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# AHS Identity & Access Management (AHS IAM) Alberta Vaccine Booking System (AVBS) Licenses / Access Provisioning User Guide

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This guide supports both:

- AVBS Authorized Approvers managing licenses / access for AVBS end-users in community facilities.

AND

- AVBS Authorized Approvers managing licenses / access for AVBS end-users in AHS Health Link and Public Health facilities

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## Prerequisite to AHS IAM Access


To use the AHS Identity & Access Management (AHS IAM) system, you must have completed your AHS IAM Security Profile. If you have not created your Security Profile, please use the [AHS IAM Security Profile User Guide](#) available on the [AHS IAM Support Page](#) under  Learning.

## Prerequisite to Managing AVBS End-User Licenses / Access

AVBS Site Representatives / Authorized Approvers / Managers must have been set up to act in that capacity by AVBS Administrators. See Appendix – [AVBS Roles and Rules](#) for further information.

Questions can be directed to eHealth Services Provider Support 1-855-643-8649 or the AHS IT Service Desk 1-877-311-4300.

## Log into AHS IAM

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


If prompted, ENTER your RSA SecurID token username and passcode into the AHS remote login screen.

ENTER your Username and Password

CLICK  Log in

## Create AVBS license / access for an end-user

CLICK Request or Modify Access

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

User Search Results appear

If the end-user is not found, CLICK [New User](#)

The [Network Access Request \(NAR\)](#) pane will automatically appear for you to complete.

CLICK [here](#) for the NAR User Guide if needed.

SELECT the end-user

Under [Available Entitlements](#), at [Alberta Vaccine Booking System \(AVBS\)](#), CLICK [Request Access](#)

CLICK [Next](#)

### At AVBS Role

[AVBS Site Representatives at community facilities](#) SELECT [Health Care Provider](#)

The facilities you have authorization for will display.

Whatever choice you make refreshes the window with the required fields for completion.

[AVBS AHS Authorized Approvers / Managers](#) SELECT the [AVBS Role](#) as follows.

Whatever choice you make refreshes the window with the required fields for completion.

[Provincial Operations Manager](#) – Health Link, Public Health

[Health Care Provider](#) – the AHS Zones you have authority for will display

[Health Care Staff](#) – the AHS Zones you have authority for will display

[Call Centre Staff](#) – Health Link

[Community Support Staff](#) – Health Link, Public Health

[Provincial Read-only & Reporting](#) – Health Link, Public Health

## At Sunset Date

ACCEPT or CHANGE the Sunset Date to a date less than the default of one year into the future.

## At Remote Access Required

AVBS AHS Authorized Approvers can request remote access if needed.

AVBS Site Representatives in the community must ensure this checkbox is selected.

SELECT the appropriate RUNA Request Type and Token Type from the dropdown lists.

Soft tokens (recommended) require the end-user's personal email address used on their smart phone.  
Hard tokens require the end-user's postal address.

NOTE:

If Reactivate or Update Remote access are selected, the Token Type field will be unavailable. It may show a token type that is not what the end-user has in hand. This is okay; the end-user's existing token will be updated, not replaced.

Access Required will be auto-populated with AVBS.

At State the reason the user needs remote access, ENTER "AVBS Access"

CLICK Submit Request

AVBS Site Representatives please note the access provisioning process stops at the Credential Delivery step. You must return to the AHS IAM Home page and follow the steps to [retrieve the end-user's credentials](#). Once done, the provisioning process will complete.

CLICK  Home

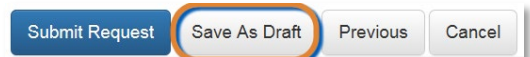
Complete 

### Option – Save Request as Draft

You can, at any time, save an in-progress request as a Draft. You can complete it later without losing any of the information already entered. You can also change any of the entered information when you resume the request.

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

You can cancel the request by CLICKING on [Cancel](#). This will erase the request completely.



The **Complete Access Request** screen refreshes with message, **Success Draft Saved** displayed in the top left corner.


### Option – Open a draft request

CLICK  **Home** screen

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

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

## Pick up an end-user's license / access credentials – AVBS Site Representatives only

At the **AHS IAM**  **Home** screen CLICK [Work Requests](#)

SEARCH for the end-user using the search tools or scanning the list of requests

CLICK the end-user's [IAM-##### Request](#) number

WRITE DOWN the end-user's credentials

CLICK [Complete](#)

Once you mark the work item [Complete](#), the screen closes and is no longer accessible.

