

AHS IAM WellSky™ Transfusion User Guide

Prerequisite AHS IAM Security Profile

To use the AHS IAM, you must have completed your AHS IAM Security Profile. If you have not created your Security Profile, click here to launch the [AHS IAM Security Profile User Guide](#), available on the AHS IAM Support Page under  Learning.

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What is WellSky™?

WellSky™ Transfusion (WellSky™) is a third party application that will work in conjunction with Epic and provide a provincial solution that will manage blood component and product inventory. It will also provide the mechanism by which diagnostic testing will be performed and track the transfusion of blood components and products across Alberta.

WellSky™ Roles & Rules

These are the WellSky™ roles and the rules governing their creation and use. Only those marked with a  are covered further in this guide.

AHS IAM Admin	
	AHS IAM Admin is the administrative team of specialists that support the AHS IAM application. They provision the WellSky™ Admin role. WellSky™ Admins are AHS IT Access staff members.
WellSky™ Admin	
	WellSky™ Admin self-manage their role. WellSky™ Admin creates WellSky™ Authorized Approver Admin . WellSky™ Admin creates WellSky™ Provisioning Admin
WellSky™ Authorized Approver Admin	
	WellSky™ Authorized Approver Admin creates and manages WellSky™ Authorized Approvers for community and Non-employees.
WellSky™ Authorized Approvers 	
	WellSky™ Authorized Approvers request and manage WellSky™ access for Community and Non-employees, only at the facilities assigned to them.
Authorized Approvers with DOHRA 	
	Authorized Approvers with the correct Delegation of Human Resources Authority (DOHRA) request and manage WellSky™ access for Employees and Non-Employees, at the facilities in the Quick Pick List.
WellSky™ Provisioning Admin	
	WellSky™ Provisioning Admin provisions or modifies access to WellSky™ in the WellSky™ (LIS Team) system.
End-Users 	
	<p>End-users – only Employee and Non-Employee end-users can request access to WellSky™ and must select a WellSky™ Authorized Approver or Authorized Approver with DOHRA to approve the access request.</p> <p>Community end-users cannot request access to WellSky™ in AHS IAM. This must be done by their facility's WellSky™ Authorized Approver.</p>

AHS IAM Terms & Definitions

These may or may not be the same as your organization's definitions.

AHS Employee	
	A person on-boarded and paid through AHS Human Resources e-People
AHS Non-Employee	
	A person not on-boarded or paid through AHS Human Resources e-People
Community End-User	
	A person who works for a privately owned health care delivery facility. Examples: physician, pharmacist, dentist, chiropractor.
Combination End-User	
	A person who is more than one of the above types.
Requester	
	A person who submits an access WellSky request in AHS IAM.
	If this person is also an Authorized Approver , some or all of the WellSky access request will be automatically approved.
	If this person is not an Authorized Approver , they will have to select one.
Authorized Approver	
	A person who is able to approve access requests in AHS IAM.
	An Authorized Approver must meet one of these criteria.
	Have an AHS Delegation of Human Resources Authority (DOHRA) of 1 to 12
	OR
	Have a Covenant Health DOHRA of 1 to 6
	OR
	Has been pre-approved by AHS IT Access to perform the role of an Authorized Approver.
	More information about Authorized Approvers can be found on the AHS IAM Support Page , under  Authorized Approvers .

Remote Access for WellSky™ End-Users

SecurID Tokens

If you or an end-user need to access the WellSky™ system from outside an AHS facility, a SecurID token will be needed to provide a second form of authentication at login. This is called Two-Factor Authentication. You will be able to request remote access to WellSky™ when completing the WellSky™ access request process in AHS IAM.

The SecurID token can be a hardware device that looks similar to this  or a software application that runs on your smartphone with an icon similar to this .

When you are issued either type of SecurID token you will be required to create a 4 digit personal identification number (PIN). The token generates a number that changes every 60 seconds. Use your PIN and the digits displayed at the time of login to authenticate your identity.

If you need to return your hard token, use a bubble envelope and this mailing address:

AHS IT Remote Access
CN Tower, 18th Floor
10004 - 104 Avenue, NW
Edmonton, Alberta T5J 0K1

 Click [here](#) for more information about RSA SecurID tokens.

Request new WellSky™ access

 Only the following roles can create and submit a WellSky™ access request AHS IAM.

[WellSky™ Authorized Approvers](#)

[WellSky™ Authorized Approvers](#) request and manage WellSky™ access for Community and Non-employees, only at the facilities assigned to them.

[Authorized Approvers with DOHRA](#)

[Authorized Approvers](#) with the correct DOHRA request and manage WellSky™ access for Employees and Non-Employees, at the facilities in the Quick Pick List.

[End-Users](#)

Only [Employee](#) and [Non-Employee](#) end-users can request access to WellSky™ for themselves in AHS IAM. They must select a [WellSky™ Authorized Approver](#) or [Authorized Approver with DOHRA](#) to approve the access request.

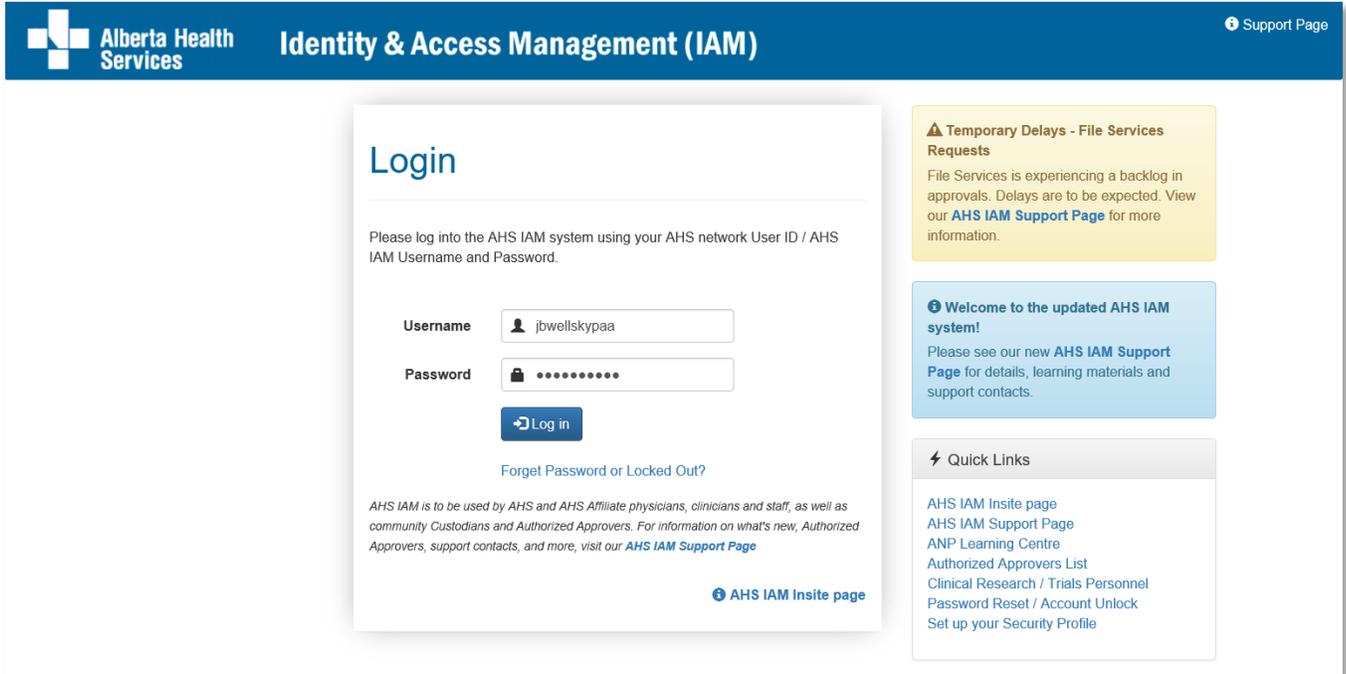
[Community end-users](#) cannot request access to WellSky™ for themselves in AHS IAM. This must be done by their facility's [WellSky™ Authorized Approver](#).

No access to WellSky™ will be given until the end-user completes their WellSky™ training. If the end-user does not have access to AHS MyLearningLink (MLL), a Network Account Request (NAR) must be completed for them. This is built into the WellSky™ access request process. An AHS Network User Id will be provided to the end-user so they can access MLL to complete their training.

More information is available in this guide: [Important information about a WellSky™ access request and training](#)



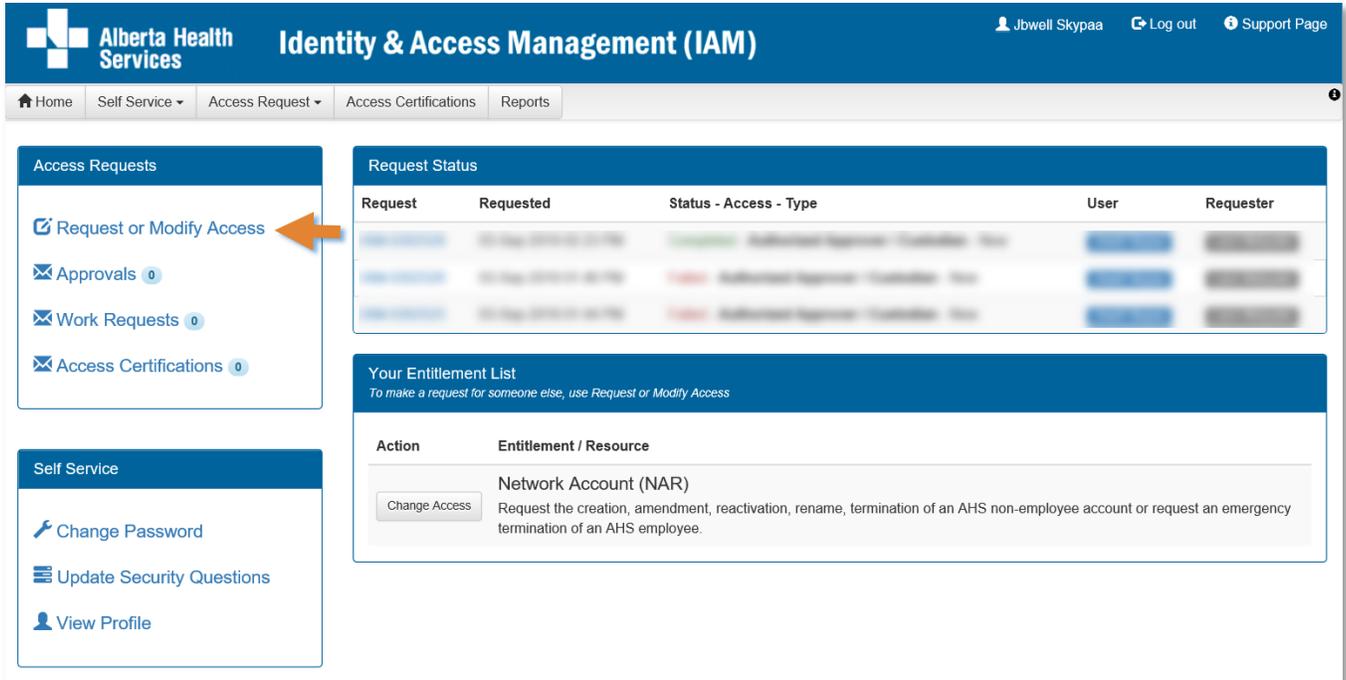
ENTER the AHS IAM URL into your internet web browser → <https://iam.albertahealthservices.ca>
The AHS IAM login screen appears



The screenshot shows the AHS Identity & Access Management (IAM) login page. The header includes the Alberta Health Services logo and the text "Identity & Access Management (IAM)" with a "Support Page" link. The main content area features a "Login" section with a form for Username and Password. The Username field contains "jbwellskypaa" and the Password field is masked with dots. A "Log in" button is present below the form. Below the form, there is a link for "Forgot Password or Locked Out?" and a note stating that AHS IAM is for use by AHS and AHS Affiliate physicians, clinicians, staff, and community Custodians and Authorized Approvers. A link to the "AHS IAM Support Page" is provided. To the right of the login form, there are three informational boxes: a yellow box about "Temporary Delays - File Services Requests", a blue box welcoming users to the updated AHS IAM system, and a grey box with "Quick Links" including AHS IAM Insite page, AHS IAM Support page, ANP Learning Centre, Authorized Approvers List, Clinical Research / Trials Personnel, Password Reset / Account Unlock, and Set up your Security Profile.

LOGIN

In this example, a [WellSky™ Authorized Approver](#) is logging in
The **AHS IAM**  **Home** screen appears



Identity & Access Management (IAM)

Home | Self Service | Access Request | Access Certifications | Reports

Access Requests

- [Request or Modify Access](#)
- [Approvals](#) 0
- [Work Requests](#) 0
- [Access Certifications](#) 0

Request Status

Request	Requested	Status - Access - Type	User	Requester

Your Entitlement List
To make a request for someone else, use Request or Modify Access

Action	Entitlement / Resource
Change Access	Network Account (NAR) Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

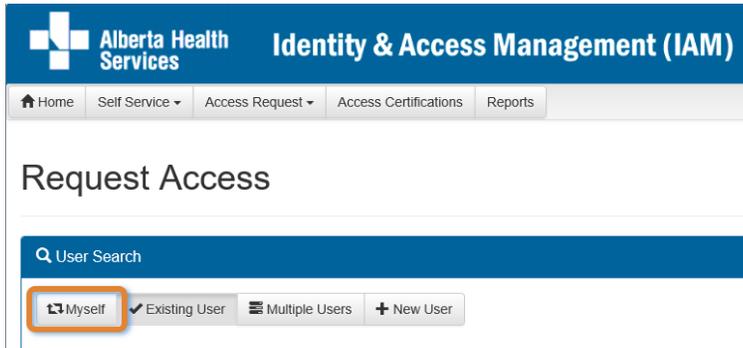
CLICK [Request or Modify Access](#)

The **Request Access** screen appears with [Existing User](#) selected

 You can create a request for [Myself](#), [Existing User](#) (default), [Multiple Users](#), and [New User](#).
Directions follow.

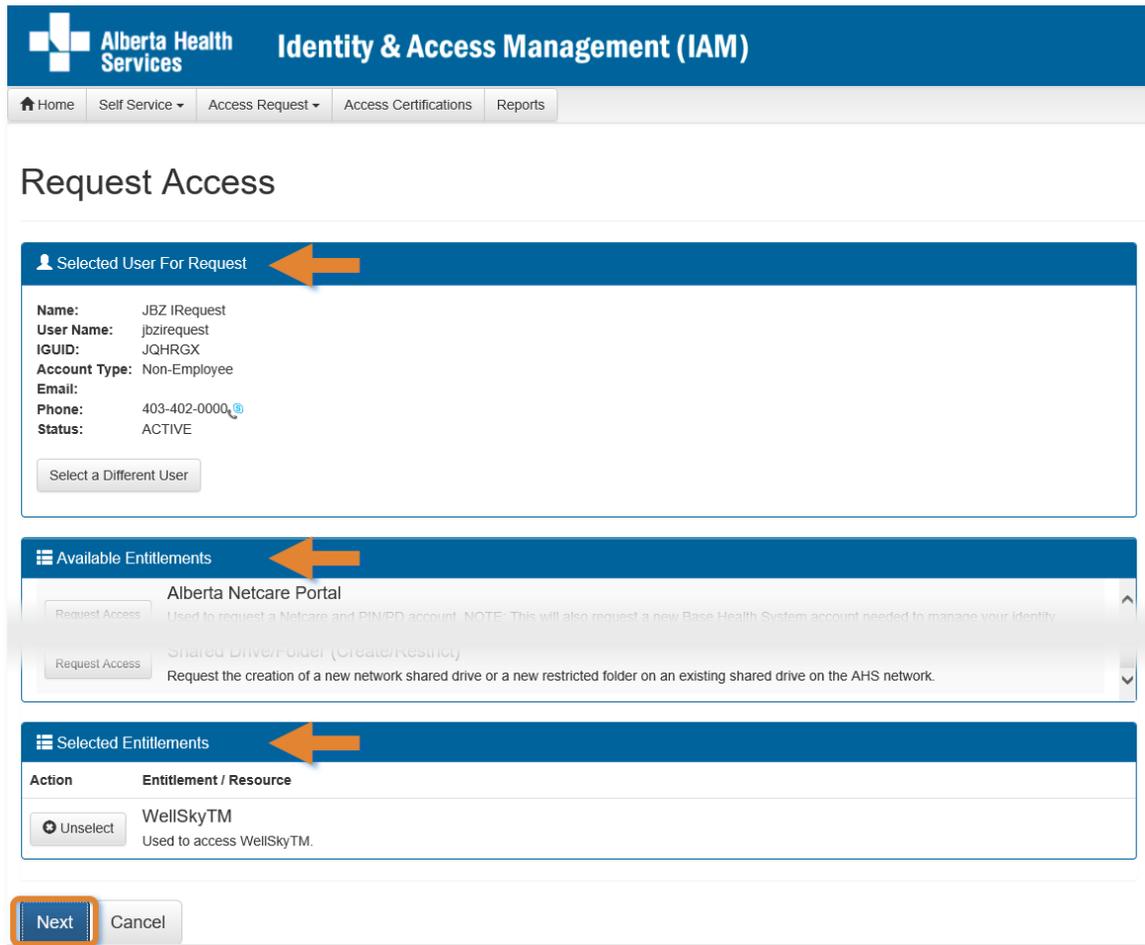
Request WellSky™ access for yourself (Myself)

If the request is for yourself



CLICK  **Myself**

The screen refreshes with your details displayed in the [Selected User for Request](#) pane



Identity & Access Management (IAM)

Home | Self Service | Access Request | Access Certifications | Reports

Request Access

Selected User For Request

Name: JBZ IRequest
 User Name: jbzirequest
 IGUID: JQHRGX
 Account Type: Non-Employee
 Email:
 Phone: 403-402-0000
 Status: ACTIVE

Select a Different User

Available Entitlements

Request Access: Alberta Netcare Portal
 Used to request a Netcare and PIMP/D account. NOTE: This will also request a new Base Health System account needed to manage your identity.

Request Access: Shared Drive/Folder (Create/Restrict)
 Request the creation of a new network shared drive or a new restricted folder on an existing shared drive on the AHS network.

Selected Entitlements

Action	Entitlement / Resource
Unselect	WellSky™ Used to access WellSky™.

Next | Cancel

Under [Available Entitlements](#), at [WellSky™](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [WellSky™](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears



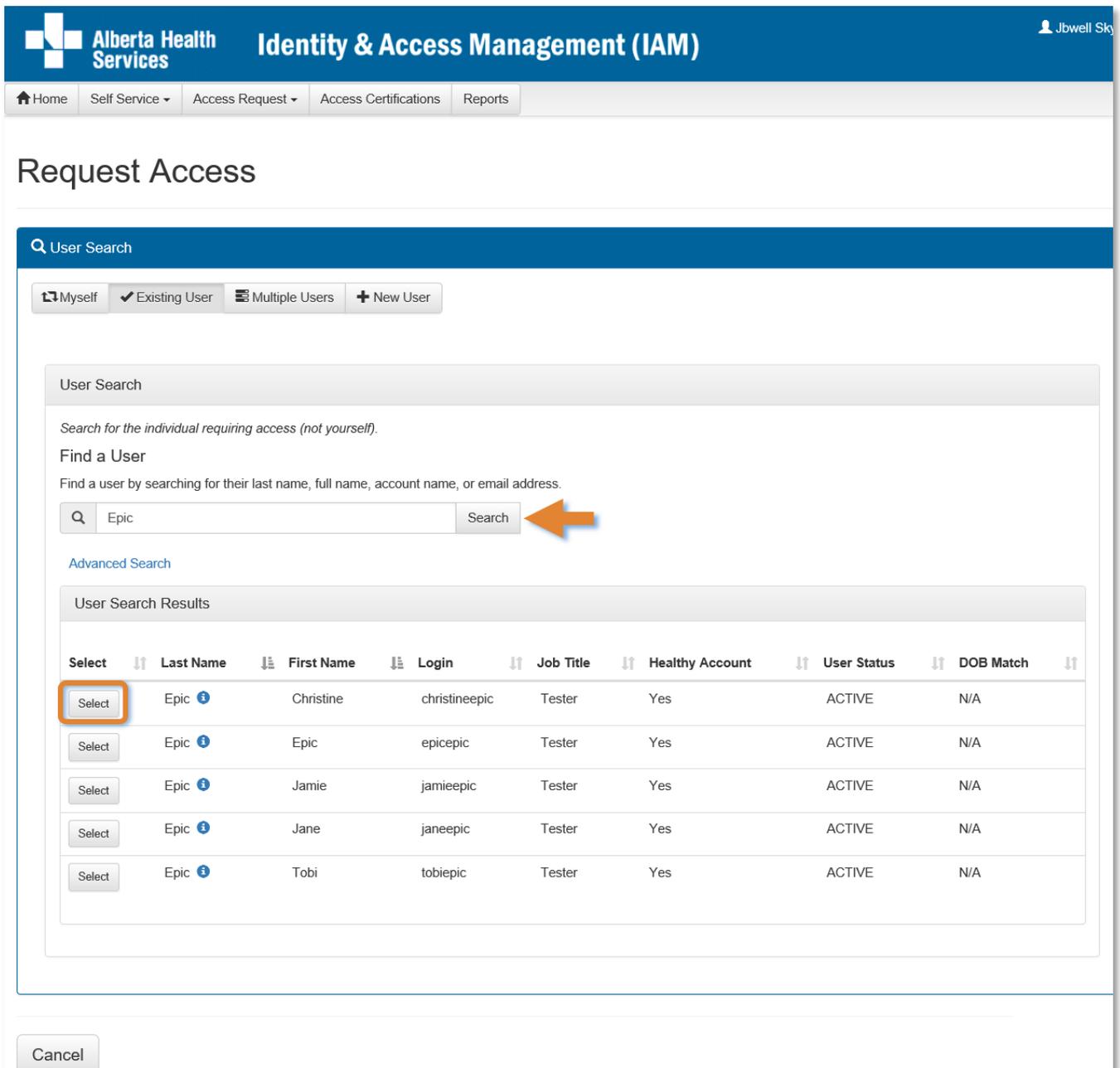
SKIP to [Complete Access Request screen instructions](#)

Request WellSky™ access for an Existing User

If the request is for an existing end-user

CLICK Existing User

The User Search screen pane appears



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Request Access

User Search

Myself Existing User Multiple Users + New User

User Search

Search for the individual requiring access (not yourself).

Find a User

Find a user by searching for their last name, full name, account name, or email address.

