

# AHS IAM Alberta Netcare Portal (ANP) User Guide

## Who is this guide meant for?

This guide is meant for AHS and AHS Affiliate staff needing to create, modify, or remove Alberta Netcare Portal (ANP) access using the AHS Identity & Access Management (AHS IAM) system.

If you are a community custodian, some work-flows and menus outlined here are similar; however, it is best to visit the [Alberta Netcare Learning Centre](#) for more detailed information as the processes are different for those outside of AHS.

If you have suggestions for this guide, contact [AHSIdentityServices@ahs.ca](mailto:AHSIdentityServices@ahs.ca)

## Looking for general information about ANP?

CLICK [here](#) to visit the Alberta Netcare EHR website.

## Additional Resources

CLICK [here](#) to launch the Access Certification for ANP Fact Sheet

CLICK [here](#) to launch the ANP 180-day inactive access account disabling Fact Sheet

CLICK [here](#) to launch the AHS IAM List of Authorized Approvers

These resources are also posted on the IAM Support Page under  [Learning](#).

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## AHS IAM Request Process

The AHS IAM system is a provincial tool that manages confidential identity information and resources, for various applications including ANP. AHS IAM is used by AHS, AHS Affiliated sites, and community organizations, that require access to ANP for both clinical and non-clinical staff. For more information about AHS IAM, please visit the [AHS IAM homepage](#) on Insite.

End-users or Authorized Approvers can submit an access request for themselves or someone else through the AHS IAM system. AHS IAM automatically routes each request through a designated workflow, providing automated email updates at each stage of the process from submission to completion. Once an access request for ANP is approved by the Authorized Approver, it will be routed to the AHS IT Access - Netcare team for provisioning. This team has a Service Level Agreement (SLA) of 10 business days, so please plan request submission accordingly.

ANP is facility based and requires a facility selection for the organization(s) the individual is working for and/or physical site they are working at. An ANP account can support multiple facilities, roles, and Authorized Approvers.

This user guide will outline the steps required to successfully submit an IAM request for the following:

- New (Create) access request
- Modification for existing access
- Removal of existing access
- Reassigning an ANP Authorized Approver
- Transferring staff from one ANP Authorized Approver to another

## Prerequisite AHS IAM Security Profile

To use AHS IAM, you must have completed your AHS IAM Security Profile. If you have not created your Security Profile you will be prompted to do upon first log into AHS IAM. If you need help, click [here](#) to launch the AHS IAM Security Profile User Guide.

## Who can have access to ANP?

[ANP](#) is a secure provincial Electronic Health Record (EHR) system that provides authorized Health Care Providers access to a patient's health information. [ANP](#) access is based on a user role and profession. Access permissions are set up to ensure enough information is available for one to do their job professionally and discreetly, and that information is accessed only on a need-to-know basis. Only authorized end-users with the appropriate permissions may access Alberta Netcare and its associated EHR components (such as the Pharmaceutical Information Network (PIN) and Person Directory (PD)). A permission role matrix was designed in accordance with the [Health Information Act \(HIA\)](#) and the Netcare Information Exchange Protocol (IEP).

An authorized user, a Custodian or Affiliate (as defined in the HIA), is generally an individual who in the normal course of their job duties has a business need to view and/or update a patient's electronic health record, such as:

- Viewing a patient's test results or current medications
- Updating a patient's demographic information
- Prescribing or dispensing a medication
- Recording an allergy or intolerance

## Who can approve access to ANP?

Each end-user requesting access to ANP requires their own AHS IAM access request; approved by an Authorized Approver.

The Authorized Approver must meet one of the following conditions:

- Have an [AHS Delegation of Human Resources Authority Level 1-12](#)
- Have an [Covenant Health Delegation of Human Resources Authority Level 1-6, 9-12](#)

- Be a delegated [AHS IAM Authorized Approver](#) for ANP

The individual approving access agrees to the following:

- Access to AHS information is necessary to fulfill authorized AHS duties and responsibilities.
- Access permissions provide the minimum information necessary to perform the duties and responsibilities.
- They have verified that the end-user requiring access has completed all necessary training, including AHS Privacy & Security Training and have signed the AHS Confidentiality and Information Technology User Agreement.
- They will be the point of contact for follow-up regarding annual review of access.
- They will modify the end-user's access as needed using AHS IAM to ensure access is correct and up to date.

The Delegation of Human Resources Authority (DOHRA) is based on job title. If you believe you should be able to approve an ANP access request based on your job title and DOHRA level but cannot, please contact [AHS Human Resources](#).

The option to become a pre-approved IAM Authorized Approver for ANP is only available in the absence of a DOHRA structure. Published on the [AHS IAM Support page](#) is the current List of Authorized Approvers for NAR, RUNA, and ANP and their organizations. This document is updated every two months and lists the contacts for AHS Affiliates and AHS Non-Employees (e.g. physicians, students, researchers). To add or make changes to an existing IAM ANP Authorized Approver, please contact the [AHS IT Service Desk](#) to initiate this process.

Staff who currently work for community organizations and are not governed by AHS or Affiliated sites must apply to become an Authorized Approver through a different process. Please contact the [eHealth Services Provider Support Team](#) to initiate this process.

The AHS IT Access - Netcare team can be contacted through email [netcareaccess@albertahealthservices.ca](mailto:netcareaccess@albertahealthservices.ca) or the [AHS IT Service Desk](#) for any additional inquiries.

## ANP Facility List

ANP is facility based and requires a facility selection for the organization(s) the individual is working for and/or physical site they are working at. An ANP account can support multiple facilities, roles, and Authorized Approvers. The following list outlines the facility codes for available on the IAM Facility Quick Pick List:

<b>Alberta Health Services   28CB</b>	
A universal code is available for any AHS staff which provides access to all AHS facilities	
<b>Alberta Health Services (Affiliates)   GCJJ</b>	
A universal code is available for any staff to use for the following AHS Affiliate organizations	
<ul style="list-style-type: none"> <li>○ AgeCare Group</li> <li>○ Alberta Precision Laboratories (APL)</li> <li>○ Aspen Ridge Lodge Didsbury</li> <li>○ Bethany Group</li> <li>○ Bow Crest Care Centre</li> <li>○ Bow View Manor</li> <li>○ CapitalCare Group</li> <li>○ Carewest</li> <li>○ Chinatown Multi-Level Care Foundation</li> <li>○ Covenant Care</li> <li>○ Extendicare Canada Inc</li> <li>○ Foothills Country Hospice Society</li> <li>○ George Spady Society</li> <li>○ Intercare Corporate Group Inc.</li> <li>○ Jasper Place Continuing Care</li> <li>○ Lamont Health Care Centre</li> </ul>	<ul style="list-style-type: none"> <li>○ McKenzie Towne Care Centre</li> <li>○ Miller Crossing Care Centre</li> <li>○ Mount Royal Care Centre</li> <li>○ Rivercrest Lodge Nursing Home</li> <li>○ Riverview Care Centre</li> <li>○ Rosedale Hospice</li> <li>○ Safe Harbor Society</li> <li>○ Salvation Army Agape Hospice</li> <li>○ Shepherd's Care Foundation</li> <li>○ Sundre Seniors Supportive Living Facility</li> <li>○ South Terrace</li> <li>○ The Brenda Strafford Foundation</li> <li>○ Wing Kei Care Centre &amp; Wing Kei Greenview</li> <li>○ Zeidler Ledcor</li> </ul>
<b>Covenant Health</b>	
Covenant Health maintains individual facility codes for their staff	
<ul style="list-style-type: none"> <li>○ Bonnyville Healthcare Centre   978D</li> <li>○ Covenant Health   GAXF</li> <li>○ Covenant Pharmacy, Calgary   GCH4</li> <li>○ Edmonton General Continuing Care Centre   B776</li> <li>○ Grey Nuns Community Hospital   B782</li> <li>○ Killam Health Care Centre   970E</li> <li>○ Mary Immaculate Care Centre   978E</li> <li>○ Mineral Springs Hospital   9681</li> <li>○ Misericordia Community Hospital   B783</li> </ul>	<ul style="list-style-type: none"> <li>○ Our Lady of the Rosary Hospital   96EF</li> <li>○ St Joseph's Auxiliary Hospital   2CE4</li> <li>○ St Mary's Health Care Centre   2DA6</li> <li>○ St Michael's Health Centre   2D10</li> <li>○ St. Joseph's General Hospital   978F</li> <li>○ St. Joseph's Home   GBLG</li> <li>○ St. Mary's Hospital   9701</li> <li>○ Villa Caritas   GARS</li> <li>○ Youville Auxiliary Hospital (Grey Nuns) of St. Albert   G7QD</li> </ul>
<b>AHS Lloydminster Hospital   GC9K</b>	
Reserved for Lloydminster Hospital staff	
<b>Alberta Health</b>	
Reserved for Alberta Health staff	
<ul style="list-style-type: none"> <li>○ AH ATB Place North   0033</li> </ul>	<ul style="list-style-type: none"> <li>○ eHealth Support Services Team   0020</li> </ul>

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>○ AH Provincial Service Desk   0002</li> <li>○ Canadian Blood Services   GBH8</li> <li>○ CGI Edmonton Canadian Western Bank  250C</li> </ul> | <ul style="list-style-type: none"> <li>○ IBM Canada Limited   GHQK</li> <li>○ Office of the Chief Medical Examiner (OCME)  GHDE</li> </ul> |
|---|--|

## ANP Resources

The Alberta Netcare website contains a lot of great information for all Alberta Netcare Portal end-users:

### Login page

**[Login to Alberta Netcare Portal \(ANP\)](https://portal.albertanetcare.ca)** <https://portal.albertanetcare.ca>

Quick links are provided on the ANP homepage for:

- The Newsfeed for downtime and release information
- The [Learning Centre](#)
- The Training Environment
- Privacy, Security, and Confidentiality of Patient Information
- Terms of Use and Disclaimer

### Permission Matrix

This access matrix identifies the Netcare Roles available the restricted and optional components for each. For additional information on Netcare Roles please visit the [Learn by Role](#) webpage:

**[The Alberta Netcare Portal Permission Matrix](#)**

*If you receive an error message when trying to open the matrix, please save or download a copy of the pdf to your desktop or local computer.*

### Training Recommendations

Bookmark and explore the many types of learning materials and resources available to you anytime through the [Alberta Netcare Learning Centre](#). Use the menu bar at the top of the screen to learn about: Privacy, Access, ANP, Person Directory, PIN Pharmaceutical Information Network, eReferral, Immunizations, Cancer Screening, CII Community Information Integration, CPAR Central Patient Attachment Registry, and the Resources tab that includes AHS Resources for Edmonton and Calgary Zone end-users.

Listed below are some recommended training materials that can be found at the ANP Learning Centre:

- Alberta Health Services Access [Setup Guide](#)  
(*Configuring Homepage & MyDetails, and steps for Synchronizing ANP & PIN/PD passwords*)
- Getting Started in Alberta Netcare Portal User Guide
- New Alberta Netcare User Self-Study Activity
- Alberta Netcare Portal [Learning Materials](#)
- Refresher training for existing users (webinar)
- AHS IAM Learning Materials for [Community Users](#)

# Starting an IAM Access Request

ENTER the AHS IAM URL into your internet web browser <https://iam.ahs.ca>  
The **AHS IAM Login** screen appears

ENTER your **Username** and **Password**  
CLICK **Log in**  
The **AHS IAM** **Home** screen appears

Request	Requested	Status - Access - Type	User	Requester
IAM-0529139				
IAM-0529138				
IAM-0529135				
IAM-0523041				
IAM-0508158				

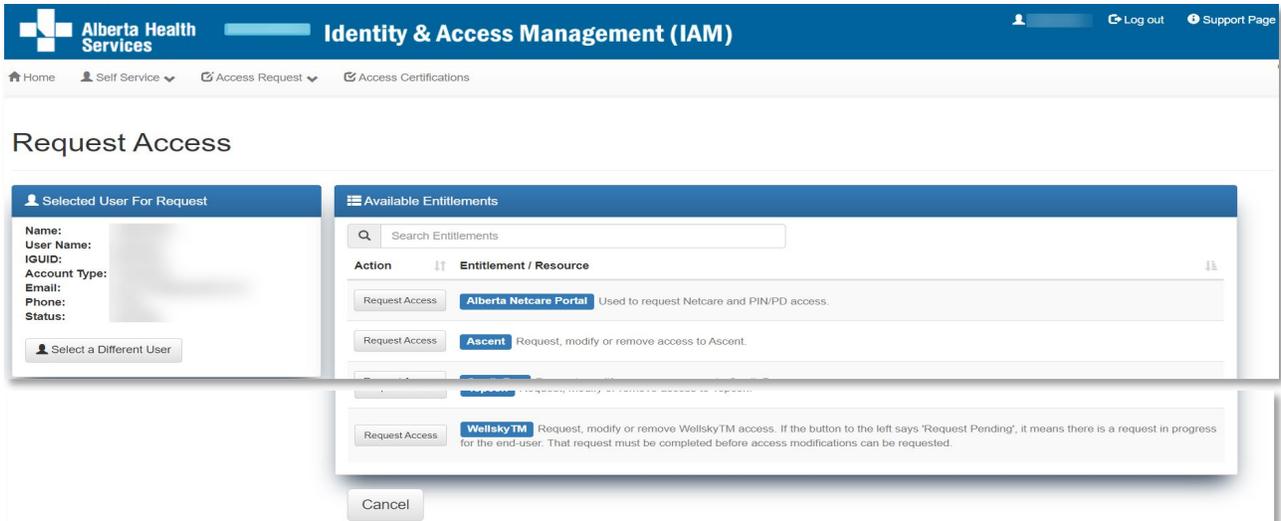
CLICK **Request** or **Modify Access**  
The **Request Access** screen appears

Choose one of the following options to create a request for either yourself (Myself), an Existing User, or a New User. The Multiple Users option is not available for the ANP entitlementment.

## Request ANP for yourself (Myself)

Click  **Myself**

If you have logged into IAM and want to submit an access request for yourself. The screen refreshes with your details displayed in the **Selected User for Request** pane.

