
AHS IAM IDSM Authorized Approver User Guide

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IDSM Administrative Roles

IDSM has an administrative role hierarchy in the AHS Identity & Access Management (AHS IAM) system. These roles are created in the AHS IAM system. IDSM Authorized Approvers are a part of that hierarchy.

IDSM Admin – is a person in the IDSM Application Team

The IDSM Admin sets up the IDSM Provisioning Administrator.

IDSM Provisioning Administrator is a person on the eHealth Services Provider Support Team

The IDSM Provisioning Administrator sets up the end-user's access in the IDSM system.

The IDSM Provisioning Administrator sets up IDSM Authorized Approver.

IDSM Authorized Approver is any person identified by the IDSM Provisioning Administrator to act in that role.

An IDSM Authorized Approver is the only person who can submit an IDSM access (new / modify / remove) request in the AHS Identity & Access Management (AHS IAM) system.

Request New Access

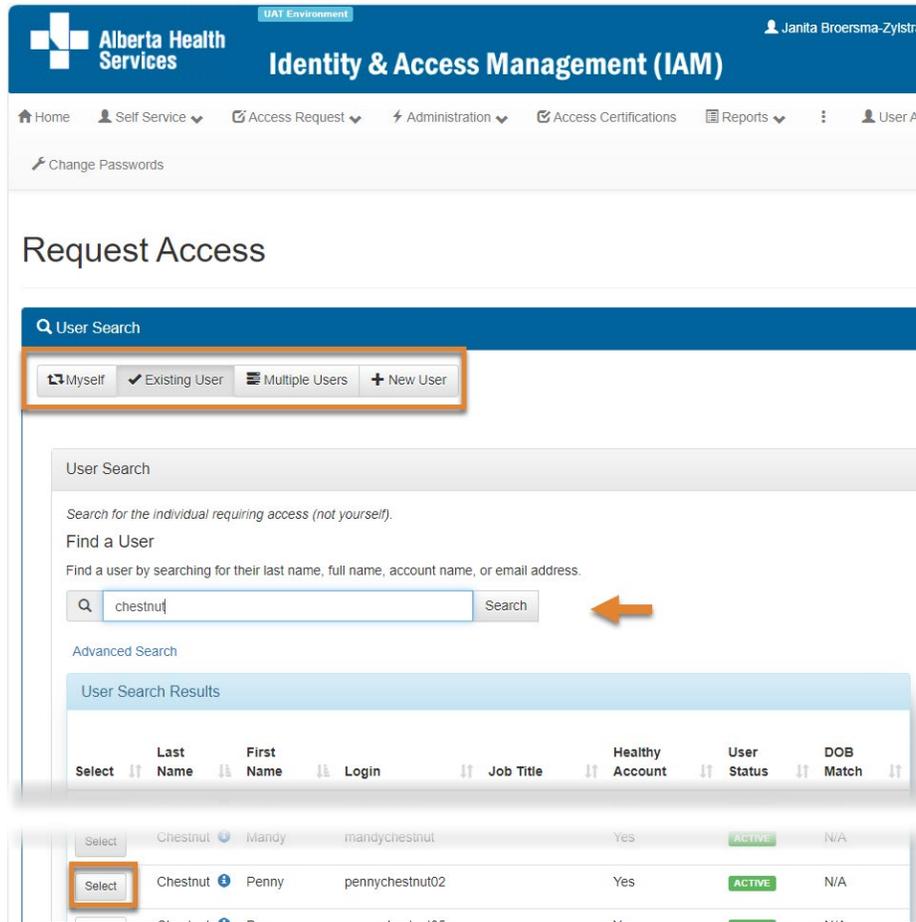
 Only IDSM Authorized Approvers can request new IDSM access for an end-user.

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

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

CLICK [Request or Modify Access](#)

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



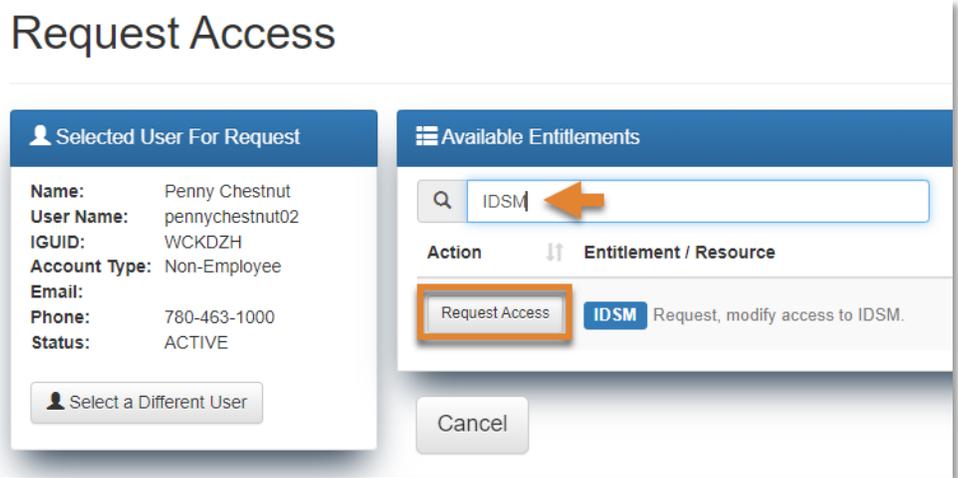
SEARCH for and SELECT the end-user

At [Available Entitlements](#) SEARCH for “IDSM” OR SCROLL down to IDSM

CLICK [Request Access](#)