Q Epic Search

[Advanced Search](#)

User Search Results

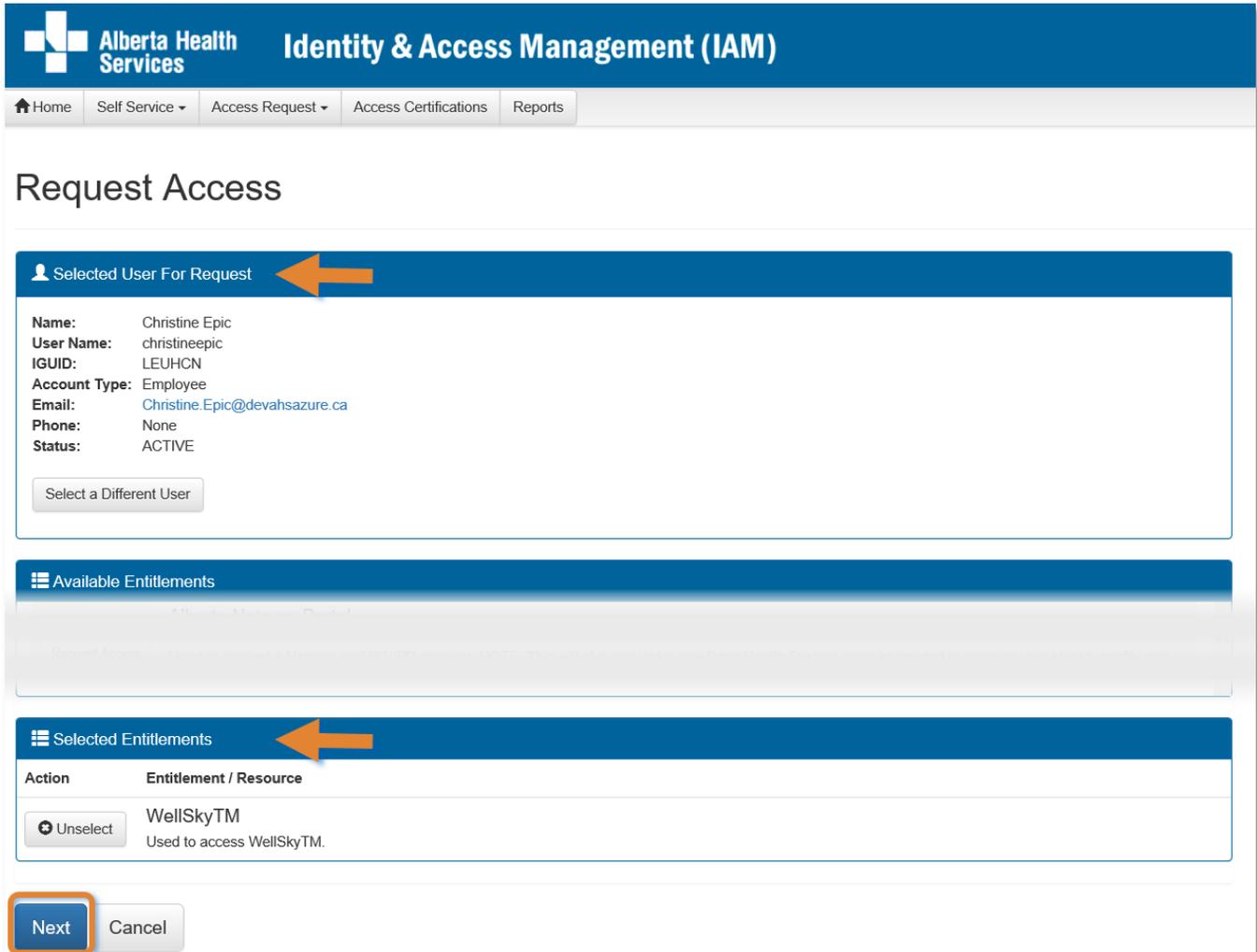
Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Epic	Christine	christineepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Epic	epicepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Jamie	jamieepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Jane	janeepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Tobi	tobiepic	Tester	Yes	ACTIVE	N/A

Cancel

SEARCH for the existing end-user using the simple or [Advanced Search](#) functions
User Search Results appear

SELECT the end-user

The screen refreshes with the end-user's details displayed in the [Selected User For Request](#) pane



Selected User For Request

Name: Christine Epic
 User Name: christineepic
 IGUID: LEUHCN
 Account Type: Employee
 Email: Christine.Epic@devahsazure.ca
 Phone: None
 Status: ACTIVE

Select a Different User

Available Entitlements

Selected Entitlements

Action	Entitlement / Resource
<input type="button" value="Unselect"/>	WellSkyTM Used to access WellSkyTM.

Under [Available Entitlements](#), at [WellSky™](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [WellSky](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears



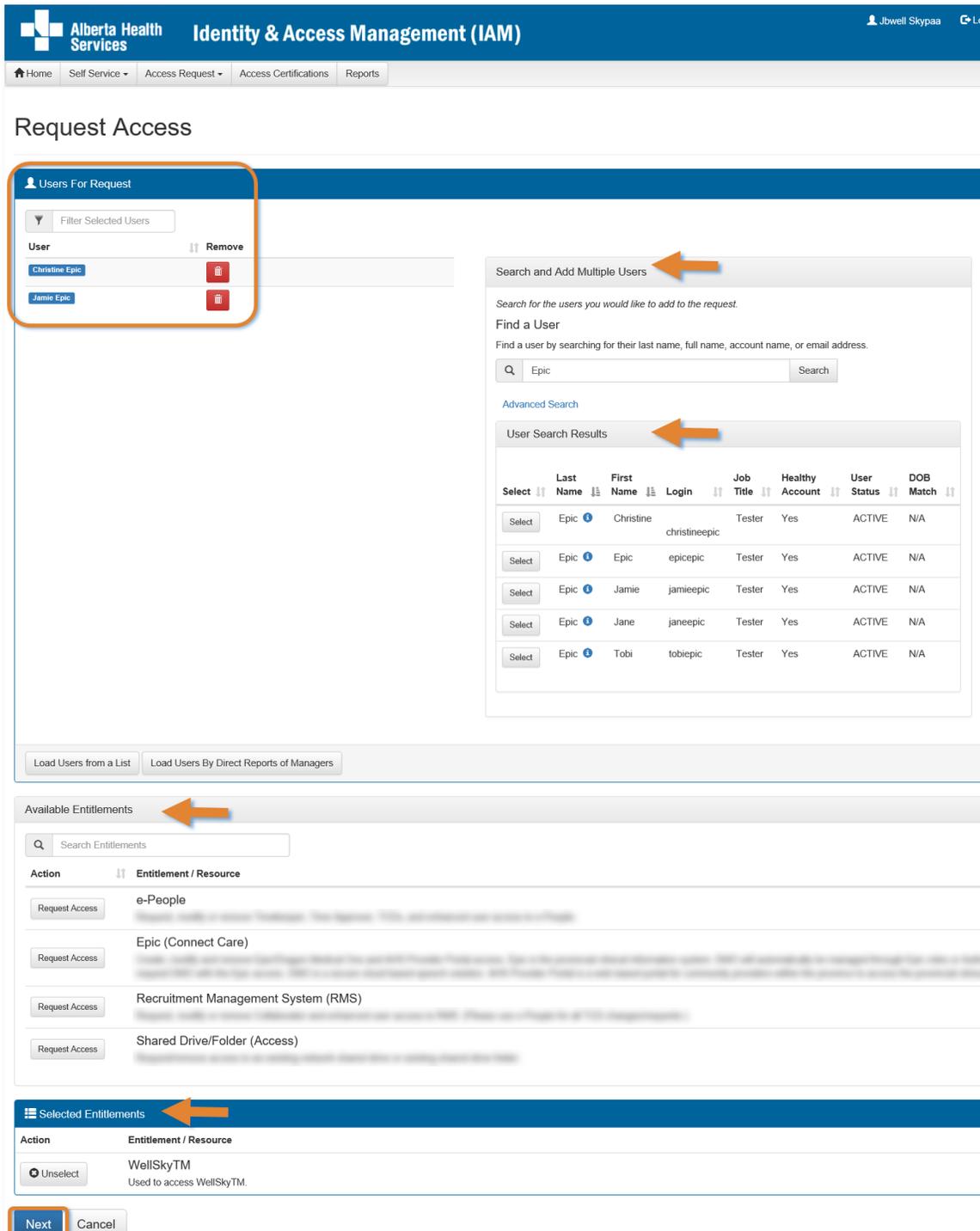
SKIP to [Complete Access Request screen instructions](#)

Request WellSky™ access for Multiple Users

If the request is for multiple existing end-users

CLICK  **Multiple Users**

The **Request Access** screen appears



Request Access

Users For Request

Filter Selected Users

User	Remove
Christine Epic	
Jamie Epic	

Search and Add Multiple Users

Search for the users you would like to add to the request.

Find a User

Find a user by searching for their last name, full name, account name, or email address.

Q Epic Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Epic	Christine	christineepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Epic	epicepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Jamie	jamieepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Jane	janeepic	Tester	Yes	ACTIVE	N/A
Select	Epic	Tobi	tobiepic	Tester	Yes	ACTIVE	N/A

Load Users from a List Load Users By Direct Reports of Managers

Available Entitlements

Search Entitlements

Action	Entitlement / Resource
Request Access	e-People
Request Access	Epic (Connect Care)
Request Access	Recruitment Management System (RMS)
Request Access	Shared Drive/Folder (Access)

Selected Entitlements

Action	Entitlement / Resource
Unselect	WellSky™ Used to access WellSky™.

Next Cancel

In the [Search and Add Multiple Users](#) pane SEARCH for the end-users using the simple or [Advanced Search](#) functions

[User Search Results](#) appear

SELECT the end-users

The selected end-users will appear in a list to the left of the [Search and Add Multiple Users](#) pane. REMOVE end-users from the list if needed by CLICKING on [Remove icon](#).

The [Available Entitlements](#) pane will appear at the bottom of the screen showing the entitlements you are able to request access to for these end-users.

CLICK [Next](#)

The **Complete Access Request** screen appears



SKIP to [Complete Access Request screen instructions](#)

Request WellSky™ access for a New User

Access Process Overview

 If the WellSky™ access request is for a new end-user the workflow will automatically include a [Network Account \(NAR\)](#) form the Requester must complete. This is because a new end-user must be given an AHS Identity and Network account to access AHS computer systems.

The [NAR](#) request must be approved by a [WellSky™ Authorized Approver](#) or [Authorized Approver with DOHRA](#). Once the NAR is approved, the WellSky™ access request must also be approved. You will be prompted to identify an [Approving Manager](#) in the access request form. All approvers are notified by an email from Identity Services Management.

If the new end-user will need to access WellSky™ remotely, from outside an AHS facility, you can ask for remote access on the NAR form. If you do, the [Remote User Network Access \(RUNA\)](#) form will also automatically appear for the Requester to complete.

Once the Requester submits the whole request, first, the Approving Manager(s) will receive an email from Identity Management Services that a NAR request requires their approval. Once they have done so, the Requester will be notified by email that the NAR has been approved and credentials are ready for pickup.

The end-user is given their AHS Network User credentials access right away so they are able to access MyLearningLink and complete their WellSky™ training.

Once the NAR is complete the request is routed for its second approval to the WellSky™ Approving Manager. They are notified by an email from Identity Management Services that a WellSky™ access request requires their approval.

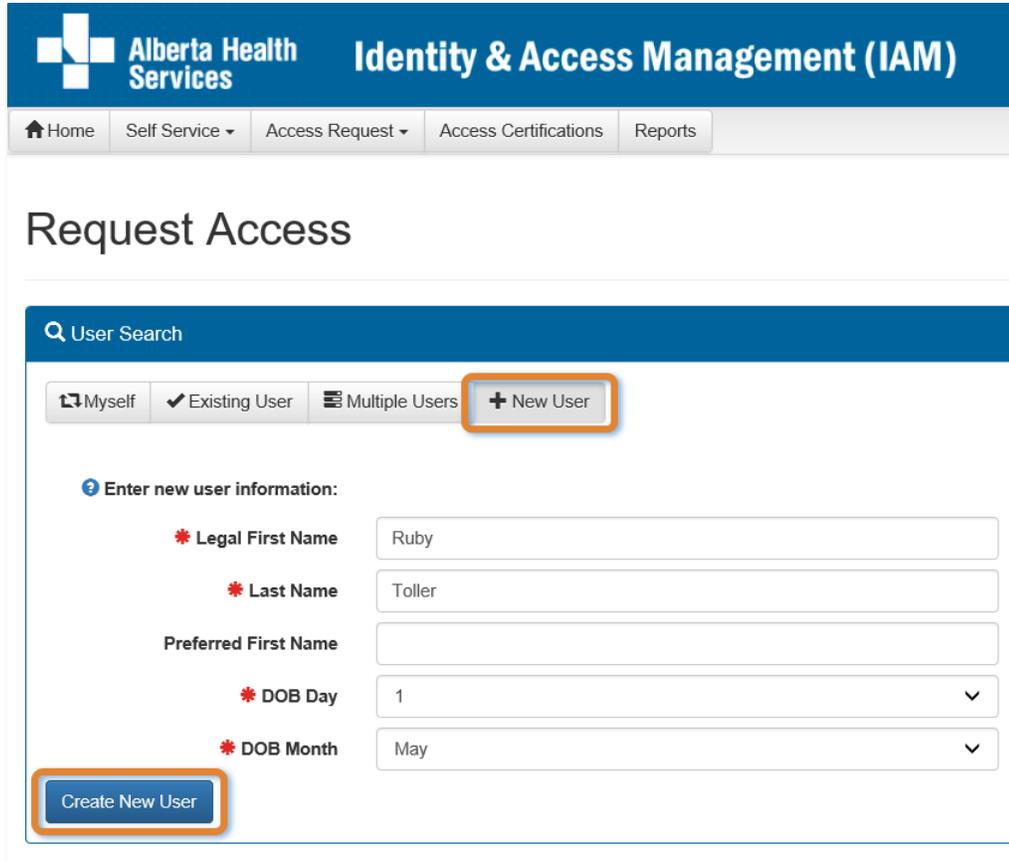
Once they approve and once the end-user has completed their WellSky™ training, the request is routed to the WellSky™ Provisioning Administrator as a Work Item for them to complete. Once they do, access to WellSky™ is provided to the end-user.

All of this is explained in the instructions that follow.



CLICK [+](#) New User

The **User Search** screen refreshes to include data entry fields for the new end-user



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Request Access

Q User Search

Myself Existing User Multiple Users **+ New User**

Enter new user information:

* Legal First Name Ruby

* Last Name Toller

Preferred First Name

* DOB Day 1

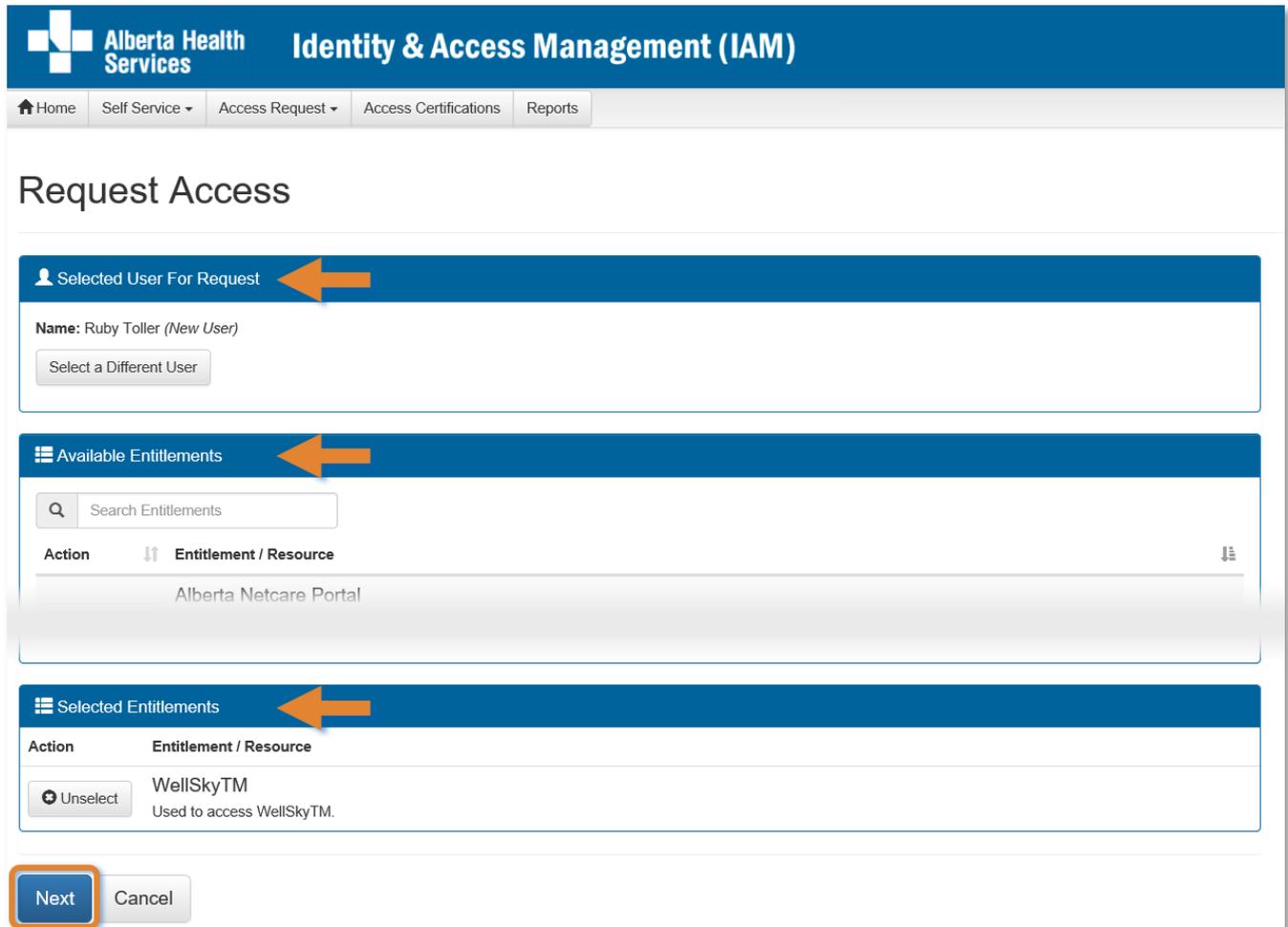
* DOB Month May

Create New User

ENTER the new end-user's information

CLICK [Create New User](#)

The **Request Access** screen appears with the new end-users' name displayed at the top.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Request Access

Selected User For Request ←

Name: Ruby Toller (New User)

Select a Different User

Available Entitlements ←

Search Entitlements

Action	Entitlement / Resource
	Alberta Netcare Portal

Selected Entitlements ←

Action	Entitlement / Resource
Unselect	WellSkyTM Used to access WellSkyTM.

Next Cancel

Under [Available Entitlements](#), at [WellSky™](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [WellSky™](#) displayed.

CLICK [Next](#)

The **Complete Access Request** screen appears. Since this request is for a new end-user, the [Network Account \(NAR\)](#) pane displays at the top of the screen followed by the [WellSky™](#) pane. This is because all end-users must have an AHS Identity and Network Account to access any AHS computer systems.

Complete Access Request screen

 The **Complete Access Request** screen will have separate panes for each of the entitlements requested.

In our example, we requested WellSky™ access for a new end-user, so we have provided instructions to complete the [Network Account \(NAR\)](#) pane

We will ask for remote access, so we have also provided instructions to complete the [Remote User Network Access \(RUNA\)](#) pane.

If the request you are working on does not include a [NAR](#) or [RUNA](#) request, you can skip those steps.

[Complete Network Account \(NAR\) pane](#)

[Complete WellSky™ pane](#)

[Complete Remote User Network Access \(RUNA\) pane](#)



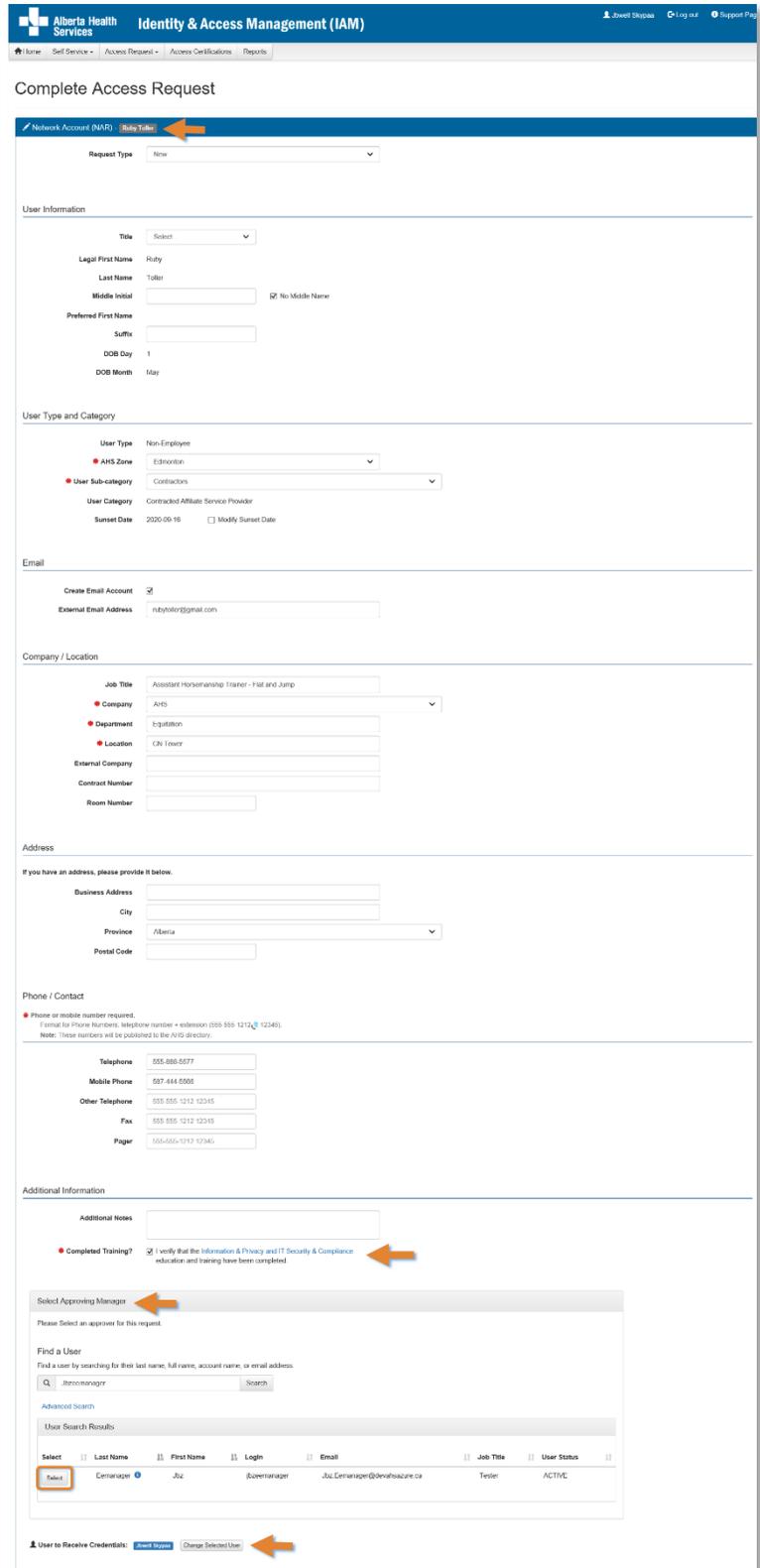
Complete Network Account (NAR) pane

COMPLETE the  **Network Account (NAR)** pane

An AHS Network Account is required for new end-users. If you are presented with this pane, you must complete it.

