

This quick reference provides instructions for updating remote access for lost, stolen, or broken RSA SecurID tokens, including how to change the token type.

## Log In

- 1 Enter the Alberta Health Services (AHS) Identity & Access Management (IAM) URL in your browser's address bar: [iam.albertahealthservices.ca](http://iam.albertahealthservices.ca)
- 2 Enter your **username** and the **passcode** from your RSA SecurID token on the AHS remote login screen.
- 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**.

### NOTE

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

## Select User

- 1 Under Existing User search the user search fields 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.

## Modify account

- 1 From the List of Available Entitlements and Resources page click **Change Access**

beside Remote User Network Access (RUNA). Click **Next**.

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

- 3 Select **Modify** from the Request Type drop-down.
- 4 Select the **RUNA Request Type** and the **Token Type** from the drop-down menus. 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

- 5 The **Access Required** field will automatically display "Netcare" (ANP).

- 6 If you selected **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.

The form is titled 'Contact Information' and includes a sub-header: 'Provide complete information for courier delivery including room/office or alternate contact information.' It contains several input fields: 'Email Address', 'Facility/Business name' (with 'Community Facility' entered), 'Delivery Address (no PO boxes)' (with '123 Maple Street' entered), 'Delivery Address (cont.)', 'City' (with 'Edmonton' entered), 'Province' (a dropdown menu with 'Alberta' selected), 'Postal Code' (with 'T6T5T5' entered), and 'Telephone' (with '555-555-5555' entered). Below this is the 'Additional Information' section, which includes fields for 'Hard Token Business Justification', 'State the reason the user needs Remote Access', and 'Additional Request Comments'.

- 7 If you selected **soft token**, enter the email address along with the reason the user needs access. List the reason as “ANP Access.”

This form is also titled 'Contact Information' but includes a blue informational box: '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 ).' It features input fields for 'Personal E-mail' and 'Confirm Personal E-mail'. Below these is a link: 'Please review the RSA SecurID Soft Token Prerequisites.' The 'Additional Information' section at the bottom has fields for 'State the reason the user needs Remote Access' and 'Additional Request Comments'.

- 8 Click the **Submit Request** button at the bottom of the page.

For successful requests, a green status bar and the request number will appear at the top of the page.

The screenshot shows the AHS IAM homepage with a green success banner at the top: 'Success Request IAM-0303910 Submitted.' Below this is the 'Request - IAM-0303910' header. A blue bar indicates 'Remote User Network Access (RUNA) - Modify - Pending'. A timeline shows the request's progress: 'Submitted' (11-Apr-2019 02:08:49 PM, Requester: [redacted]), 'Submitted RUNA' (11-Apr-2019 02:08:49 PM, Status: Completed, Result: Success), 'Manager Approval' (11-Apr-2019 02:08:49 PM, Status: Completed, Result: Shipped), and 'IT Access Workitem' (11-Apr-2019 02:08:50 PM, Status: Waiting). A 'Work Item Details' button is visible. At the bottom, it shows 'Credential Delivery Status: Not Started'.

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