PASS the credentials onto the end-user

If you did not write the credentials down or the end-user has difficulty logging in, contact one of these support desks.


AHS end-users contact the AHS IT Service Desk at 1-877-311-4300

Community end-users contact eHealth Services Provider Support at 1-855-643-8649 or  
[eHealthProviderSupport@gov.ab.ca](mailto:eHealthProviderSupport@gov.ab.ca)

CLICK  [Home](#) to return to the **AHS IAM**  **Home** screen

[Complete](#) 

## Modify AVBS license / access for an end-user

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

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

CLICK  [Log in](#)

CLICK [Request or Modify Access](#)

SEARCH for and SELECT the end-user whose existing [AVBS](#) access needs modifying

At [Available Entitlements](#), at [AVBS](#) CLICK [Change Access](#)

CLICK [Next](#)

MODIFY the  [AVBS](#) access pane as needed


CLICK [Submit Request](#)

The AVBS access pane shows the modifications made.

CLICK  [Home](#)

Complete 

## Remove AVBS license / access for an end-user

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

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

CLICK  [Log in](#)

CLICK [Request or Modify Access](#)

SEARCH for and SELECT the end-user whose existing AVBS access needs to be removed

At [Available Entitlements](#), under [AVBS](#) CLICK [Change Access](#)

CLICK [Next](#)

At [AVBS Role](#) SELECT [No Role Selected](#) from the drop-down list

Ignore the message that says a role is required


Note all facilities are simultaneously removed


CLICK [Submit Request](#)

CLICK  [Home](#)

Complete 

# Transferring end-user(s) from one AVBS Authorized Approver to another AVBS Authorized Approver

 The AVBS Manager Transfer Tool can be used by the AHS AVBS Authorized Approver Admin (AVBS AAA) and AHS AVBS Authorized Approver (AVBS AA).

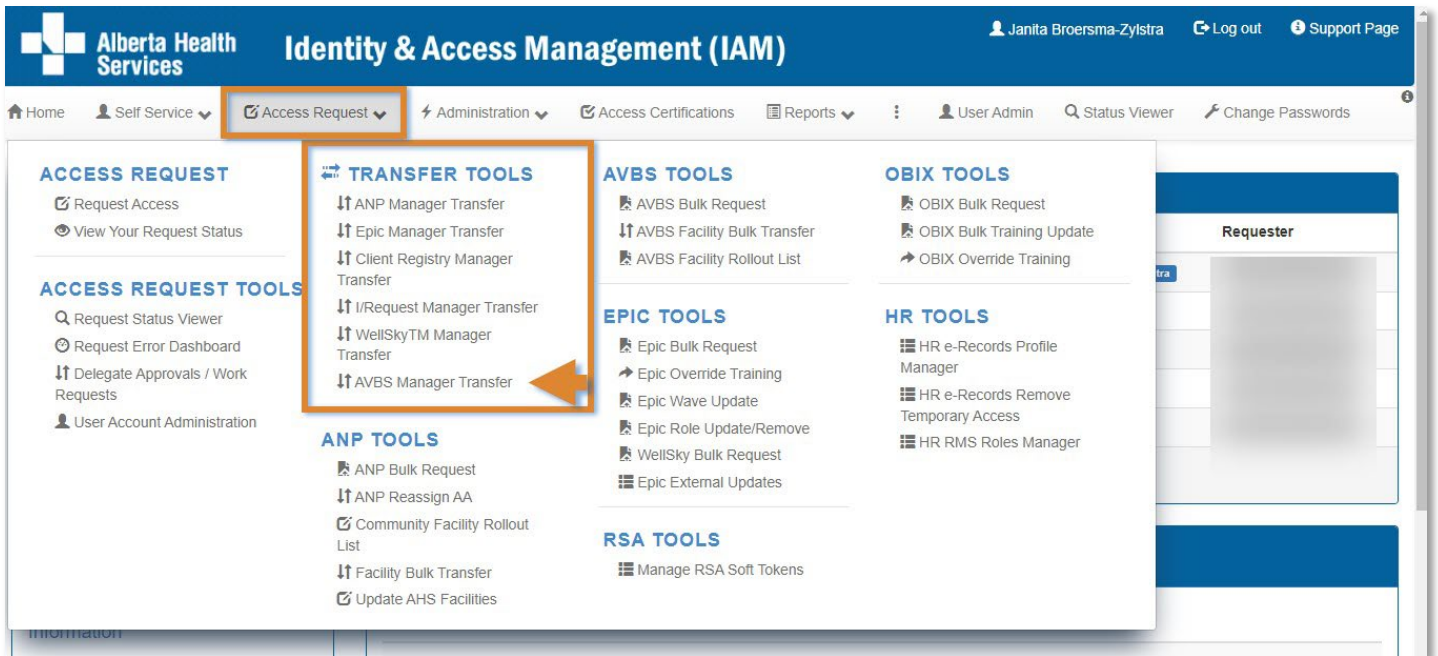
ENTER the AHS IAM URL into your internet web browser  <https://iam.albertahealthservices.ca>