CLICK [Next](#)

The **Complete Access Request** screen appears



Request Access

Selected User For Request

Name: Penny Chestnut
 User Name: pennychestnut02
 IGUID: WCKDZH
 Account Type: Non-Employee
 Email:
 Phone: 780-463-1000
 Status: ACTIVE

Select a Different User

Available Entitlements

Search: IDSM

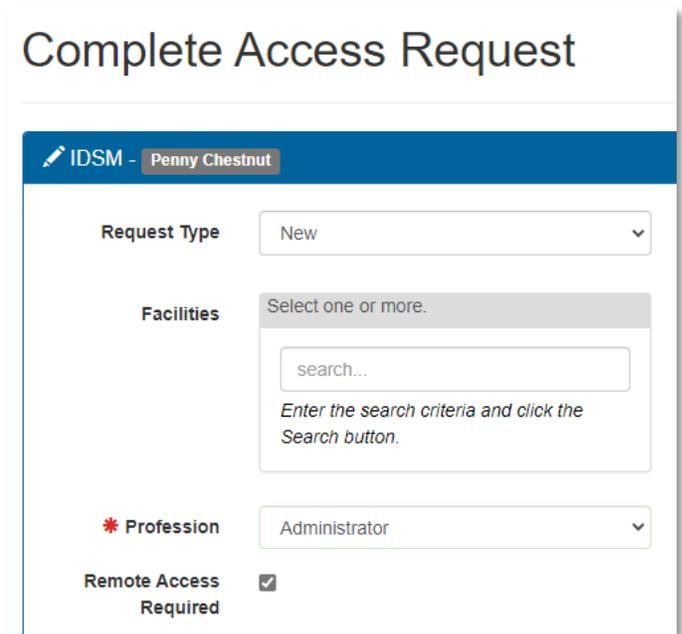
Action	Entitlement / Resource
Request Access	IDSM Request, modify access to IDSM.

Cancel

In the IDSM pane

The [Request Type](#) is set to [New](#)

At [Facilities](#) SEARCH for and SELECT the Facilities that apply to the end-user



Complete Access Request

IDSM - Penny Chestnut

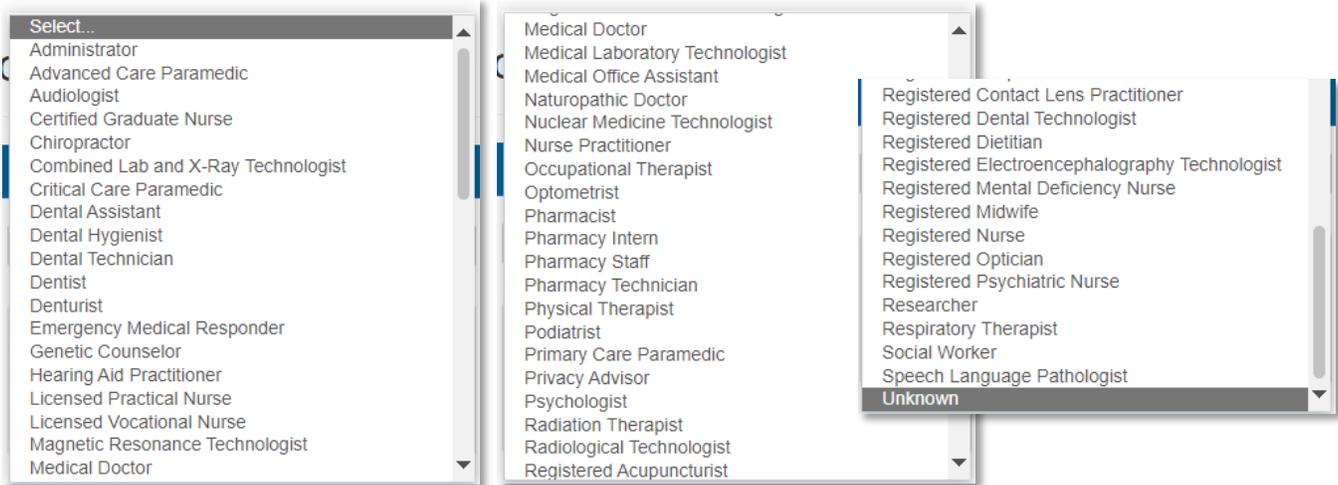
Request Type New

Facilities Select one or more.
 search...
 Enter the search criteria and click the Search button.