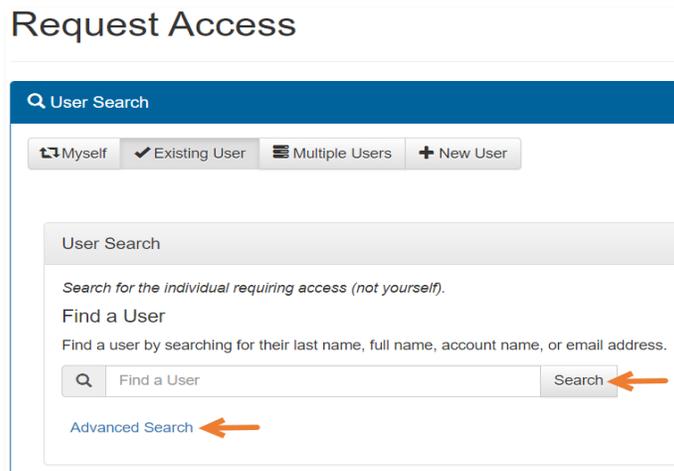


SKIP to [Next Step](#)

## Request ANP for an Existing User

If Existing User

CLICK  **Existing User**



SEARCH for the existing end-user using the basic or [Advanced Search](#) functions

User Search Results appear.

**User Search**

*Search for the individual requiring access (not yourself).*

Find a User

**First name:** Starts with - Jen  
**Last name:** Contains - Student  
**Email address:** Equals - Email address  
**Account name:** Equals - Account name  
**IGUID:** Equals - IGUID  
**Employee Number:** Equals - Employee Number  
**DOB Month:** Dec  
**DOB Day:** 10

Search for user

[Switch to Basic Search](#)

**User Search Results**

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
<span style="border: 1px solid #ccc; padding: 2px;">Select</span>	Student	Jennifer	jenniferstudent	Student	Yes	ACTIVE	DOB Not Matched
<span style="border: 1px solid orange; padding: 2px;">Select</span>	Student	Jennifer	jenniferstudent02	Student	Yes	ACTIVE	DOB Match <span style="color: green; font-size: 2em;">←</span>

SELECT the end-user

The **Request Access** screen refreshes with the end-user's details displayed in the **Selected User For Request pane**. Please double check the correct individual has been selected.

SKIP to [Next Step](#)

## Request ANP for a New User

CLICK **+** [New User](#)  
The screen refreshes

## Request Access

ENTER the [Legal First Name](#)  
 ENTER the [Last Name](#)  
 ENTER the (Date of Birth) [DOB Month](#) and [DOB Day](#)  
 CLICK [Create New User](#)

You may be presented with a **List of Possible Duplicate Users**. Verify the end-user does not already have an existing IAM Identity account.

- If no match is found, click Create New User again
- If a match is found, click Select Existing user

The **Request Access** screen appears.

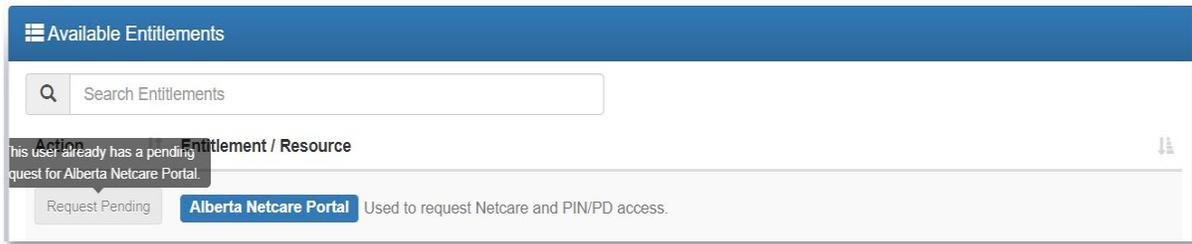
A **Network Access Request (NAR)** will automatically be added to the request to Create or Enable an existing disabled account. For further instructions on submitting a NAR, please refer to [Network Access Request \(NAR\) User Guide](#) found on the AHS IAM support page.

If a suspected duplicate account is flagged, your request may go for **Manual Account Review** stage upon submission. This is to avoid the creation of a duplicate accounts that can impact access to the network and other resources.

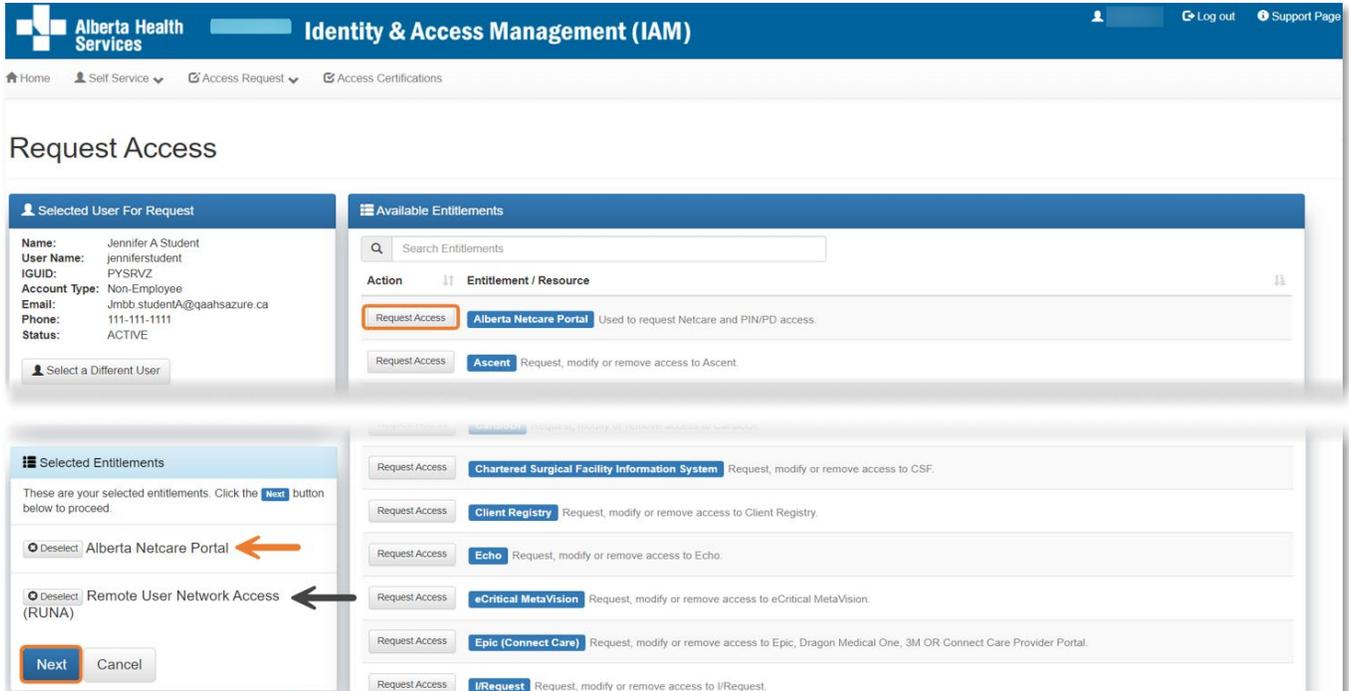
SKIP to [Next Step](#)

Under [Available Entitlements](#), at [Alberta Netcare Portal \(ANP\)](#), CLICK [Request Access](#) or [Change Access](#) (it will appear as **Change Access** if the end-user has an existing active account).

**NOTE** ⓘ If you see **Request Pending** this indicates the end-user has an ANP request in inflight already. Blocks have been placed to prevent more than one change to be process at the same time. If there is a pending request for either *Access*, *Reassign AA*, or a *Manager Transfer* it must be completed first, before submitting another change to the end-user's ANP account.



The screen refreshes with the **Selected Entitlements** pane at the top of the screen



→ Options for **Remote User Network Access (RUNA)**: RUNA is an optional entitlement that can be selected at the same time if remote access for ANP is required. To amend existing RUNA access for ANP, select both entitlements at this stage. For Community end-users, the RUNA entitlement will be automatically included if the end-user does not have an active token.

CLICK **Next**

The **Complete Access Request** screen appears, defaulted with the **Request Type** listed as **New** (for a new account creation or enabling a previous account) or **Modify** (existing active account).

COMPLETE the  **Alberta Netcare Portal (ANP)** form for a new or modify request:

- [New](#) ANP Access Request
- [Modify](#) ANP Access Request
- [Remove](#) ANP Access Request

# Completing an IAM Access Request

## New ANP Access Request

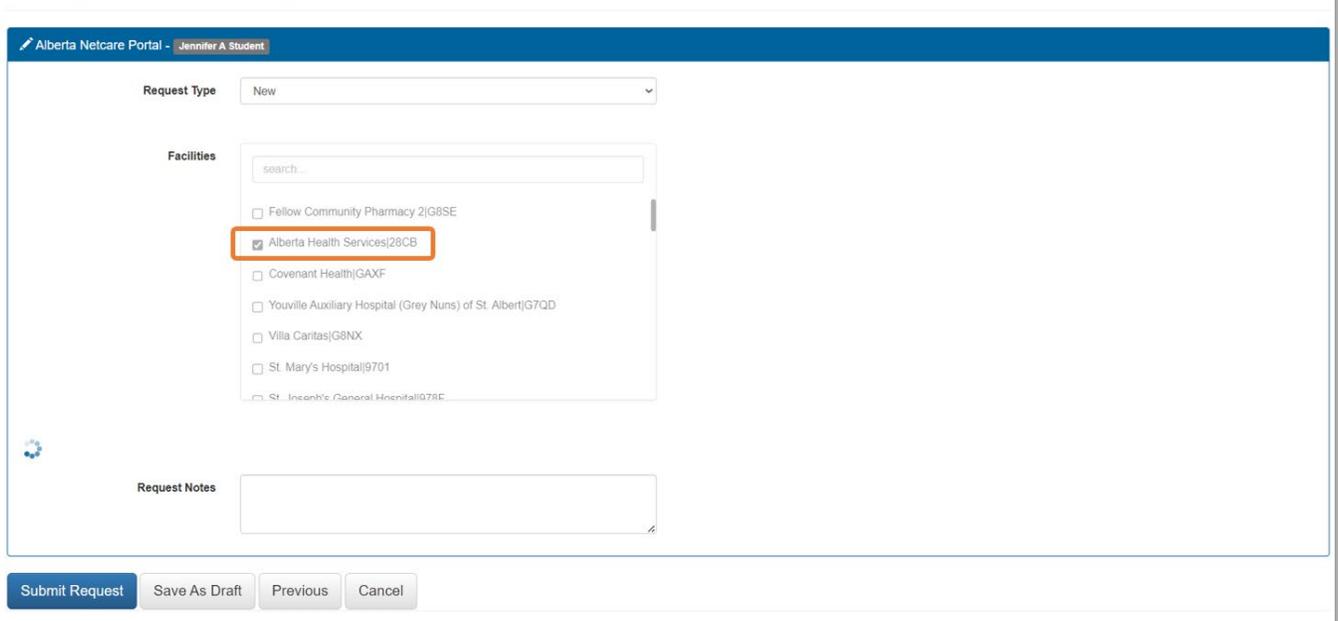
READ the on-screen information and field tips

### At Facilities

CHECK beside the **desired facility** code

The facility will add below. Please reference the [ANP Facility List](#) if unsure of the correct facility.

### Complete Access Request



**NOTE**  Multiple *Covenant Health* facilities can be selected in one request. However, you cannot choose different organizations or select different Authorized Approvers within the same request. This is due to the approvals required. Incorrect requests will be denied asking you to resubmit each separately. In addition, you cannot create a duplicate with the same request. Upon submission the request will be scanned for any potential errors and the status will displaying at the top of the form.

**Error** ✕

You have multiple facility entries for Alberta Health Services (Affiliates)|GCJJ with the same entitlement manager. Please remove one of them if it is a duplicate or change the entitlement manager.

### At Profession / Job Role

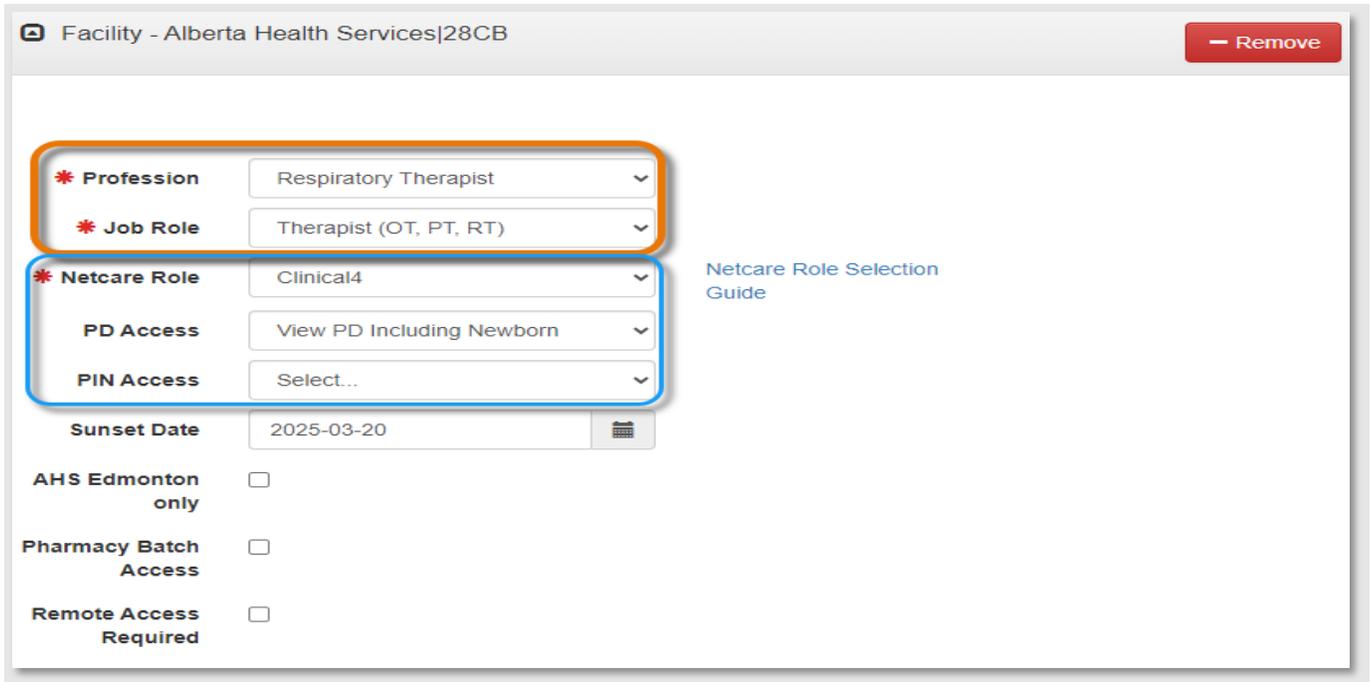
SELECT a **Profession and Job Role** from the dropdown list

If you cannot find an exact match, select something similar and the comments field can be used to include the exact profession and/or description of it.

