



STEP 4

Activate AHS IAM Account

Once the Primary Custodian and Netcare AA(s) receives an email with the **AHS IAM User ID(s)** they can now log in to AHS IAM and be ready to request Netcare access for staff.



Log into AHS IAM

Access **AHS IAM URL**: <https://iam.albertahealthservices.ca/> (bookmark this page for future access), enter your **User name** and **passcode** on the RSA SecureID token (hard or soft).



Enter Temporary Password

Contact the Provincial Helpdesk at **1-877-931-1638** and select **Option 2** (“Other Applications”) to request AHS IAM temporary password. Log into the AHS IAM using your **temporary password**.



Reset Password

In the **Current Password** field enter your temporary password. Select a **new password** and enter it twice in the fields New Password and Confirm New Password. You can use the same password as your Netcare password.



Enter Security Questions

To complete the set-up of your AHS IAM account you are prompted to enter a “**Secret Word**” as well as responses to a minimum of five security questions from a list that can be used to verify your identity by the helpdesk. Click **Save**.



Useful links

- Read the full [Quick Reference](#) document on how to Log in to AHS IAM for the first time or watch this [support video](#).



For any questions please contact the eHealth Netcare Support Services at 1-855-643-8649 or ehealthsupport@cgj.com

