

This quick reference provides instructions for retrieving Alberta Netcare Portal (ANP) status and credentials.

## Log In

- 1 Enter the Alberta Health Services (AHS) Identity & Access Management (IAM) URL in your web browser's address bar: [iam.albertahealthservices.ca](http://iam.albertahealthservices.ca).
- 2 On the AHS remote login screen, enter your **username** and the **passcode** from your RSA SecurID token.
- 3 The AHS IAM screen will display. Log in with your AHS IAM credentials.

## Check 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 Authorized Approver 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

Authorized Approvers can retrieve credentials for the ANP accounts they request in AHS IAM.

- 1 Click **Work Requests**.

The Work Requests page will display the requests that need to be completed.

**Work Requests**

Search all of your Work Requests.

**Request Number**

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

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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 corresponding to the request for which you want to retrieve user credentials.

## Retrieve ANP Credentials

- The "Pending Manual Action" page will display the user's credential information.
- The **user ID** and **temporary one-time password** are listed under **Remote User Network Access (RUNA)**. Record them before clicking **Complete**.

**Remote User Network Access (RUNA)**

**Credentials to be Delivered**

<b>AHS User Id</b>	scarletteohara
<b>AHS Password</b>	YfdRdr24
<b>ANP User Id</b>	scarletteohara
<b>PIN/PD User Id</b>	scarletteohara

**Personal Information**

- The user will require these credentials to log into ANP, the Pharmaceutical Information Network (PIN), and Person Directory (PD).
- Stop credentials delivery email notifications and click **Complete**. Completed requests are removed from the list.

**NOTE**

Once the work request is completed by the Netcare Authorized Approver, the ANP user ID and one-time password can no longer be retrieved from AHS IAM.

If required, the ANP user can contact the Provincial Service Desk to request an ANP password reset at **780-924-0094**, toll free: 1-877-931-1638, (24/7).

The Authorized Approver who submitted the access request will continue to receive AHS IAM system auto-generated emails from [Identity.Management@AlbertaHealthServices.ca](mailto:Identity.Management@AlbertaHealthServices.ca) until the request is completed.