### At College License ID

The following professions require an active [College License ID](#):  
*Chiropractor, Dental Hygienist, Dentist, Medical Doctor, Optometrist, Nurse Practitioner, Pharmacist, and Registered Dietitian.* If a College License ID validation error is received, please refer to the [College License Information Modification Process](#) for troubleshooting.

*Fellows, Residents, Medical Interns, Nurse Practitioner Interns, Dietary Interns and Pharmacy Interns,* can select Unknown as the Profession and choose the related Job Role.



Facility - Alberta Health Services|28CB Remove

\* Profession: Respiratory Therapist

\* Job Role: Therapist (OT, PT, RT)

\* Netcare Role: Clinical4 Netcare Role Selection Guide

PD Access: View PD Including Newborn

PIN Access: Select...

Sunset Date: 2025-03-20

AHS Edmonton only

Pharmacy Batch Access

Remote Access Required

### At Netcare Role

SELECT an [Netcare Role](#) from the dropdown list

Please review the [Netcare Role Section Guide](#), if you are unsure of the permission level to choose and confirm selection with the Authorized Approver. This matrix identifies the Netcare Roles available and the restricted and optional components for each.

Other roles are restricted to certain types of users:

- Clinical 1 is for users that are licensed by the CPSA or CRNA and have prescribing rights
- Clinical 10 is typically selected for Optometrists or Dentists
- Clinical 11 is restricted to Lloydminster Hospital (L)
- Clinical 12 is typically for Chiropractors
- Pharmacy 2 requires an ACP license number

### At PD & PIN Access

SELECT any additional optional [PD or PIN Access](#) components from the dropdown list

Provide access to a patient's person-identifiable demographics via PD (Person Directory)

View PD	Provides access to person-identifiable demographic and AHCIP (Alberta Health Care Insurance Plan) eligibility information
Update PD	Allows users to update patient information within PD (except Newborn)
Update Newborn	Allows users to update Newborn information within PD
View Newborn	Users can view Newborn information within PD

Provide access to a patient's medications via PIN (Pharmaceutical Information Network)

View	Allows users to view the patient's medications through PIN and Medication Profile
Prescribe	Allows users to create new/renew prescriptions, change prescription status, correct a prescription, and augment medication instructions
Dispense	Allows the dispense of a patient prescription, and other dispense activities

## At Sunset Date

ACCEPT or CHANGE [Sunset Date](#)

A default Sunset Date of one year will automatically appear but if needed, the date can be adjusted to less than one year (e.g. for a short-term student rotation).

## At AHS Edmonton only

CHECK if end-user is working out of an [Edmonton](#) location

Option provides access to Edmonton [Patient Lists](#) functionality and is displayed only for facility codes Alberta Health Services|28CB and Alberta Health Services (Affiliates)|GCJJ.

## At Pharmacy Batch Access

CHECK if [Pharmacy Batch](#) access is required

Option provides access to additional pharmacy software to send dispense information to PIN through the file transfer utility / batch messaging portion of PIN.

## At Remote Access Required

CHECK if [remote access for ANP](#) is required.

The screen refreshes and the **Remote User Network Access (RUNA)** pane may display below if the end-user does not currently have RUNA access for ANP. To amend existing RUNA access, select both the ANP and Remote Access entitlements from the Previous **Available Entitlements section**. Please reference the [RUNA User Guide](#) for instructions on how to complete this form.

## At Select Authorized Approver

SEARCH for the [Authorized Approver](#) using the **basic or Advanced Search** functions  
[User Search Results](#) appear

SELECT a valid Authorized Approver

An **Unqualified User** appears greyed out because they are disabled, do not have correct DOHRA, or lack permissions to approve for the facility. Please refer to the [who can approve access to ANP?](#) for more details.

Select Authorized Approver

---

Find a User

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

Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
Unqualified User	Manager	Jbz			Testers	ACTIVE
User is Disabled	Manager	JKim			Manager	DISABLED
Select	Manager	Jmaa			Anp Access	ACTIVE
Select	Manager	Jmm			Manager	ACTIVE

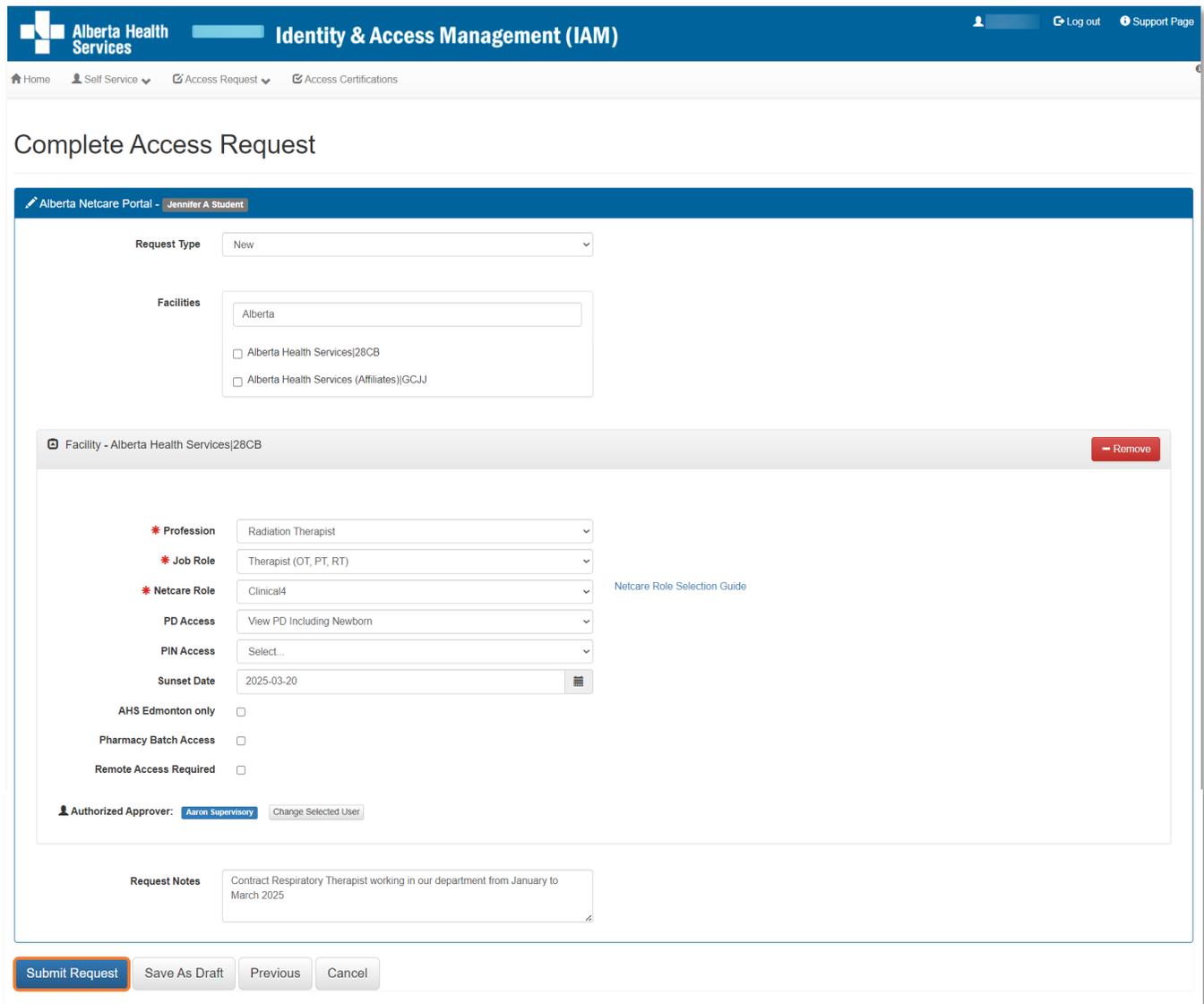
## At Request Notes

ADD any additional comments

Helpful Comments may include a student or contractor’s rotations dates and location, description of a unique profession, LOA return notice, or any other information that may assist IT Access – Netcare in processing the request.

REVIEW all completed fields

- a. **Save As Draft** – will save a draft to your homepage where it can be resumed later.
- b. **Previous** – will return you to the initial Entitlements List screen.
- c. **Cancel** – will cancel/close the request returning you to the homepage.



Complete Access Request

Request Type: New

Facilities: Alberta

Facility - Alberta Health Services|28CB

\* Profession: Radiation Therapist

\* Job Role: Therapist (OT, PT, RT)

\* Netcare Role: Clinical4

PD Access: View PD Including Newborn

PIN Access: Select...

Sunset Date: 2025-03-20

AHS Edmonton only:

Pharmacy Batch Access:

Remote Access Required:

Authorized Approver: Aaron Supervisory

Request Notes: Contract Respiratory Therapist working in our department from January to March 2025

Submit Request | Save As Draft | Previous | Cancel

CLICK [Submit Request](#)

The **Request Status Viewer** appears with the request displayed as [Waiting](#) for either [Authorized Approval](#) or [IT Access Approval](#).

Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [Alberta Netcare Portal \(ANP\) – Submitted Form](#) is displayed for review. The Requester will receive an email notification indicating that the access request was successfully submitted, as well.

- a) If you are an Authorized Approver, the request will be automatically approved and the request will be pending at the [IT Access Approval](#) step.
- b) If you are not an Authorized Approver the request will be [Waiting](#) at the [Authorized Approval](#) step – as shown in this example.

The screenshot shows the AHS IAM web interface. At the top, there is a navigation bar with the Alberta Health Services logo and the title 'Identity & Access Management (IAM)'. Below the navigation bar, there is a success message: 'Success Request IAM-0529423 Submitted.' The main content area displays 'Request - IAM-0529423' with a 'Cancel Request' button. Below this, there is a section titled 'Alberta Netcare Portal - New - Pending' which contains a table of request stages:

Submitted	Authorized Approval	IT Access Approval	Provision Access	Completion Notification	Credential Delivery
19-Jul-2024 11:29:43 AM User: Jennifer A Student Requester: MOA	19-Jul-2024 11:29:43 AM Status: Waiting	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

CLICK  Home to return to the **AHS IAM**  Home screen  
In the [Request Status](#) pane, the request is displayed with a Status of Pending

If you identified an [Authorized Approver](#), they will be notified:  
An email from Identity Management Services will alert them a request requires their approval.  
When they login into AHS IAM, the request will be waiting in their [Approvals](#) queue.

Once the request is approved, it will be automatically routed to IT Access – Netcare to provision access. Login credentials are sent to the Authorized Approver once the request has been completed.

Complete 

## Modify ANP Access Request

READ the on-screen information and field tips

Each time an end-user has their ANP account amended, typically they will have a new facility access added for each role or organization they work for. An end-user's ANP account can support multiple facilities, roles, and Authorized Approvers.

The view of a modify request may look different depending on who is initiating the request:

- a) If you the Requester, are [not the assigned Authorized Approver](#)
- b) If you the Requester, are the [assigned Authorized Approver](#)

## If **not** the assigned Authorized Approver

Modifications to update access can be completed by the end-user or other support staff. They will be prompted to begin with a facility selection and **will not have permissions to view any of the end-user's other access on the account**. All requests require approval from an Authorized Approver.

Detailed description of access components and field tips can be found [here](#).

CHECK beside the [desired facility code](#)

The facility will add below.

The screenshot shows the 'Complete Access Request' interface. At the top, there's a navigation bar with 'Home', 'Self Service', 'Access Request', and 'Access Certifications'. Below that, the page title is 'Complete Access Request'. The main content area has a 'Request Type' dropdown menu set to 'Modify'. Underneath is a 'Facilities' section with a search bar and a list of facilities. The first facility, 'Alberta Health Services (Affiliates)|GCJJ', is selected with a checked checkbox. Other facilities listed include 'Alberta Health Services|28CB', 'Covenant Health|GAXF', 'Youville Auxiliary Hospital (Grey Nuns) of St. Albert|G7QD', 'Villa Caritas|G8NX', 'St. Mary's Hospital|S701', and 'St. Joseph's General Hospital|G78E'. At the bottom of the form is a 'Request Notes' text area. Below the form are four buttons: 'Submit Request', 'Save As Draft', 'Previous', and 'Cancel'.

FILL OUT the optional and mandatory access fields:

- 1) SELECT a [Profession and Job Role](#) from the dropdown list and/or active [College License ID](#).

College License ID field will only appear for certain professions.

- 2) SELECT an access [Netcare Role](#) from the dropdown list and any other optional [PD or PIN access](#). Please review the [Netcare Role Section Guide](#), if you are unsure of the permission level to choose and confirm selection with the Authorized Approver. This matrix identifies the Netcare Roles available and the restricted and optional components for each.

Other roles are restricted to certain types of users:

- Clinical 1 is for users that are licensed by the CPSA or CRNA and have prescribing rights
- Clinical 10 is typically selected for Optometrists or Dentists
- Clinical 11 is restricted to Lloydminster Hospital (L)
- Clinical 12 is typically for Chiropractors
- Pharmacy 2 requires an ACP license number

- 3) ACCEPT or CHANGE [Sunset Date](#)

A default Sunset Date of one year will automatically appear but the date can be adjusted to less than one year.

- 4) CHECK [AHS Edmonton only](#) if end-user is working out of an Edmonton location

Option provides access to Edmonton **Patient Lists** functionality and is displayed only for facility codes Alberta Health Services|28CB and Alberta Health Services (Affiliates)|GCJJ.

- 5) CHECK [Pharmacy Batch](#) if access is required

- 6) CHECK [Remote Access Required](#), if remote access for ANP is needed.

The screen refreshes and the **Remote User Network Access (RUNA)** pane may display below if the end-user does not currently have RUNA access for ANP. Please reference the [RUNA User Guide](#) for instructions on how to complete this form.

