

eReferral Access – Create Add Modify Facilities

The document is for managers to submit requests as **Authorized Approvers** using IAM (Identity and Access Management) for their staff to get access to Netcare and/or eReferral as well as adding/modifying receiving Triage Facilities related to staff accounts.

Authorized Approvers are responsible for authorizing and managing appropriate access and use of Alberta Netcare Portal (ANP) and related initiatives for staff at their facilities. A reference guide for Authorized Approvers roles and responsibilities can be found [here](#).

eReferral Account Request – Add Facilities

- 1 Login to the [AHS IAM - Access Management Portal](#).
- 2 Click **Request or Modify Access**.

The screenshot displays the IAM portal interface. On the left, the 'Access Request' menu is visible, with 'Request or Modify Access' highlighted. The main content area shows a 'Request Status' table with one entry: Request ID IAM-0611145, requested on 20-Oct-2025 at 03:44 PM, with a status of 'Completed - Network Account (NAR) - Modify'. Below this, the 'Your Entitlement List' section shows a 'Network Account (NAR)' with a 'Change Access' button. The page header includes the Alberta Health Services logo, the title 'Identity & Access Management', the 'UAT Environment' indicator, and user information for 'Ted Happy' with links for 'Log out' and 'Support Page'.

- 3 Click **Existing User** if it is not already selected. Search for the user and click **Select**.

Request Access

Q User Search

Myself

Existing User

Multiple Users

New User

User Search

Search for the individual requiring access (not yourself).

Find a User

Find a user by searching for their last name, full name, account name, or email address.

Q Tammy E Referral

Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Referral	Tammy	tammyreferral	ANP eReferral Test ID	Yes	ACTIVE	N/A

- 4 Select **Alberta Netcare Portal** and click **Next**.

Request Access for Tammy E Referral

Select a Different User

Available Entitlements

Entitlement Selection

You may request access to one or more entitlements at the same time. Choose those entitlements from the Available Entitlements, Currently Assigned, and / or Recently Used tabs below. Then click the "Next" button.

All Entitlements

Currently Assigned

Recently Used

Q Search

Alberta Netcare Portal

Request Access Amag Symmetry

Request Access Aperio E-Slide Manager-EDM

Request Access Ascent

Request Access Atellica Data Manager

Request Access Baxter Dose IQ

Request Access CADStream

Request Access CardioDay

Request Access CardioDI

Request Access Centricity Prenatal

Request Access Chartered Surgical Facility Information System

Selected (1)

Alberta Netcare Portal

Clear All

Next

Cancel

Next

-
- 5 Select **Alberta Health Services|28CB** as the facility. If you are a community user you would select your own facility.
 - 6 Select **Profession**, **Job Role** and **Netcare Role** (depending on the job role use Clinical 1,2 or 5). For more information on roles and user permission see [AB Netcare Permission Matrix](#). An RN is being used in this example.
 - 7 Select **eReferral Receiving Access**. The Sunset Date (access is terminated automatically) defaults to one year.

NOTE:

If the clinic/facility is not available IAM a form must be submitted to have it added. The form can be found here - <https://www.albertanetcare.ca/documents/eReferral-Form-URF.pdf>

Alberta Netcare Portal - Tammy E Referral

Request Type: New

Facilities

- ☐ Alberta Health Services (Affiliates)|GCJJ
- ☒ Alberta Health Services|28CB
- ☐ Covenant Health|GAXF
- ☐ Youville Auxiliary Hospital (Grey Nuns) of St. Albert|G7QD
- ☐ St. Mary's Hospital|9701
- ☐ St. Joseph's General Hospital|978F

Facility - Alberta Health Services|28CB

* Profession: Registered Nurse

* Job Role: RN

* Netcare Role: Clinical5

PIN Access: Select...

Sunset Date: 2026-10-23

AHS Edmonton only: ☐

Pharmacy Batch Access: ☐

eReferral Receiving Access: ☒

[Netcare Role Selection Guide](#)

- 8 Search for and select **Triage Facilities** then select all the **Triage Facilities** the staff member will need access to in eReferral. If you select a Triage Facility by mistake, click the **X** next to the selection to remove it.