READ the on-screen information and field tips

READ the  **Tool Tips** on the next page



Complete Access Request

Network Account (NAR) **Ruby Toller**

Request Type: New

User Information

Title: Select

Legal First Name: Ruby

Last Name: Toller

Middle Initial: No Middle Name

Preferred First Name:

Suffix:

DOB Day: 1

DOB Month: May

User Type and Category

User Type: Non-Employee

AHS Zone: Edmonton

User Sub-category: Contractors

User Category: Contracted Affiliate Service Provider

Sunset Date: 2020-09-16 Modify Sunset Date

Email

Create Email Account:

External Email Address: rubyholer@gmail.com

Company / Location

Job Title: Assistant Horsemanship Trainer - Flat and Jump

Company: AHS

Department: Equitation

Location: CN Tower

External Company:

Contract Number:

Room Number:

Address

If you have an address, please provide it below.

Business Address:

City:

Province: Alberta

Postal Code:

Phone / Contact

Phone or mobile number required.
Format for Phone Numbers: telephone number + extension (555-555-1212) (12345).
Note: These numbers will be published to the AHS directory.

Telephone: 555-888-5577

Mobile Phone: 587-444-5588

Other Telephone: 555-555-1212 12345

Fax: 555-555-1212 12345

Pager: 005-555-1212 12345

Additional Information

Additional Notes:

Completed Training? I verify that the Information & Privacy and IT Security & Compliance education and training have been completed.

Select Approving Manager

Please Select an approver for this request.

Find a User
Find a user by searching for their last name, full name, account name, or email address.

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input checked="" type="checkbox"/>	Cernanper	Juz	juz.cernanper	Juz.Cernanper@dmha.azure.ca	Tester	ACTIVE

User to Receive Credentials:

Tool Tips for completing the Network Account (NAR) pane

COMPLETE all mandatory * fields and as many optional fields as possible.

 At any time, you can save your request as a draft and resume it later. CLICK [here](#) to jump to those instructions.

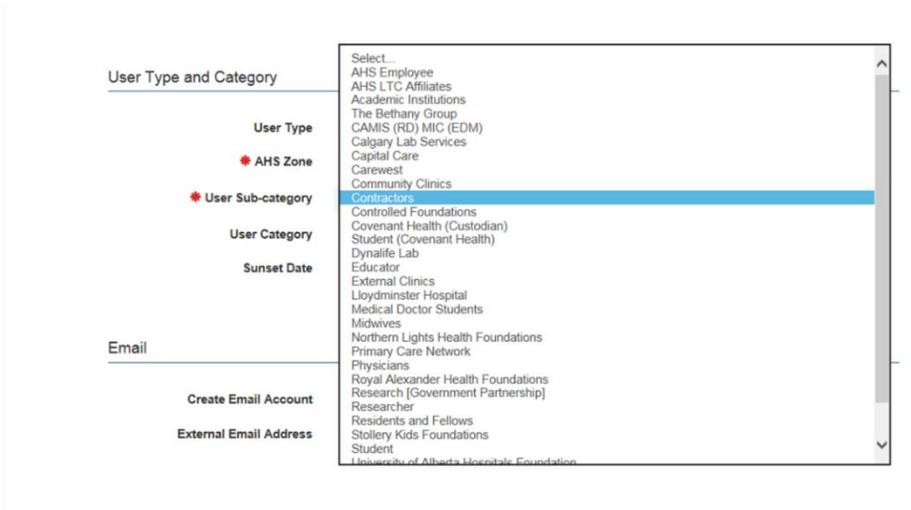
At User Information

ENTER a Middle Initial OR CHECK No Middle Name

At User Type and Category

CHOOSE the new end-user's **AHS Zone** from the drop down list

CHOOSE the new end-user's **Sub-category**



ACCEPT or CHANGE Sunset Date

When you choose a User Sub-category, a Sunset Date of one year will automatically appear. If needed, CHECK [Modify Sunset Date](#) to modify the **Sunset Date** to less than one year.

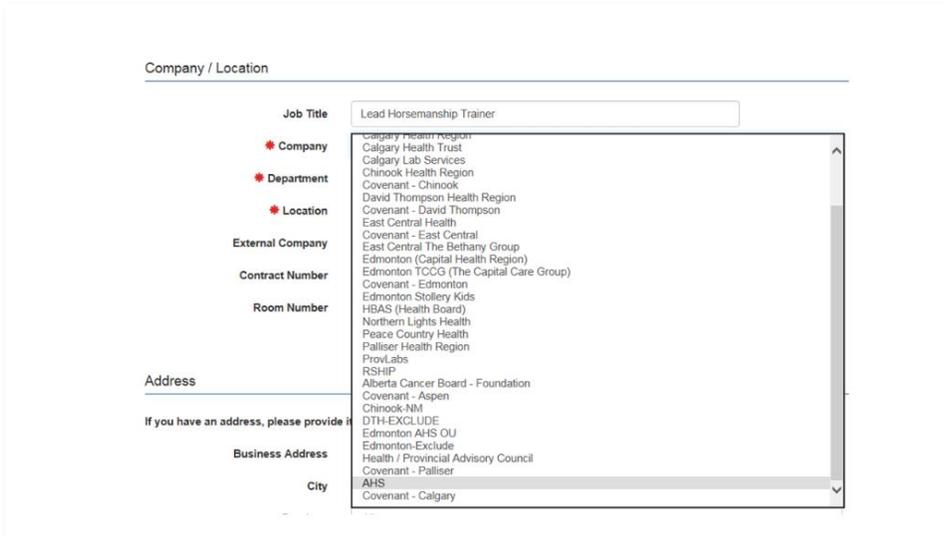
At Email

If the new end-user requires an AHS email account, CHECK [Create Email Account](#)

If the new end-user [also] wants to use an external email address, ENTER it in [External Email Address](#)

 The end-user must have at least one email address in order to complete WellSky™ training in AHS MyLearningLink. No email = no training access. No training = no WellSky™ access.

At Company / Location



Company / Location

Job Title:

Company:

Department:

Location:

External Company:

Contract Number:

Room Number:

Address:

If you have an address, please provide:

Business Address:

City:

Dropdown list contents:

- Calgary Health Region
- Calgary Health Trust
- Calgary Lab Services
- Chinook Health Region
- Covenant - Chinook
- David Thompson Health Region
- Covenant - David Thompson
- East Central Health
- Covenant - East Central
- East Central The Bethany Group
- Edmonton (Capital Health Region)
- Edmonton TCCG (The Capital Care Group)
- Covenant - Edmonton
- Edmonton Stollery Kids
- HBAS (Health Board)
- Northern Lights Health
- Peace Country Health
- Palliser Health Region
- ProvLabs
- RSHIP
- Alberta Cancer Board - Foundation
- Covenant - Aspen
- Chinook-NM
- DTH-EXCLUDE
- Edmonton AHS OU
- Edmonton-Exclude
- Health / Provincial Advisory Council
- Covenant - Palliser
- AHS
- Covenant - Calgary

CHOOSE the new end-user's **Company** from the drop down list
ENTER their **Department** and **Location**

At Phone / Contact

ENTER at least one phone number with dashes “-“.

At Additional Information

CHECK I verify that the [Information & Privacy and IT Security & Compliance](#) education and training have been completed.

At Select an Approving Manager

Every Network Access Request (NAR) in AHS IAM must be approved by an Approving Manager, also known as an [Authorized Approver](#).

Even if you are a [WellSky™ Authorized Approver](#) or an [Authorized Approver with DOHRA](#), you will need to identify a separate Approving Manager for the Network Access (NAR) portion of the request.

Select Approving Manager

Please Select an approver for this request.

Find a User
Find a user by searching for their last name, full name, account name, or email address.



[Advanced Search](#)

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input type="button" value="Select"/>	Manager	CS	csmanager	CS.Manager@qalabahs.net	Staff Nurse	ACTIVE

ENTER the name of the [Approving Manager](#)

CLICK [Search](#)

[User Search Results](#) will appear

CLICK [Select](#) beside the correct [Approving Manager](#)

When you submit the request, the Approving Manager you identify will be notified in two ways. They will receive an automated message from Identity Management Services notifying them a request requires their approval. When they log into AHS IAM, they will see the pending request in their [Approvals](#) queue.

They have 10 business days to process the request before it will be returned to you to resubmit or choose another Approving Manager. You will receive an automated message from Identity Management Services if the request is returned to you.

Once the Approving Manager has approved the request, it will be automatically sent to the [WellSky™ Provisioning Administrator](#) to perform final processing.

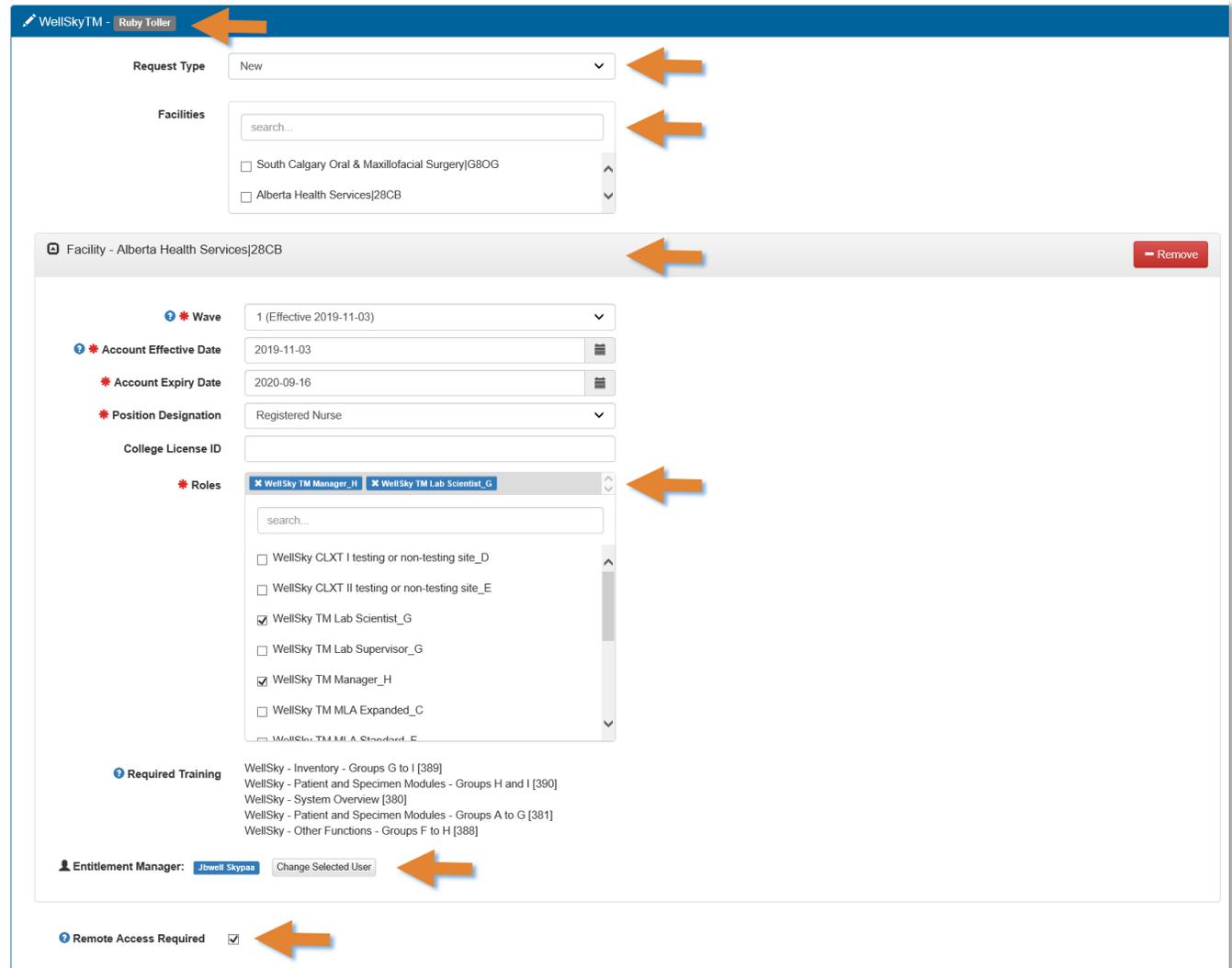
At User to Receive Credentials

The [Requester](#) is the default recipient of the new user's access credentials. To change the credential recipient, CLICK [Change Selected User SEARCH](#) for and SELECT a different credential recipient

 At any time, you can save your request as a draft and resume it later. CLICK [here](#) to jump to those instructions.

If not, CONTINUE to [Complete WellSky™ access pane](#) on the next page.

Complete WellSky™ access pane



The screenshot shows the WellSky™ access pane with the following fields and controls:

- Request Type:** New
- Facilities:** Search bar with results: South Calgary Oral & Maxillofacial Surgery[G80G], Alberta Health Services[28CB]
- Facility:** Alberta Health Services[28CB] (with a Remove button)
- Wave:** 1 (Effective 2019-11-03)
- Account Effective Date:** 2019-11-03
- Account Expiry Date:** 2020-09-16
- Position Designation:** Registered Nurse
- College License ID:** (empty)
- Roles:** Well Sky TM Manager_H, Well Sky TM Lab Scientist_G (with a search bar and list of roles including WellSky CLXT, WellSky TM Lab Scientist_G, WellSky TM Lab Supervisor_G, WellSky TM Manager_H, WellSky TM MLA Expanded_C, and WellSky TM ML A Standard_E)
- Required Training:** WellSky - Inventory - Groups G to I [389], WellSky - Patient and Specimen Modules - Groups H and I [390], WellSky - System Overview [380], WellSky - Patient and Specimen Modules - Groups A to G [381], WellSky - Other Functions - Groups F to H [388]
- Entitlement Manager:** Jbwell Skypaa (with a Change Selected User button)
- Remote Access Required:**

Tool Tips for the WellSky™ access pane

COMPLETE all mandatory * fields and as many optional fields as possible.

 At any time, you can save your request as a draft and resume it later. CLICK [here](#) to jump to those instructions.

At Facilities

You will see only those Facilities that you are authorized to approve WellSky™ access at.

For each Facility you SELECT for the end-user, you will see a [Facility](#) pane open with its details.

At Launch

CHOOSE the Connect Care rollout [Launch](#) as applies

At Account Effective Date / Expiry Date

ACCEPT or CHANGE the dates using the calendar tool

At Position Designation

SELECT the end-user's [Position Designation](#) from the dropdown list

A [College License ID](#) will be required for these eight professions: Chiropractor, Dental Hygienist, Dentist, Medical Doctor, Optometrist, Nurse Practitioner, Pharmacist and Registered Dietitian.

At Roles

SELECT one or more WellSky™ [Roles](#)

As you select roles, [Required Training](#) will appear. These courses must be taken before access to WellSky™ will be provisioned.

Important information about a WellSky™ access request and training

The courses listed for the selected WellSky™ Role(s) must be taken before WellSky™ access will be given to the end-user.

Once an access request is submitted, AHS IAM will automatically check with the training database that training has or has not been completed.

If training has been completed, the access request will proceed through its approval steps. Once all approvals are provided, access credentials will be provisioned for the end-user and provided to the requester.

If training has not been completed, AHS IAM will automatically put the access request on “hold” for 120 days. AHS IAM will, within that time, continually check the training database and as soon as it learns that training has been completed, the access request will proceed through

its approval steps. Once all the approver are provided, access credentials will be provisioned for the end-user and provided to the request.

If the end-user does not complete their WellSky™ training within 120 days, the request will be automatically terminated. The requester will be notified by email if this occurs. A new WellSky™ access request will have to be submitted for the end-user.

At Entitlement Manager

If you are presented with this choice, it means you do not have the authority to approve WellSky™ access. You must SEARCH for and SELECT a [WellSky™ Authorized Approver](#) or [Authorized Approver with DOHRA](#).

If the Entitlement Manager is populated, ACCEPT or CHANGE the [Entitlement Manager](#)
The default is the Requester but can be another [WellSky™ Authorized Approver](#).

At Remote Access Required

If the end-user will need to access WellSky™ outside an AHS facility, CHECK [Remote Access Required](#).

If checked, the Remote User Network Access (RUNA) pane will appear.
CONTINUE to [Complete RUNA pane](#)

If remote access is not required, you can skip the section, Complete Remote User Network Access (RUNA) pane, and go directly to [Submit Request](#).

 At any time, you can save your request as a draft and resume it later. CLICK [here](#) to jump to those instructions.

Complete Remote User Network Access (RUNA) pane

✎ Remote User Network Access (RUNA)

Request Type

*** RUNA Request Type**

*** Token Type**

Access Information

Access Required

WellSky™

- I/Request
- MyApps [Citrix]
- Netcare
- PCN - KRSL
- VPN
- WellSky™

Please select the Phone OS and enter an e-mail address that is setup on the users smartphone (Personal E-mail for Soft Token).

Phone Operating System

Android

iPhone

*** Personal E-mail**

*** Confirm Personal E-mail**

*** I verify that I have read and agree to the RUNA Soft Token prerequisites.**

[Review RUNA Soft Token Prerequisites.](#)

Additional Information

*** State the reason the user needs Remote Access**

Additional Request Comments

*** Requester verifies that the user has read and agrees to the above user policy.**

[Review Alberta Health Services Strong Authentication Device User Policy](#)

Submit Request

Save As Draft

Previous

Cancel

Tool Tips for completing the Remote User Network Account (RUNA) pane

COMPLETE all mandatory * fields and as many optional fields as possible.

 Click [here](#) for more information about RSA SecurID tokens.

At RUNA Request Type

ACCEPT [New](#) or choose another option from the drop down list and complete the required details.

At [Token Type](#), CHOOSE [Hard Token](#) or [Soft Token](#)

If you choose [Soft Token](#), you will be required to identify [Phone Operating System](#) and [Personal E-mail](#).

If you choose [Hard Token](#), you will be required to enter a mailing address.

At Access Information

See that [Access Required](#) has pre-populated with WellSky™

At Additional Information

ENTER the reason for remote access.

Once reviewed, CHECK either [Review RUNA Soft Token Prerequisites](#) (soft token) or [Review Alberta Health Services Strong Authentication Device User Policy](#) (hard token).



 At any time, you can save your request as a draft and resume it later. CLICK [here](#) to jump to those instructions.

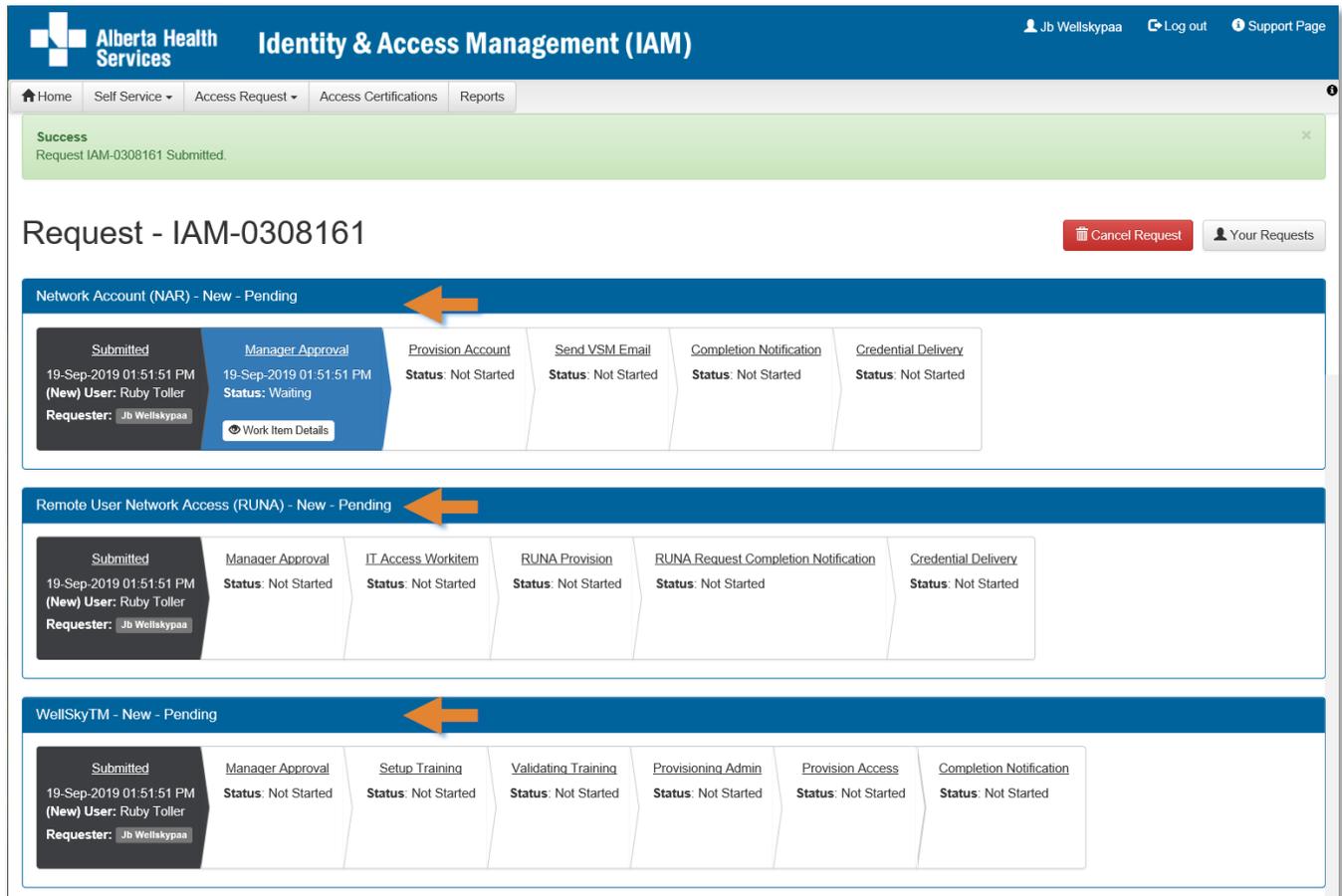
If not, CLICK [Submit Request](#)

The **Request Status Viewer** appears showing all the entitlements requested: [NAR](#), [WellSky™](#) and [RUNA](#) in various states of completion.