- 7) SEARCH for the [Authorized Approver](#) using the basic or Advanced Search functions

**User Search Results** appear

SELECT a valid [Authorized Approver](#)

Please refer to the [who can approve access to ANP?](#) for more details.

Facility - Alberta Health Services (Affiliates)GCJJ

1 \* Profession: Medical Office Assistant

2 \* Job Role: Clinical Admin

2 \* Netcare Role: Clinical8 [Netcare Role Selection Guide](#)

PD Access: Select...

PIN Access: Select...

3 Sunset Date: 2025-07-22

4 AHS Edmonton only:

5 Pharmacy Batch Access:

6 Remote Access Required:

Authorized Approver: Alice Authorized Approver [Change Selected User](#) 7

Request Notes

Adjusting Netcare role for missing access and adding remote access for ANP

ADD any additional comments to [Request Notes](#)  
 Comments may include any other information that may assist IT Access – Netcare in processing the request.

SKIP to [Next Step](#)

## Assigned Authorized Approver

Modification of existing ANP access is best completed by the current assigned Authorized Approver, as **only they have the permission to view the specific access that they previously approved for**. If you are assigned to a facility you will be able to see the details upon starting a request.

REVIEW the access request

The screenshot shows the 'Complete Access Request' form in the Alberta Netcare Portal. The form is titled 'Complete Access Request' and is for user 'Jennifer B Student'. It includes a 'Request Type' dropdown menu set to 'Modify'. Under 'Facilities', there is a search bar and a list of facilities with checkboxes. One facility, 'Facility - Misericordia Community Hospital|B783', is selected and highlighted in a blue box with a 'Remove' button. Below this, there are several dropdown menus: 'Profession' (Medical Office Assistant), 'Job Role' (Clinical Admin), 'Netcare Role' (Clinical8), 'PD Access' (Select...), and 'PIN Access' (Select...). There is also a 'Sunset Date' field set to 2024-10-29, and checkboxes for 'Pharmacy Batch Access' and 'Remote Access Required'. An 'Authorized Approver' field shows 'Anton Supervisory' with a 'Change Selected User' link. At the bottom, there is a 'Request Notes' text area and a row of buttons: 'Submit Request', 'Save As Draft', 'Previous', and 'Cancel'.

ACCEPT or MODIFY the access as needed

Changes can be made to the existing access facility for the **Profession, College License ID, Job Role, Netcare Role, PD, PIN, Edmonton Zone, Pharmacy Batch, Remote Access**, or the **Sunset Date**. A new facility maybe added, as well.

Detailed description of access components and field tips can be found [here](#).

*In this example, we will add a 1) new facility and 2)update the PD access and sunset date on the existing access.*

Alberta Netcare Portal - Jennifer B Student

Request Type: Modify

Facility Search Type:
   
 Community Facilities
   
 AHS and AH Affiliate Facilities

Facilities:
   
grey
   
 Youville Auxiliary Hospital (Grey Nuns) of St. Albert|G7QD
   
 Grey Nuns Community Hospital|B782 ←
   
 Grey Nuns Community Hospital Pharmacy|G8H0

---

Facility - Misericordia Community Hospital|B783 2

\* Profession: Medical Office Assistant
   
\* Job Role: Clinical Admin
   
\* Netcare Role: Clinical8 Netcare Role Selection Guide
   
PD Access: View and Update PD ←
   
PIN Access: Select...
   
Sunset Date: 2025-08-07 ←
   
Pharmacy Batch Access: 
  
Remote Access Required: 
  
Authorized Approver: Aaron Supervisory Change Selected User

---

Facility - Grey Nuns Community Hospital|B782 1

\* Profession: Medical Office Assistant
   
\* Job Role: Clinical Admin
   
\* Netcare Role: Clinical8 Netcare Role Selection Guide
   
PD Access: View and Update PD
   
PIN Access: Select...
   
Sunset Date: 2025-08-07
   
Pharmacy Batch Access: 
  
Remote Access Required: 
  
Authorized Approver: Aaron Supervisory Change Selected User ←

Request Notes:

ADD any additional comments to [Request Notes](#)

Comments may include any other information that may assist IT Access – Netcare in processing the request.

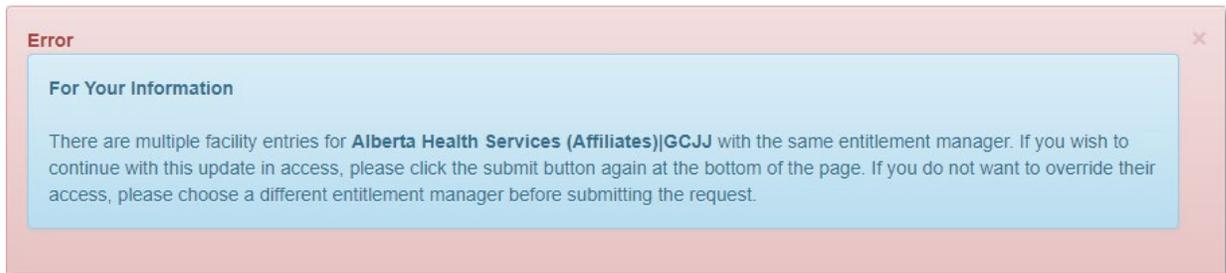
SKIP to [Next Step](#)

REVIEW all completed fields

- Save As Draft** – will save a draft to your homepage where it can be resumed later.
- Previous** – will return you to the initial Entitlements List screen.
- Cancel** – will cancel/close the request returning you to the homepage.

CLICK [Submit Request](#)

If the **Existing Authorized Approver Match** warning is encountered, CLICK a **Submit Request** a second time to continue. This check looks for an existing Authorized Approver to help prevent duplicate accesses from being created under the same approver.

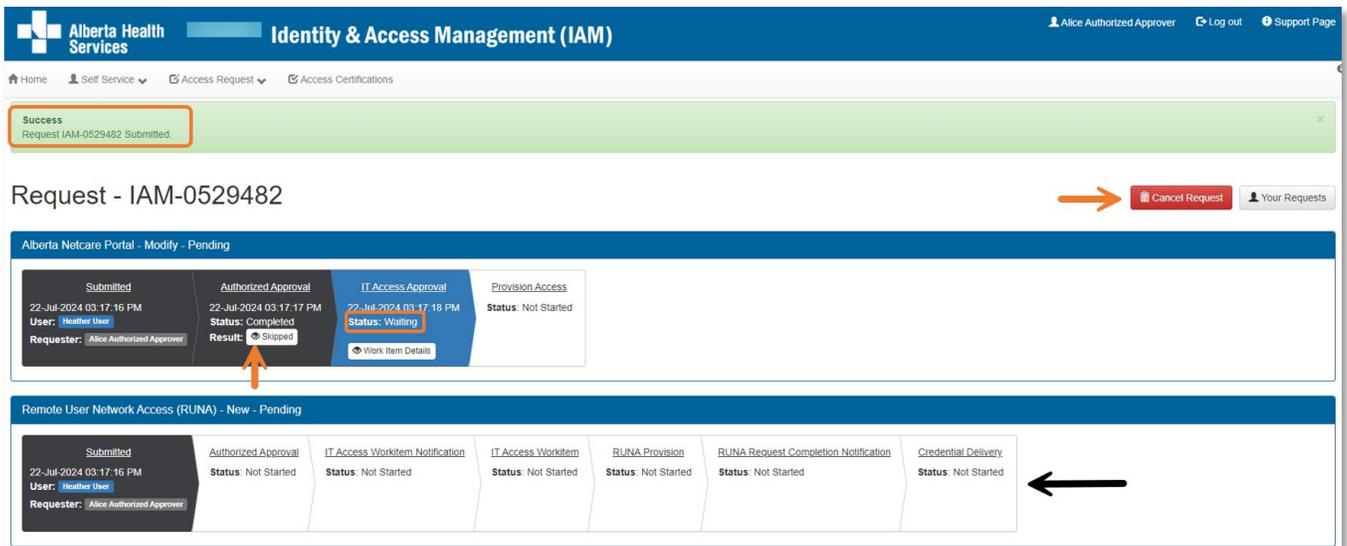


The **Request Status Viewer** appears with the request displayed as [Waiting](#) for either [Authorized Approval](#) or [IT Access Approval](#).

Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [Alberta Netcare Portal \(ANP\) – Submitted Form](#) is displayed for review. The Requester will receive an email notification indicating that the access request was successfully submitted.

- If you are not an Authorized Approver the request will be [Waiting](#) at the [Authorized Approval](#) step.
- If you are an Authorized Approver, the request will be automatically approved and the request will be pending at the [IT Access Approval](#) step – as shown in this example.



CLICK Home to return to the **AHS IAM** Home screen

In the [Request Status](#) pane, the request is displayed with a **Status of Pending**. Opening the pending request, will allow you to monitor the status.

If you identified an [Authorized Approver](#), they will be notified:

An email from Identity Management Services will alert them a request requires their approval. When they login into AHS IAM, the request will be waiting in their [Approvals queue](#).

Once the request is approved, it will be automatically routed to IT Access – Netcare to provision access. Login credentials are not generated with Modify requests; the end-user will use their existing credentials.

Complete

## Remove ANP Access Request

READ the on-screen information and field tips

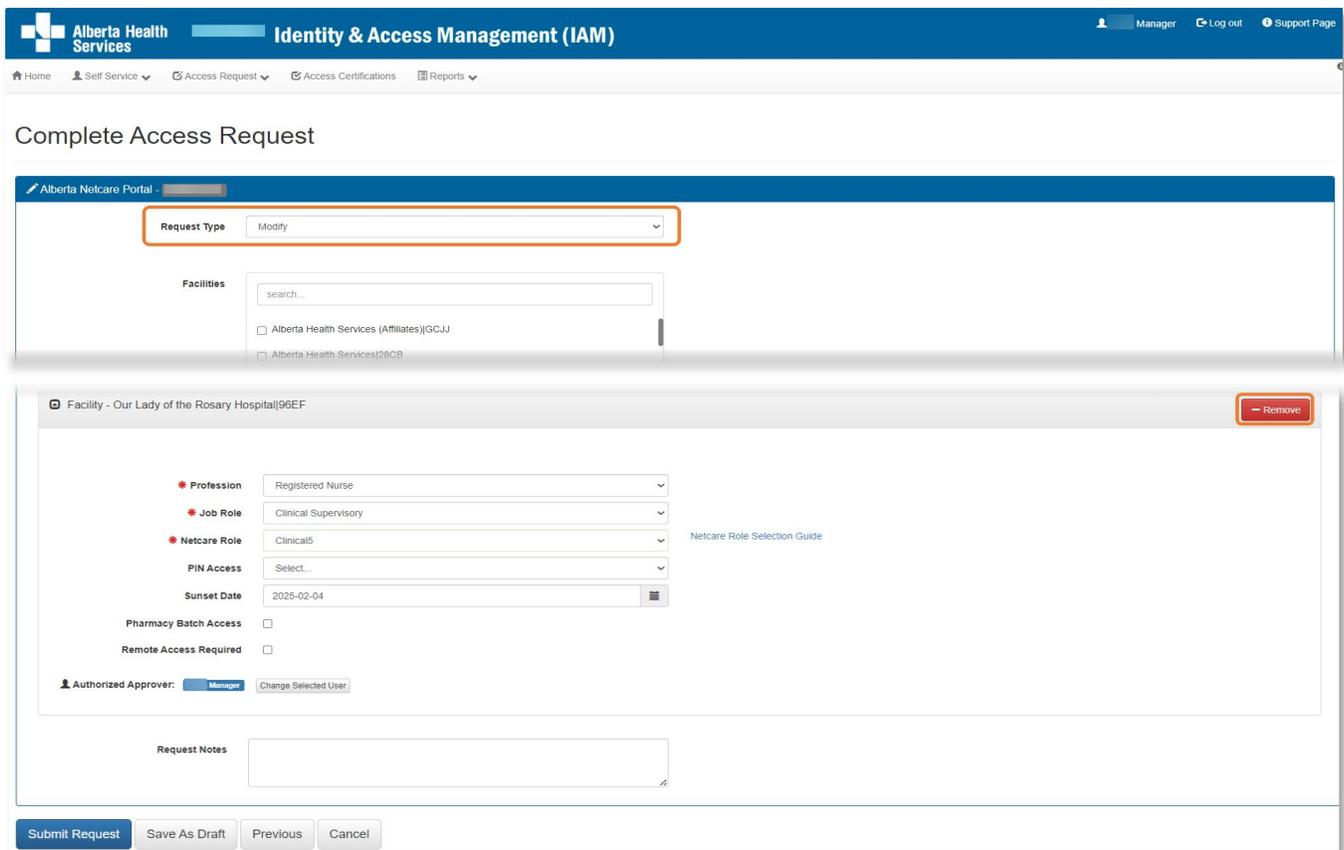
Each time a request to amend access for ANP, the end-user will typically have a new facility access added for each role or organization they work for. An end-user's ANP account can support multiple facilities, roles, and Authorized Approvers. Updates to their account may happen throughout the year.

The removal of access can be defined in the following conditions:

- Single facility access removal** - will remove one (or more) access under a specific Authorized Approver. The end-user's ANP account will remain active for other roles/facilities, under a different Authorized Approver.
- Last facility access removal** – The last facility removed from an end-user account will prompt the disablement of the account, as there is no other facility access to keep it active.

To remove existing ANP access, requests **need to be completed by the current assigned Authorized Approver**, as only they have the permission to view the specific access that they previously approved for.

REVIEW the access request



CLICK **Remove** beside the desired facility.  
The facility will be removed from the form.

For the **last facility removed**, a **Disabled Reason** field and drop-down menu will appear. The Requester, will be asked to choose an appropriate reason from the drop-down list.

**ADD** any additional **comments**

Comments may include any other information that may assist IT Access – Netcare in processing the request.

**REVIEW** all completed fields

- a. **Save As Draft** – will save a draft to your homepage where it can be resumed later.
- b. **Previous** – will return you to the initial Entitlements List screen.
- c. **Cancel** – will cancel/close the request returning you to the homepage.

**CLICK** **Submit Request**

The **Request Status Viewer** appears with the request displayed as **Waiting for IT Access Approval**.

Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [Alberta Netcare Portal \(ANP\) – Submitted Form](#) is displayed for review. The Requester will receive an email notification indicating that the access request was successfully submitted. The request will be automatically approved, skipping the Authorized Approval stage and will be pending at the [IT Access Approval](#) stage.

CLICK  Home to return to the **AHS IAM**  **Home** screen

In the [Request Status](#) pane, the request is displayed with a **Status of Pending**. Opening the pending request, will allow you to monitor the status.

Once the request has been completed, access will be removed. If the end-user had remote access for ANP, an automated removal request for RUNA will be generated in the process.

Complete 

## Approve a ANP Request

This process must be performed by an [Authorized Approver](#). The Authorized Approver will receive an email from *Identity Management Services* indicating that a IAM request is pending their action.

IAM ANP related requests that require approval include:

- **ANP Access Request**
- **ANP Reassign Authorized Approver (AA)**
- **ANP Manager Transfer**

The same steps apply for approving or denying each different type of request. The example demonstrates approving for a ANP IAM access request.

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

The **AHS IAM Login** screen appears

ENTER your [Username](#) and [Password](#)

CLICK ➔ [Log in](#)

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



In the [Access Requests](#) pane, CLICK on [Approvals](#)

The **Awaiting Approval** screen appears

The screenshot shows the 'Awaiting Approval' page in the IAM system. At the top, there is a search bar for 'Request Number' and several filter dropdowns for 'Queues', 'Assets', 'Request Types', and 'Users'. Below the filters is a table of requests. The table has columns for Request, Queue, Asset, Request Type, User, Requester, Queue Entry Date, and Latest Comment. Three requests are listed:

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0529495	Alberta Netcare Portal - Manager Approval Queue	Alberta Netcare Portal	Modify	Healthrecords	Healthrecords	23-Jul-2024	
IAM-0529496	ANP Reassign AA Approval Queue	ANP Reassign AA	Reassign	Emt	Emt	23-Jul-2024	
IAM-0529497	ANP Bulk Manager Transfer Queue	ANP Manager Transfer	New	Director	NAA IT Access	23-Jul-2024	

CLICK on the [Request number](#) that requires approval  
The **Pending Approval** screen appears with the request details displayed.

This screenshot is similar to the previous one but highlights a specific request in the table. The request number 'IAM-0523549' is circled in orange. The details for this request are:

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0523549	Alberta Netcare Portal - Manager Approval Queue	Alberta Netcare Portal	Modify	Jennifer B Student	Jennifer Useriest Clinical-Admin	21-Mar-2024	

REVIEW all completed fields before approving

Verify the correct facility has been selected for the organization and a suitable Netcare Role for the staff's job duties has been selected. All fields are still editable if any changes are required in an ANP Access Request.

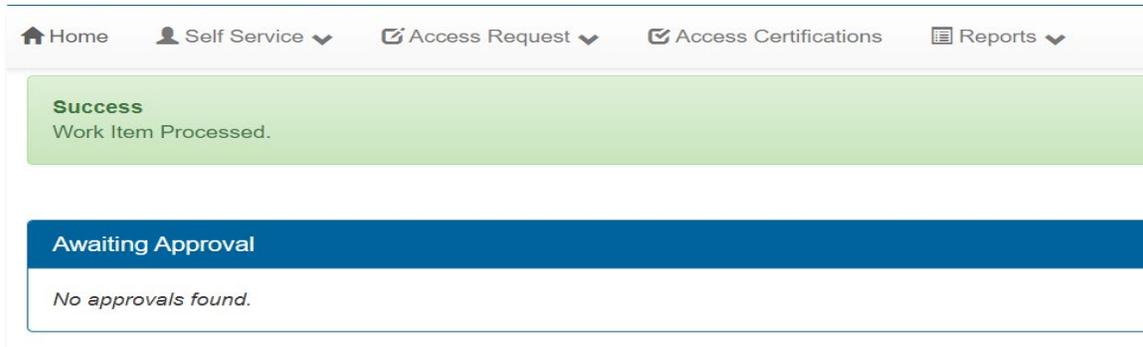
- Save** – will save any changes made to the request.
- Return to Queue** – will bring you back to the Awaiting Approval page

NOTE ⓘ Request for [ANP Manager Transfer](#) or [Reassign AA](#) are not editable. You will review the end-user(s) listed; either accepting or denying the request. The end-users should fall under your management or responsibility to manage access, if you are a designated Authorized Approver. Changes to the end-users' access can be submitted through a access request, after the transfer has been completed.

CLICK **✗ Deny**, to reject/cancel the request. You will be prompted to provide a deny reason which will be included in the notification to the Requester.

CLICK **✓ Approve**

The screen will refresh, returning you back to **the Awaiting Approval** queue. Above, a green banner message will display indicating the Work Item has been processed successfully.



CLICK [Home](#) to return to the **AHS IAM** [Home](#) screen  
There is one less item in your Approval Queue. The request will move to the next stage in the workflow and will be waiting at the [IT Access Approval](#) stage.

Complete 

## Access Credential Delivery

This process must be performed by an [Authorized Approver](#). Once an access request has been completed for Create or Enabled scenarios, credentials will be generated and sent to the Authorized Approver.

- If the listed Authorized Approver has an [internal email address](#), the credentials will be **emailed** directly to them.
- If the listed Authorized Approver has an [external email address](#), the credentials will be sent in an **Work-Item** for the manager to pick up from their **IAM Work Requests queue**.

## Pick up Access Credentials from a Work-Item

If you have been identified as the Authorized Approver to pick up an end-users' ANP access credentials follow these steps.

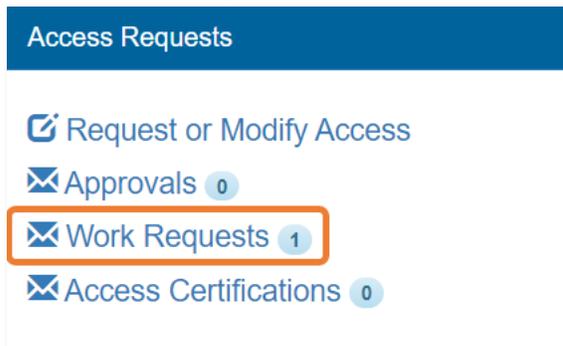
ENTER the AHS IAM URL into your internet web browser  <https://iam.ahs.ca>

The **AHS IAM Login** screen appears

ENTER your [Username](#) and [Password](#)

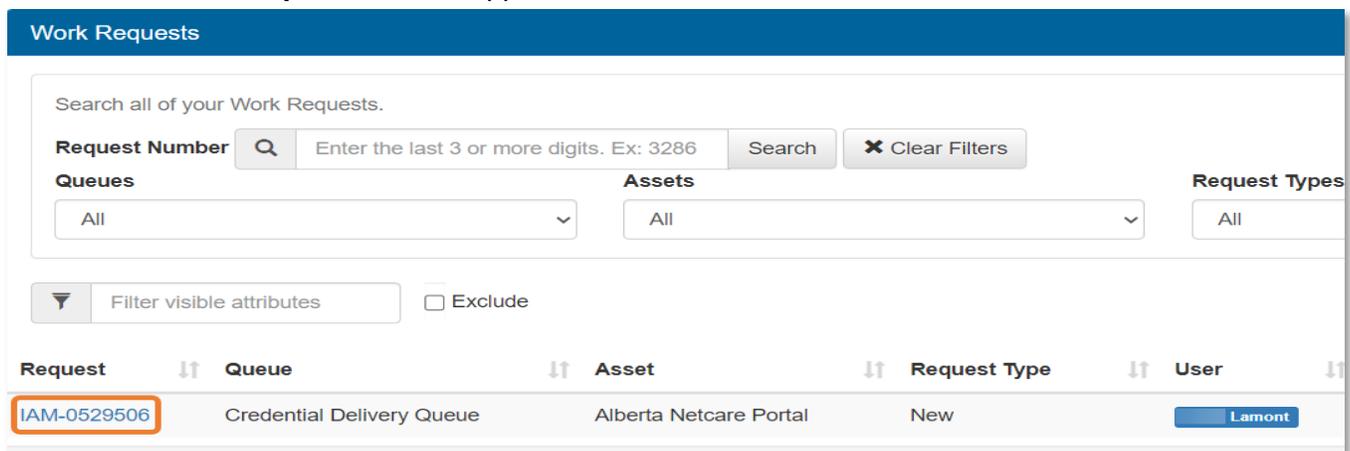
CLICK  [Log in](#)

The **AHS IAM Home** screen appears. In the Access Requests pane, notice a new Work Request is waiting.



CLICK [Work Requests](#)

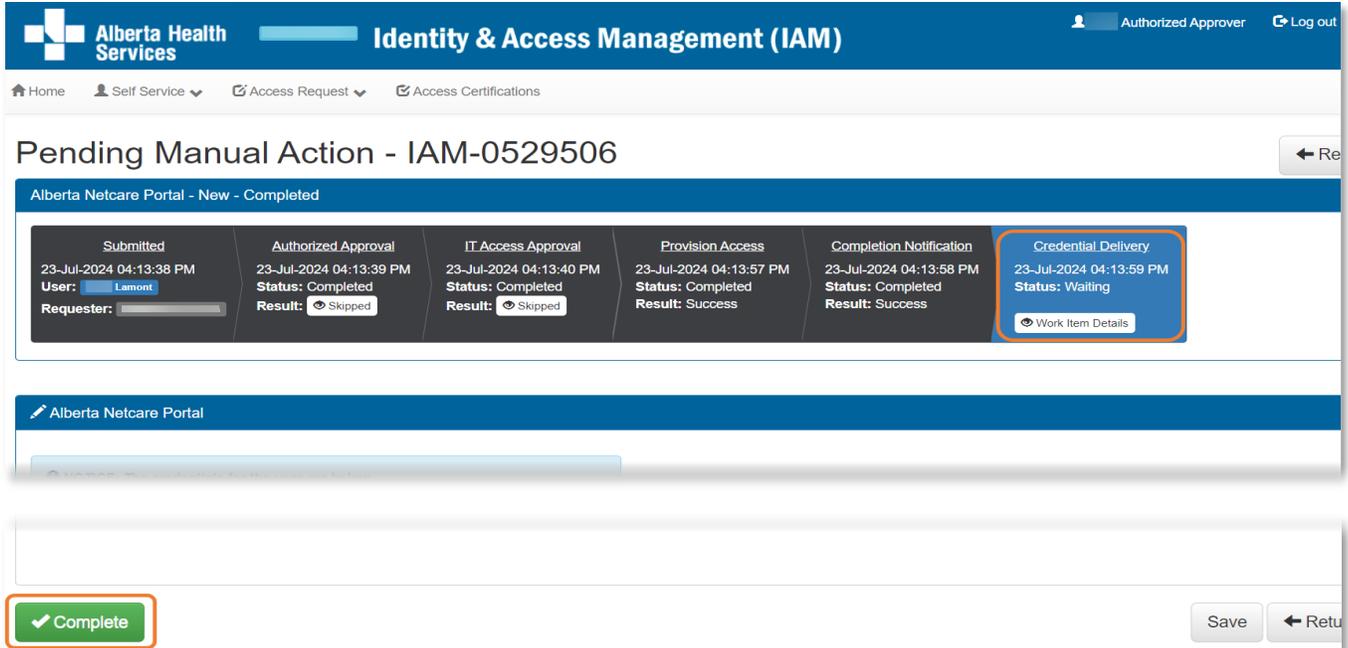
The **Work Requests** screen appears



SELECT the [Request number](#)

The **Pending Manual Action** screen appears. The **Request Status** screen shows all steps in the workflow as complete and the last step, Credential Delivery as Waiting.

SEE the Credentials to be Delivered and PROVIDE the ANP User ID and Password to the end-user



**Identity & Access Management (IAM)**  
 Authorized Approver | Log out  
 Home | Self Service | Access Request | Access Certifications  
**Pending Manual Action - IAM-0529506**

Submitted	Authorized Approval	IT Access Approval	Provision Access	Completion Notification	Credential Delivery
23-Jul-2024 04:13:38 PM	23-Jul-2024 04:13:39 PM	23-Jul-2024 04:13:40 PM	23-Jul-2024 04:13:57 PM	23-Jul-2024 04:13:58 PM	23-Jul-2024 04:13:59 PM
User: Lamont	Status: Completed	Status: Completed	Status: Completed	Status: Completed	Status: Waiting
Requester: [Redacted]	Result: Skipped	Result: Skipped	Result: Success	Result: Success	Result: [Redacted]

Alberta Netcare Portal - New - Completed  
 Alberta Netcare Portal

CLICK  **Complete**  
 The Work Requests screen appears  
 The request is no longer displayed

CLICK  **Home** to return to the **AHS IAM Home** screen  
 In the Access Requests pane, you will see one less Work Request item requiring action

Complete 

# Login Instructions

## Synchronizing your ANP and PIN/PD Passwords

A frequently used component of ANP is the **Pharmaceutical Information Network (PIN) or Person Directory (PD)**. There is a specific set of steps must be completed with every password reset to sync your ANP and PIN/PD passwords, and the steps work best immediately after a password reset is done.

Please read the [Alberta Health Services Access Setup Guide](#) for complete details on first time login instructions to ANP. The activities in this guide will only require approximately 15 minutes.

