Information for Relief Pharmacists

This Quick Reference is for the community **Netcare Access Administrator (AA)** to support the **Alberta Netcare Portal (ANP)** registration steps at a facility.

The pharmacy Netcare AA is responsible for granting and deleting access to ANP for the duration of the Relief Pharmacist's stay at the facility.

Complete the Alberta Netcare Portal Request

Call the **eHealth Netcare Support Services (eHSS)** team at 1-855-643-8649 toll free, or email to ehealthsupport@cgi.com, Monday – Friday from 8:15 am to 4:30 pm (except on statutory holidays) and request access to ANP.

The Relief Pharmacist must receive authorization by the pharmacy Netcare AA to access ANP at the facility location.

This process must be followed for each facility the Relief Pharmacist works from.

The ANP request will include a request for an RSA SecurID token, to update existing token or request a new token.

The Netcare AA will request the ANP access via one of the below options:

1 Completing the Alberta Netcare **User Registration Form (URF).**

- Please add "Relief Pharmacist" in the comments field at the top of the form.

- Select the "**Pharmacy 2**" permission level in the Alberta Netcare Access section of the form.

- No other permissions have been selected, except for retail pharmacies using File Transfer Utility (manual Pharmacy batch) to submit dispense transactions.

- Submit the URF by faxing it to the eHSS team at 1-844-630-0877.

- Processing time is up to 1 - 3 business days, including the RSA SecurID token

  OR,

2 If the facility is registered to use **AHS Identity & Access Management (IAM)**, the Netcare AA will submit the ANP request electronically. Please refer to the AHS IAM Quick Reference on How to Request, Modify, or Approve an ANP Account.

- If your community facility uses the AHS IAM system for requesting access to ANP, the request can take up to 1 - 2 business days if the relief pharmacist has an existing active RSA SecurID token.

If a new RSA SecurID token is requested, or request to re-activate an inactive token is selected, then it may take up to 5 - 7 business days.