CLICK [Submit Request](#)

The **Request Status Viewer** screen displays.

The on-screen message, “[Success Request IAM-##### Submitted.](#)”, shaded in green, is displayed in the top left corner of the screen.



Success
Request IAM-0308161 Submitted.

Request - IAM-0308161 Cancel Request Your Requests

Network Account (NAR) - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval 19-Sep-2019 01:51:51 PM Status: Waiting	Provision Account Status: Not Started	Send VSM Email Status: Not Started	Completion Notification Status: Not Started	Credential Delivery Status: Not Started
--	---	---	--	---	---

Remote User Network Access (RUNA) - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval Status: Not Started	IT Access Workitem Status: Not Started	RUNA Provision Status: Not Started	RUNA Request Completion Notification Status: Not Started	Credential Delivery Status: Not Started
--	--	--	--	--	---

WellSky™ - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval Status: Not Started	Setup Training Status: Not Started	Validating Training Status: Not Started	Provisioning Admin Status: Not Started	Provision Access Status: Not Started	Completion Notification Status: Not Started
--	--	--	---	--	--	---

All three requests performed in this example are listed in the order they will be processed: **Network Account (NAR)**, **Remote User Network Access (RUNA)** and **WellSky™**.

The NAR must receive approval before the WellSky™ and RUNA portions of the request can proceed. The Authorized Approver will receive an email from Identity Management Services that a request requires their approval. Once they have done so, the Requester will be notified by email that the NAR has been approved and credentials are ready for pickup.

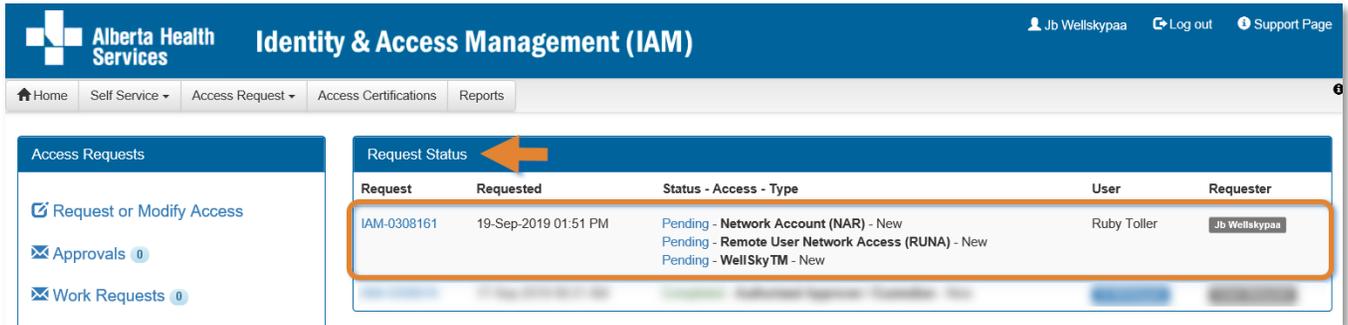
The end-user is given their AHS Network User credentials access right away so they are able to access MyLearningLink and complete their WellSky™ training.

You can monitor the progress of this request on the **AHS IAM**  **Home** screen.

CLICK  **Home**

The **AHS IAM**  **Home** screen appears

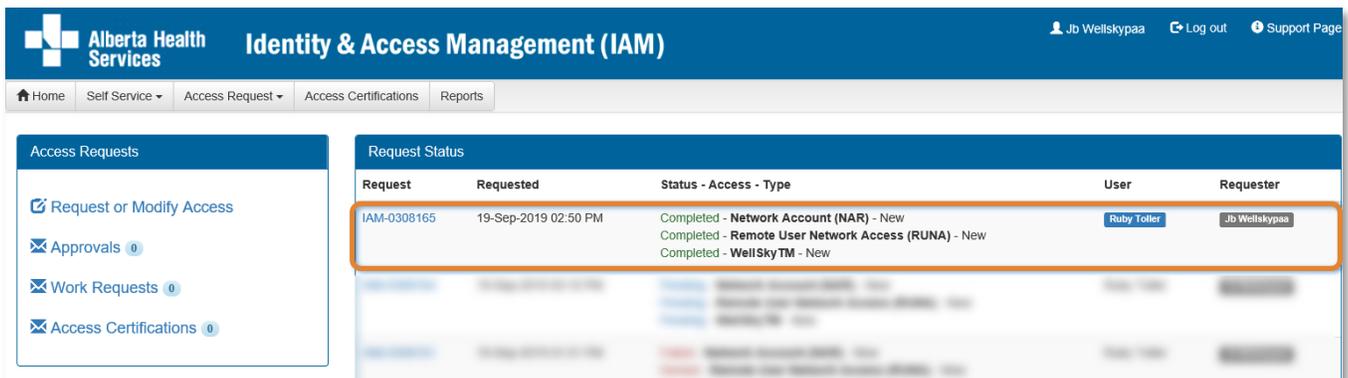
In the **Request Status** pane, you will see the request and its statuses listed.



The screenshot shows the 'Request Status' section of the IAM interface. An orange arrow points to the 'Request Status' header. A table below shows a request with the following details:

Request	Requested	Status - Access - Type	User	Requester
IAM-0308161	19-Sep-2019 01:51 PM	Pending - Network Account (NAR) - New Pending - Remote User Network Access (RUNA) - New Pending - WellSky™ - New	Ruby Toller	Jb Wellskypaa

As the request progresses, you will see the Status update until all are **Completed** (as shown below). Once completed the requester (you) will be notified by email.



The screenshot shows the 'Request Status' section of the IAM interface. A table below shows a request with the following details:

Request	Requested	Status - Access - Type	User	Requester
IAM-0308165	19-Sep-2019 02:50 PM	Completed - Network Account (NAR) - New Completed - Remote User Network Access (RUNA) - New Completed - WellSky™ - New	Ruby Toller	Jb Wellskypaa

Complete 

Approve the NAR portion of a WellSky™ access request

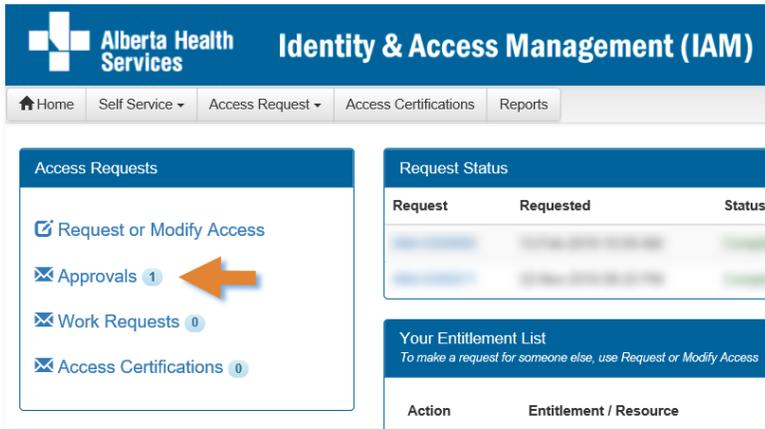
 Only these roles can approve WellSky access requests AHS IAM:

[WellSky™ Authorized Approver](#)
[Authorized Approver with DOHRA](#)

 If the request you have entered includes a [Network Account \(NAR\)](#) portion – as does the example in this user guide – the Authorized Approver identified will be notified by email that a [NAR](#) request requires their approval.

ENTER the AHS IAM URL into your internet web browser  <https://iam.albertahealthservices.ca>
LOGIN

In the [Access Requests](#) pane, notice a new work [Approval](#) item is waiting

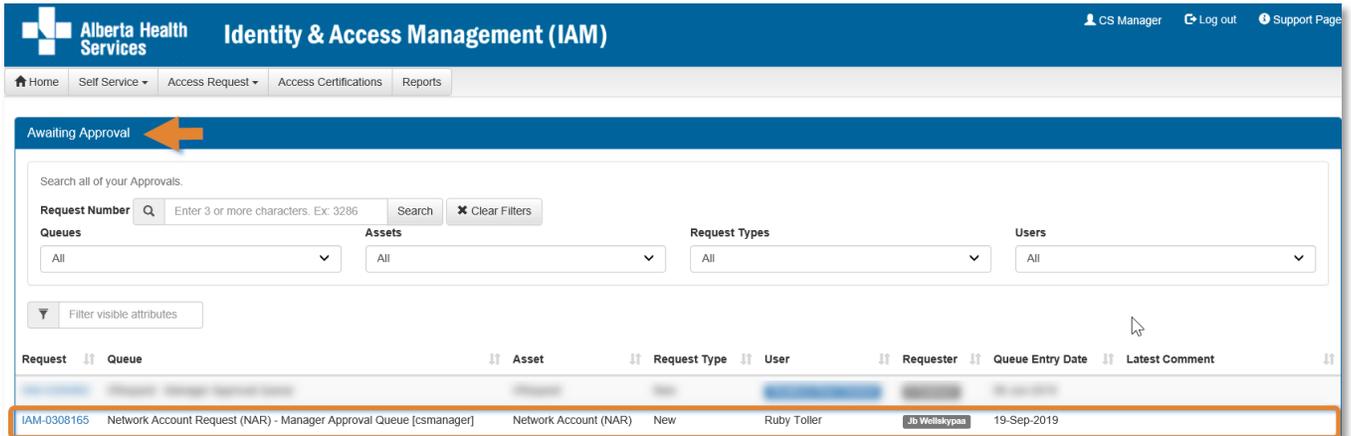


Request	Requested	Status

Action	Entitlement / Resource
--------	------------------------

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear



Alberta Health Services Identity & Access Management (IAM)

Home | Self Service | Access Request | Access Certifications | Reports

CS Manager | Log out | Support Page

Awaiting Approval

Search all of your Approvals.

Request Number Search

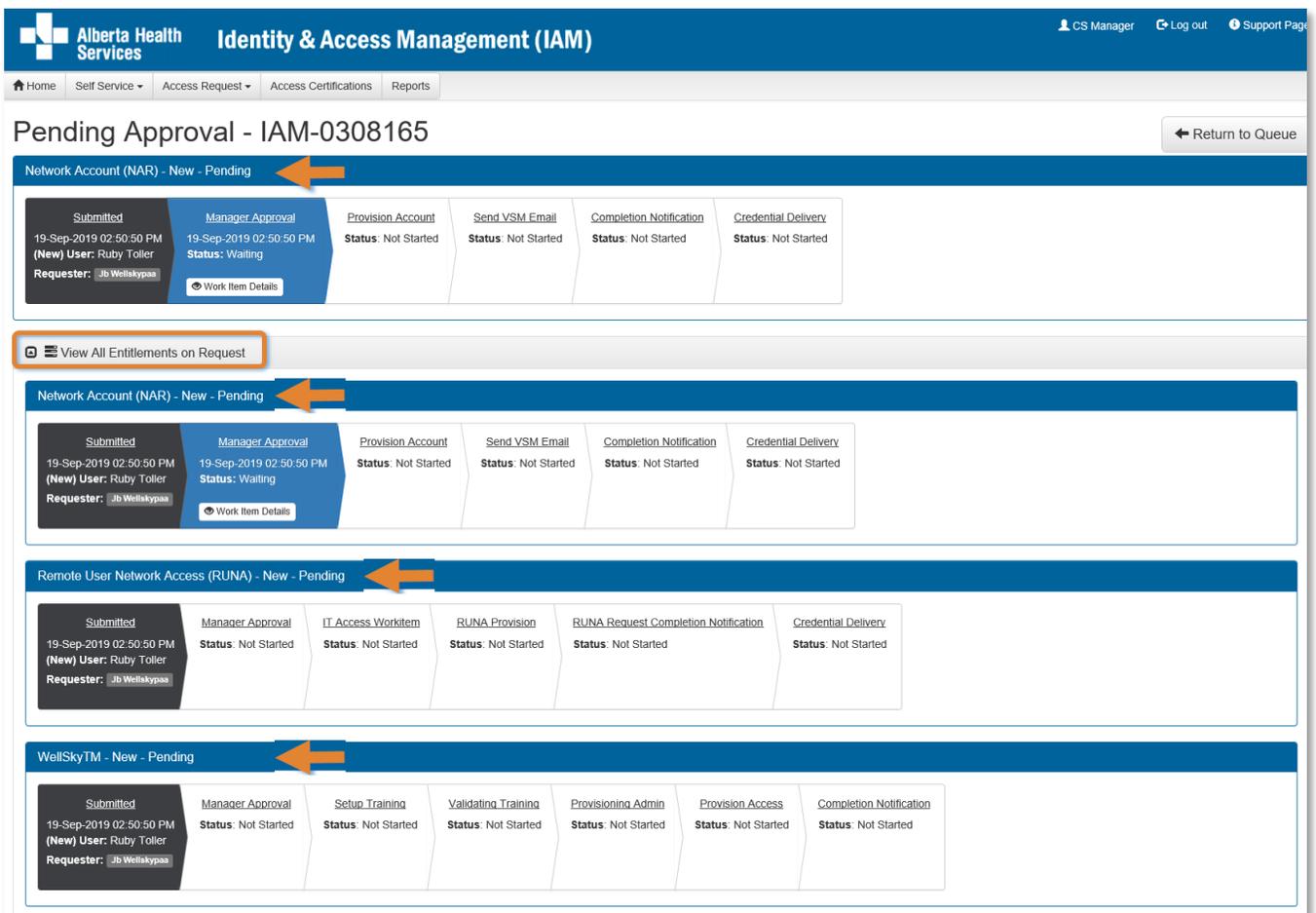
Queues: All | Assets: All | Request Types: All | Users: All

Filter visible attributes

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0308165	Network Account Request (NAR) - Manager Approval Queue [csmanager]	Network Account (NAR)	New	Ruby Toller	JB Wellskypaa	19-Sep-2019	

CLICK the **Request** number

The **Request Status Viewer** screen displays showing the Network Account (NAR) request for review and approval.



Alberta Health Services Identity & Access Management (IAM)

Home | Self Service | Access Request | Access Certifications | Reports

CS Manager | Log out | Support Page

Pending Approval - IAM-0308165 Return to Queue

Network Account (NAR) - New - Pending

Submitted 19-Sep-2019 02:50:50 PM (New) User: Ruby Toller Requester: JB Wellskypaa	Manager Approval 19-Sep-2019 02:50:50 PM Status: Waiting	Provision Account Status: Not Started	Send VSM Email Status: Not Started	Completion Notification Status: Not Started	Credential Delivery Status: Not Started
---	--	--	---------------------------------------	--	--

Network Account (NAR) - New - Pending

Submitted 19-Sep-2019 02:50:50 PM (New) User: Ruby Toller Requester: JB Wellskypaa	Manager Approval 19-Sep-2019 02:50:50 PM Status: Waiting	Provision Account Status: Not Started	Send VSM Email Status: Not Started	Completion Notification Status: Not Started	Credential Delivery Status: Not Started
---	--	--	---------------------------------------	--	--

Remote User Network Access (RUNA) - New - Pending

Submitted 19-Sep-2019 02:50:50 PM (New) User: Ruby Toller Requester: JB Wellskypaa	Manager Approval Status: Not Started	IT Access Workitem Status: Not Started	RUNA Provision Status: Not Started	RUNA Request Completion Notification Status: Not Started	Credential Delivery Status: Not Started
---	---	---	---------------------------------------	---	--

WellSky™ - New - Pending

Submitted 19-Sep-2019 02:50:50 PM (New) User: Ruby Toller Requester: JB Wellskypaa	Manager Approval Status: Not Started	Setup Training Status: Not Started	Validating Training Status: Not Started	Provisioning Admin Status: Not Started	Provision Access Status: Not Started	Completion Notification Status: Not Started
---	---	---------------------------------------	--	---	---	--

CLICK [View all Entitlements on Request](#) to see all entitlements that are included in this request: [NAR](#), [RUNA](#) and [WellSky™](#).

SEE the  [Tool Tips](#) for information

REVIEW the  [Network Account \(NAR\)](#) request information

Tool Tips for approving a NAR request

At Your Comments

Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the user or [Requester](#). If you see this comment icon  on work item, it means an [Authorized Approver](#) has left a comment.

At Approve, Deny, Save



Approve

This approves the request and closes the screen. The **Request Status Viewer** screen will appear showing the request as [Complete](#). The message, “[Success – Work Item Processed.](#)” will appear in the top left corner. There will be one less item in your [Approval](#) queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was approved.

✘ Deny – will deny the request and require a reason to be entered in the verification pane. The **Awaiting Approval** screen will appear and the denied request no longer listed. At the **AHS IAM**  **Home** screen, there will be one less item in your [Approval](#) queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was denied.

[Save](#) – will save your changes and leave the screen open. You can leave the approval screen without losing your change. You can re-open the request for review at another time. Requests for Approval will remain in your queue for 10 business days before they time-out and are automatically denied and closed.

CHANGE information as needed and permitted

ENTER [Comments](#) as needed

CLICK [Approve](#)

Note the on-screen message, “**Success** Work Item Processed.” shaded in green in the top left corner.

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Access Requests](#) pane, you will see one less item in the [Approvals](#) queue.

Your role as the NAR Authorized Approver is complete.

 The Requester will be notified by email that the end-user’s AHS Network User ID is ready for pickup. This is done so the end-user can access MyLearningLink and complete their WellSky™ training without delay.

Complete 

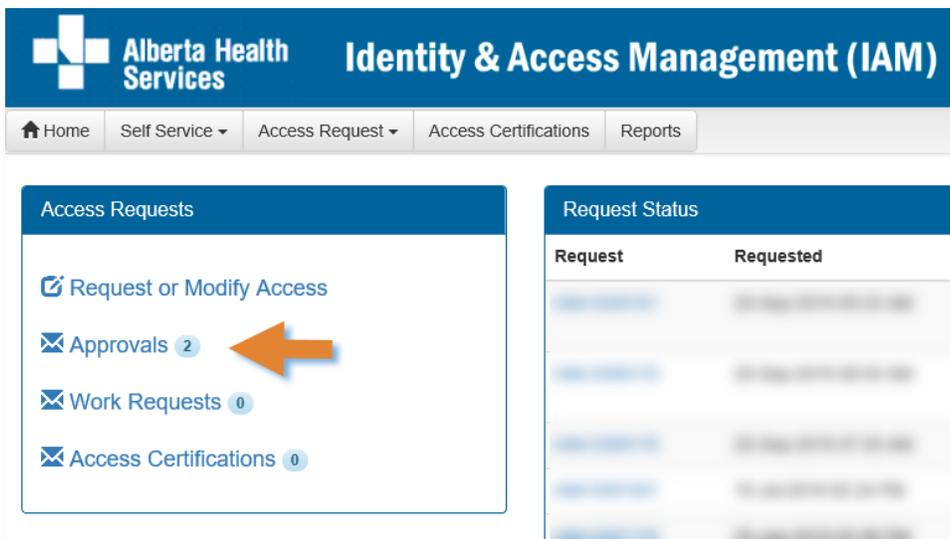
Approve the WellSky™ portion of an access request

 Only these roles can approve WellSky access requests AHS IAM:
[WellSky™ Authorized Approver](#)
[Authorized Approver with DOHRA](#)

If you received an email from Identity Management Services that a WellSky™ access request requires your approval, perform the following steps.

ENTER the AHS IAM URL into your internet web browser → <https://iam.albertahealthservices.ca>
 LOGIN

In the [Access Requests](#) pane, notice a new work [Approval](#) item is waiting



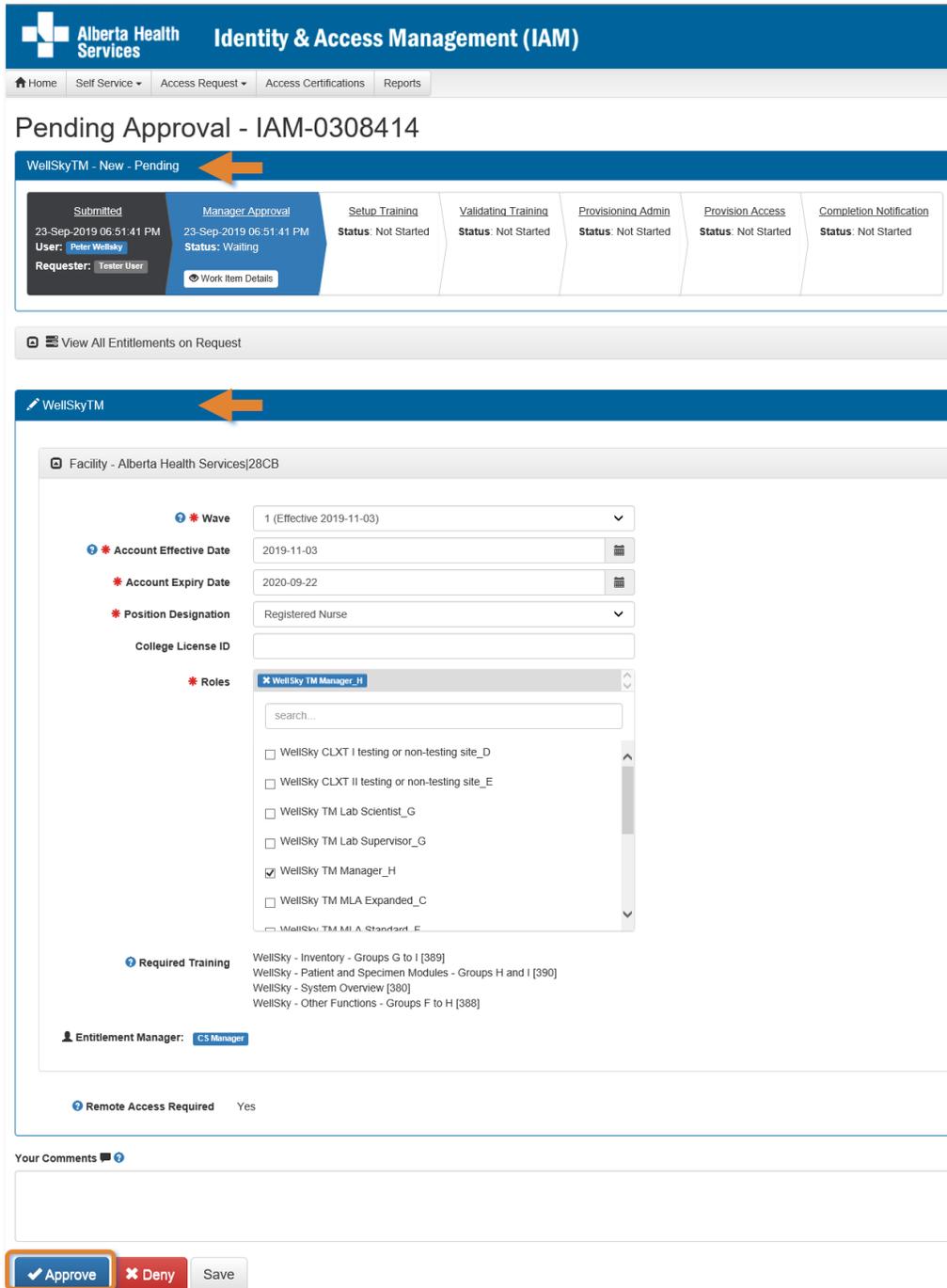
CLICK Approvals

The **Awaiting Approval** screen displays

CLICK on the [IAM-#####](#) request number

The **Pending Approval – IAM-#####** screen displays

The **Request Status Viewer** at the top of the screen shows the progress of WellSky™ request – waiting for Manager Approval. Complete details of the WellSky™ request follow.