9 Enter your name as the Authorized Approver for the request and click [Search](#).

eReferral Receiving Access

Permissions Group(s)

☒ Triage Facilities

☐ Referrals Operations Reports (Triage Facility)

☐ Referrals Operations Reports (Provincial)

Triage Facilities

✖ Calgary FAST Vascular Surgery CAT [VRTL0089]

✖ Calgary FAST Urology CAT [VRTL0079]

✖ Calgary FAST Otolaryngology CAT [VRTL0116]

✖ Calgary FAST Orthopedic Surgery CAT [VRTL0084]

✖ Calgary FAST Oral Maxillofacial Surgery CAT [VRTL0085]

calgary

[VRTL0079]

☒ Calgary FAST Vascular Surgery CAT [VRTL0089]

☐ Internal Med - Adult Gastroenterology - Calgary Zone [VRTL0003]

☐ Internal Med - Endocrinology - Calgary Zone [VRTL0008]

☐ Internal Med - General Internal Med - Calgary Zone [VRTL0010]

Remote Access Required

☐

Select Authorized Approver

Find a User

Find a user by searching for their last name, full name, account name, or email address.

Q

Ted Happy

Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
Select	Happy	Ted	tedhappy	Ted.Happy@qaahsazure.ca	eReferral Test ID	ACTIVE

10 Click [Submit Request](#). The request is routed to eReferral Provisioning Team and once approved it goes to the IT Access Team for final approval.

November 2025

QR – eReferral – Authorized Approver - Add, Modify

5

Modify eReferral Facilities

After the initial request is approved by the eReferral Provisioning Admin Group and the IT Access Team, edits to the Triage Facilities can be made.

- 1 Select **Request or Modify Access**.

The screenshot shows the 'Identity & Access Management' portal. In the left sidebar, under 'Access Request', the 'Request or Modify Access' link is highlighted. The main content area displays a 'Request Status' table with columns: Request, Requested, Status - Access - Type, User, and Requester. The first row is highlighted, showing a request for 'IAM-0613228' on '23-Oct-2025 01:25 PM' with status 'Completed - Alberta Netcare Portal - New' for user 'Tammy E Referral' requested by 'Ted Happy'.

Request	Requested	Status - Access - Type	User	Requester
IAM-0613228	23-Oct-2025 01:25 PM	Completed - Alberta Netcare Portal - New	Tammy E Referral	Ted Happy
IAM-0611734	21-Oct-2025 02:49 PM	Canceled - Alberta Netcare Portal - New	Ted Happy	Ted Happy
IAM-0611145	20-Oct-2025 03:44 PM	Completed - Network Account (NAR) - Modify	Ted Happy	Janita Broersma-Zylstra

- 2 Select **Existing User** if not already selected. Search for the staff name.
- 3 Click **Select**.

The screenshot shows the 'Request Access' page. Under 'User Search', the 'Existing User' tab is selected. The search results show a user named 'Referral' with the login 'tammyreferral' and status 'ACTIVE'. The 'Select' button next to the user is highlighted.

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Referral	Tammy	tammyreferral	ANP eReferral Test ID	Yes	ACTIVE	N/A

- 4 Select **Change Access** next to Alberta Netcare Portal and click **Next**. Note: Changes should only be made to the eReferral Receiving Information – Triage Facilities.

Request Access for Tammy E Referral ?

Select a Different User

Available Entitlements

Entitlement Selection

You may request access to one or more entitlements at the same time. Choose those entitlements from the Available Entitlements, Currently Assigned, and / or Recently Used tabs below. Then click the "Next" button.

All Entitlements

Currently Assigned

Recently Used

Change Access

Request Access

Request Access

Alberta Netcare Portal

Amag Symmetry

Aperio E-Slide Manager-EDM

Selected (1)

✕ Alberta Netcare Portal

✕ Clear All

→ Next

- 5 Add or remove Triage Facilities as required and click [Submit](#). You can click the X beside the Triage Facilities to remove it. Triage Facilities can be added by selecting from the list.

eReferral Receiving Information

NOTICE

If you make changes to eReferral, the request must first go to an eReferral Admin before any Netcare access can be granted

eReferral Receiving Access

☒

Permissions Group(s)

☒ Triage Facilities

☐ Referrals Operations Reports (Triage Facility)
 ☐ Referrals Operations Reports (Provincial)

Triage Facilities

✕ Calgary FAST Gynecology CAT [VRTL0101]

✕ Calgary FAST Neurosurgery CAT [VRTL0091]

✕ Calgary FAST Oral Maxillofacial Surgery CAT [VRTL0090]

✕ Calgary FAST Orthopedic Surgery CAT [VRTL0084]

✕ Calgary FAST Otolaryngology CAT [VRTL0116]

search...

☐ Addiction and M H - Addiction Medicine - Provincial [VRTL0016]
 ☐ Alberta Hip and Knee Clinic [WDFAG5AL]
 ☐ Breast Health Outpatient Clinics (Calgary) [WDFAGG93]
 ☒ Calgary FAST General Surgery CAT [VRTL0097]
 ☒ Calgary FAST Gynecology CAT [VRTL0101]