

This quick reference provides instructions on requesting a name change or updating user profile details in the Alberta Health Services (AHS) Identity & Access Management (IAM) application, using the Network Access Request (NAR) entitlement for a community Alberta Netcare Portal (ANP) user.

Please note, NAR requests can only be submitted via AHS IAM for ANP users with the role type "Community" in AHS IAM.

Log In

- 1 Enter the AHS IAM URL in your browser's address bar: iam.albertahealthservices.ca
- 2 Enter your **username** and the **passcode** from your RSA SecurID token on the AHS remote login screen.
- 3 The AHS IAM screen will display, requiring entry of your AHS IAM **username** and **password**.
- 4 On the homepage click **Request or Modify Access**.

Select User


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

NOTE

Using the advanced search function minimizes the risk of creating duplicate accounts.

Request Name Change

- 1 From the **List of Available Entitlements and Resources** page click **Change**



Network Account (NAR)
Request the creation, amendment, termination of an AHS employee.

Access beside Network Account (NAR). Click **Next**.

- 2 The "Complete Access Request" page will appear, displaying NAR details for the user.

Account Type: Community

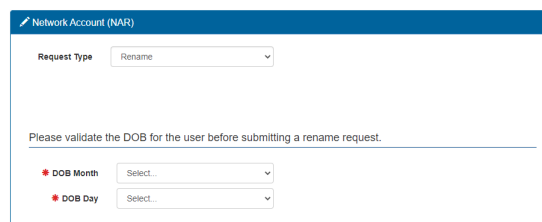
The following user has a Community user account. Employee box and complete the form.

NOTE

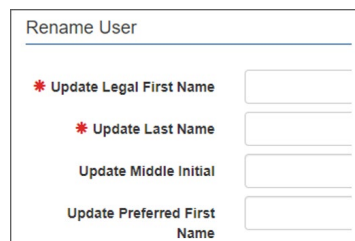
The role must show *only* "community" to submit a NAR request in AHS IAM.

If employee or non-employee role type is on profile, have the ANP user contact the AHS IT Service Desk at 1-877-311-4300 to open a name change request.

- 3 Request Type: Select **Rename** from the drop-down list.
- 4 Validate the user's DOB month and day by selecting from the drop-down list.



Update the **Legal First Name** and/or **Last Name**. You can also update the middle initial and the preferred first name.



- 5 Click the **Submit Request** button at the bottom of the page.

For successful requests, a green status bar will appear at the top of the page.

Success
Request IAM-0301262 Submitted.

Request - IAM-0301262

Network Account (NAR) - New - Completed

Submitted	Manager Approval	Provision Account
05-Dec-2018 01:38:41 PM User: John Smith Requester: [Redacted]	05-Dec-2018 01:38:41 PM Status: Completed Result: Skipped	05-Dec-2018 01:38:49 PM Status: Completed Result: Success

Alberta Netcare Portal - New - Completed

- The request will display under the Request Status section on the AHS IAM homepage within seconds.
- Name change requests can take up to 10 business days to be processed.

Request Update to ANP User AHS IAM Profile details

- From the **List of Available Entitlements** and Resources page click **Change Access** beside Network Account (NAR). Click **Next**.
- The "Complete Access Request" page will appear, displaying NAR details for the user.

Account Type: Community

The following user has a Community user account. Employee box and complete the form.

NOTE

The role must show only "community" to submit a NAR request in AHS IAM.
If employee or non-employee role type is on profile, have the ANP user contact the AHS IT Service Desk at 1-877-311-4300 to request updates to their AHS IAM profile information.

- Request Type defaults to **Modify**.
- Fields available for update: external email address, business address, and phone number contact.

Email

External Email Address

- Complete the required ANP verification question and answer fields.

Provide Security Question / Answer

ANP Verification Question

ANP Verification Answer

- Click the **Submit Request** button at the bottom of the page.
- For successful requests, a green status bar and the request number will appear at the top of the page.

Success
Request IAM-0301262 Submitted.

Request - IAM-0301262

Network Account (NAR) - New - Completed

Submitted	Manager Approval	Provision Account
05-Dec-2018 01:38:41 PM User: John Smith Requester: [Redacted]	05-Dec-2018 01:38:41 PM Status: Completed Result: Skipped	05-Dec-2018 01:38:49 PM Status: Completed Result: Success

Alberta Netcare Portal - New - Completed

- The request will display under the Request Status Viewer section on the AHS IAM homepage within 20 minutes.

REMINDER

The email address associated with the AHS IAM profile is distinct from the email address used for ANP user notifications.

Update your ANP users' email address in AHS IAM using the NAR entitlement.

Additionally, direct ANP users to update their email address in their ANP account - My Details page. This will ensure they receive important ANP notifications and AHS IAM auto-emails.