### Quick Steps:

<b>If you use PD</b>	<p>LOGIN to <a href="#">ANP (Internal Users or External Users)</a> with your temporary password You will be prompted to <b>change your Netcare password</b>. The old password is your temporary password</p> <p>NEXT go to the <a href="#">PD menu</a> by clicking the <a href="#">Open</a> button on the homepage If you do not see the Open button, please <a href="#">configure your homepage</a> with Person Directory first</p> <p>CHANGE your <a href="#">PD password</a> from the PD menu Your PD username and old password will be pre-populated, please do not change them</p> <p>CLOSE the PD menu and GO TO <a href="#">My Details</a> <b>Found under Common</b> from the left side menu OR <i>User Settings</i> located beside the logout button</p> <p>SCROLL down to the <a href="#">PIN/PD section</a> CLICK on <a href="#">Update Password</a> ENTER the <a href="#">new password</a> that you created into the blank field CLICK <a href="#">Update Preferences</a> at the very bottom <b>to Save</b>. Logout from ANP and log back in to make sure you can still access PD. You will not be prompted to provide a password a second time.</p>
<b>If you use PIN</b>	<p>LOGIN to <a href="#">ANP (Internal Users or External Users)</a> with your temporary password You will be prompted to <b>change your Netcare password</b>. The old password is your temporary password</p> <p>NEXT go the PIN menu, by <a href="#">searching for a patient</a> From the patient's Medications Profile, CLICK on the <a href="#">Red-White Pill icon</a> to open the <a href="#">PIN menu</a></p> <p>CHANGE your <a href="#">PIN password</a> from the PIN menu Your PIN username and old password will be pre-populated, please do not change them</p> <p>GO TO <a href="#">My Details</a> <b>Found under Common</b> from the left side menu OR <i>User Settings</i> located beside the logout button</p> <p>SCROLL down to the <a href="#">PIN/PD section</a> CLICK on <a href="#">Update Password</a> ENTER the <a href="#">new password</a> that you created into the blank field CLICK <a href="#">Update Preferences</a> at the very bottom <b>to Save</b>. Logout from ANP and log back in to make sure you can still access PIN. You will not be prompted to provide a password a second time.</p>

NOTE  if you are receiving this message an **incorrect user ID and/or password** error from either PIN or PD, then a password reset is required from the [Service Desk](#).

## IT ANP Support Roles

There are some ANP Access Roles that are still managed by a paper-based application form.

The [Alberta Netcare Support User Registration Form](#) (sURF) is used to manage end-user access, for Alberta Health and Alberta Health Services (AHS) staff, that support the ongoing operations of the Alberta Netcare system on behalf of the Information Manager. If you work in the department of Information Technology (IT), including Analysts, Application Support, or Service Desk, or other position(s) that do not provide direct clinical care, you may be required to fill out the Alberta Netcare sURF to apply for ANP access.

Please read the instructions page for help completing the form. This page provides a list of all the support roles available. Completed applications can be emailed to [netcareaccess@ahs.ca](mailto:netcareaccess@ahs.ca) for processing.

The most common IT Support Roles for AHS staff include:

### What they do

IT Registries & Repository	These analysts are responsible for development, maintenance, testing and support the AHS registries and repositories within ANP. These analysts ensure that the multiple data sources feeding into ANP are viewable and that the content is received and stored correctly.
IT Diagnostic Imaging	These analysts are responsible for the maintenance and support of the Provincial DI Viewer within ANP.
IT Laboratory	These analysts are responsible for testing, maintenance, and support of the laboratory systems and the laboratory repository in which ANP displays lab data.
Data Integrity Support	These analysts are responsible to investigate data integrity issues within ANP. All data integrity issues are corrected through the source systems, not ANP.

NOTE  if you receive an error message when trying to open the matrix, please save or download a copy of the pdf to your desktop or local computer.

## Manage your Authorized Approver

Keeping an accurate Authorized Approver associated with an end-user's ANP access is important for maintaining that access and the security relationship between the end-user and their Authorized Approver. It also ensures that the correct individuals are being notified for IAM ANP processes, such as Access Certification and 180-day inactivity disablement.

The self-serve tools are available to the ANP account holder and Authorized Approvers. The purpose of these tools is to provide an efficient means of updating an Authorized Approver outside of the access request.

- [ANP Reassign Authorized Approver \(AA\)](#)
- [ANP Manager Transfer](#)

## Reassign Authorized Approver Tool

This tool allows for an individual to update the listed Authorized Approver for a single. This request does not change existing access; it will only update one approver to the next.

### Quick Steps:

<p>If you are the ANP <a href="#">End-User</a></p>	<p>LOGIN to <a href="#">IAM</a></p> <p>From the homepage, under the <b>Self-Service</b> tab CLICK <b>Reassign My ANP AA</b></p> <p>Your ANP current account access will be displayed. Take a moment to review your access.</p> <p>At <b>Select Facilities to Update</b>, CLICK the <b>radio button</b>, beside the <b>desired access record</b> requiring an update</p> <p>SEARCH for and SELECT a new valid <b>Authorized Approver</b></p> <p>CLICK <b>Submit</b></p> <hr/> <p><b>Summary of Workflow:</b></p> <ul style="list-style-type: none"> <li>✓ The request will go to the new Authorized Approver for approval</li> <li>✓ Once completed, a notification will be sent to the end-user, the previous listed Authorized Approver, and new Authorized Approver informing everyone that the access record was successfully transferred.</li> <li>✓ This action does not change access provisioned or extend the sunset date.</li> </ul> <p><b>NOTE</b> ⓘ</p> <ul style="list-style-type: none"> <li>– The tool is only available to end-users with active ANP access. It is not available to Community or community facilities.</li> <li>– Only one change can be submitted at a time. An error message will be displayed, if you already have an inflight ANP request.</li> <li>– Requests will timeout after two weeks, if not approved by the Authorized Approver</li> <li>– All other changes to access will require an access request (e.g. role or sunset date change, adding or removing facilities, etc.).</li> </ul>
--	---

LOGIN to [IAM](#)

If you are an ANP  
[Authorized  
Approver](#)

From the homepage, under the **Access Requests** tab CLICK **ANP Reassign AA**

A search field will appear  
SEARCH for and SELECT a end-user who is currently assigned to you, as their ANP Authorized Approver.

The end-user's access record will be displayed with you listed as their Authorized Approver.

At **Select Facilities to Update**, CLICK the **radio button**, beside the **desired access record** requiring an update

SEARCH for and SELECT a new valid **Authorized Approver**  
CLICK **Submit**

#### Summary of Workflow:

- ✓ The request will go to the new Authorized Approver for approval
- ✓ Once completed, a notification will be sent to the Requester (the previous listed Authorized Approver), and new Authorized Approver informing both that the access record was successfully transferred.
- ✓ This action does not change access provisioned or extend the sunset date.

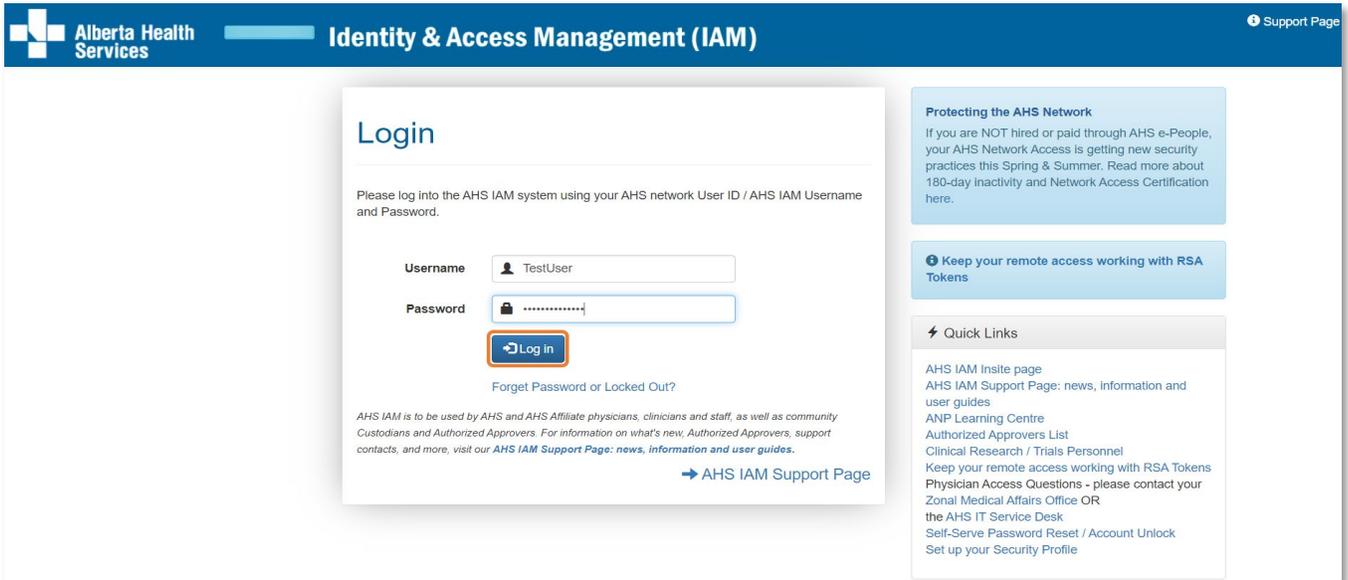
#### NOTE

- The tool is only available to Authorized Approvers with AHS DOHRA and they can only view end-users' ANP access, who are currently assigned to them.
- This tool is not available to Community or community facilities.
- Only one change can be submitted at a time. An error message will be displayed, if the end-user has an inflight ANP request.
- Requests will timeout after two weeks, if not approved by the Authorized Approver.
- All other changes to access will require an access request (e.g. role or sunset date change, adding or removing facilities, etc.).

## Detailed Steps:

### If you are the ANP End-User

ENTER the AHS IAM URL into your internet web browser  <https://iam.ahs.ca>  
The **AHS IAM Login** screen appears

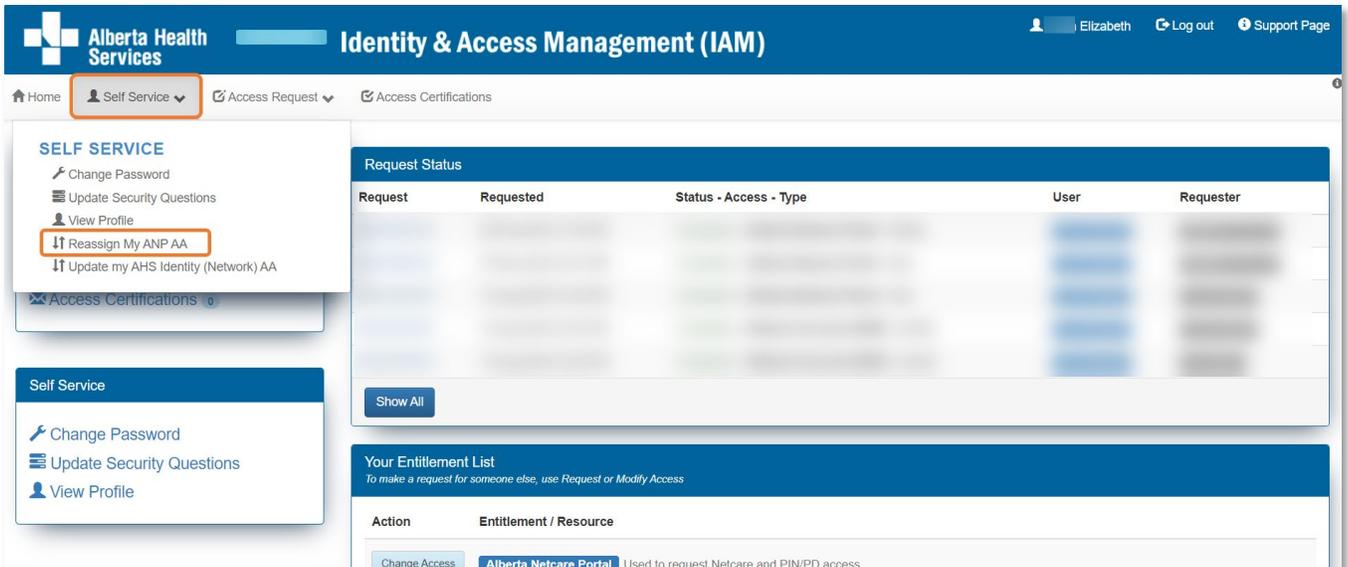


**Protecting the AHS Network**  
If you are NOT hired or paid through AHS e-People, your AHS Network Access is getting new security practices this Spring & Summer. Read more about 180-day inactivity and Network Access Certification here.

**Keep your remote access working with RSA Tokens**

**Quick Links**  
 AHS IAM Inside page  
 AHS IAM Support Page: news, information and user guides  
 ANP Learning Centre  
 Authorized Approvers List  
 Clinical Research / Trials Personnel  
 Keep your remote access working with RSA Tokens  
 Physician Access Questions - please contact your Zonal Medical Affairs Office OR  
 the AHS IT Service Desk  
 Self-Serve Password Reset / Account Unlock  
 Set up your Security Profile

ENTER your **Username** and **Password**  
CLICK  **Log in**  
The **AHS IAM Home** screen appears



**SELF SERVICE**  
 Change Password  
 Update Security Questions  
 View Profile  
**Reassign My ANP AA**  
 Update my AHS Identity (Network) AA

Request	Requested	Status - Access - Type	User	Requester

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

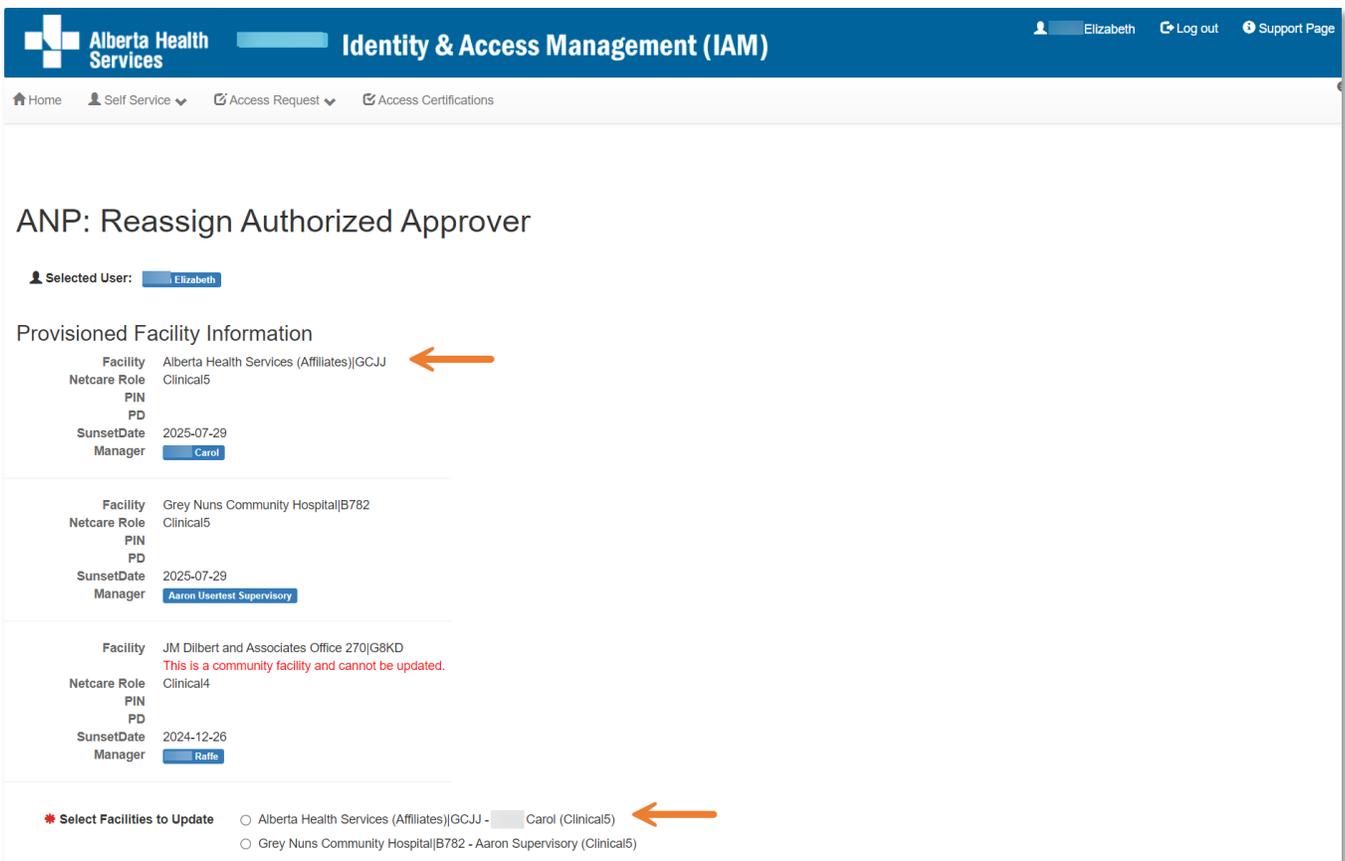
Action	Entitlement / Resource
Change Access	Alberta Netcare Portal Used to request Netcare and PIN/PD access.