ENTER your Username and Password

CLICK  Log in

CLICK Access Request in the menu bar at the top of the screen

CLICK AVBS Manager Transfer in the Transfer Tools section



The **Manager Transfer for AVBS** screen displays

SEARCH for the current Authorized Approver (if not already displayed)

The end-users who are currently assigned to that Authorized Approver will display

SELECT one or more or [Select All](#)

SEARCH for the Authorized Approver to whom the selected end-users should be transferred

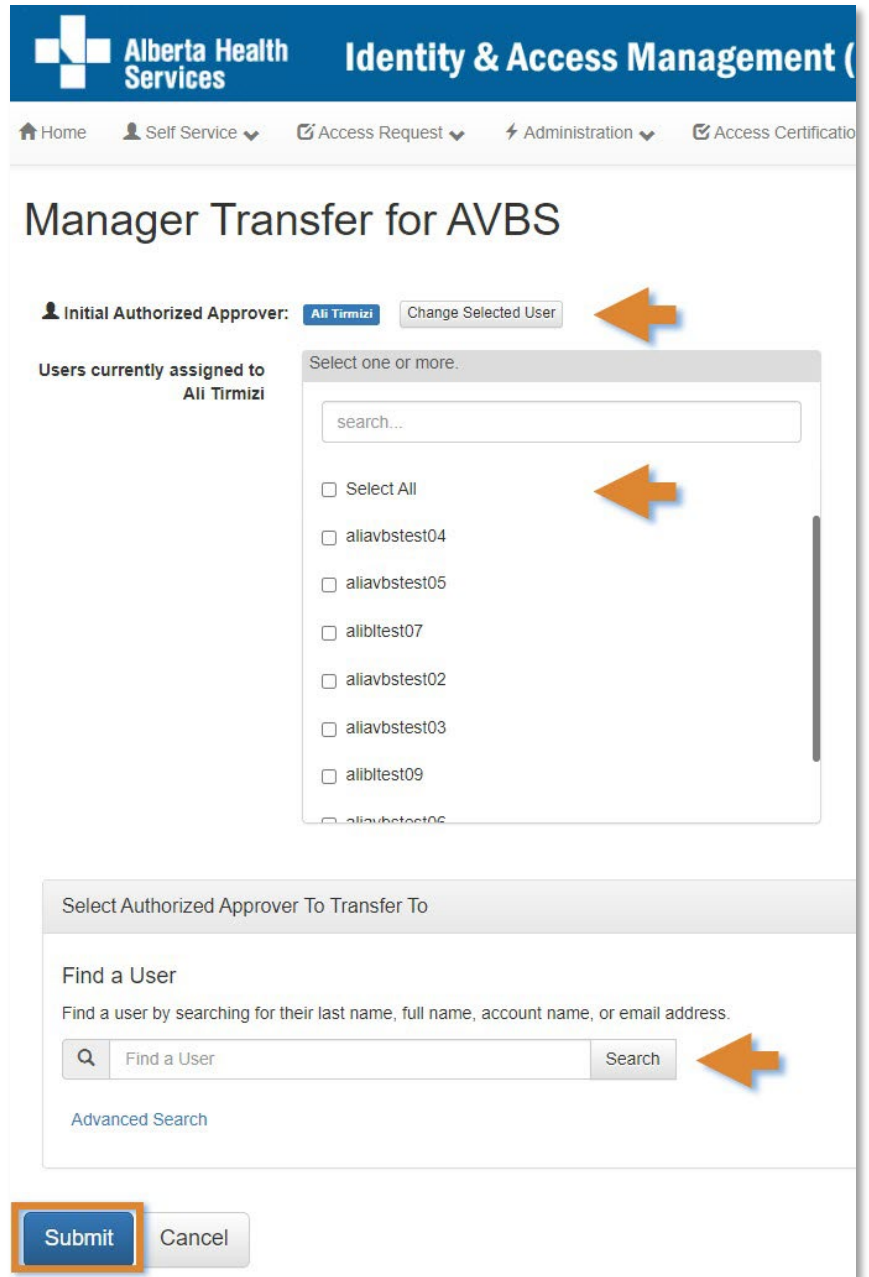
At [Facilities to Transfer](#) SELECT one or more or [Select All](#)

