

This quick reference provides instructions on logging into Alberta Netcare Portal (ANP) remotely for the first time, from a community facility.

Login Requirements

- An ANP user ID and temporary one-time password
- An [RSA SecurID token](#)
- The [Citrix Workspace](#) application
- An internet browser (e.g., Microsoft Edge or Firefox)

How to Obtain ANP Login Requirements

1 ANP User ID and Temporary One-Time Password

Your facility's Alberta Netcare Access Administrator (AA) will initiate the ANP access request on your behalf. They will receive instructions on retrieving your ANP user ID and temporary one-time password. If your Netcare AA needs assistance, or if you are unsure who your Netcare AA is, reach out to eHealth Services Provider Support at **1-855-643-8649**.

NOTE

Your user ID is typically your first and last name in lowercase, without spaces (e.g., *marysimpson*).

2 RSA SecurID Token

RSA SecurID is an authentication mechanism that uses a token code for added security. The token code is generated by a self-contained device (hard token) or a smartphone app (soft token). The code is refreshed every 60 seconds. Soft tokens are emailed to the ANP user, while hard tokens are mailed to the user's facility within 5-10 business days.

NOTE

Tokens are issued to the individual, *not* the facility.

To ensure your RSA SecurID token and ANP account remain active, please login at least once **every six months**.

3 Citrix application

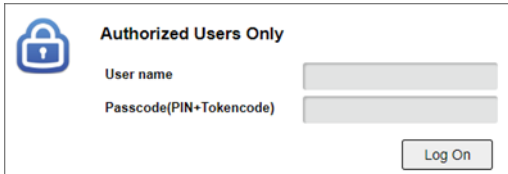
If it is not already installed, download and install the current version of the Citrix Workspace application.

- [How to Install the Citrix Software on PC](#)
- [How to Install the Citrix Software on Mac](#)

Steps for First-Time ANP Login

1 Remote Access Login

Go to access.albertanetcare.ca



- If you have a **hard token**: Enter your user name, then your combined PIN and 6-digit token code in the passcode field (no space).
- If you have a **soft token** (smartphone app): Enter your user name, then the 8-digit PIN generated by the application in the passcode field.

For remote access assistance, contact RSA Remote Token Support at **1-844-542-7876**.

2 Launch ANP via Citrix

On the Apps page, click the Alberta Netcare Portal icon to download the Citrix file. Then, click on the file from your downloads folder to launch ANP.



For Citrix assistance, contact the Alberta Netcare Provincial Service Desk at **1-877-931-1638**.

3 ANP Login

Once you land on the ANP login page, enter your ANP user ID and temporary one-time password.



For ANP password resets, contact the Alberta Netcare Provincial Service Desk at **1-877-931-1638**.

Key Contacts

RSA Remote Token Support

For remote access login assistance and to report lost/stolen tokens:

1-844-542-7876

Alberta Netcare Provincial Service Desk

For Alberta Netcare technical issues, ANP password resets:

1-877-931-1638

eHealth Services Provider Support

For access and registration:

1-855-643-8649

eHealthProviderSupport@gov.ab.ca