* **Profession** Administrator

Remote Access Required

At **Profession** SELECT the end-user's profession of these choices



The **Remote Access Required** checkbox is selected by default

If remote access is not needed CLICK **Submit Request** and SKIP to [What Happens Next?](#)

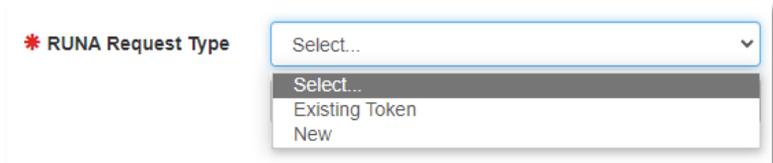
The request is automatically approved because you are an IDSM Authorized Approver

If remote access is needed follow these instructions

In the Remote User Network Access (RUNA) pane

The **Request Type** is set to **New**

At **RUNA Request Type** SELECT either Existing Token or **New**

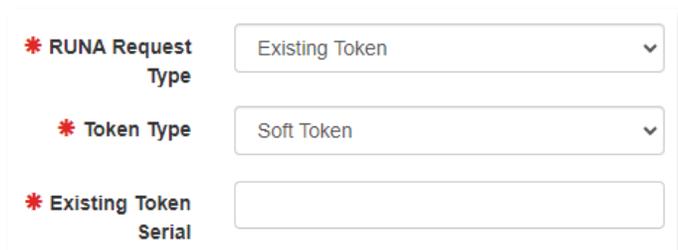


If you choose **New** SKIP to the next step [At Token Type](#)

If you choose **Existing Token** the **Existing Token Serial** field will display

ENTER the existing RSA SecurID Token's serial number

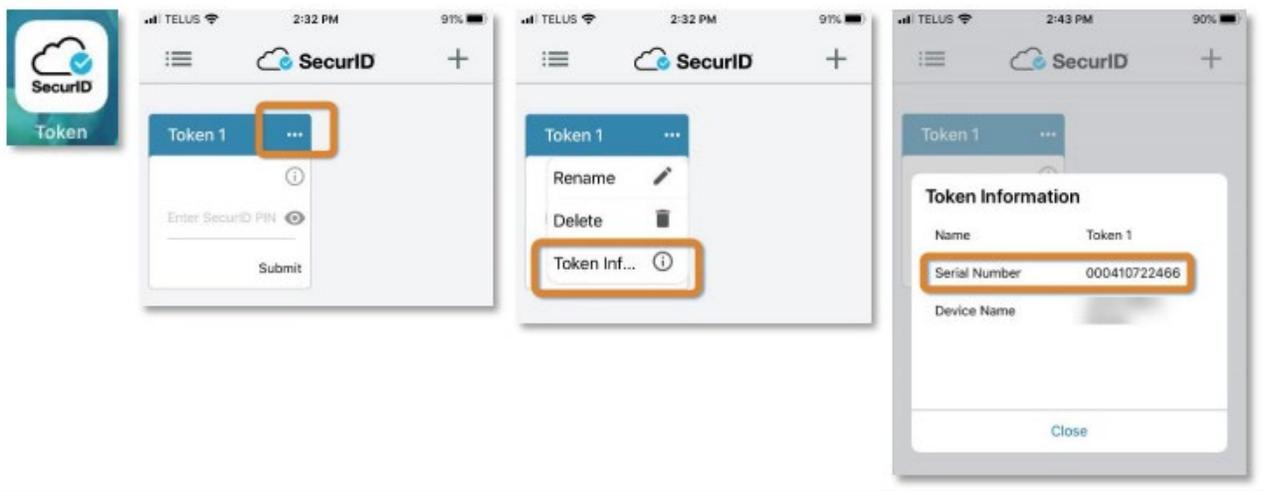
For help finding the serial number see [Where is an RSA SecurID token serial number?](#) on the next page.



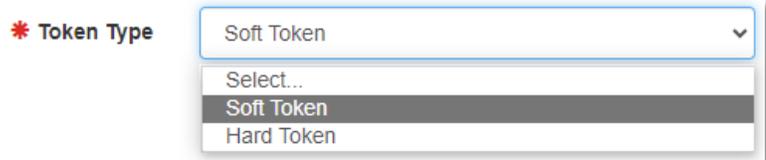
Where is an RSA SecurID token serial number?

On a **hard token**, the serial number is located on the back of the device.