CLICK [Submit](#)

The **Request Status** screen appears

Once all work items and tasks are complete, the transfer of end-users from one Authorized Approver to another will be complete

CLICK [Home](#)



**Alberta Health Services Identity & Access Management**

Home Self Service Access Request Administration Access Certification

## Manager Transfer for AVBS

Initial Authorized Approver: **Ali Tirmizi** [Change Selected User](#)

Users currently assigned to **Ali Tirmizi**

Select one or more.

search...

- Select All
- aliavbstest04
- aliavbstest05
- alibtest07
- aliavbstest02
- aliavbstest03
- alibtest09
- aliavbstest06

Select Authorized Approver To Transfer To

Find a User

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

[Advanced Search](#)



## Appendix: Roles and Rules for AVBS

This is the AVBS role hierarchy for community and AHS end-users. The table describes the roles in more detail.

AHS IAM Admin (AHS Identity Services)



AHS IAM Admin Team – First Level	
	AHS IAM Admin Team is the administrative team of specialists that support the AVBS application. They provision the <a href="#">AVBS Admin</a> role.
AVBS Admin – Second Level	
	<p>Is created and managed by <a href="#">AHS IAM Admin Team</a>.</p> <p><a href="#">AVBS Admins</a> self-manage their role.</p> <p><a href="#">AVBS Admins</a> are AHS IT Access staff members.</p> <p><a href="#">AVBS Admins</a> create and manage <a href="#">AVBS Authorized Approver Admin</a> and <a href="#">AVBS AHS Authorized Approver Admin</a>.</p>
<a href="#">AVBS Authorized Approver Admin – Third Level</a> <a href="#">AVBS AHS Authorized Approver Admin – Third Level</a>	
	<p>Are created and managed by <a href="#">AVBS Admin</a>.</p> <p><a href="#">AVBS Authorized Approver Admins</a> are the Alberta Health Privacy and Security Team and AVBS Provide Support Team.</p> <p><a href="#">AVBS Authorized Approver Admins</a> create and manage:</p> <ul style="list-style-type: none"> <li><a href="#">Provincial operations Managers (AH)</a></li> <li><a href="#">Provincial Read-only &amp; Reporting (AH)</a></li> <li><a href="#">Provincial Audit Staff (AH)</a></li> <li><a href="#">Community Support Staff (AH)*</a></li> </ul>

\* no self-request – must have alternate AVBS AA Admin request

They must have an RSA SecurID token set up with remote access to AHS IAM.

If new to AHS IAM, must set up AHS IAM Security Profile.

[AVBS AHS Authorized Approver Admins](#) are the AHS Health Link and Public Health Support team, Community Care Apps Rural

They do not require remote access to AHS IAM.

If new to AHS IAM, must set up AHS IAM Security Profile.

[AVBS AHS Authorized Approver Admins](#) create and manage:

- Health Link & Public Health Authorized Approvers
- Health Link & Public Health Provincial Operations Managers
- Health Link & Public Health provincial Read-only & Reporting
- Public Health Community Support Staff

### AVBS Authorized Approver – Fourth Level

#### AVBS AHS Authorized Approver – Fourth Level

Are created and managed by [AVBS Authorized Approvers](#) and [AVBS AHS Authorized Approver Admin](#)

[AVBS Site Representatives](#) are AVBS Authorized Approvers at individual facilities. They can only request access for the facilities they are authorized for. W DFA codes are used to identify each facility correctly.

They must have an RSA SecurID token set up to access AHS IAM remotely.

[AVBS AHS Authorized Approvers](#) are AVBS Authorized Approvers. They can only request access for the facilities (AHS Zones) they are authorized for. They use AHS Zones to identify their end-users (not W DFA codes as are usually used).

They do not require remote access to AHS IAM.

[AVBS AHS Authorized Approvers](#):

- MUST have the correct DOHRA to act in this role.
- Cannot delegate this role to anyone who does not have the correct DOHRA.
- Can only set up AVBS access for Health Link and Public Health staff.

### AVBS End-User – Fifth and last level

#### AVBS AHS End-User – Fifth and last level

Are created and managed by [AVBS Authorized Approver](#) and [AVBS AHS Authorized Approver](#).

End-users of the AVBS system.

Cannot request AVBS access for themselves.