Alberta Health Services Identity & Access Management (IAM)

Home | Self Service | Access Request | Access Certifications | Reports

Pending Approval - IAM-0308414

WellSky™ - New - Pending

Submitted	Manager Approval	Setup Training	Validating Training	Provisioning Admin	Provision Access	Completion Notification
23-Sep-2019 06:51:41 PM User: Peter WellSky Requester: Tester User	23-Sep-2019 06:51:41 PM Status: Waiting	Status: Not Started				

View All Entitlements on Request

WellSky™

Facility - Alberta Health Services|28CB

- Wave:** 1 (Effective 2019-11-03)
- Account Effective Date:** 2019-11-03
- Account Expiry Date:** 2020-09-22
- Position Designation:** Registered Nurse
- College License ID:**
- Roles:**
 - WellSky TM Manager_H
 - WellSky CLXT I testing or non-testing site_D
 - WellSky CLXT II testing or non-testing site_E
 - WellSky TM Lab Scientist_G
 - WellSky TM Lab Supervisor_G
 - WellSky TM Manager_H
 - WellSky TM MLA Expanded_C
 - WellSky TM MLA Standard_E
- Required Training:**
 - WellSky - Inventory - Groups G to I [389]
 - WellSky - Patient and Specimen Modules - Groups H and I [390]
 - WellSky - System Overview [390]
 - WellSky - Other Functions - Groups F to H [388]
- Entitlement Manager:** CS Manager
- Remote Access Required:** Yes

Your Comments

Approve **Deny** Save

REVIEW the request

CLICK Approve

Note the on-screen message “**Success Work Item Processed.**” shaded in green in the top left corner.

CLICK  [Home](#)

The **AHS IAM**  **Home** screen appears

In the [Access Requests](#) pane, you will see one less item in the [Approvals](#) queue.

Your role as the WellSky™ Authorized Approver is complete.

 Once the end-user has completed their WellSky™ training, the request will be automatically routed to the [WellSky™ Provisioning Administrator](#) as a Work Item for them to complete. Once they do, the WellSky™ access will be provisioned for the end-user. The end-user can access WellSky™.

Complete 

Pick up access credentials

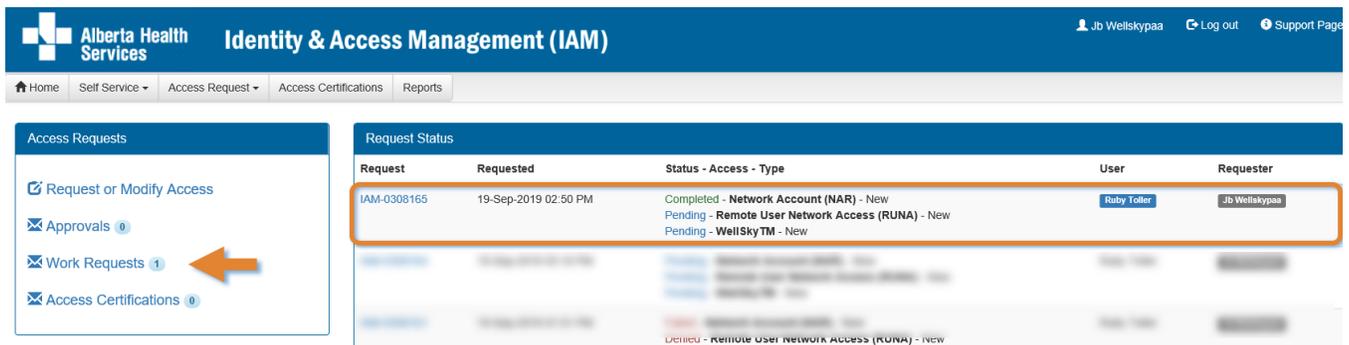
 If you have been identified as the person to pick up an end-user's access credentials:

If you have an internal AHS Email address, the end-user's credentials will be sent to you.

If you do not have an internal AHS email address, you will receive an email telling you to log into AHS IAM to pick up the end-user's credentials.

ENTER the AHS IAM URL into your internet web browser  <https://iam.albertahealthservices.ca>
LOGIN

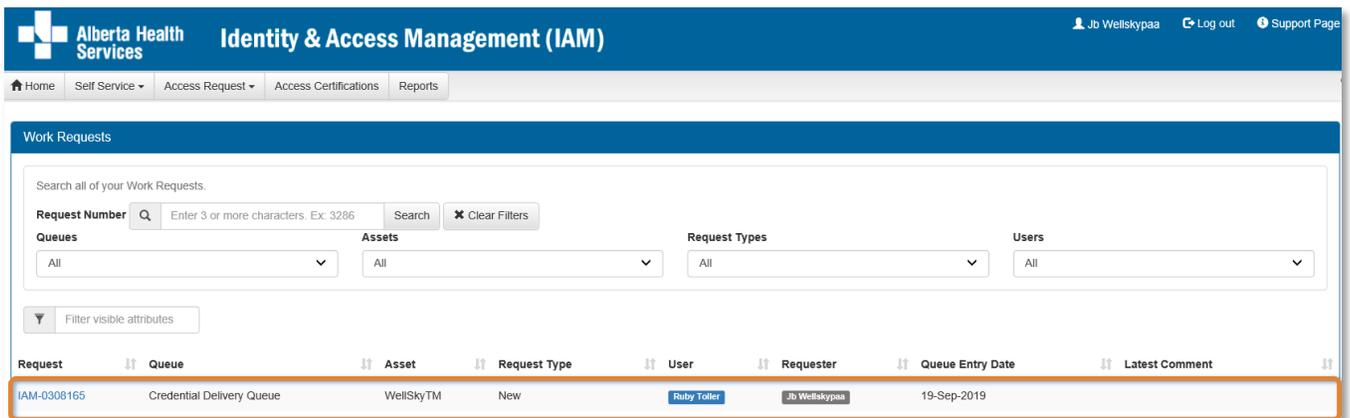
In the **Access Requests** pane, notice a new work **Work Request** item is waiting for you.



The screenshot shows the 'Access Requests' section of the IAM interface. On the left, there is a sidebar with links: 'Request or Modify Access', 'Approvals 0', 'Work Requests 1', and 'Access Certifications 0'. An orange arrow points to the 'Work Requests 1' link. On the right, a table titled 'Request Status' shows a list of requests. The first row is highlighted with an orange border and contains the following data:

Request	Requested	Status - Access - Type	User	Requester
IAM-0308165	19-Sep-2019 02:50 PM	Completed - Network Account (NAR) - New Pending - Remote User Network Access (RUNA) - New Pending - WellSky™ - New	Ruby Toller	Jb Wellskypaa

CLICK on **Work Requests**
The **Work Requests** screen displays



The screenshot shows the 'Work Requests' screen. It includes a search bar for 'Request Number' and several filter dropdowns for 'Queues', 'Assets', 'Request Types', and 'Users'. Below the filters is a table with the following columns: Request, Queue, Asset, Request Type, User, Requester, Queue Entry Date, and Latest Comment. The first row is highlighted with an orange border and contains the following data:

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0308165	Credential Delivery Queue	WellSky™	New	Ruby Toller	Jb Wellskypaa	19-Sep-2019	

CLICK on the request number **IAM-#####**
The **Pending Manual Action – IAM-#####** screen displays

Alberta Health Services **Identity & Access Management (IAM)**
Jb Wellskypaa | Log out | Support Page

Home Self Service Access Request Access Certifications Reports

Pending Manual Action - IAM-0308165 Return to Queue

WellSky™ - New - Pending

Submitted 19-Sep-2019 02:50:50 PM User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval 19-Sep-2019 03:08:26 PM Status: Completed Result: Skipped	Setup Training 19-Sep-2019 03:09:01 PM Status: Completed Result: Success	Credential Delivery 19-Sep-2019 03:09:01 PM Status: Waiting Work Item Details	Validation Training Status: Not Started	Provisioning Admin Status: Not Started	Provision Access Status: Not Started	Completion Notification Status: Not Started
--	--	--	---	---	--	--	---

[View All Entitlements on Request](#)

WellSky™

Credentials to be Delivered

AHS User Id	rubytoller03
AHS Password	XnxDym95

Personal Information

Legal First Name	Ruby
Last Name	Toller
Middle Initial	
Preferred First Name	
Suffix	

User Type and Category

User Type	Non-Employee
AHS Zone	Edmonton
User Sub-category	Contractors
Sunset Date	

Email

Email	rubytoller@gmail.com
External Email Address	rubytoller@gmail.com

Company / Location

Job Title	Assistant Horsemanship Trainer - Flat and Jump
Company	AHS
Department	Equitation
Location	CN Tower
Room Number	

Phone / Contact

Telephone	555-888-5577
Mobile Phone	587-444-5566
Other Telephone	
Fax	

Your Comments

Complete
Save
Return to Queue

WRITE DOWN the access credentials

ⓘ Once the Work Request is marked complete, the screen will disappear and you will not be able to access these credentials again. If that happens, contact the [AHS IT Service Desk](#) and request an “AHS Network password reset for a new end-user’s network ID”.

You can CLICK [Save](#) and the Work Request will be saved but the provisioning will not proceed. You must [Complete](#) the Work Request for the request provisioning to continue.

CLICK [Complete](#)

The Work Request disappears

Note the on-screen message, “[Success Work Item Processed.](#)” shaded in green in the top left corner of the screen.

CONVEY the access credentials to the end-user

As needed, remind the end-user to complete their WellSky™ training in MyLearningLink.

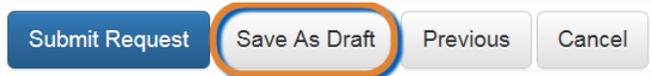
CLICK [Home](#)

The **AHS IAM** [Home](#) screen appears

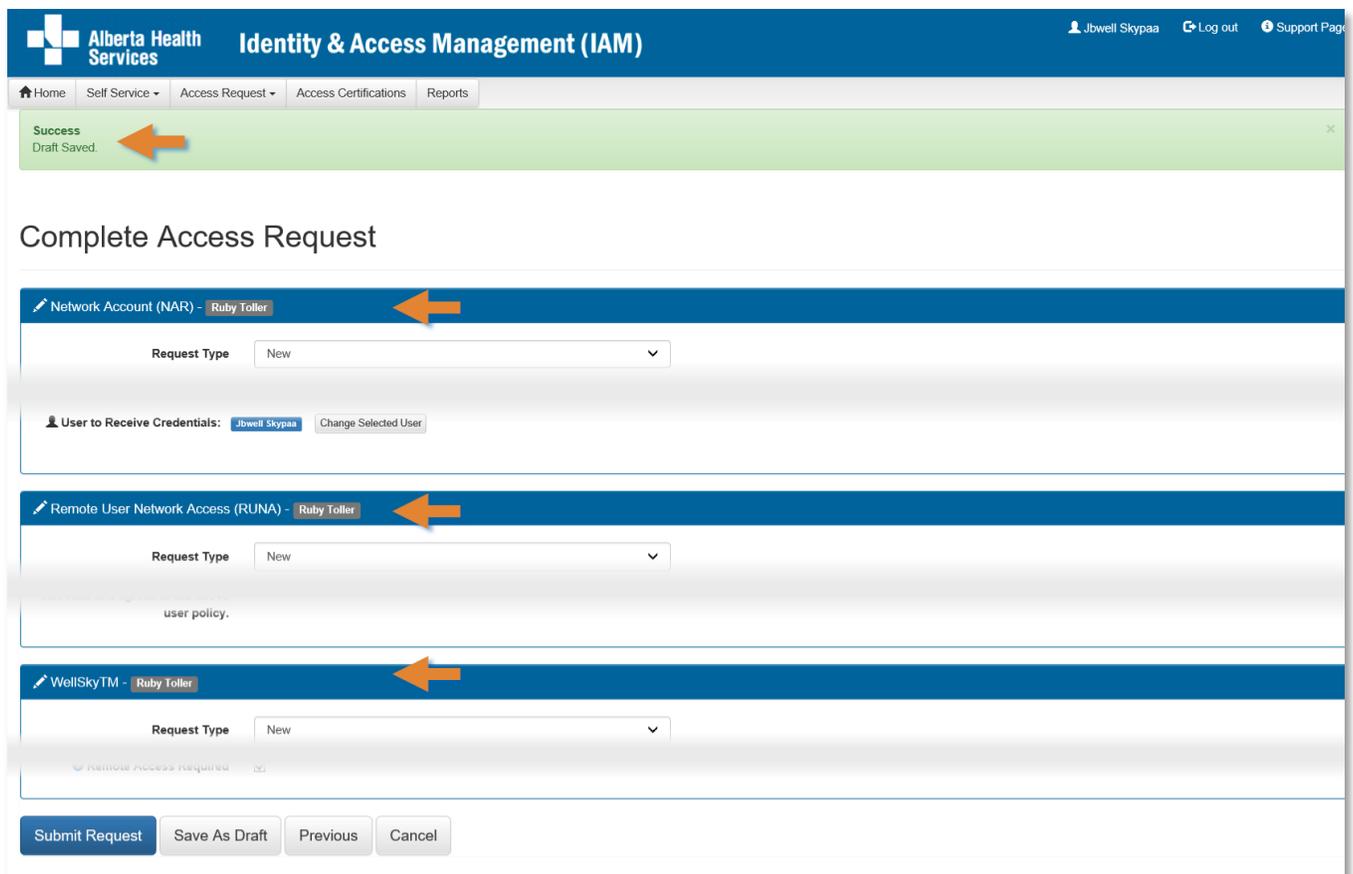
Complete 

Save WellSky™ access request as a draft

At the bottom of the **Complete Access Request** screen CLICK [Save as Draft](#)



The **Complete Access Request** screen refreshes with message, “[Success Draft Saved](#)” shaded in green in the top left corner. If you scroll down you will see all three access request panes with information saved.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Success Draft Saved.

Complete Access Request

Network Account (NAR) - Ruby Toller

Request Type: New

User to Receive Credentials: Jbwell Skypaa Change Selected User

Remote User Network Access (RUNA) - Ruby Toller

Request Type: New

user policy.

WellSky™ - Ruby Toller

Request Type: New

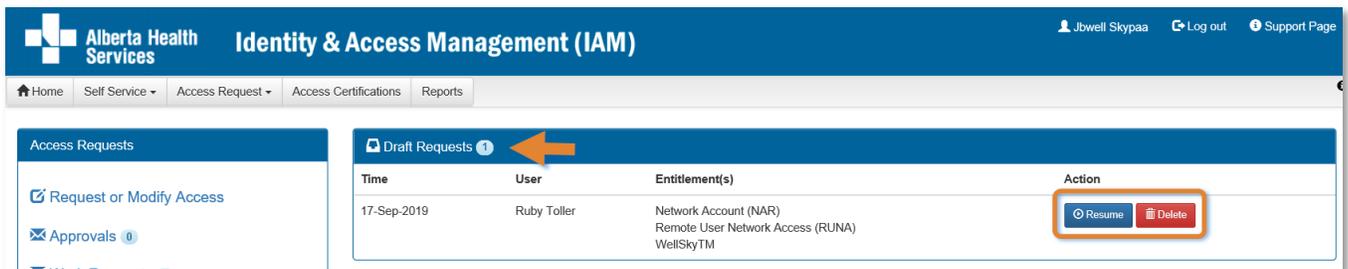
Remove Access Required

Submit Request Save As Draft Previous Cancel

Manage a saved draft request

CLICK  **Home** screen

In the  **Draft Requests** pane the saved draft is listed



The screenshot shows the IAM web interface. The top navigation bar includes the Alberta Health Services logo, the title 'Identity & Access Management (IAM)', and user information for 'Jbwell Skypaa'. Below the navigation bar, there are tabs for 'Home', 'Self Service', 'Access Request', 'Access Certifications', and 'Reports'. The 'Access Request' tab is active, and the 'Draft Requests' pane is highlighted with an orange arrow. The 'Draft Requests' pane shows a table with one row of data:

Time	User	Entitlement(s)	Action
17-Sep-2019	Ruby Toller	Network Account (NAR) Remote User Network Access (RUNA) WellSky™	Resume Delete

CLICK [Delete](#) to permanently delete the request

OR

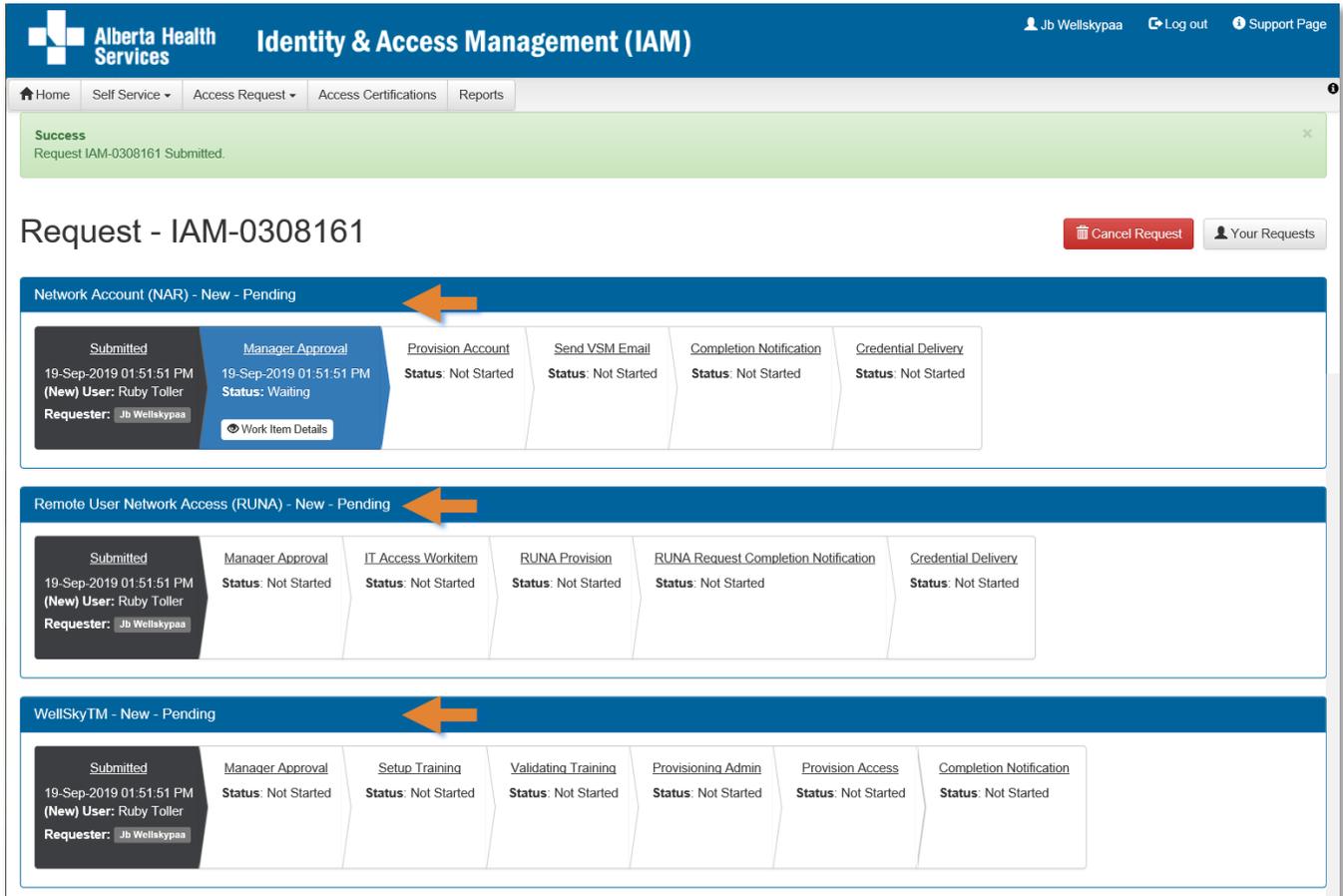
CLICK [Resume](#) to complete the request. You can save a request as a draft as often as needed.

The **Complete Access Request** screen displays
ACCEPT or MODIFY any of the request fields as needed.

CLICK [Submit Request](#)

The **Request Status Viewer** screen displays.

The on-screen message, "[Success Request IAM-##### Submitted.](#)", shaded in green, is displayed in the top left corner of the screen.



Request - IAM-0308161 Cancel Request Your Requests

Network Account (NAR) - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval 19-Sep-2019 01:51:51 PM Status: Waiting Work Item Details	Provision Account Status: Not Started	Send VSM Email Status: Not Started	Completion Notification Status: Not Started	Credential Delivery Status: Not Started
--	--	---	--	---	---

Remote User Network Access (RUNA) - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval Status: Not Started	IT Access Workitem Status: Not Started	RUNA Provision Status: Not Started	RUNA Request Completion Notification Status: Not Started	Credential Delivery Status: Not Started
--	--	--	--	--	---

WellSky™ - New - Pending

Submitted 19-Sep-2019 01:51:51 PM (New) User: Ruby Toller Requester: Jb Wellskypaa	Manager Approval Status: Not Started	Setup Training Status: Not Started	Validating Training Status: Not Started	Provisioning Admin Status: Not Started	Provision Access Status: Not Started	Completion Notification Status: Not Started
--	--	--	---	--	--	---

All three requests performed in this example are listed in order they will be processed: [Network Account \(NAR\)](#), [Remote User Network Access \(RUNA\)](#) and [WellSky™](#).