On a **soft token**, OPEN the app
 The **SecurID OTP Credential 1** pane opens
 TAP the ellipses in the top right corner
 TAP **Information**
 Record the serial number



At **Token Type** SELECT either **Soft Token** (recommended) or **Hard Token**

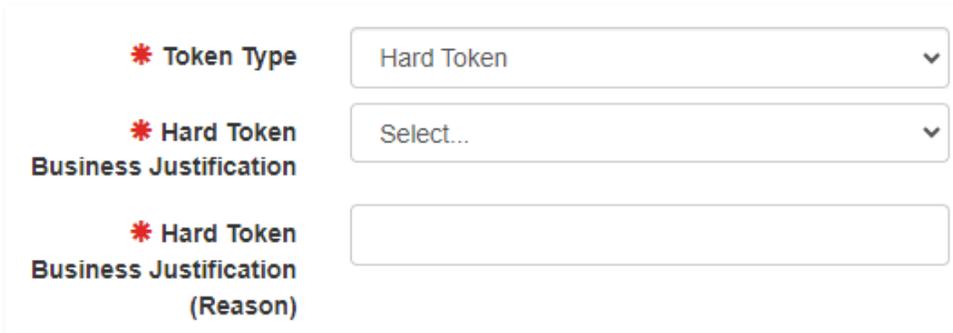


READ this note

NOTE: RSA Soft Tokens are only supported by Android and iOS Smartphones. For any other cellular device, please choose Hard Token.
 Please enter an e-mail address that is setup on the user's smartphone (Personal E-mail for Soft Token).

If you choose **Soft Token** SKIP to the next step [At Remote Access Required](#)

If you chose **Hard Token** two additional fields will display

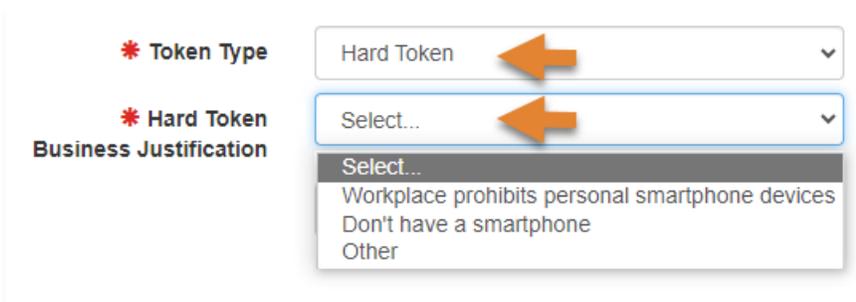


* **Token Type**

* **Hard Token Business Justification**

* **Hard Token Business Justification (Reason)**

At **Hard Token Business Justification** **SELECT** one of the reasons



* **Token Type**

* **Hard Token Business Justification**

Select...

Workplace prohibits personal smartphone devices

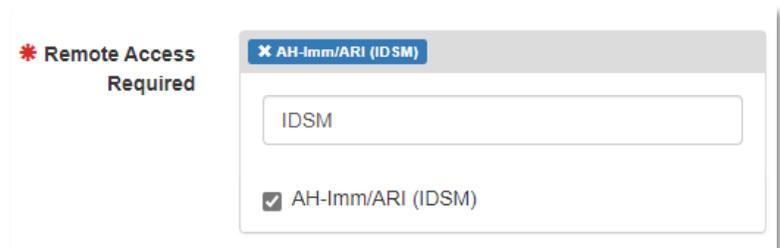
Don't have a smartphone

Other

At **Hard Token Business Justification (Reason)** **ENTER** the reason

Under **Access Information**

At **Remote Access Required**
SEARCH for "IDSM" or **SCROLL** down
the list to **AH-Imm/ARI (IDSM)**



* **Remote Access Required**

AH-Imm/ARI (IDSM)

AH-Imm/ARI (IDSM)

If you chose **Hard Token** delivery fields will display

Provide complete information for courier delivery including room/office or alternate contact information.

* Email Address	<input type="text"/>
* Facility/Business name	<input type="text"/>
* Delivery Address (no PO boxes)	10004 - 104 Avenue NW
Delivery Address (cont.)	<input type="text"/>
* City	Edmonton
Province	Alberta ▼
* Postal Code	T2C 5P2
* Telephone	780-463-1000

ENTER the end-user's **Personal E-mail**
CONFIRM **E-mail**

* Personal E-mail	<input type="text"/>
* Confirm E-mail	<input type="text"/>

Please review the [RSA SecurID Soft Token Prerequisites](#).

ENSURE the end-user reads the RSA SecurID Software Token Prerequisites

<https://www.albertahealthservices.ca/assets/info/it/if-it-access-rsasecurid-softwaretoken-prereq.pdf>

At [Additional Information](#)

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](#)

At [State the reason the user needs Remote Access](#) ENTER the reasons

ENSURE the end-user reads the Alberta Health Services Strong Authentication Device User Policy
<https://www.albertahealthservices.ca/assets/info/it/if-it-ra-runa-strong-authentication-device-user-policy.pdf>

CHECK the checkbox

CLICK [Submit Request](#)

The request is automatically approved because you are an IDSM Authorized Approver

[What happens next?](#)

The Request Status will look something like this.