CLICK  **Self Service** tab from the menu bar  
A dropdown menu will appear

CLICK  **Reassign My ANP AA**

The **ANP: Reassign Authorized Approver** request appears. Your current ANP account access will be displayed. Take a moment to review your access and become familiar with the different access facilities, associated Authorized Approvers, and sunset dates that may be listed. Changes can only be made to AHS, AHS Affiliated, and Covenant Health facilities.

NOTE  This tool will only appear for end-users with an active ANP account, who are not solely Community. If you do not see the tool but need to update access, please start a [IAM Access Request](#) instead.



The screenshot shows the 'ANP: Reassign Authorized Approver' page in the IAM system. The user 'Elizabeth' is logged in. The page displays 'Provisioned Facility Information' for three facilities:

- Facility:** Alberta Health Services (Affiliates)|GCJJ (Selected with an orange arrow)
- Netcare Role:** Clinical5
- PIN:** [Redacted]
- PD:** [Redacted]
- SunsetDate:** 2025-07-29
- Manager:** Carol

- Facility:** Grey Nuns Community Hospital|B782
- Netcare Role:** Clinical5
- PIN:** [Redacted]
- PD:** [Redacted]
- SunsetDate:** 2025-07-29
- Manager:** Aaron Userstest Supervisory

- Facility:** JM Dilbert and Associates Office 270|G8KD (Note: This is a community facility and cannot be updated.)
- Netcare Role:** Clinical4
- PIN:** [Redacted]
- PD:** [Redacted]
- SunsetDate:** 2024-12-26
- Manager:** Rafie

At the bottom, the 'Select Facilities to Update' section shows radio buttons for each facility. The first option, 'Alberta Health Services (Affiliates)|GCJJ - Carol (Clinical5)', is selected (indicated by an orange arrow).

At **Select Facilities to Update**, CLICK the **radio button**, beside the **desired access record** requiring an update

You cannot select more than one checkbox at a time, as one only change to your account can be inflight at a time.

SEARCH for and SELECT a new valid [Authorized Approver](#) using the basic or [Advanced Search](#) functions

The Authorized Approver must have a proper DOHRA level or be a designated IAM ANP Authorized Approver. Invalid Authorized Approvers will be greyed out from selection.

\* Select Facilities to Update  Alberta Health Services (Affiliates)|GCJJ - Carol (Clinical5)  
 Grey Nuns Community Hospital|B782 - Aaron Supervisory (Clinical5)

Select New Manager

\* Reassign Authorized Approver

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

[Advanced Search](#)

CLICK [Submit](#)

The **Request Status Viewer** appears with the request [Waiting](#) for [Authorized Approval](#). Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [ANP Reassign AA – Submitted Form](#) is displayed for review. **The Requester** will receive an email notification indicating that the access request was successfully submitted. The workflow offers the option to **Cancel Request**, only while the request is in pending status.

Alberta Health Services Identity & Access Management (IAM) Elizabeth Log out Support Page

Home Self Service Access Request Access Certifications

**Success**  
Request IAM-0529644 Submitted.

Request - IAM-0529644

ANP Reassign AA - Reassign - Pending

<p>Submitted 29-Jul-2024 10:34:26 AM User: Elizabeth Requester: Elizabeth</p> <p><input type="button" value="Work Item Details"/></p>	<p>Approve ANP Reassign AA 29-Jul-2024 10:34:27 AM Status: <b>Waiting</b></p>	<p>Reassign AA Status: Not Started</p>	<p>ANP Reassign AA Completion Notification Status: Not Started</p>	<p>ANP Reassign AA Completion User Notification Status: Not Started</p>
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CLICK  Home to return to the **AHS IAM**  Home screen  
In the [Request Status](#) pane, the request is displayed with a Status of Pending

If you identified an [Authorized Approver](#), they will be notified:  
An email from Identity Management Services will alert them a request requires their approval.  
When they login into AHS IAM, the request will be waiting in their [Approvals](#) queue.

Once the request is approved, it will be automatically processed and the Authorized Approver updated on the end-user's account. A final notification will be sent to the end-user, the previous listed Authorized Approver, and new Authorized Approver informing everyone that the access record was successfully transferred.

Complete 

## If you are an ANP Authorized Approver

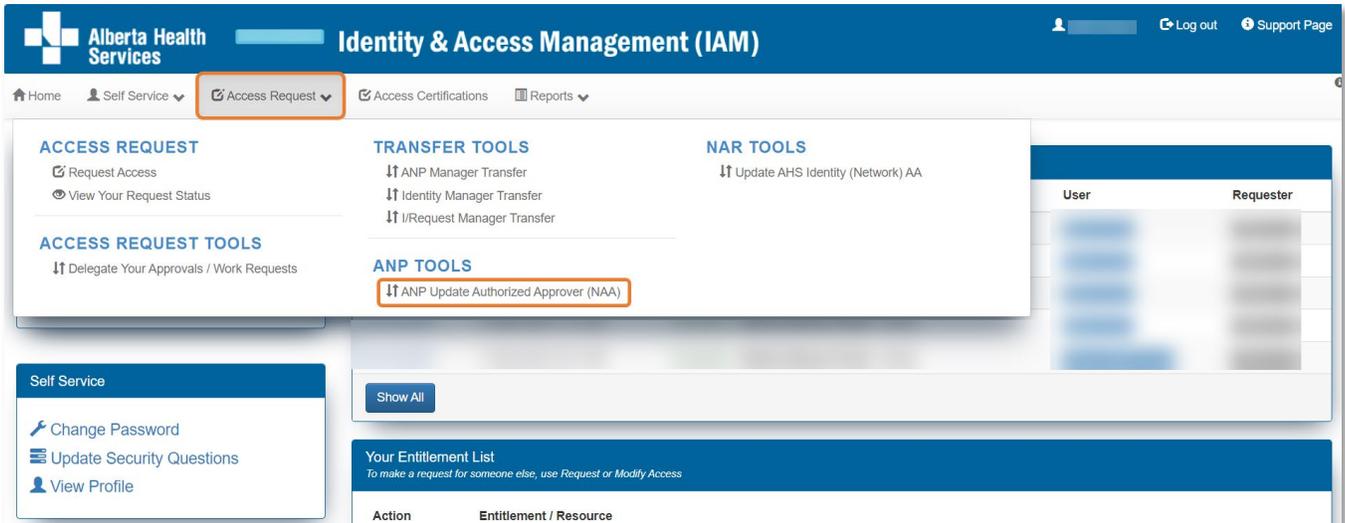
ENTER the AHS IAM URL into your internet web browser <https://iam.ahs.ca>

The **AHS IAM Login** screen appears

ENTER your **Username** and **Password**

CLICK **Log in**

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



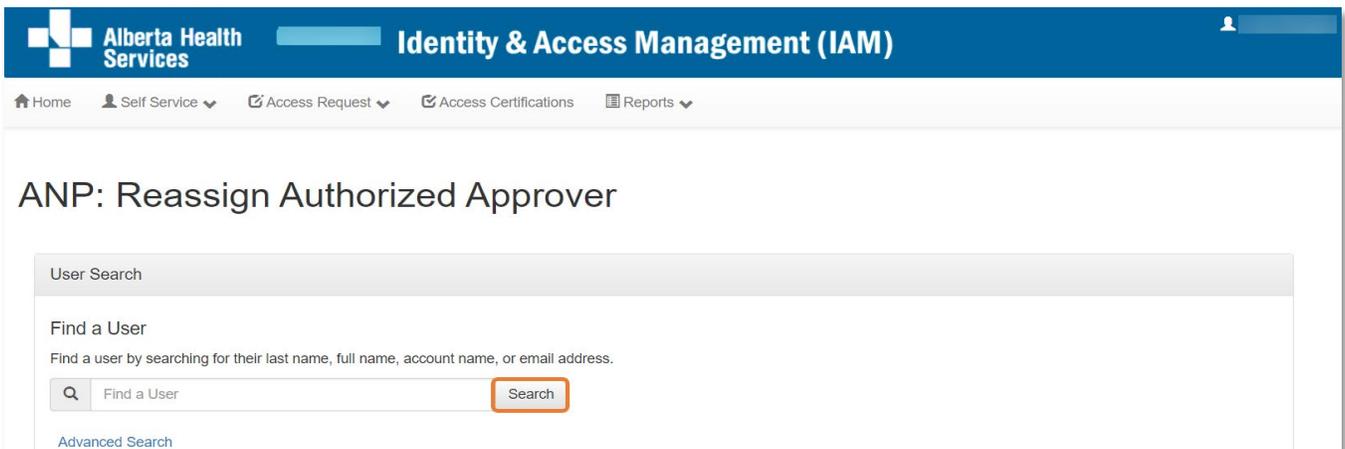
CLICK the **Access Requests** tab

A dropdown menu will appear

CLICK **ANP Update Authorized Approver**

The **ANP: Reassign Authorized Approver** request appears, with a **User Search** box.

**NOTE** This tool will only appear for Users with a high enough DOHRA level in IAM. If you do not see the tool but need to update access, please start a [IAM Access Request](#) instead.



SEARCH for and SELECT **an end-user who is currently assigned to you** using the basic or **Advanced Search** functions

The end-user's **Provisioned Facility Information** will be displayed with you listed as their ANP Authorized Approver. Take a moment to review the access.

**NOTE**  For privacy purposes, you can only view access that you have previously approved for. If the end-user does not have active ANP Access or a facility record under you, you cannot use this tool. If you need to update access, please start a [IAM Access Request](#) instead.

### Provisioned Facility Information

The user does not have any facilities that can be updated. Please choose another user.

Back to Search
Cancel

At **Select Facilities to Update**, CLICK the [radio button](#), beside the [access record](#) requiring an update.

## ANP: Reassign Authorized Approver

 Selected User: Ryan

### Provisioned Facility Information

Facility	Alberta Health Services 28CB
Netcare Role	Clinical2
PIN	
PD	
SunsetDate	2025-03-13
Manager	<span style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 3px;">Manager</span>

**\* Select Facilities to Update**

Alberta Health Services|28CB - Manager (Clinical2)

### Select New Manager

 Selected Manager: Aaron Supervisory Change Selected User

Submit
Back to Search
Cancel

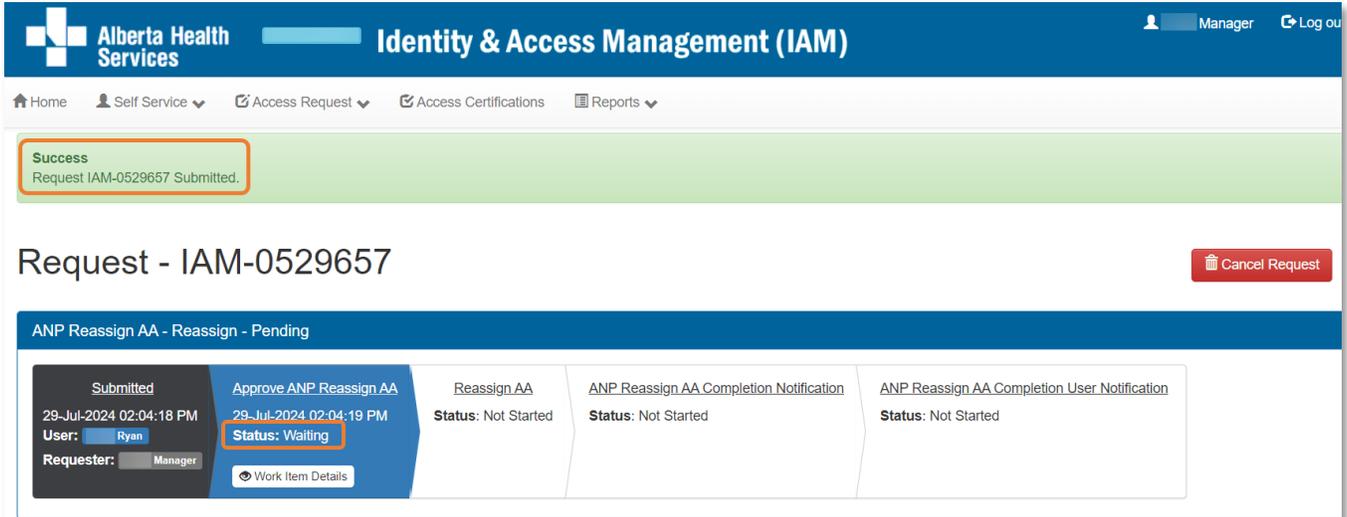
SEARCH for and SELECT a new valid [Authorized Approver](#) using the basic or [Advanced Search](#) functions

The Authorized Approver must have a proper DOHRA level or be a designated IAM ANP Authorized Approver. Invalid Authorized Approvers will be greyed out from selection.