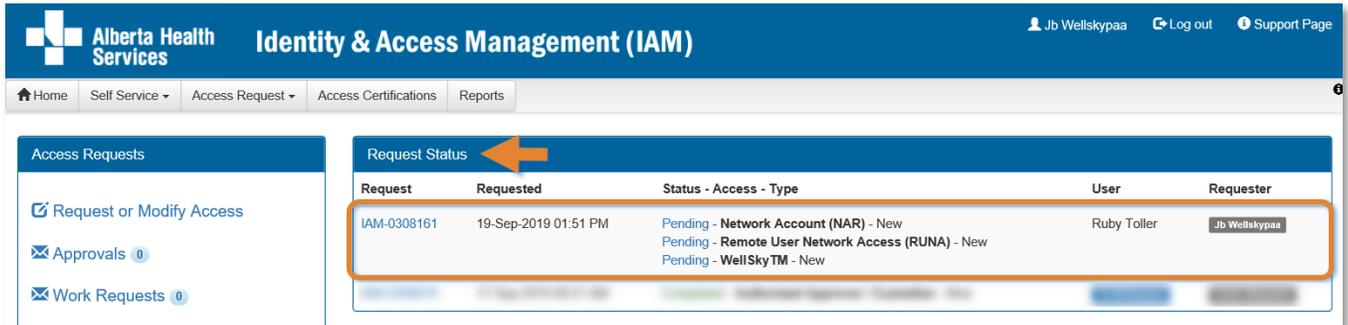
The NAR must receive Approving Manager approval before the WellSky™ portion of the request can proceed. The Approving management will receive and email from Identity Management Services that a request requires their attention. Once approved, the Requester will receive and email from Identity Management Services that the NAR request is approved and the end-user's access credentials are ready for pick up.

You can monitor the progress of this request on the **AHS IAM Home** screen.

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request and its statuses listed.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Access Requests

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

Request	Requested	Status - Access - Type	User	Requester
IAM-0308161	19-Sep-2019 01:51 PM	Pending - Network Account (NAR) - New Pending - Remote User Network Access (RUNA) - New Pending - WellSky™ - New	Ruby Toller	Jb Wellskypaa

As the request progresses, you will see the Status update until all are **Complete**.

Once complete the requester or a designate will receive an email that access credentials are ready for pick up in AHS IAM. Click [here](#) to see Pick up Access Credentials instructions.

Complete 

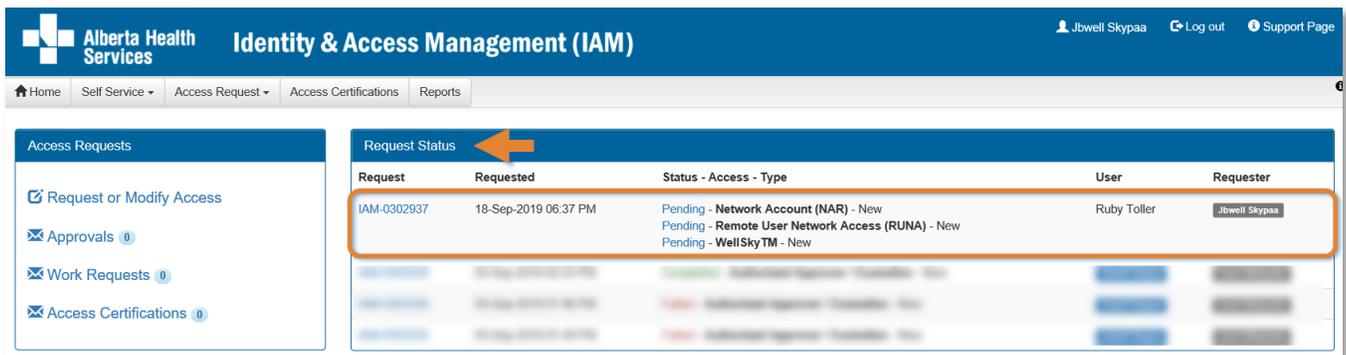
Cancel a submitted request

i If, after submitting an access request, you determine it is no longer needed, you can Cancel it. This process can only be performed on incomplete access requests. This can only be performed by the person WellSky who submitted the request.

ENTER the AHS IAM URL into your internet web browser  <https://iam.albertahealthservices.ca>
LOGIN

The **AHS IAM**  **Home** screen appears

At the **Request Status** pane the request appears with at **Status** of **Pending**



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

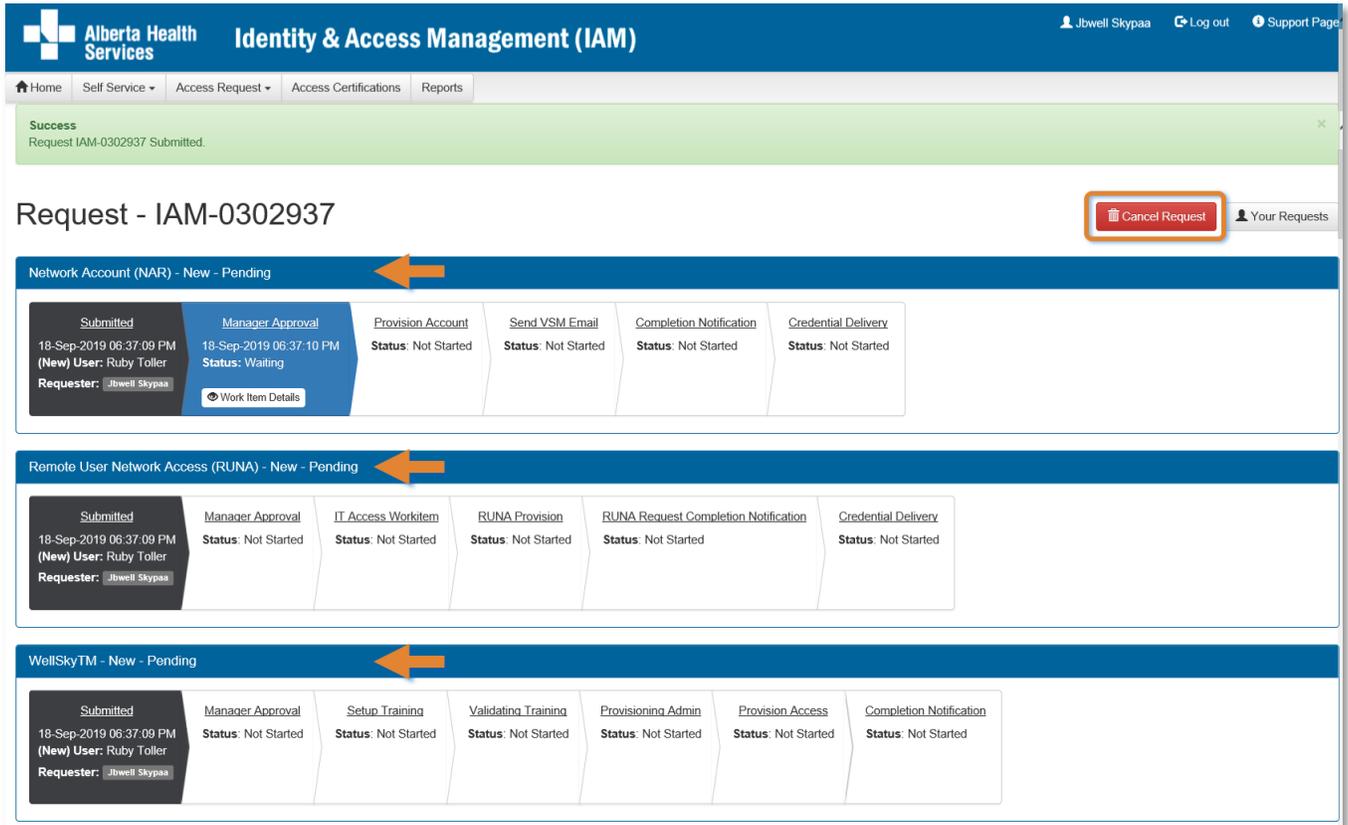
Access Requests

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

Request	Requested	Status - Access - Type	User	Requester
IAM-0302937	18-Sep-2019 06:37 PM	Pending - Network Account (NAR) - New Pending - Remote User Network Access (RUNA) - New Pending - WellSky™ - New	Ruby Toller	Jbwel Skypaa

CLICK on the **IAM-#####** of the access request you submitted and now want to cancel

The **Request Status Viewer** screen appears



CLICK [Cancel Request](#)

A verification message appears



CLICK [Cancel Request](#)

The **Request Status Viewer** screen appears showing the request as **Canceled**

If you want to resubmit the request now or in the future CLICK [Resubmit Request](#)

For instructions, please see the [Resubmit a Denied or Cancelled Request](#) process in this Guide

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the **Request Status** pane, you will see the request **Canceled**.

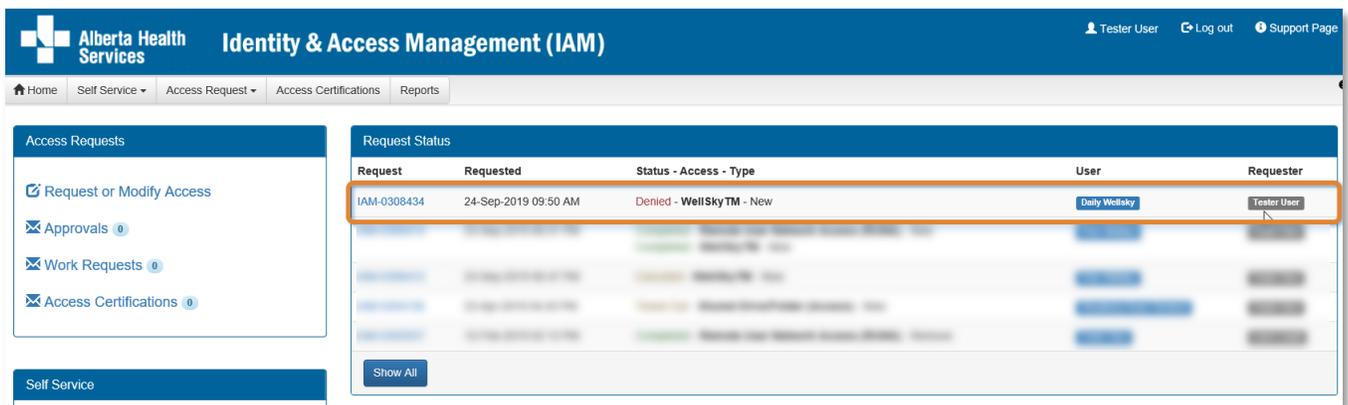
Complete 

Resubmit a Denied or Cancelled WellSky™ access request

This process can only be performed by the [Requester](#) on a request that was submitted and denied or cancelled.

ENTER the AHS IAM URL into your internet web browser → <https://iam.albertahealthservices.ca>
LOGIN

The **AHS IAM**  **Home** screen appears



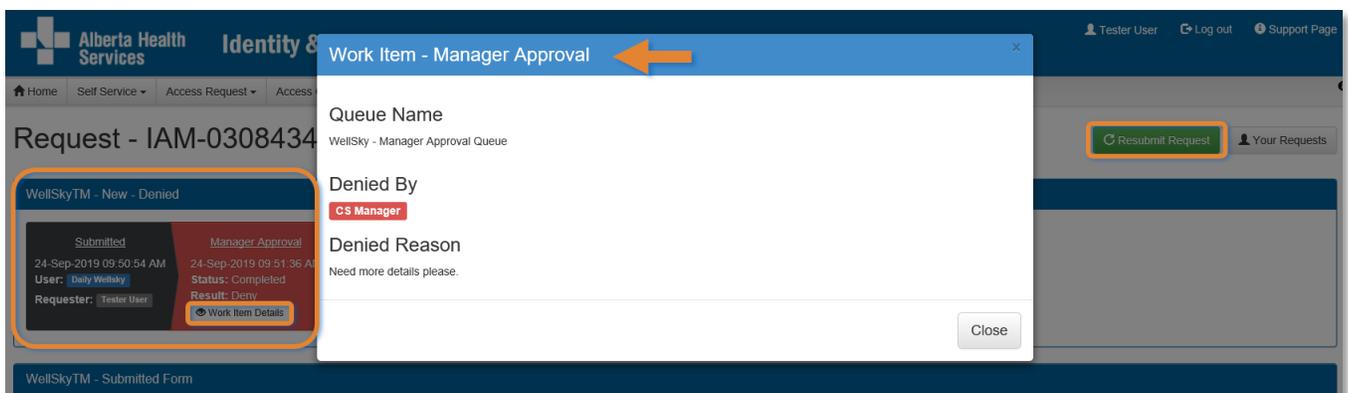
Request	Requested	Status - Access - Type	User	Requester
IAM-0308434	24-Sep-2019 09:50 AM	Denied - WellSky™ - New	Daily WellSky	Tester User

In the **Request Status** pane, the **Denied** or **Cancelled** access request is displayed

CLICK **IAM-#####** of the request you want to resubmit

The **Request – IAM-#####** screen displays

Note the Request Status Viewer terminates at manager Approval



Work Item - Manager Approval

Queue Name
WellSky - Manager Approval Queue

Denied By
CS Manager

Denied Reason
Need more details please.

Close

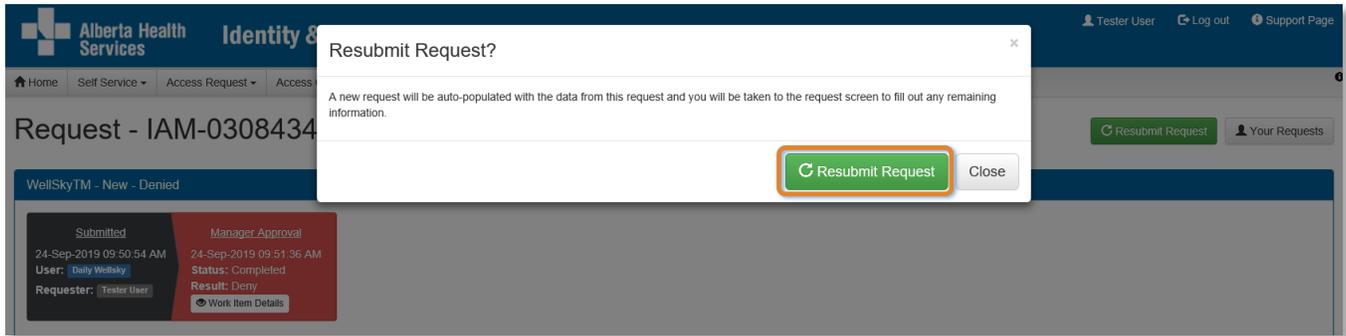
CLICK [Work Item Details](#)

Note the Approving Manager's comments

CLICK [Close](#)

CLICK [Resubmit Request](#)

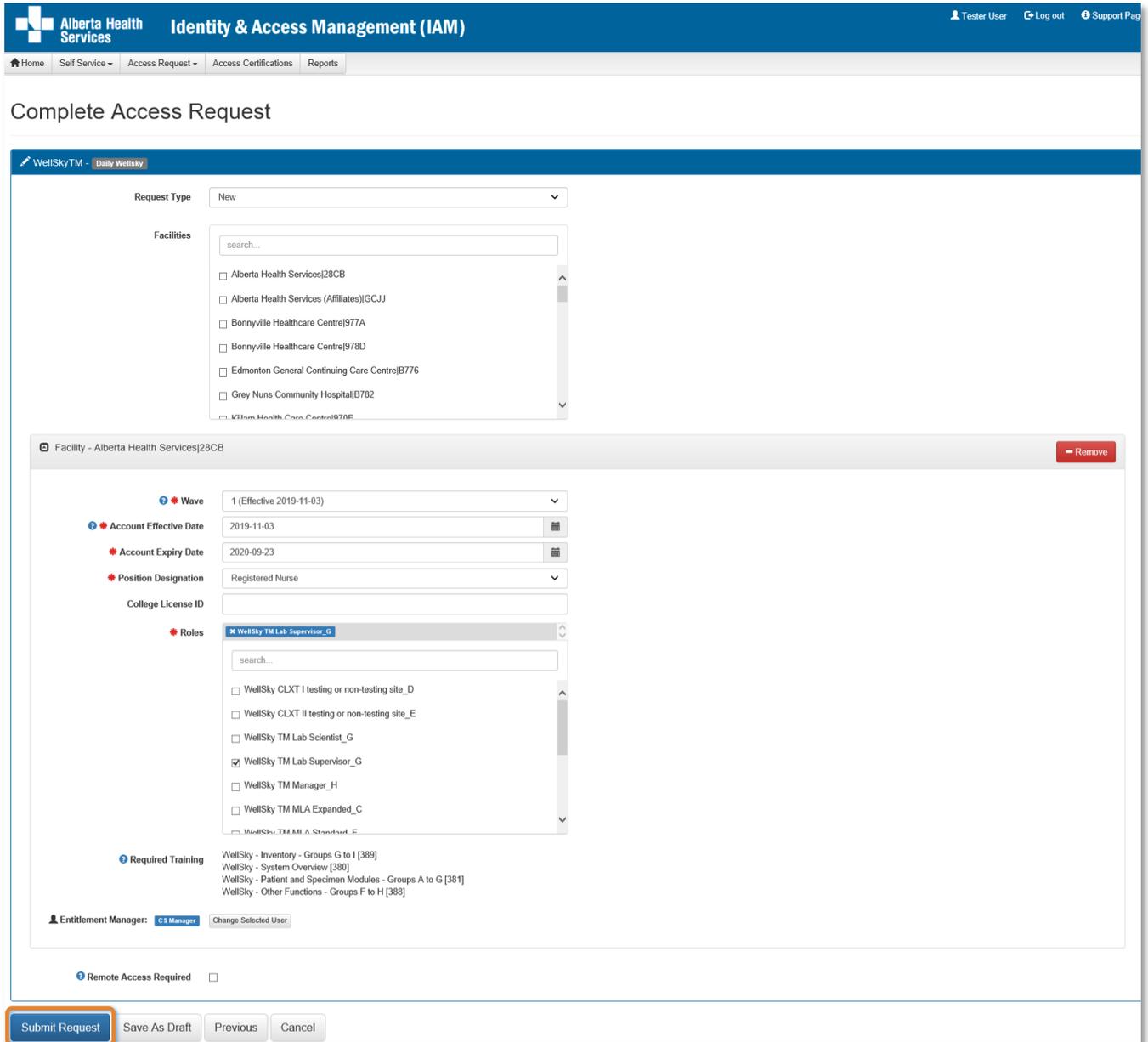
The **Resubmit Request?** dialogue box appears



READ the on-screen message that appears

CLICK [Resubmit Request](#)

The **Complete Access Request** screen displays with the end-user's details displayed



Complete Access Request

WellSky™ - Daily WellSky

Request Type: New

Facilities:

- Alberta Health Services|28CB
- Alberta Health Services (Affiliates)|GCJJ
- Bonnyville Healthcare Centre|977A
- Bonnyville Healthcare Centre|978D
- Edmonton General Continuing Care Centre|B776
- Grey Nuns Community Hospital|B782
- Wilton Health Care Centre|B79E

Facility - Alberta Health Services|28CB Remove

Wave: 1 (Effective 2019-11-03)

Account Effective Date: 2019-11-03

Account Expiry Date: 2020-09-23

Position Designation: Registered Nurse

College License ID:

Roles:

- WellSky™ Lab Supervisor_G
- WellSky CLXT I testing or non-testing site_D
- WellSky CLXT II testing or non-testing site_E
- WellSky™ Lab Scientist_G
- WellSky™ Lab Supervisor_G
- WellSky™ Manager_H
- WellSky™ MLA Expanded_C
- WellSky™ M.M.A. Standard_E

Required Training:

- WellSky - Inventory - Groups G to I [389]
- WellSky - System Overview [380]
- WellSky - Patient and Specimen Modules - Groups A to G [381]
- WellSky - Other Functions - Groups F to H [388]

Entitlement Manager: CS Manager Change Selected User

Remote Access Required:

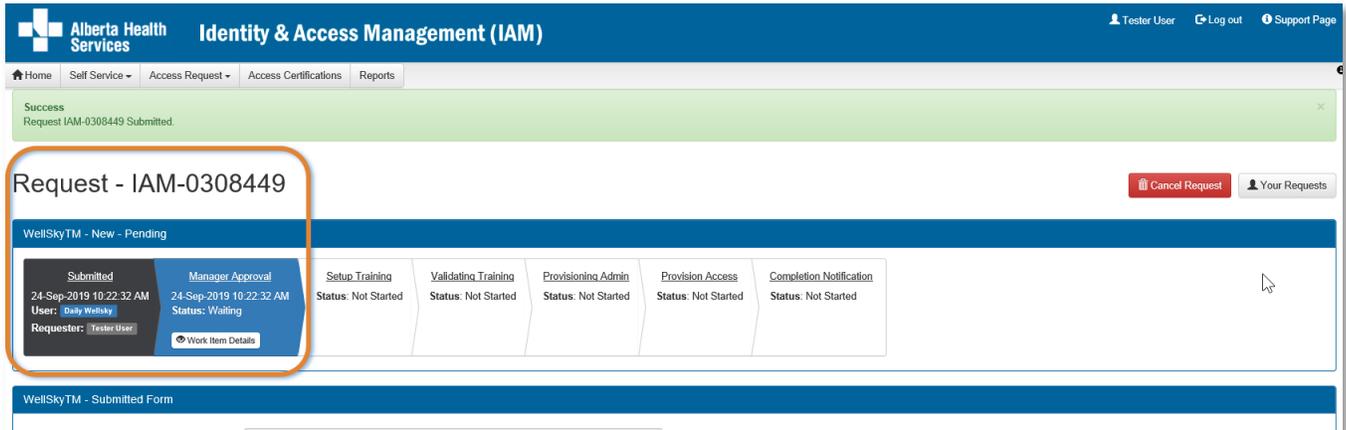
Submit Request | Save As Draft | Previous | Cancel

REVIEW the  WellSky™ form information

If needed, CHANGE any request details

CLICK [Submit Request](#)

The **Request Status Viewer** screen appears with the message, “[Success Request IAM-##### Submitted.](#)” displayed in the top left corner.