Request - IAM-0529956
[Cancel Request](#) [Detailed Audits](#) [User's Requests](#) [Search](#)

IDSM - New - Pending

<p style="text-align: center; margin: 0;">Submitted</p> <p style="font-size: 0.8em; margin: 0;">14-Aug-2024 05:41:23 PM</p> <p style="font-size: 0.8em; margin: 0;">User: Penny Chestnut</p> <p style="font-size: 0.8em; margin: 0;">Requester: Janita Broersma-Zylstra</p>	<p style="text-align: center; margin: 0;">IDSM Provisioning Admin Approval</p> <p style="font-size: 0.8em; margin: 0;">14-Aug-2024 05:41:24 PM</p> <p style="font-size: 0.8em; margin: 0;">Status: Waiting</p> <p style="font-size: 0.8em; margin: 0; text-align: center;">Work Item Details</p>	<p style="font-size: 0.8em; margin: 0;">Provision Access</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">Completion Notification</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>
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Remote User Network Access (RUNA) - New - Pending

<p style="text-align: center; margin: 0;">Submitted</p> <p style="font-size: 0.8em; margin: 0;">14-Aug-2024 05:41:23 PM</p> <p style="font-size: 0.8em; margin: 0;">User: Penny Chestnut</p> <p style="font-size: 0.8em; margin: 0;">Requester: Janita Broersma-Zylstra</p>	<p style="font-size: 0.8em; margin: 0;">Authorized Approval</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">IT Access Workitem Notification</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">IT Access Workitem</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">RUNA Provision</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">RUNA Request Completion Notification</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>	<p style="font-size: 0.8em; margin: 0;">Credential Delivery</p> <p style="font-size: 0.8em; margin: 0;">Status: Not Started</p>
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The IDSM request is paused at the [IDSM Provisioning Administrator Approval](#) step. AHS IAM has set up a Work Request for the IDSM Provisioning Administrator behind the scenes and sent them an email letting them know an IDSM Work Request requires their attention.

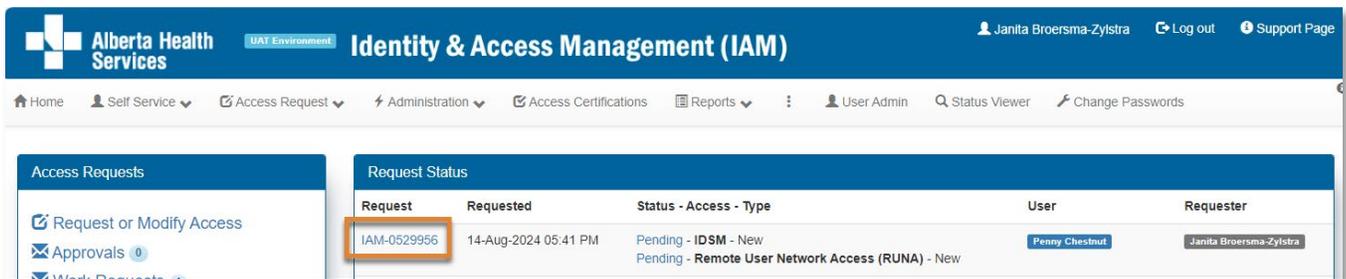
The IDSM Provisioning Administrator will log into AHS IAM, open the Work Request, complete their work in the IDSM application, and then mark the AHS IAM Work Request Complete.

If Remote Access was requested, AHS IAM will then automatically resume the Remote User Network Access (RUNA) portion of the request. The end-user will be sent an email with instructions.

If a hard token was requested, it will be sent to the end-user. If a soft token was requested, the end-user will be sent a series of emails from AHS IT Access Remote Services with instructions on how to set up the token on their smart device / phone.

CLICK [Home](#)

MONITOR the progress of the request in the [Request Status](#) pane of your homepage



CLICK on the [Request](#) number to open the [Request Status](#) to see it progress to completion.

Complete 

Modify existing IDSM Access

These are the quick steps to modify an end-user's existing IDSM access. For screen captures and details, see [Request New Access](#).

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

LOGIN

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

CLICK [Request or Modify Access](#)

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

SEARCH for and SELECT the end-user

At [Available Entitlements](#) SEARCH for "IDSM" OR SCROLL down to **IDSM**

CLICK [Change Access](#)

CLICK [Next](#)

The **Complete Access Request** screen appears

In the IDSM pane

The [Request Type](#) is set to [Modify](#)

MODIFY the end-user's Facilities as needed

At [Facilities](#) SEARCH for and SELECT the Facilities that apply to the end-user

MODIFY the [Profession](#) as needed

LEAVE the [AHS IAM Alias](#) as is

CLICK [Submit Request](#)

The request is automatically approved because you are an IDSM Authorized Approver

The **Request Status** screen appears

The process is paused at the IDSM Provisioning Admin Approval step. IAM has created a Work Request for them behind the scenes and sent them an email letting them know a Work Request requires their attention. Once they complete their work, the process will complete and the end-user's IDSM access will be modified.

