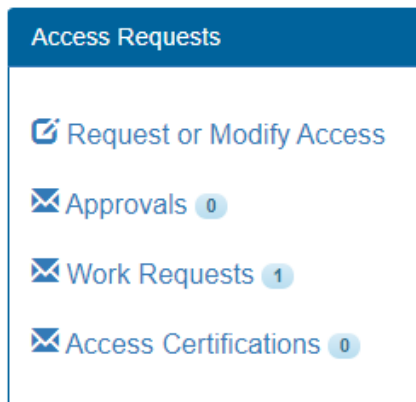
- 1 The Request Status section on the right of the AHS IAM homepage displays the status of all ANP account requests that the Netcare Access Administrator (AA) has submitted.

Request	Requested	Status	Access	User	Requester
IAM-0301267	05-Dec-2018 02:23 PM	Completed	Network Account (NAR) - New Alberta Netcare Portal - New	John England	
IAM-0301262	05-Dec-2018 01:38 PM	Pending	Network Account (NAR) - New Alberta Netcare Portal - New Remote User Network Access (RUNA) - New	John Smith	

- 2 The request number, date and time of the request, current status, and account username are listed.

### Access Work Requests:

- 1 Alberta Netcare AA(s) can retrieve credentials for the ANP accounts they request in AHS IAM.
- 2 To access the Work Requests page, click on the “**Work Requests**” link.



- 3 The Work Requests screen displays the requests that need to be completed.

Work Requests

Search all of your Work Requests.

**Request Number**

Q Enter 3 or more characters. Ex: 3286 Search

✕ Clear Filters

**Queues** **Assets** **Request Types** **Users**

All All All All

Filter visible :

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
<a href="#">IAM-0307915</a>	Credential Delivery Queue	Remote User Network Access (RUNA)	New	Scarlette Ohara		09-Sep-2019	

Page Size 50 Work Requests 1 - 1 (by oldest to most recent) Total of 1

- Click the link in the first column for the request you wish to retrieve user credentials for.

## Retrieving ANP Credentials:

- The Pending Manual Action screen displays the user's credential information.
- The **user ID** and **temporary one-time password** are displayed under Remote User Network Access (RUNA).

View All Entitlements on Request

Remote User Network Access (RUNA)

Credentials to be Delivered

AHS User Id	scarletteohara
AHS Password	YfdRdr24
ANP User Id	scarletteohara
PIN/PD User Id	scarletteohara

Personal Information

**NOTE** Ensure you have recorded the user ID and temporary password before clicking "Complete."

- The user will require these credentials to log into Netcare, Pharmaceutical Information Network (PIN), and Person Directory (PD).
- Stop credentials delivery email notifications and click the **"Complete"** button.

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- 5 The request is now complete and is removed from the list.
  - 6 Once the **Work Request** has been completed by the Alberta Netcare AA, the ANP user ID and one-time password can no longer be retrieved from AHS IAM.
  - 7 If needed, the ANP user can call the Provincial Service Desk at **1-877-931-1638** to request an ANP password reset.
  - 8 The Alberta Netcare AA who requested the access will receive AHS IAM system auto-generated emails until the request is completed in the AHS IAM Work Requests page.

**NOTE**

The auto-generated emails come from: [Identity.Management@AlbertaHealthServices.ca](mailto:Identity.Management@AlbertaHealthServices.ca)