Request - IAM-0308449

WellSky™ - New - Pending

Submitted	Manager Approval	Setup Training	Validating Training	Provisioning Admin	Provision Access	Completion Notification
24-Sep-2019 10:22:32 AM User: Daily WellSky Requester: Tester User	24-Sep-2019 10:22:32 AM Status: Waiting	Status: Not Started				

The [Manager Approval](#) step has a status of [Waiting](#).

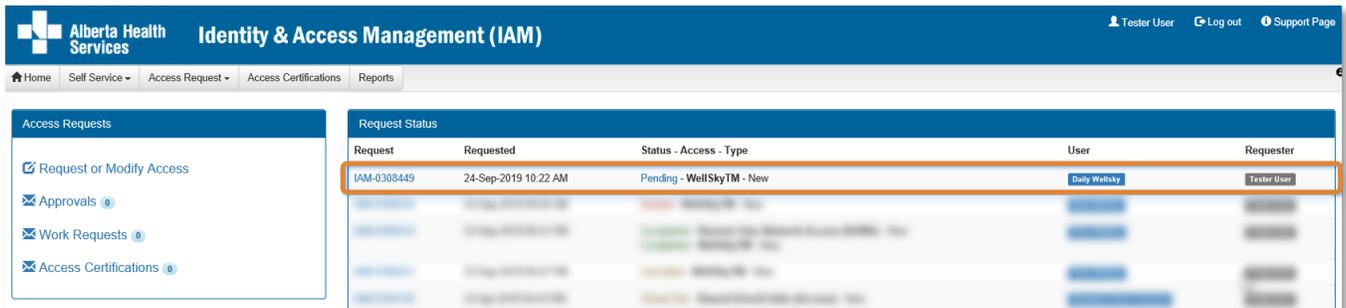
The Approving Manager will receive an email notification from Identity Management Services telling them a request requires their approval.

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request is [Pending](#).

Your role as the [WellSky™ Authorized Approver](#) (Approving Manager) is complete.



Request	Requested	Status - Access - Type	User	Requester
IAM-0308449	24-Sep-2019 10:22 AM	Pending - WellSky™ - New	Daily WellSky	Tester User

i You can monitor the progress of the request here. Once the [Approving Manager](#) has approved the WellSky™ access, and the end-user has completed their WellSky™ training, the request will be automatically routed to the [WellSky™ Provisioning Administrator](#) as a Work Item for them to complete. Once they do, the WellSky™ access will be provisioned for the end-user and the request will display as [Completed](#). The end-user can access WellSky™.

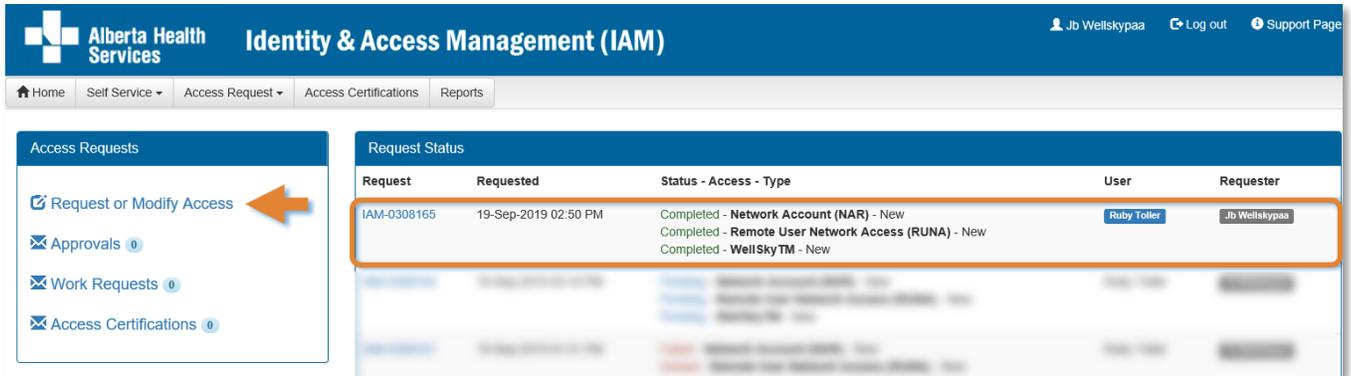
Complete 

Modify existing WellSky™ access

ENTER the AHS IAM URL into your internet browser → <https://iam.albertahealthservices.ca>

LOGIN

The **AHS IAM**  **Home** screen appears



Access Requests

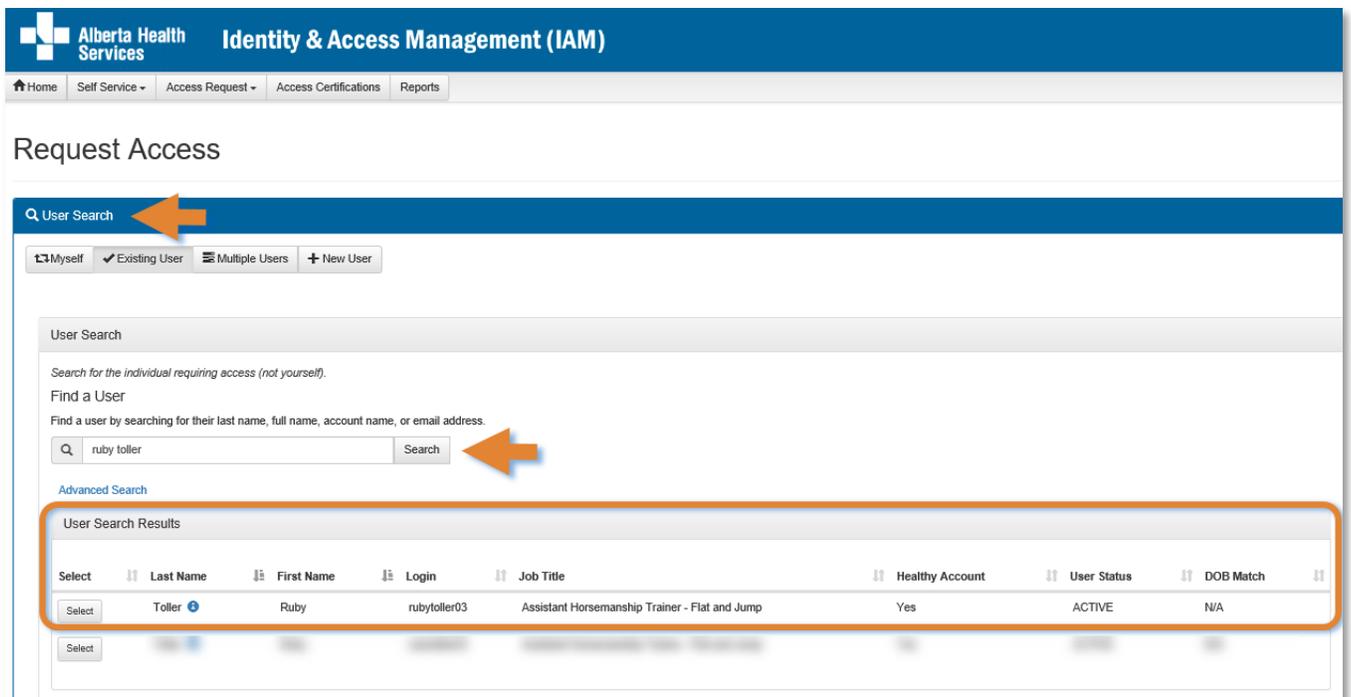
- [Request or Modify Access](#) ←
- [Approvals](#) 0
- [Work Requests](#) 0
- [Access Certifications](#) 0

Request Status

Request	Requested	Status - Access - Type	User	Requester
IAM-0308165	19-Sep-2019 02:50 PM	Completed - Network Account (NAR) - New Completed - Remote User Network Access (RUNA) - New Completed - WellSky™ - New	Ruby Toller	Jb Wellskypaa

CLICK [Request or Modify Access](#)

The **Request Access** screen appears with **Existing User** checked



Request Access

Q User Search ←

Myself
 Existing User
 Multiple Users

User Search

Search for the individual requiring access (not yourself).

Find a User

Find a user by searching for their last name, full name, account name, or email address.

←

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
<input type="button" value="Select"/>	Toller	Ruby	rubytoller03	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE	N/A

SEARCH for the existing end-user using the simple or Advanced Search functions

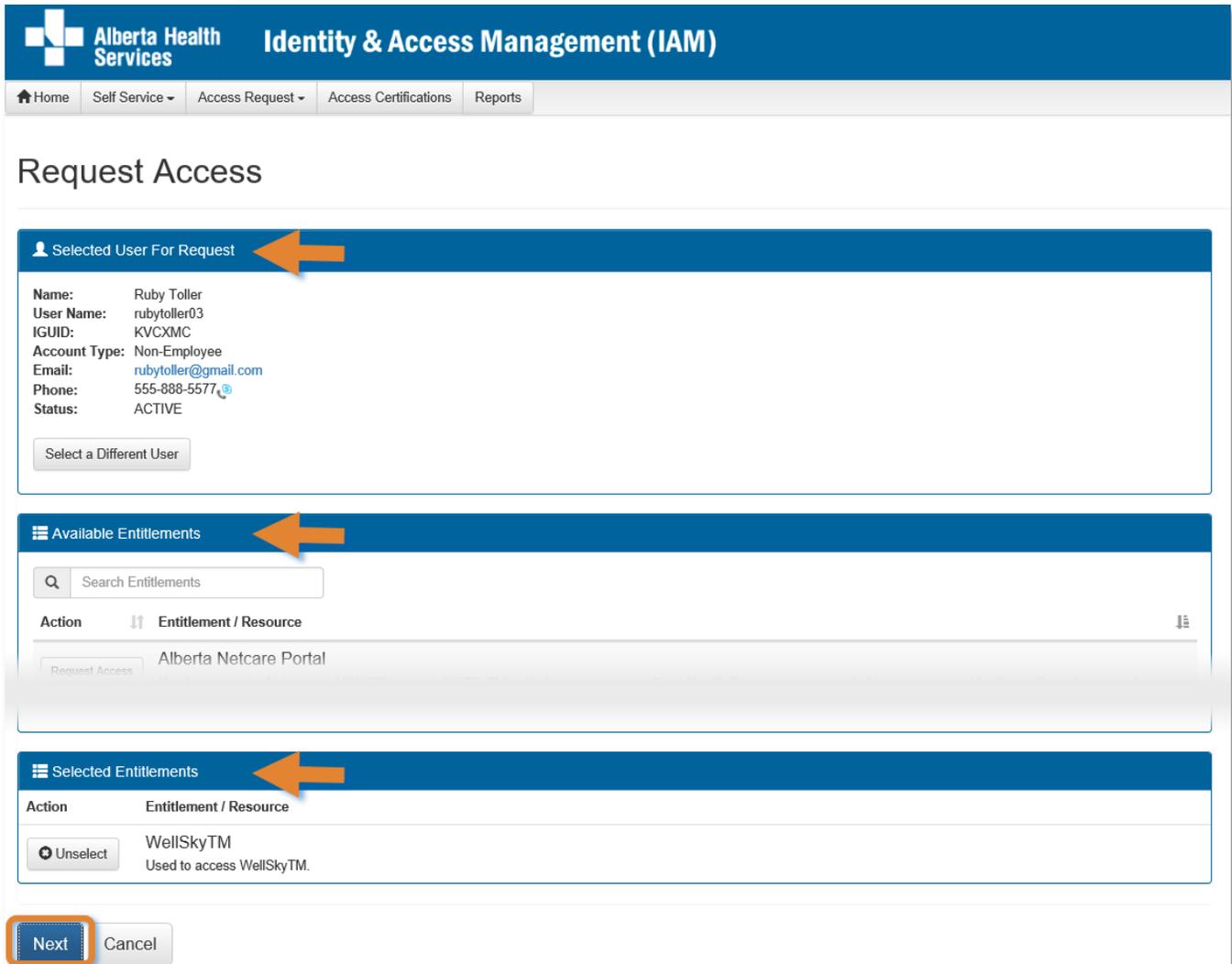
[User Search Results](#) appear

SELECT the end-user

The **Request Access** screen appears with the end-user's details displayed

Under [Available Entitlements](#), LOCATE [WellSky™](#) and CLICK [Change Access](#)

The [Selected Entitlements](#) pane appears with [WellSky™](#) selected



Request Access

Selected User For Request

Name: Ruby Toller
 User Name: rubytoller03
 IGUID: KVCXMC
 Account Type: Non-Employee
 Email: rubytoller@gmail.com
 Phone: 555-888-5577
 Status: ACTIVE

Select a Different User

Available Entitlements

Search Entitlements

Action	Entitlement / Resource
Request Access	Alberta Netcare Portal

Selected Entitlements

Action	Entitlement / Resource
Unselect	WellSky™ Used to access WellSky™.

Next Cancel

If you are not a [WellSky™ Authorized Approver](#) or [Authorized Approver with DOHRA](#), you will have to select an [Approving Manager](#) in the field provided.

CLICK [Next](#)

The **Complete Access Request** screen appears with the end-user's details displayed

Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Complete Access Request

WellSky™ - Ruby Toller

Request Type: Modify

Facilities:

- Alberta Health Services|28CB
- Alberta Health Services (Affiliates)|GCJJ
- Bonnyville Healthcare Centre|977A
- Bonnyville Healthcare Centre|978D

Facility - Alberta Health Services|28CB

Wave: 1 (Effective 2019-11-03)

Account Effective Date: 2019-11-03

Account Expiry Date: 2020-09-18

Position Designation: Registered Nurse

College License ID:

Roles:

- WellSky TM Manager_H
- WellSky CLXT I testing or non-testing site_D
- WellSky CLXT II testing or non-testing site_E
- WellSky TM Lab Scientist_G
- WellSky TM Lab Supervisor_G
- WellSky TM MLA Expanded_C
- WellSky TM MLA Standard_E

Required Training:

- WellSky - Inventory - Groups G to I [389]
- WellSky - Patient and Specimen Modules - Groups H and I [390]
- WellSky - System Overview [380]
- WellSky - Other Functions - Groups F to H [388]

Entitlement Manager: Jb Wellskypaa Change Selected User

This user already has Remote Access with WellSky™ role.

Submit Request Save As Draft Previous Cancel

MODIFY the end-user's WellSky™ access as needed
CLICK [Submit Request](#)

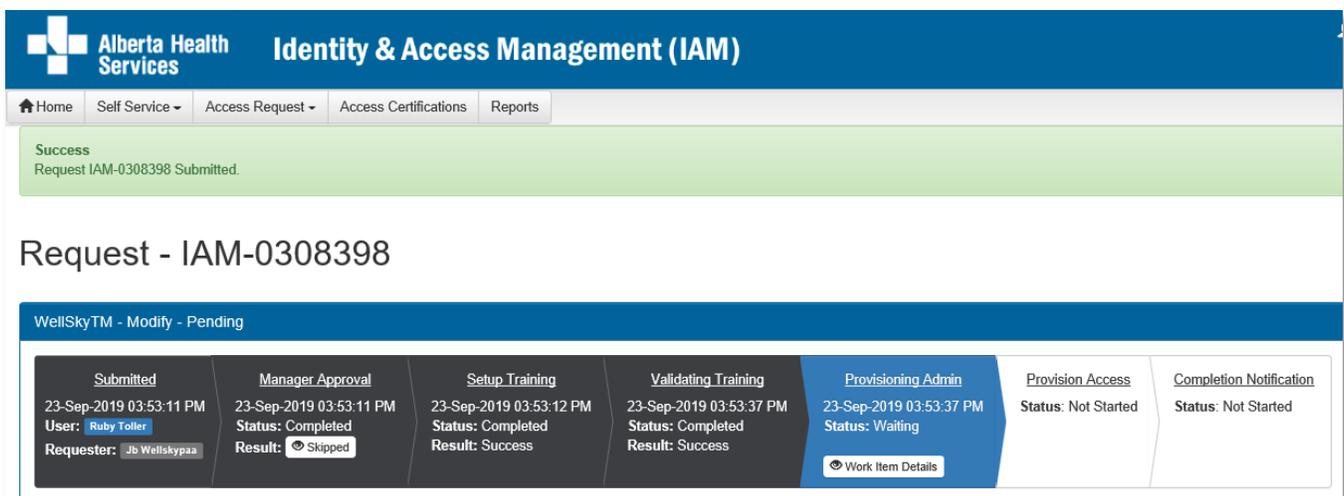
Depending on the your authority, the outcome will be either ① or ②.

① If the Requester is not a [WellSky™ Authorized Approver](#) or an [Authorized Approver with DOHRA](#), the Request Status Viewer screen will appear and you will see the workflow steps complete up to [Manager Approval](#), which will have a status of [Waiting](#).

The Approving Manager you identified will receive an email from Identity Management Services telling them their approval is required. Once it is completed, the [WellSky™ Provisioning Administrator](#) will receive an email from Identity Management Services telling them a work item requires their attention. Once it is completed, the rest of the process will automatically complete and the end-user's WellSky™ access will be modified.

② If the Requester is a [WellSky™ Authorized Approver](#) or an [Authorized Approver with DOHRA](#), the **Request Status Viewer** screen will appear and you will see the workflow steps complete up to [Provisioning Admin](#), which will have a status of [Waiting](#).

The [WellSky™ Provisioning Administrator](#) will receive an email from Identity Management Services telling them a work item requires their attention. Once it is completed, the rest of the process with automatically complete and the end-user's WellSky™ access will be modified.

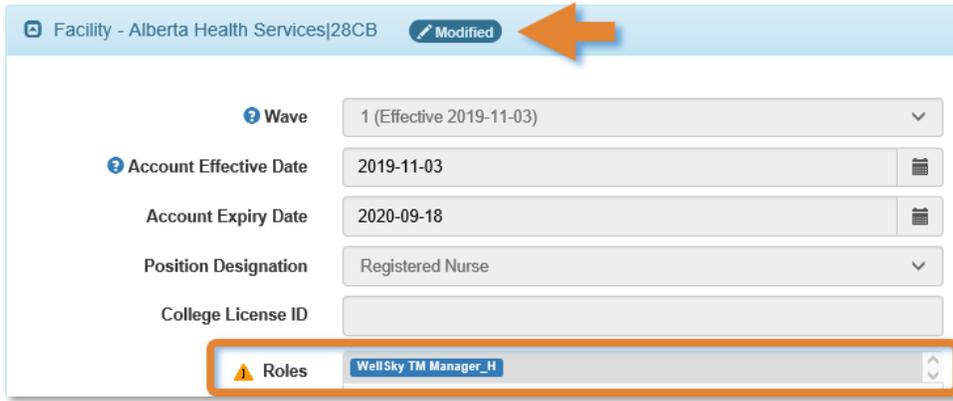


The screenshot shows the 'Identity & Access Management (IAM)' interface. At the top, there is a navigation bar with 'Home', 'Self Service', 'Access Request', 'Access Certifications', and 'Reports'. Below this, a green success message reads: 'Success Request IAM-0308398 Submitted.' The main heading is 'Request - IAM-0308398'. Below the heading is a 'WellSky™ - Modify - Pending' status bar. This bar contains a timeline of workflow steps:

Submitted	Manager Approval	Setup Training	Validating Training	Provisioning Admin	Provision Access	Completion Notification
23-Sep-2019 03:53:11 PM User: Ruby Toller Requester: Jb Wellskypaa	23-Sep-2019 03:53:11 PM Status: Completed Result: Skipped	23-Sep-2019 03:53:12 PM Status: Completed Result: Success	23-Sep-2019 03:53:37 PM Status: Completed Result: Success	23-Sep-2019 03:53:37 PM Status: Waiting	Status: Not Started	Status: Not Started

There is a 'Work Item Details' button below the Provisioning Admin step.

If needed, SCROLL through the AHS IAM Account information to see the alert icon displayed where access information has changed.



Facility - Alberta Health Services|28CB Modified

Wave 1 (Effective 2019-11-03)

Account Effective Date 2019-11-03

Account Expiry Date 2020-09-18

Position Designation Registered Nurse

College License ID

Roles WellSky TM Manager_H

CLICK  Home

The **AHS IAM**  Home screen appears

In the [Request Status](#) pane, you will see the request displayed with a status of [Pending](#).