CLICK on the  icon to see what has been modified

CLICK Home

MONITOR the progress of the request in the [Request Status](#) pane of your homepage

CLICK on the [Request](#) number to open the [Request Status](#) to see it progress to completion.

Complete 

Remove existing IDSM Access

These are the quick steps to remove an end-user's existing IDSM access. For screen captures and details, see [Request New Access](#).

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

LOGIN

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

CLICK [Request or Modify Access](#)

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

SEARCH for and SELECT the end-user

At [Available Entitlements](#) SEARCH for "IDSM" OR SCROLL down to [IDSM](#)

CLICK [Change Access](#)

CLICK [Next](#)

The **Complete Access Request** screen appears

In the IDSM pane

At [Request Type](#) SELECT [Remove](#)

CLICK [Submit Request](#)

The request is automatically approved because you are an IDSM Authorized Approver

The **Request Status** screen appears

The process is paused at the [IDSM Provisioning Admin Approval](#) step. IAM has created a Work Request for them behind the scenes and sent them an email letting them know a Work Request requires their attention. Once they complete their work, the process will complete and the end-user's IDSM access will be removed.

CLICK Home

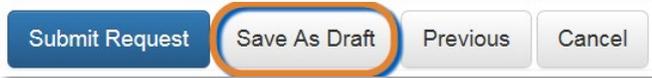
MONITOR the progress of the request in the [Request Status](#) pane of your homepage

CLICK on the [Request](#) number to open the [Request Status](#) to see it progress to completion.

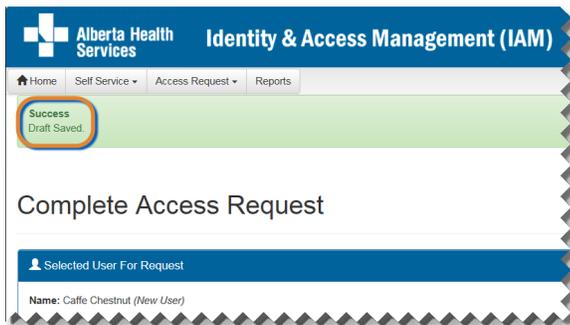
Complete 

Save an 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](#)” displayed in the top left corner

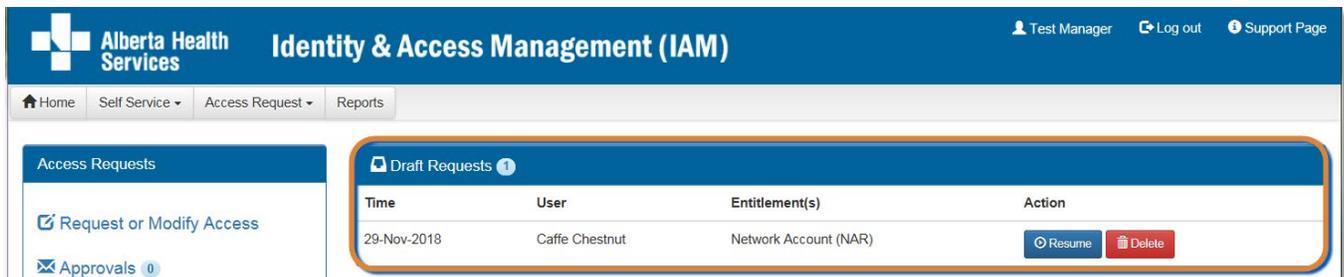


To open a draft request

CLICK  **Home** screen

In the  [Draft Requests](#) pane the saved draft is listed

CLICK [Resume](#) or [Delete](#)



Complete 

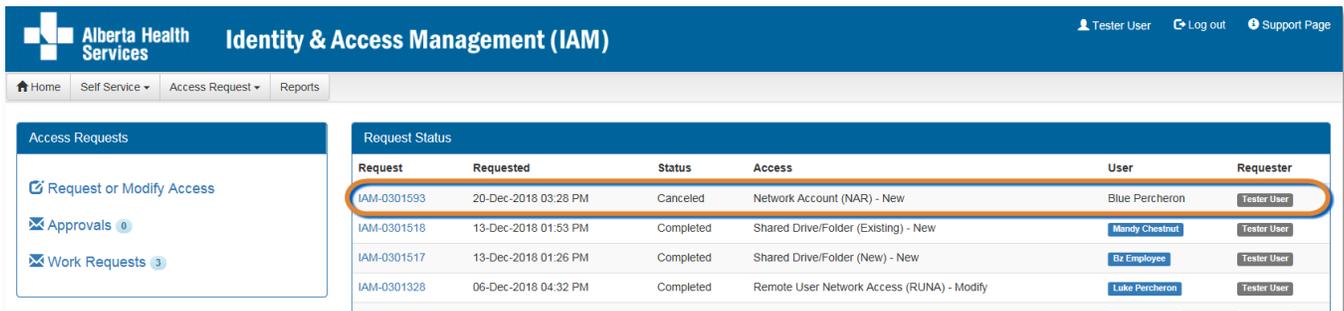
Resubmit a Denied or Cancelled Request

This process can only be performed on a request that has been submitted and then denied or cancelled.

