

This Quick Reference document details how to update remote access for lost, stolen, or broken RSA SecurID tokens and how to change token type.

### Log In:

- 1 Enter the AHS IAM URL in the browser's address bar:  
<https://iam.ahs.ca/>
- 2 Enter the **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**.
- 4 On the homepage click "**Request or Modify Access.**"

#### NOTE

Before requesting the individual Remote User Network Access (RUNA) entitlement, generate the Alberta Netcare Portal (ANP) end-user report to confirm that the user is already added for your facility(s). If they are not, select both ANP and RUNA entitlements.

### Select User:

- 1 The User Search under the Existing User search will appear. Select "**Advanced Search.**"

#### NOTE

By using the advanced search, you will minimize chances 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 user's with similar names, will display.
- 4 Click "**Select**" next to the name if the user exists and has a DOB match in green color.

### Modify account:

- 1 From the List of Available Entitlements and Resources page click "**Change Access**" beside Remote User Network Access

#### NOTE

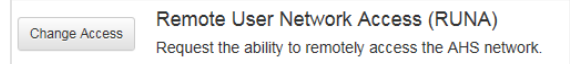
For Community and Employee/Non-Employee users select both Netcare (ANP) and RUNA Entitlements.

For Community users select RUNA Entitlements.

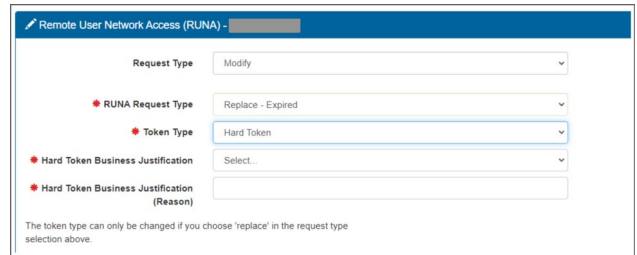
\***Employee:** AHS employee

\***Non-Employee:** Not managed and paid through AHS e-people

- 2 (RUNA). Click "**Next.**"



- 3 The "Complete Access Request" page will appear displaying RUNA details for the user.



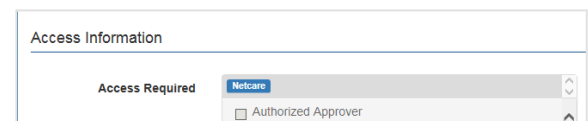
- 4 Select "**Modify**" from the Request Type drop down list.
- 5 Select the "**RUNA Request Type**" and the "**Token Type**" from the drop-down menu. Then, select *and* type in a hard token business justification.

#### NOTE

Community users only use two RUNA Request Types:

- Replace – change token type
- Replace – lost/stolen/broken

- 6 The "**Access Required**" field will automatically display Netcare Access as mandatory.



- 7 If you selected the token type as **Hard Token**, fill all mandatory fields including facility name, delivery address, city, postal

code and telephone number along with the reason the user needs access.

**Contact Information**

Provide complete information for courier delivery including room/office or alternate contact information.

Email Address

\* Facility/Business name

\* Delivery Address (no PO boxes)

Delivery Address (cont.)

\* City

Province

\* Postal Code

\* Telephone

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**Additional Information**

\* Hard Token Business Justification

\* State the reason the user needs Remote Access

Additional Request Comments

- 8 If you selected **Soft Token**, enter the email address along with the reason the user needs access. List the reason as “Netcare Access.”

**Contact Information**

NOTE: RSA Soft Tokens are only supported by Android and iOS Smartphones. For any other cellular device, please choose Hard Token.  
Please enter an e-mail address that is setup on the user's smartphone ( Personal E-mail for Soft Token ).

\* Personal E-mail

\* Confirm Personal E-mail

Please review the RSA SecurID Soft Token Prerequisites.

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**Additional Information**

\* State the reason the user needs Remote Access

Additional Request Comments

- 9 Click the “**Submit Request**” button at the bottom of the page.
- 10 The request will appear with the request number as “**Success**,” highlighted in the green bar on the top of the page.

Home Self Service Access Request Access Certifications Reports

**Success**  
Request IAM-0303910 Submitted

**Request - IAM-0303910**

Remote User Network Access (RUNA) - Modify - Pending

Submitted	Submit RUNA	Manager Approval	IT Access Workitem
11-Apr-2019 02:08:49 PM User: [redacted] Requester: [redacted]	11-Apr-2019 02:08:49 PM Status: Completed Result: Success	11-Apr-2019 02:08:49 PM Status: Completed Result: [redacted]	11-Apr-2019 02:06:50 PM Status: Waiting [Work Item Details]

Credential Delivery  
Status: Not Started

- 11 The request will display under the “**Request Status Viewer**” panel on the AHS IAM homepage within 20 minutes.