Alberta **Netcare**
ELECTRONIC HEALTH RECORD

This document details how to request, modify or approve Alberta Netcare Portal (ANP) user access.

Log In:

1 Click the AHS IAM URL:
https://iam.ahs.ca/

2 Enter your **username** and **passcode** (from your RSA SecurID token) on the AHS Remote login screen.

3 The AHS IAM screen displays requiring entry of your AHS IAM username and password.

4 On the Home page click "**Request or Modify Access**."

Access Requests

- ☑ Request or Modify Access
- ✉ Approvals 0
- ✉ Work Requests 1
- ✉ Access Certifications 0
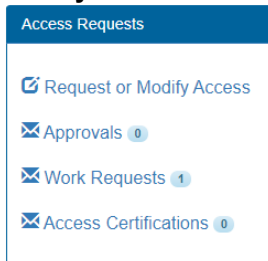
Select User:

1 The User Search under the Existing User search will appear. Select "**Advanced Search**."

> **NOTE** By using the advanced search, you will minimize duplicate account errors.

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 color.

5 Click on the "**+ New User**" button *only* if no match is found.

Select ANP Entitlement:

1 Scroll down to the List of Available Entitlements and select "**Request Access**" beside the **Alberta Netcare Portal** entitlement.

2 Scroll to the bottom and click "**Next**."

> **NOTE** All fields with a red asterisk (*) are required.

Add a User to your Facility(s):

1 The "**Complete Access Request**" page will appear.

2 Scroll down to User Information and enter the required information.

> **NOTE** The "external email address" is the Alberta Netcare user's email, *not* the Alberta Netcare Access Administrator's (AA) email. This email will be used by Alberta Netcare help desks to communicate important user specific notices.

3 The facility(s) where you are a designated Alberta Netcare AA will be displayed. Select the facility. It will be added to the Alberta Netcare Request and will be displayed in a **grey bar** across the page.

⊡ Facility - Lilith Drug Mart|GBOX

✱ Profession	Select...
College License ID	
✱ Job Role	Select...
✱ Netcare Role	Select... Netcare Role Selection Guide
Sunset Date	2020-10-31
Pharmacy Batch Access	☐
Remote Access Required	☑

👤 Authorized Approver: Jfc Primesix Change Selected User

4 In the "**Profession**" and "**Job Role**" fields, click on the down arrow and select from the list.

5 Medical Doctors, Chiropractors, Optometrists, Nurse Practitioners, Dentists and Pharmacists require entry of their **College License ID**.

Alberta

6 If the College License ID or DOB entered is not valid and/or does not match Provincial Provider Registry (PPR), an error message will display. Enter a valid College License ID or correct the DOB as indicated in the error message.

7 If you require further assistance, contact the eHealth Services at **1-855-643-8649**.

8 For assistance on the Alberta Netcare Role click "**Netcare Role Selection Guide**" (ANP Permission Matrix). Open the Permission matrix with Adobe Reader.
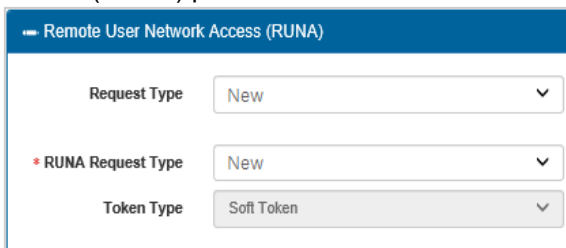
> **NOTE** PIN and PD permissions will be automatically assigned for the corresponding roles as per the "Netcare Role Selection Guide."

9 The sunset date defaults to one year from the date of account creation. The Alberta Netcare AA will receive an email notification before the sunset date to perform access certification to extend access.