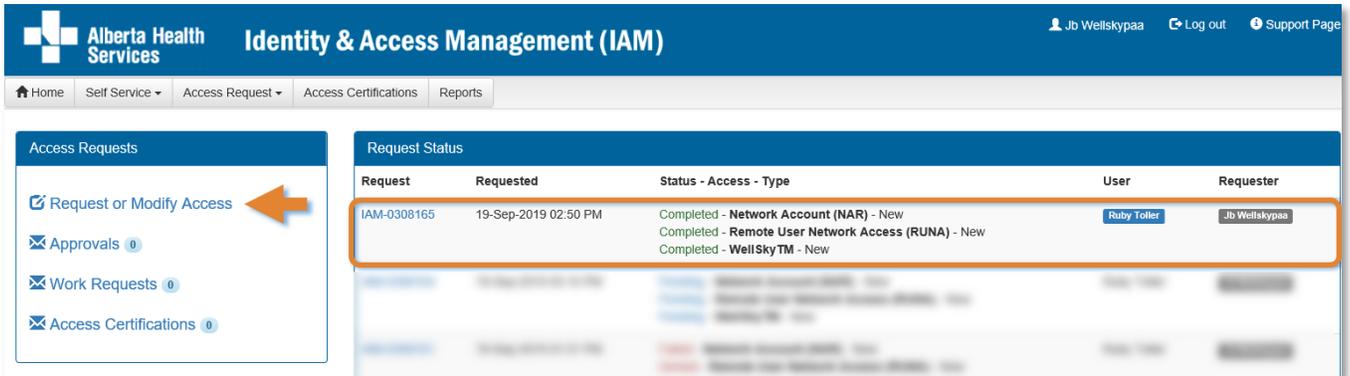
Complete 

Remove existing WellSky™ access

ENTER the AHS IAM URL into your internet browser ➔ <https://iam.albertahealthservices.ca>

LOGIN

The **AHS IAM**  **Home** screen appears



Access Requests

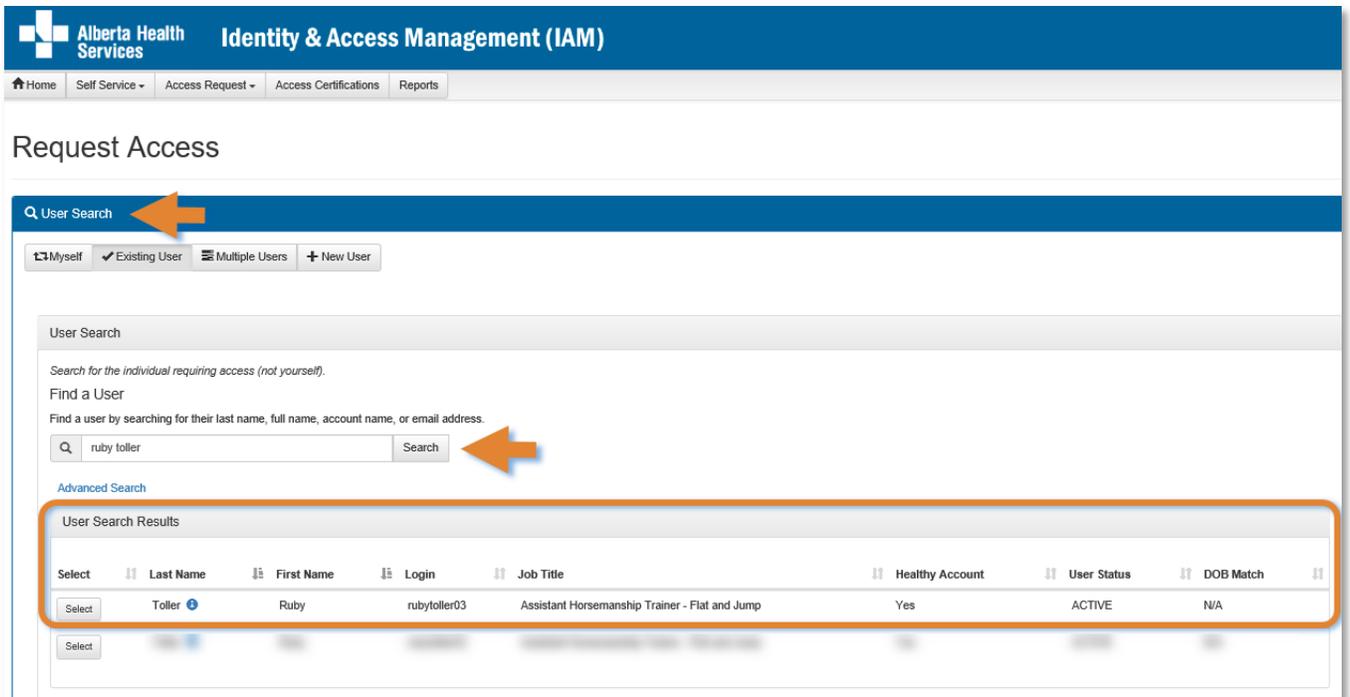
- [Request or Modify Access](#) 
- [Approvals](#) 0
- [Work Requests](#) 0
- [Access Certifications](#) 0

Request Status

Request	Requested	Status - Access - Type	User	Requester
IAM-0308165	19-Sep-2019 02:50 PM	Completed - Network Account (NAR) - New Completed - Remote User Network Access (RUNA) - New Completed - WellSky™ - New	Ruby Toller	Jb Wellskypaa

CLICK [Request or Modify Access](#)

The **Request Access** screen appears with **Existing User** checked



Request Access



Existing User
 Multiple Users

User Search

Search for the individual requiring access (not yourself).

Find a User

Find a user by searching for their last name, full name, account name, or email address.



User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
<input type="button" value="Select"/>	Toller	Ruby	rubytoller03	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE	N/A

SEARCH for the existing end-user using the simple or Advanced Search functions

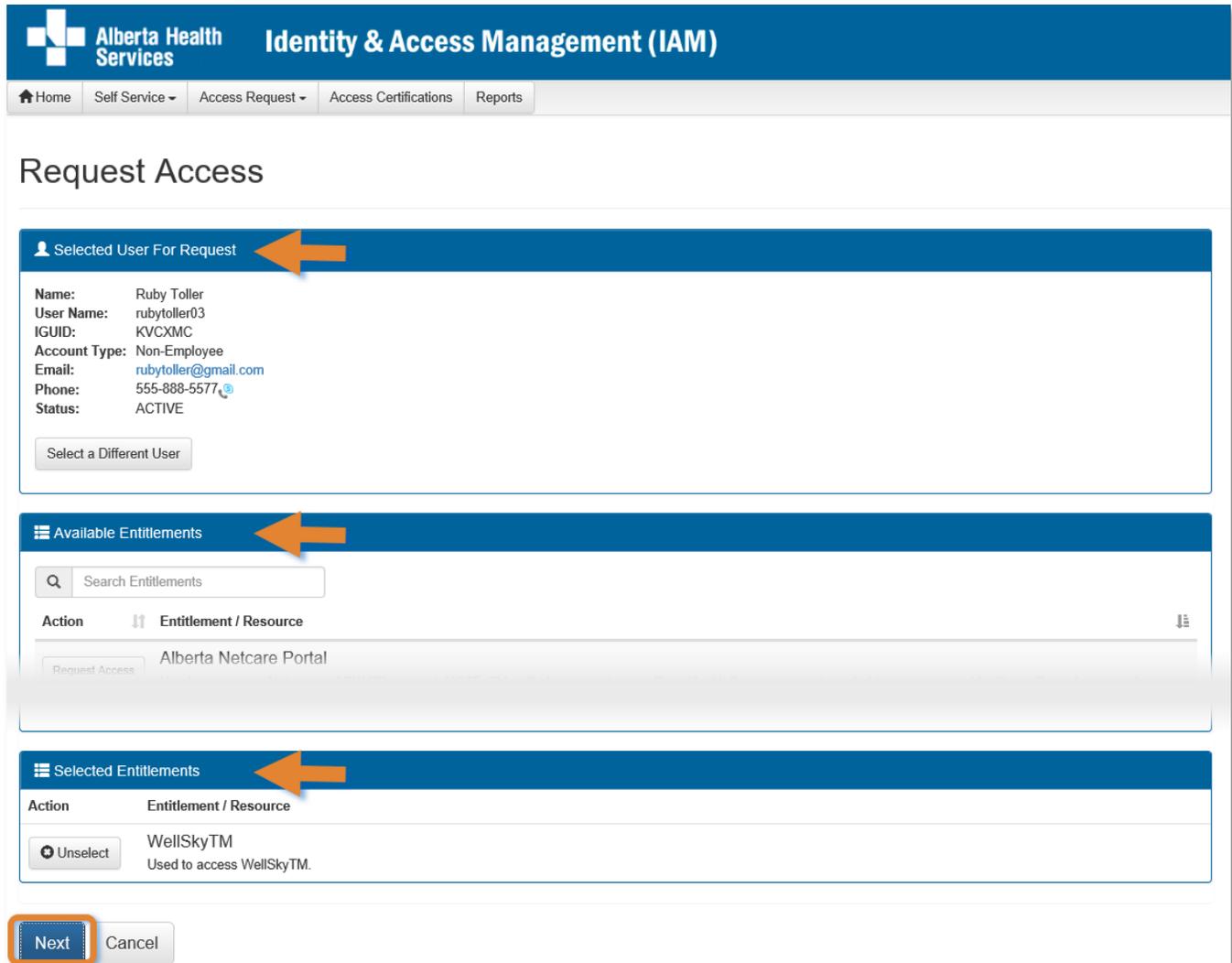
[User Search Results](#) appear

SELECT the end-user

The **Request Access** screen appears with the end-user's details displayed

Under [Available Entitlements](#), LOCATE [WellSky™](#) and CLICK [Change Access](#)

The [Selected Entitlements](#) pane appears with [WellSky™](#) selected



Request Access

Selected User For Request

Name: Ruby Toller
 User Name: rubytoller03
 IGUID: KVCXMC
 Account Type: Non-Employee
 Email: rubytoller@gmail.com
 Phone: 555-888-5577
 Status: ACTIVE

Select a Different User

Available Entitlements

Search Entitlements

Action	Entitlement / Resource
Request Access	Alberta Netcare Portal

Selected Entitlements

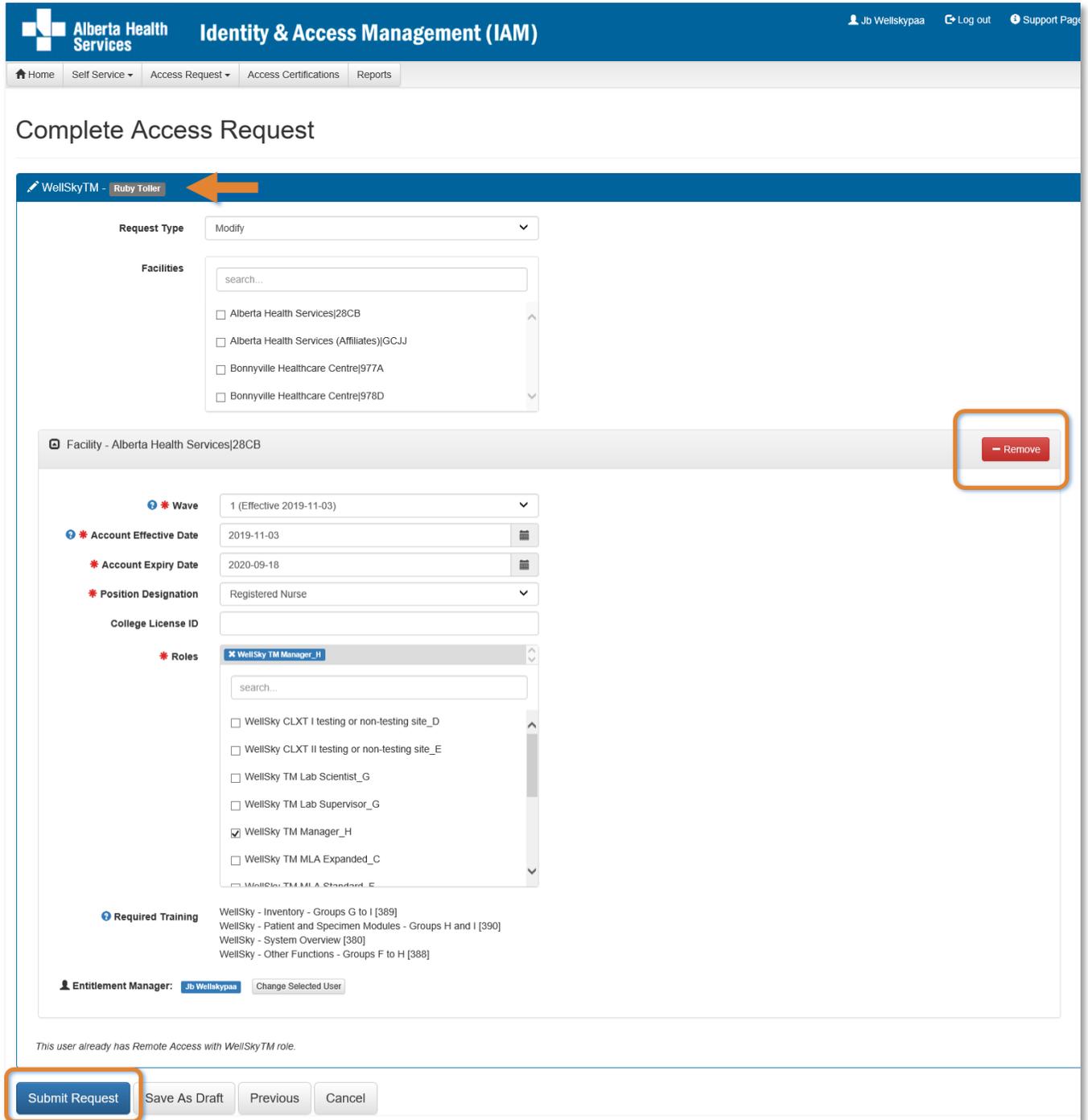
Action	Entitlement / Resource
Unselect	WellSkyTM Used to access WellSkyTM.

Next Cancel

If you are not a [WellSky™ Authorized Approver](#) or [Authorized Approver with DOHRA](#), you will have to select an [Approving Manager](#) in the field provided.

CLICK [Next](#)

The **Complete Access Request** screen appears with the end-user's details displayed



Complete Access Request

WellSky™ - Ruby Totler

Request Type Modify

Facilities

- Alberta Health Services|28CB
- Alberta Health Services (Affiliates)|GCJJ
- Bonnyville Healthcare Centre|977A
- Bonnyville Healthcare Centre|978D

Facility - Alberta Health Services|28CB **Remove**

Wave 1 (Effective 2019-11-03)

Account Effective Date 2019-11-03

Account Expiry Date 2020-09-18

Position Designation Registered Nurse

College License ID

Roles

- WellSky TM Manager_H
- WellSky CLXT I testing or non-testing site_D
- WellSky CLXT II testing or non-testing site_E
- WellSky TM Lab Scientist_G
- WellSky TM Lab Supervisor_G
- WellSky TM Manager_H
- WellSky TM MLA Expanded_C
- WellSky TM MLA Standard_E

Required Training

- WellSky - Inventory - Groups G to I [389]
- WellSky - Patient and Specimen Modules - Groups H and I [390]
- WellSky - System Overview [380]
- WellSky - Other Functions - Groups F to H [388]

Entitlement Manager: Jb Wellskypaa [Change Selected User](#)

This user already has Remote Access with WellSky™ role.

Submit Request Save As Draft Previous Cancel

CLICK **Remove** next to the Facility you want removed from the end-user's WellSky™ access
CLICK **Submit Request**

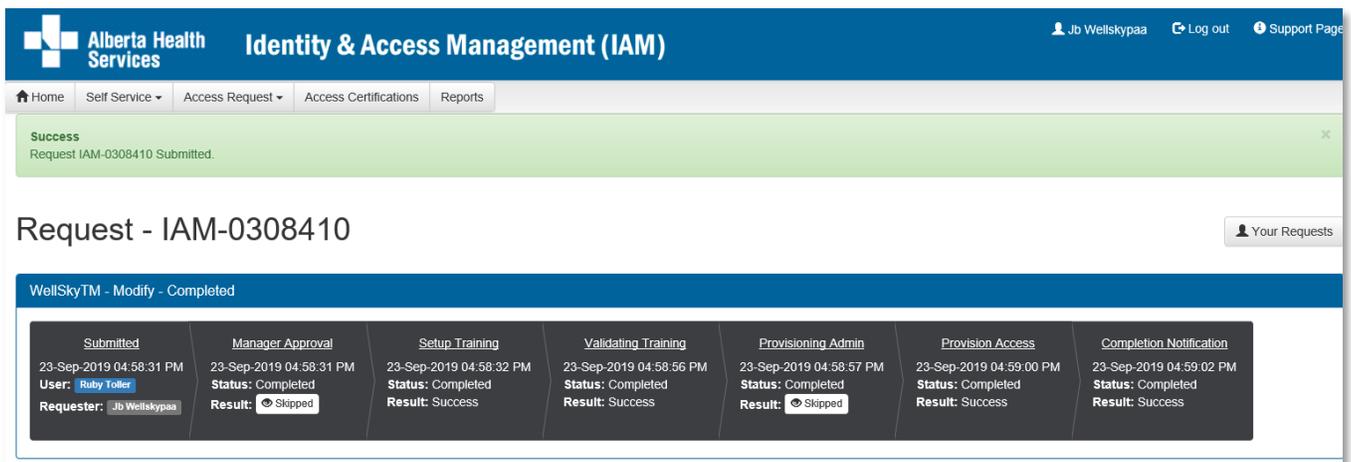
The **Request Status Viewer** will appear

Depending on the your authority, the outcome will be either ① or ②.

① If the Requester is not a [WellSky™ Authorized Approver](#) or an [Authorized Approver with DOHRA](#), the Request Status Viewer screen will appear and you will see the workflow steps complete up to [Manager Approval](#), which will have a status of [Waiting](#).

The Approving Manager you identified will receive an email from Identity Management Services telling them their approval is required. Once it is completed, the rest of the process will automatically complete and the end-user's WellSky™ access will be removed from the identified Facility(ies).

② If the Requester is a [WellSky™ Authorized Approver](#) or an [Authorized Approver with DOHRA](#), the **Request Status Viewer** screen will appear and you will see the workflow steps complete and the end-user's WellSky™ access will be removed from the Identified Facility(ies).



The screenshot shows the 'Request Status Viewer' interface for request IAM-0308410. The status is 'Completed'. A success message at the top reads 'Request IAM-0308410 Submitted.' Below the request title, a table displays the workflow steps:

Submitted	Manager Approval	Setup Training	Validating Training	Provisioning Admin	Provision Access	Completion Notification
23-Sep-2019 04:58:31 PM User: Ruby Toller Requester: Jb Wellskypaa	23-Sep-2019 04:58:31 PM Status: Completed Result: ⚠ Skipped	23-Sep-2019 04:58:32 PM Status: Completed Result: Success	23-Sep-2019 04:58:56 PM Status: Completed Result: Success	23-Sep-2019 04:58:57 PM Status: Completed Result: ⚠ Skipped	23-Sep-2019 04:59:00 PM Status: Completed Result: Success	23-Sep-2019 04:59:02 PM Status: Completed Result: Success

CLICK  [Home](#)

The **AHS IAM**  [Home](#) screen appears

In the [Request Status](#) pane, you will see the request displayed with a status of [Completed](#).

Complete 

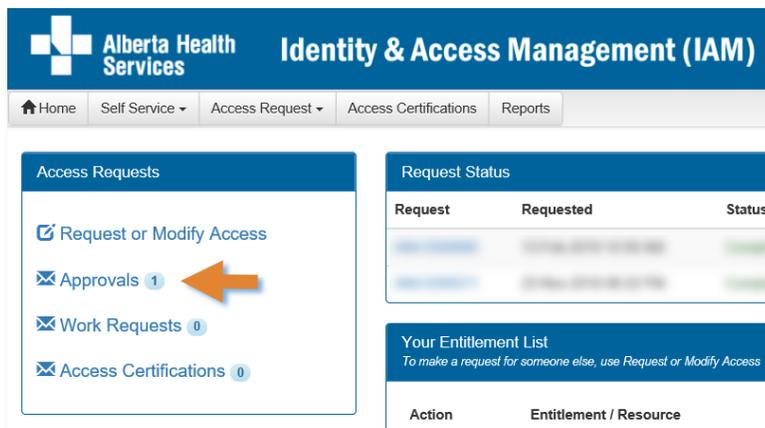
Approve a request to modify or remove existing WellSky™ access

 Only these roles can approve WellSky modify access requests AHS IAM:

[WellSky™ Authorized Approver](#)
[Authorized Approver with DOHRA](#)

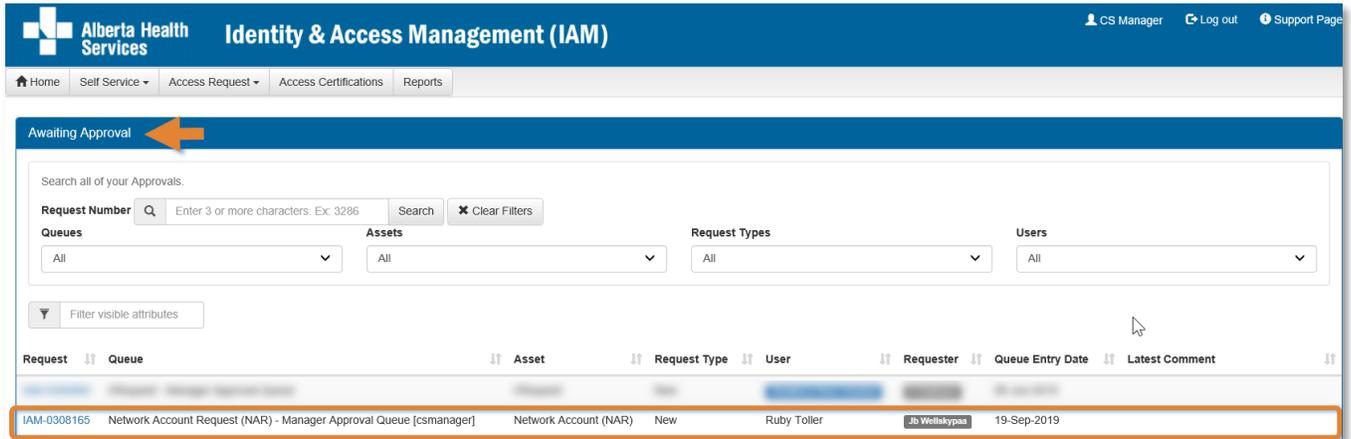
ENTER the AHS IAM URL into your internet web browser → <https://iam.albertahealthservices.ca>
LOGIN

In the [Access Requests](#) pane, notice a new work [Approval](#) item is waiting



CLICK [Approvals](#)

The **Awaiting Approval** screen will appear



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

CS Manager Log out Support Page

Awaiting Approval

Search all of your Approvals.

Request Number Search

Queues: All Assets: All Request Types: All Users: All

Filter visible attributes

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0308165	Network Account Request (NAR) - Manager Approval Queue [csmanager]	Network Account (NAR)	New	Ruby Toller	JB Wellskypaa	19-Sep-2019	

CLICK the [Request](#) number

The **Request Status Viewer** screen displays showing the WellSky™ modify / remove request for review and approval.

SEE the  [Tool Tips](#) for information

REVIEW the  [WellSky™](#) modify / remove access request information

SCROLL down the screen to see the alert icon  displayed where field information has changed.



 [Tool Tips for approving a WellSky™ modify access request](#)

At Your Comments

Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the user or [Requester](#). If you see this comment icon  on work item, it means an [Authorized Approver](#) has left a comment.

At Approve, Deny, Save



✓ Approve

This approves the request and closes the screen. The **Request Status Viewer** screen will appear showing the request as **Complete**. The message, “**Success – Work Item Processed.**” will appear in the top left corner. There will be one less item in your **Approval** queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was approved.

✗ **Deny** – will deny the request and require a reason to be entered in the verification pane. The **Awaiting Approval** screen will appear and the denied request no longer listed. At the **AHS IAM 🏠 Home** screen, there will be one less item in your **Approval** queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was denied.

Save – will save your changes and leave the screen open. You can leave the approval screen without losing your change. You can re-open the request for review at another time. Requests for Approval will remain in your queue for 10 business days before they time-out and are automatically denied and closed.



CHANGE information as needed and permitted

ENTER **Comments** as needed

CLICK **Approve**

Note the on-screen message, “**Success Work Item Processed.**” shaded in green in the top left corner.

CLICK **🏠 Home**

The **AHS IAM 🏠 Home** screen appears

In the **Access Requests** pane, you will see one less item in the **Approvals** queue.

Your role as the Authorized Approver is complete.

 For modify requests – the **WellSky™ Provisioning Administrator** will receive an automated email from identity Management Services telling them a Work Item requires their attention. Once it is completed, the request will automatically complete and the end-user’s access to WellSky™ will be modified.

Complete 