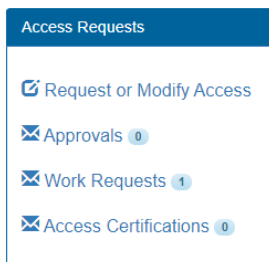


This quick reference provides instructions for requesting, modifying or approving Alberta Netcare Portal (ANP) user access.

Adding a User to Your Facility(s)

Log In

- 1 Open iam.albertahealthservices.ca.
- 2 On the AHS remote login page, enter your **username** and the **passcode** generated by your RSA SecurID token.
- 3 The AHS IAM page will appear, requiring entry of your AHS IAM username and password.
- 4 On the AHS IAM homepage click **Request or Modify Access**.



Select User

- 1 Under **Existing User Search**, the user search fields will appear. Select **Advanced Search**.

NOTE Using the advanced search reduces duplicate account errors.

- 2 Enter the user's first and last name their day and month of birth. Click **Search**.

Possible matches, including users with similar names will display.

- 3 Click **Select** next to the name if the user exists and has a DOB match in green.
- 4 If not match is found, click **+ New User**.

Select ANP Entitlement

- 1 Scroll down to the **List of Available Entitlements** and click **Request Access** beside the **ANP** entitlement.
- 2 Scroll to the bottom and click **Next**.

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

Add 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 ANP user's email, *not* the Alberta Netcare Authorized Approver's 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 Netcare Authorized Approver will display. Select the desired facility. It will be added to the ANP request and will appear in a **grey bar** across the page.

NOTE

ANP users at physician offices and nurse practice sites who have a Clinical 1 or 2 permission level are eligible for optional Connect Care Provider Portal (CCPP) access. The option to select CCPP access will appear when the eligible ANP user roles are selected.

- 4 In the **Profession** and **Job Role** fields, click the drop-down arrows and select from

the list.

- 5 Medical doctors, chiropractors, optometrists, nurse practitioners, dentists and pharmacists are required to enter their **college license ID**.
- 6 If the college license ID or DOB entered is not valid and/or does not match the 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.

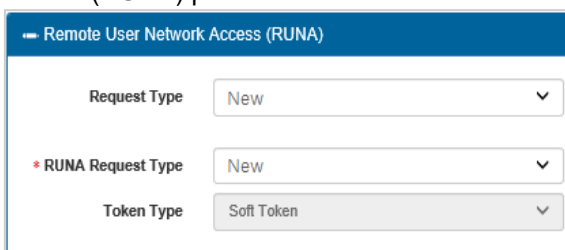
*If you require further assistance, contact eHealth Services Provider Support at **1-855-643-8649**.

- 7 For assistance with the ANP user role, click **Netcare Role Selection Guide**. This will open the Alberta Netcare Permission Matrix with Adobe Reader.

NOTE

PIN and PD permissions will automatically be assigned for the corresponding roles, as per the Permission Matrix.

- 8 The sunset date defaults to one year from the date of account creation. The Netcare Authorized Approver will receive an email notification prior to the sunset date to perform access certification and extend access.
- 9 The **Remote Access Required** checkbox will be auto-checked.
- 10 Scroll down to the Remote User Network Access (RUNA) panel.



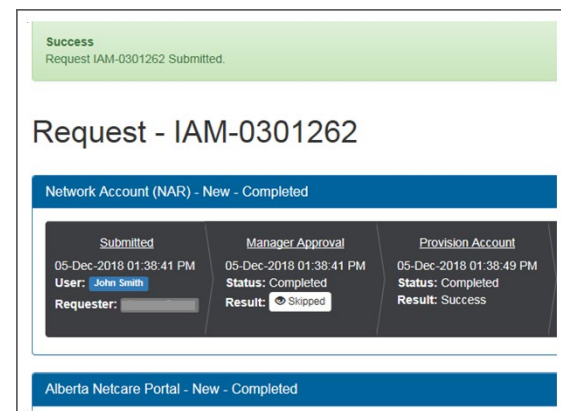
Select the appropriate **RUNA Request Type** and **Token Type** from the drop-down menus. If requesting a **hard token**, a delivery address is required. If requesting a **soft token**, a personal email address is required.

- 11 In the “**State the reason the user**

needs remote access” field, ensure that “Netcare Access” is listed.

- 12 Verify that the default Netcare Authorized Approver is you. If not, click the **Change Selected User** button for Authorized Approvers.
- 13 Click the **Submit Request** button at the bottom of the form.
- 14 Scroll down and review the information for the user’s Network Account Details, ANP Details, and RUNA Details.
- 15 For successful requests, a green status bar will appear at the top of the page.

Record the user’s **account ID** (i.e., username) or print the page.



Removing 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) next to the facility from which you wish to remove access.

NOTE

This only removes the user’s access from the selected facility(s). It does not delete their ANP account.

- 4 The RSA SecurID token is issued to the user, *not* the facility. If the ANP user will be registering for ANP access at a new community facility, they should retain their RSA SecurID token.

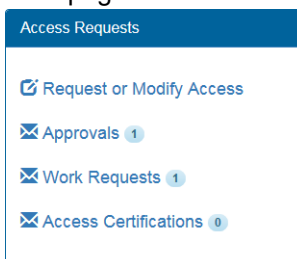
- 5 Generate the **ANP End User Report** to confirm that the user has been removed.
- 6 To review all your requests, return to your homepage by clicking the **Home** button.

Approving Access Requests

NOTE

The Primary Custodian approves requests that were submitted by the Authorized Approver for their own ANP access via AHS IAM.

- 1 Click the **Approvals** link on the AHS IAM homepage.



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

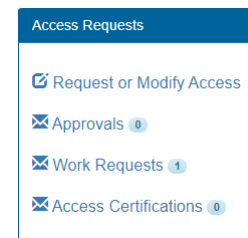
- 3 Scroll through the page to review the request.
- 4 Click **Approve** at the bottom of the page.

- 5 You can click **Save** or **Deny** the request.
- 6 The confirmation page displays the request tracking number. If all is correct, click **OK**.

The AHS IAM homepage 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 / Custodian Completed - Remote User Network Access (R)
IAM-0306931	13-Jun-2019 11:03 PM	Completed - Network Account (NAR) - New Completed - Authorized Approver / Custodian Completed - Remote User Network Access (R)
IAM-0306930	13-Jun-2019 10:48 PM	Completed - Network Account (NAR) - New Completed - Authorized Approver / Custodian Completed - Remote User Network Access (R)

- 7 The Primary Custodian can retrieve ANP user credentials via the **Work Requests** link.



TIP

To learn how to retrieve ANP user credentials, consult the quick reference "[How to Retrieve ANP Status and Credentials](#)."