This quick reference outlines common error messages an Alberta Netcare Access Administrator (AA) may encounter when attempting to submit Alberta Netcare Portal (ANP) entitlement requests using the Alberta Health Services (AHS) Identity & Access Management (IAM) system.

Logging In

1 Enter the AHS IAM URL in the browser's address bar: iam.albertahealthservices.ca.

2 Enter your username and passcode from your RSA SecurID Token on the AHS remote login screen.

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

AHS IAM Training

1 Find AHS IAM quick references on the Alberta Netcare Learning Centre.

2 Visit the AHS IAM Learning Module.

3 Attend a live webinar.

Error Messages

Provincial Provider Registry (PPR) Validation Error Message

> **NOTE** Medical doctors, chiropractors, optometrists, nurse practitioners, dentists and pharmacists must enter their college license ID.

1 If the college license ID, date of birth or last name entered is not valid or does not match the PPR, an error message will display (e.g., "Valid College License Information must be submitted for the request to be submitted").

2 Verify the DOB, last name spelling, and college license ID of the custodian for whom you are requesting ANP access. For help, contact eHealth Services Provider Support at **1-855-643-8649**.

Unqualified Approver Error Message

On your AHS IAM homepage, delete draft request(s) for the end user in question from the Draft Requests section.

An **unqualified approver** error message may result from:

- Selecting an incorrect entitlement from the list
- Omitting the entitlement selection when requesting an update to a user's remote access

For combination (AHS and community user profiles):

1 Cancel the current request.

2 Begin your request again, starting from the **Request or Modify** link.

3 Select the required entitlement:

- Adding, modifying, or removing Alberta Netcare access – ANP

- Updating remote access for a new user at the facility – ANP and Remote User Network Access (RUNA)

4 Complete and submit the request.

AHS IAM Auto Email Notifications

The Netcare AA role and ANP end users may receive automated emails from Identity.Management@AlbertaHealthServices.ca. The AHS IAM system manages end user entitlements (e.g., for ANP) and can automate emails to specific user groups with important notifications and instructions.
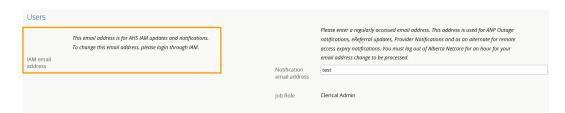
Examples of common alerts:

- ANP 180-day inactive access account disabling
  ANP end users must login at least once every 180 days or access will be disabled.

- Access Certification (Sunset/Expiry Date) for ANP
  Community Alberta Netcare facilities using AHS IAM to manage user access (sunset/expiry date) are included in this annual process.

- Remote Access using RSA SecurID tokens
  Expiring hard tokens: RSA SecurID temporary token codes will no longer be issued if a token has expired or become inactive. A replacement token request must be submitted and processed to regain remote access.

AHS IAM Preferred Email Address

Locating AHS IAM preferred email address in ANP.

- Under "**Common**," locate "**My Details**."
- In the "Users" section you will find the AHS IAM preferred email address.

Locating AHS IAM preferred email address in AHS IAM.

- Under "**Self-service**," select "**View Profile**."

To update your preferred email address, contact eHealth Services Provider Support at **1-855-643-8649** or eHealthProviderSupport@gov.ab.ca.