CLICK [Submit](#)

The **Request Status Viewer** appears with the request [Waiting](#) for [Authorized Approval](#). Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [ANP Reassign AA – Submitted Form](#) is displayed for review. **The Requester** will receive an email notification indicating that the access request was successfully submitted. The workflow offers the option to **Cancel Request**, only while the request is in pending status.



The screenshot shows the AHS IAM web interface. At the top, there is a navigation bar with the Alberta Health Services logo and the title 'Identity & Access Management (IAM)'. Below the navigation bar, there is a success message: 'Success Request IAM-0529657 Submitted.' Below this, the main content area displays 'Request - IAM-0529657' with a 'Cancel Request' button. A table below shows the request details:

ANP Reassign AA - Reassign - Pending				
<p><b>Submitted</b></p> <p>29-Jul-2024 02:04:18 PM</p> <p>User: <a href="#">Ryan</a></p> <p>Requester: <a href="#">Manager</a></p> <p><a href="#">Work Item Details</a></p>	<p><b>Approve ANP Reassign AA</b></p> <p>29-Jul-2024 02:04:19 PM</p> <p>Status: <b>Waiting</b></p>	<p><b>Reassign AA</b></p> <p>Status: Not Started</p>	<p><b>ANP Reassign AA Completion Notification</b></p> <p>Status: Not Started</p>	<p><b>ANP Reassign AA Completion User Notification</b></p> <p>Status: Not Started</p>

CLICK  Home to return to the **AHS IAM**  **Home** screen

In the [Request Status](#) pane, the request is displayed with a Status of Pending

If you identified an [Authorized Approver](#), they will be notified:

An email from Identity Management Services will alert them a request requires their approval. When they login into AHS IAM, the request will be waiting in their [Approvals](#) queue.

Once the request is approved, it will be automatically processed, and the Authorized Approver updated on the end-user's account. A final notification will be sent to the Requester and new Authorized Approver informing both that the access record was successfully transferred.

Complete 

## IAM ANP Manager Transfer Tool

This tool allows for an Authorized Approver to move one or more end-users to another Authorized Approver for ANP access management. This request does not change existing access; it will only update one approver to the next.

### Quick Steps:

#### Submitting an ANP Manager Transfer request

LOGIN to [IAM](#)

From the homepage, under the **Access Request** tab CLICK **ANP Manager Transfer**

A list of your currently managed ANP end-users will be displayed  
At **Users currently assigned to**, CLICK the **radio button**, beside the **desired end-user's name** requiring an update

Names selected will be highlighted at the top of the tool

SEARCH for and SELECT a new valid **Authorized Approver** to transfer the end-user to

CLICK **Submit**

#### Summary of Workflow:

- ✓ The request will go to the new Authorized Approver for approval
- ✓ Once completed, a notification will be sent to the previous listed Authorized Approver, and new Authorized Approver informing both that the end-user(s) were successfully transferred.
- ✓ This action does not change access provisioned or extend the sunset date.

#### NOTE

- For privacy purposes, the Authorized Approver can only view a list of end-users that they are currently assigned to.
- Only one change can be submitted at a time. The end-user will appear greyed out in the list if they have an inflight request and cannot be selected.
- Request will timeout after two weeks, if not approved by the Authorized Approver
- This tool is available to both DOHRA level and designated ANP Authorized Approvers.
- All other changes to access will require an IAM access request (e.g. role or sunset date change, adding or removing facilities, etc.)

Detailed Steps:

## Submitting an ANP Manager Transfer request

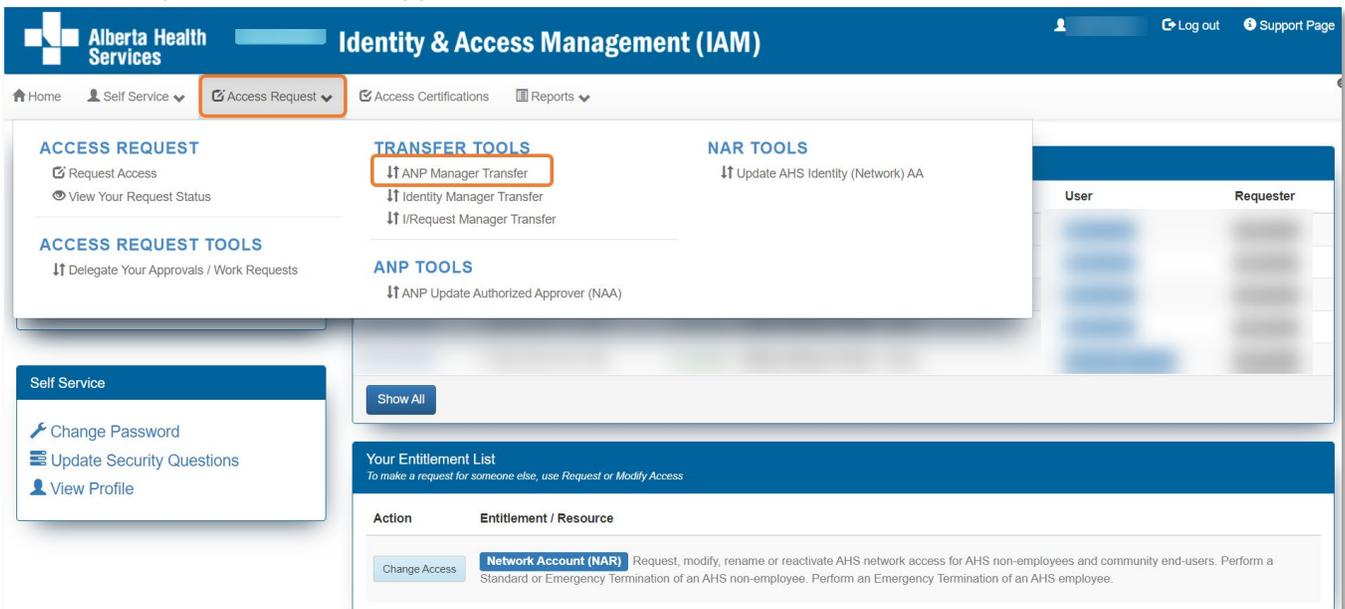
ENTER the AHS IAM URL into your internet web browser ➡ <https://iam.ahs.ca>  
The **AHS IAM Login** screen appears

ENTER your **Username** and **Password**

CLICK ➡ **Log in**

The **AHS IAM Home** screen appears

CLICK **Access Request** tab from the menu bar  
A dropdown menu will appear



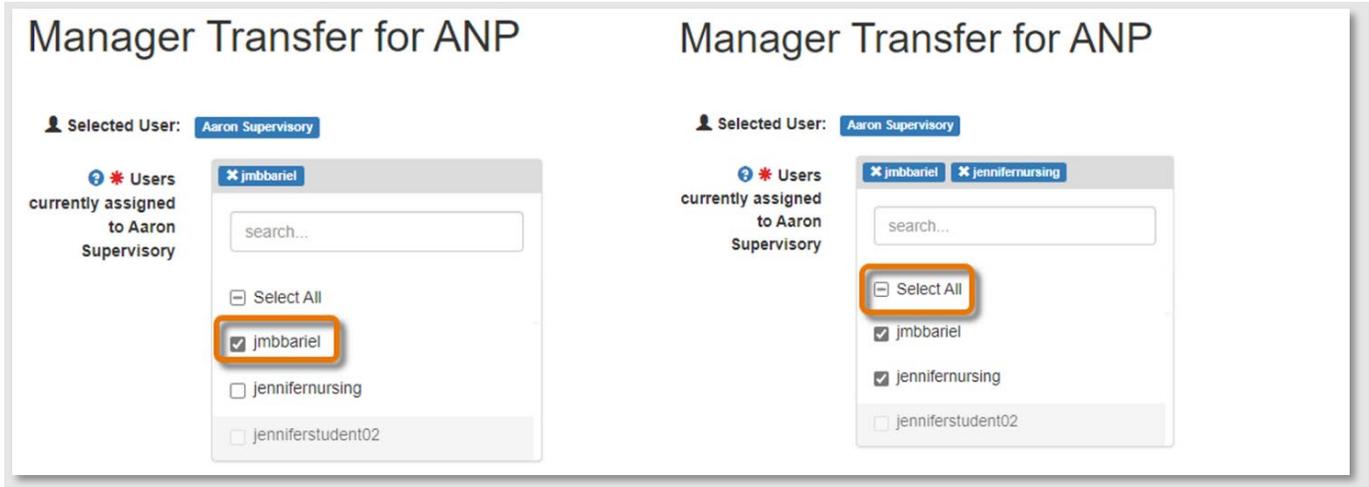
CLICK ⬇️ **ANP Manager Transfer**

The screen refreshes and the **Manager Transfer for ANP** request appears. Your currently assigned ANP end-users will be listed. Take a moment to review the list of users. You can only review your list for privacy purposes.

**NOTE** ⓘ This tool will only appear for Users with a high enough DOHRA level in IAM or for delegated ANP Authorized Approvers. If you do not see the tool but need to update access, please start a [IAM Access Request](#) instead.

At **Users currently assigned to**, CLICK the **checkbox**, beside the **desired end-user's name** requiring an update.

Names selected will be highlighted at the top of the tool



**NOTE** ⓘ If any username appears greyed out, they cannot be selected at this time. That end-user already has an inflight ANP request that must be completed before any other changes to their ANP access can be requested.

SEARCH for and SELECT a new valid [Authorized Approver](#) using the basic or [Advanced Search](#) functions

The Authorized Approver must have a proper DOHRA level or be a designated IAM ANP Authorized Approver. Invalid Authorized Approvers will be greyed out from selection.

**NOTE** ⓘ Facility check may be encountered depending on the facilities being transferred along with the list of end-users. This facilities check can also be used to exclude a facility. For example, if you would like to transfer all end-users to the new Authorized Approver but only for a particular site. If encountered, check beside the facility the Authorized Approver is approving for.



## Manager Transfer for ANP

**Selected User:** Manager

**Users currently assigned to Jmaa Manager**

search...

Select All

carol

paul

**Transfer To Authorized Approver:** Director Change Selected User

All Allowed Facilities will be transferred. The selected authorized approver will receive all allowed facilities for the given users.

Submit Cancel

CLICK [Submit](#)

The **Request Status Viewer** appears with the request [Waiting](#) for [Authorized Approval](#). Note the, “**Success** Request IAM-##### Submitted.” message in the top left corner highlighted in green.

The [ANP Manager Transfer – Submitted Form](#) is displayed for review. **The Requester** will receive an email notification indicating that the access request was successfully submitted. The workflow offers the option to **Cancel Request**, only while the request is in pending status.


**Alberta Health Services**
Identity & Access Management (IAM) Manager [Log o](#)

[Home](#)
[Self Service](#)
[Access Request](#)
[Access Certifications](#)
[Reports](#)

**Success**  
Request IAM-0529659 Submitted.

### Request - IAM-0529659 Cancel Request

ANP Manager Transfer - New - Pending

<p><b>Submitted</b></p> <p>29-Jul-2024 03:16:40 PM</p> <p>User: <span>Manager</span></p> <p>Requester: <span>Manager</span></p>	<p><b>Authorized Approval</b></p> <p>29-Jul-2024 03:16:40 PM</p> <p><b>Status: Waiting</b></p> <p><a href="#">Work Item Details</a></p>	<p><a href="#">Transfer Managers</a></p> <p>Status: Not Started</p>
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CLICK  Home to return to the **AHS IAM**  Home screen

In the [Request Status](#) pane, the request is displayed with a Status of Pending

If you identified an [Authorized Approver](#), they will be notified:

An email from Identity Management Services will alert them a request requires their approval.

When they login into AHS IAM, the request will be waiting in their [Approvals](#) queue.

Once the request is approved, it will be automatically processed, and the Authorized Approver updated on the end-user(s) account. A final notification will be sent to the Requester and the new Authorized Approver informing both that the access record was successfully transferred.

Complete 

## Appendix – AHS IAM Terms & Definitions

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

<b>AHS Employee</b>	A person on-boarded and paid through AHS Human Resources e-People
<b>AHS Affiliated Employee</b>	A person on-boarded and paid through AHS Human Resources e-People for an affiliated organization (e.g. Covenant Health, APL, Capital Care, Carewest)
<b>AHS Non-Employee</b>	A person not on-boarded or paid through AHS Human Resources e-People
<b>Community End-User</b>	A person who works for a privately owned health care delivery facility.
<b>Combination End-User</b>	A person who is more than one of the above types from having multiple employment
<b>Requester</b>	A person who initiates an IAM request for themselves or for another staff. If this person is also an Authorized Approver, the request will be automatically approved. If this person is not an Authorized Approver, they will have to select one.
<b>Authorized Approver</b>	A person <a href="#">who can approve</a> requests in AHS IAM. They are also known as a Manager, Group Authorized Approver, or Medical Staff Office Approver/Group. Designated IAM Authorized Approvers are commonly set up to approve for a specific group or application.
<b>Entitlement</b>	Refers to an application or resource available in IAM like ANP). End-users can have access to an entitlement at more than one location depending on the business or system rules set up for each entitlement.
<b>Sunset Date</b>	A Sunset Date is assigned to every user’s entitlement when provisioned for ANP in IAM. The default sunset date is set for one year from the provisioning date but can be shortened to fit the duration of employment or accommodate a need for short-term access.
<b>Access Certification</b>	<a href="#">Access Certification</a> is an annual quality and security practice performed by you and the corresponding Authorized Approver. It verifies that access is still needed and correct, and that the correct Authorized Approver is connected to the end-user. Access Certification is triggered by the access' Sunset Date. If you access ANP at more than one location, Access Certification must be done for each location, before its Sunset Date.
<b>180-day Inactivity</b>	For security purposes, after <a href="#">180-day of inactivity</a> (approximately 6 months) an individual’s ANP account will be automatically disabled.

◆ end ◆