

This document details how to request a name change or update AHS IAM user profile details using the Network Access Request (NAR) entitlement for a community Netcare user.

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

Log In:

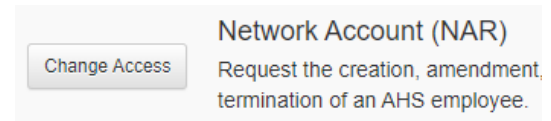
- 1 Enter the AHS IAM URL in the browser's address bar: <https://iam.ahs.ca/>
- 2 Enter your **username** and **passcode** from your RSA SecurID token on the AHS Remote login screen.
- 3 The AHS IAM screen displays, requiring entry of your AHS IAM **Username** and **password**.
- 4 On the Home page click "**Request or Modify Access.**"

Select User:

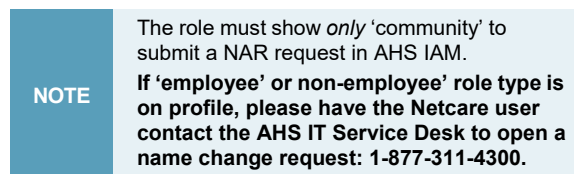
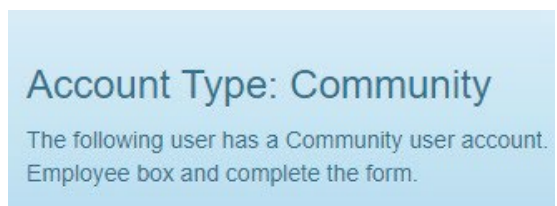
- 1 The User Search under the Existing User search will appear. Select "**Advanced Search.**" Using the advanced search, minimizes the chances of creating duplicate accounts.
- 2 Enter the user's first and last name, and their day and month of birth. Click "**Search.**"
- 3 Possible matches, including 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.

Request Name Change:

- 1 From the **List of Available Entitlements and Resources** page click "**Change Access**" beside Network Account (NAR). Click "**Next.**"



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



- 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.
- 6 The request will appear with the request number as Success highlighted in the green bar on top of the page.

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

Request Update to Netcare User AHS IAM Profile details:

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

- 3 Request Type defaults to **Modify**.

- 4 Fields available for update: external email address, business address, and phone number contact.

- 5 Complete the required ANP Verification Question and Answer fields.

- 6 Click on the “**Submit Request**” button at the bottom of the page.
- 7 The request will appear with the request number as Success highlighted in the green bar on top of the page.

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

REMINDER

The AHS IAM profile email address is different from Alberta Netcare users' ANP user notification email address.

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

Also, direct Alberta Netcare users to update their email address in their Alberta Netcare account - *My Details* Page. This will ensure they receive important Alberta Netcare notifications and AHS IAM auto-emails.