10 The "**Remote Access Required**" checkbox will be auto-checked.

11 Scroll down to the Remote User Network Access (RUNA) panel.

12 Select the appropriate "**RUNA Request Type**" and "**Token Type**" from the drop-down menus. If requesting a **hard token**, delivery address is required. If requesting a **soft token**, a personal email address is required.
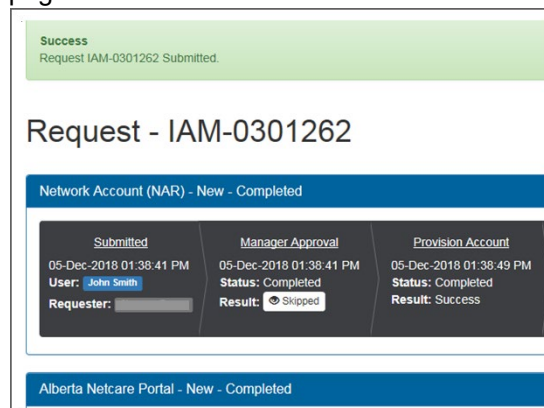
13 In the "**State the reason the user needs remote access**" box ensure that "Netcare Access" is listed.

14 Verify that the default Alberta Netcare AA is you. If not, click the "**Change Selected User**" button for Authorized Approver.

15 Click "**Submit Request**" button at the bottom of the form.

16 Scroll down and review the information for the user's Network Account Details, Alberta Netcare Portal Details, and Remote User Network Access (RUNA) Details.

17 The Request Status page displays the request as "**Success**" in the Green bar at the top of the page. Record the user's **account ID** (i.e., Username) or print the page.

Remove a User from your Facility(s):

1 The Complete Access Request page will appear.

2 Scroll down to the listing of your facility(s).

3 Click "**Remove**" (large red button) beside the facility from which you wish to remove access.

> **NOTE** This only removes the user's access from the facility(s) selected. It does not delete their Alberta Netcare account.
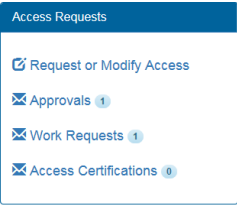
4 The RSA SecurID token is issued to the end user, *not* the facility. If the Alberta Netcare user will be registering for Alberta Netcare access at a new community facility, they should retain their RSA SecurID token.

5 Generate the ANP End User Report to confirm that the user has been removed.

6 To review all your requests, go back to your home page by clicking the "**Home**" button.

Primary Custodian approves requests that were submitted by the AA for their own ANP request via AHS IAM.

1 Click on the "**Approvals**" link on the AHS IAM Home Page.

Access Requests

- Request or Modify Access
- Approvals 1
- Work Requests 1
- Access Certifications 0

2 From the list of requests, click the link under the "**Request**" heading for the user you wish to approve.

Awaiting Approval

Search all of your Approvals.

Request Number 🔍 Enter 3 or more characters. Ex: 3286

✖ Clear Filters

Queues
All ▾

Assets
All

3 Review the request by scrolling down the page.

4 Click "**Approve**" at the bottom of the page.

Your Comments 💬 ❓

✔ Approve   ✖ Deny   Save

5 You may click **Save** for later or **Deny** the request.

6 The Confirmation Page displays the request tracking number. If all is correct, click "**OK**."

The AHS IAM Home Page displays your request under the Request Status pane.

Request Status		
Request	**Requested**	**Status - Access - Type**
IAM-0306932	13-Jun-2019 11:36 PM	Completed - **Network Account (NAR)** - New
		Completed - **Authorized Approver / Custodia**
		Completed - **Remote User Network Access (**
IAM-0306931	13-Jun-2019 11:03 PM	Completed - **Network Account (NAR)** - New
		Completed - **Authorized Approver / Custodia**
		Completed - **Remote User Network Access (**
IAM-0306930	13-Jun-2019 10:48 PM	Completed - **Network Account (NAR)** - New
		Completed - **Authorized Approver / Custodia**
		Completed - **Remote User Network Access (**

7 The Primary Custodian can retrieve the ANP user credentials by clicking the "**Work Requests**" link.

Access Requests

- Request or Modify Access
- Approvals 0
- Work Requests 1
- Access Certifications 0
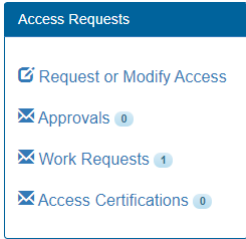
8 To learn how to retrieve the ANP user credentials, view the How to Retrieve ANP Status and Credentials Quick Reference.