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

LOGIN

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

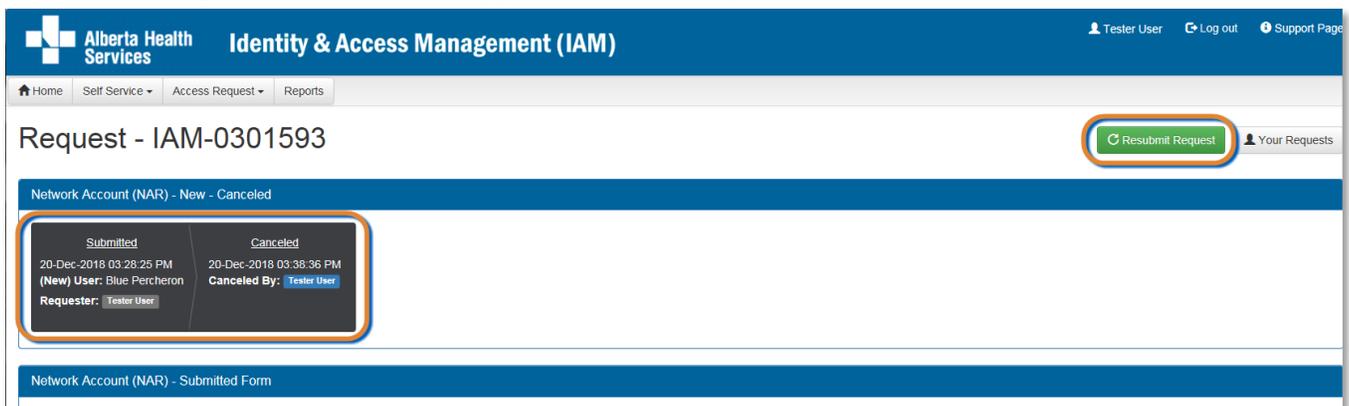


The screenshot shows the AHS IAM Home screen. The top navigation bar includes the logo, "Identity & Access Management (IAM)", and user information. Below the navigation bar, there are tabs for "Home", "Self Service", "Access Request", and "Reports". The main content area is divided into two sections: "Access Requests" on the left and "Request Status" on the right. The "Request Status" section contains a table with the following data:

Request	Requested	Status	Access	User	Requester
IAM-0301593	20-Dec-2018 03:28 PM	Cancelled	Network Account (NAR) - New	Blue Percheron	Tester User
IAM-0301518	13-Dec-2018 01:53 PM	Completed	Shared Drive/Folder (Existing) - New	Mandy Chestnut	Tester User
IAM-0301517	13-Dec-2018 01:26 PM	Completed	Shared Drive/Folder (New) - New	Bz Employee	Tester User
IAM-0301328	06-Dec-2018 04:32 PM	Completed	Remote User Network Access (RUNA) - Modify	Luke Percheron	Tester User

At the **Request Status** pane, CLICK on the **IAM-#####** of the access request you want to resubmit

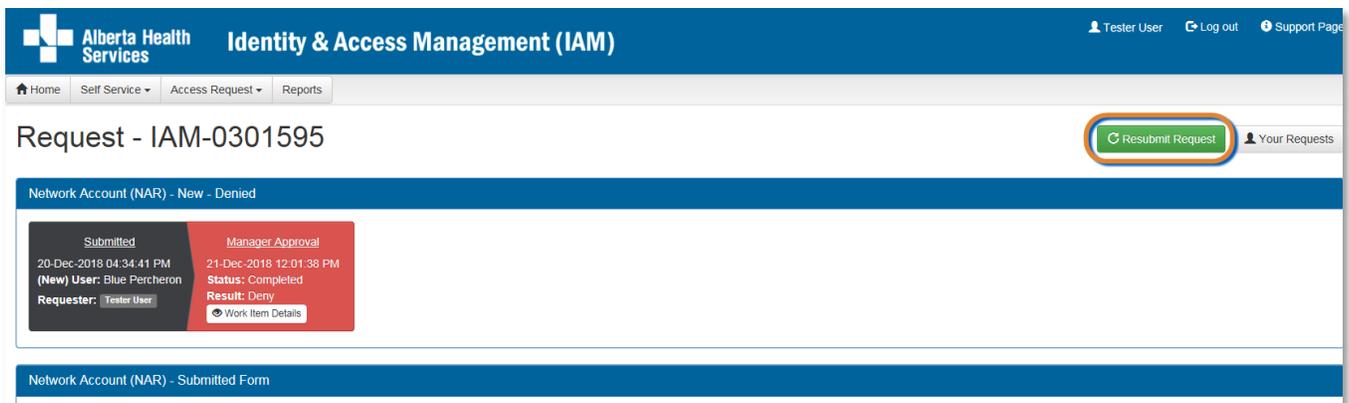
The **Request Status** screen appears with the request status **Cancelled** or **Denied**



The screenshot shows the AHS IAM Request Status screen for a cancelled request. The top navigation bar is the same as the previous screenshot. The main content area shows the request details for "Request - IAM-0301593". A "Resubmit Request" button is highlighted with a red box. Below the request title, there is a section titled "Network Account (NAR) - New - Canceled" which contains a table with the following data:

Submitted	Cancelled
20-Dec-2018 03:28:25 PM (New) User: Blue Percheron Requester: Tester User	20-Dec-2018 03:38:36 PM Cancelled By: Tester User

OR

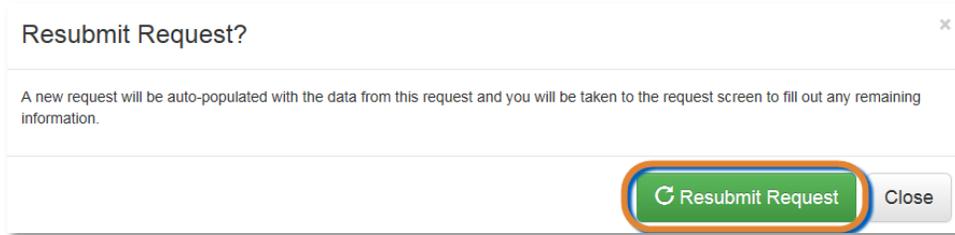


The screenshot shows the AHS IAM Request Status screen for a denied request. The top navigation bar is the same as the previous screenshot. The main content area shows the request details for "Request - IAM-0301595". A "Resubmit Request" button is highlighted with a red box. Below the request title, there is a section titled "Network Account (NAR) - New - Denied" which contains a table with the following data:

Submitted	Manager Approval
20-Dec-2018 04:34:41 PM (New) User: Blue Percheron Requester: Tester User	21-Dec-2018 12:01:38 PM Status: Completed Result: Deny Work Item Details

CLICK [Resubmit Request](#)

A verification message appears



CLICK [Resubmit Request](#)

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

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

If needed, CHANGE any request details

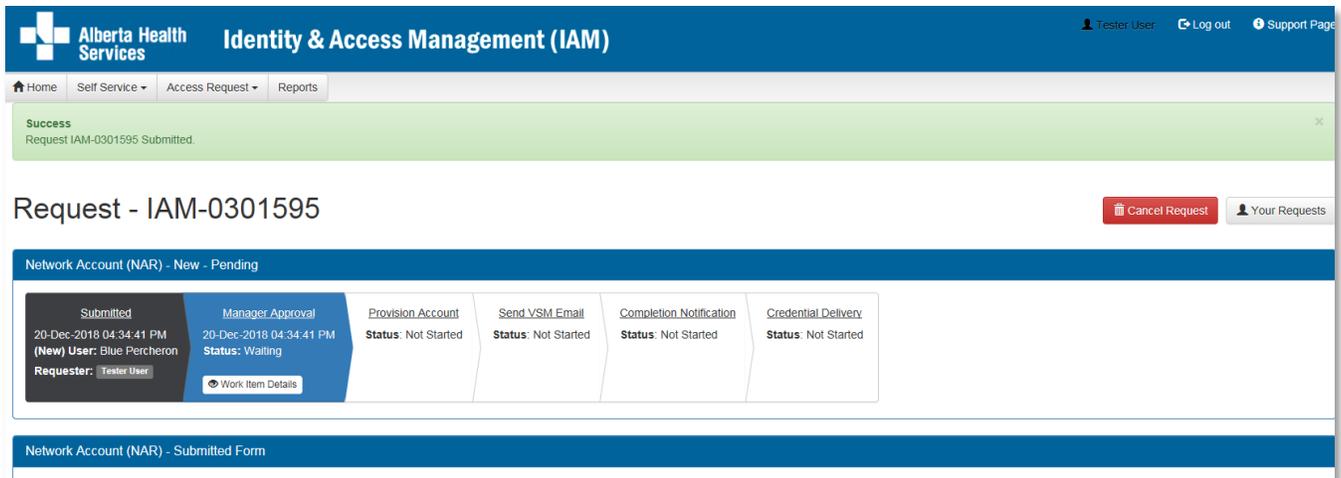
If needed, CHANGE the [NAR Authorized Approver](#)

If needed, CHANGE the [User to Receive Credentials](#)

CLICK [Submit Request](#)

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

If you are not an Authorized Approver, the request will be displayed as [Waiting for Manager Approval](#)



CLICK  [Home](#)

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

In the [Request Status](#) pane, you will see the request [Waiting for Manager Approval](#).

Complete 