









Connect Care Provider Portal (CCPP) First-time Login Guide

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Support Contact	
<p>AHS IT Service Desk</p> <p>Call the AHS IT Service Desk at 1-877-311-4300</p> <p> https://www.albertahealthservices.ca/about/Page12928.aspx</p> <p>CCPP Onboarding Support</p> <p> ccproviderportal@ahs.ca</p>	

1. Who is this guide for?



This guide is meant for new end-users of Connect Care Provider Portal (CCPP) who are logging in for the first time.

You will have received your CCPP username and a temporary password. This guide will help you reset your temporary password to one of your choosing. Once that is done, it will show you how to log into CCPP.

Learning materials for CCPP are covered at #7 – Please Remember your Connect Care Provider Portal training.

2. Have your RSA SecurID Token ready

Every Connect Care Provider Portal end-user will need an [RSA SecurID token](#) provided by Alberta Health Services to securely access the AHS Network and Connect Care Provider Portal. If you do not have an RSA SecurID Token, ask your Access Administrator / Authorized Approver to request remote access for you using the AHS Identity & Access Management (AHS IAM) system. Have your hard token on hand for the login steps. If you're using a soft token, complete the instructions emailed to you to install and use the RSA app on your device or computer.

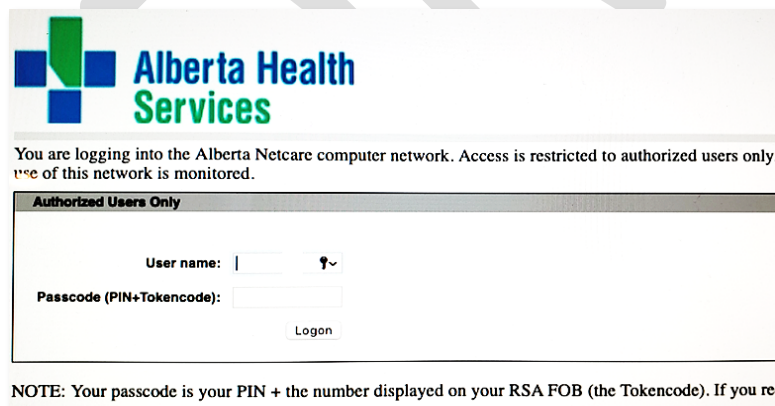
The SecurID token can be a hardware device that looks similar to this  or a software application that runs on a smart device like your mobile phone or computer with an icon similar to this .

 Reference: [RSA SecurID Tokens Fact Sheet](#)

3. Launch AHS IAM

ENTER the AHS IAM URL into your internet web browser <https://iam.albertahealthservices.ca>
SAVE as a bookmark / favourite

The AHS Citrix Gateway login screen appears because you are accessing AHS IAM from outside an AHS facility.



ENTER your [User name](#)

If you use an [RSA SecurID hard token](#),

ENTER your 4-digit PIN into the **Passcode** field followed by the 6 digits displayed on the token.
10 digits in total.

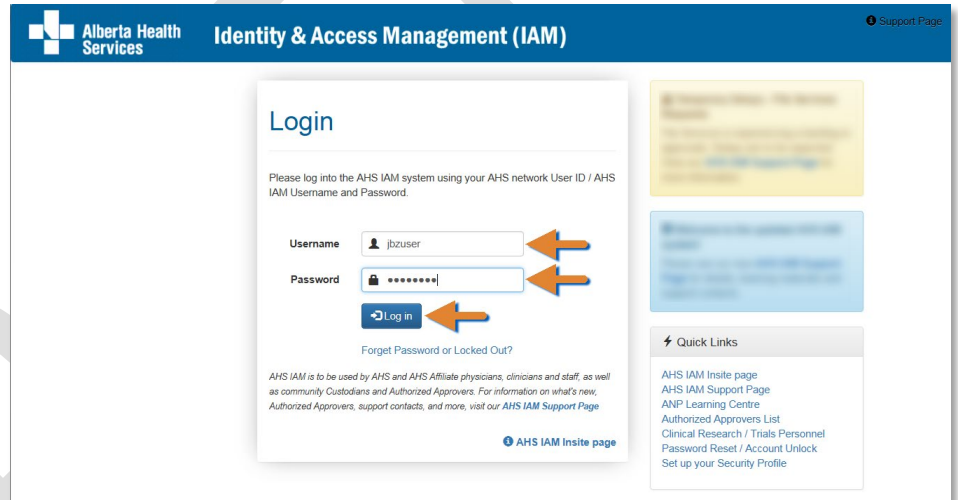
If you use an **RSA SecurID soft token**,
LAUNCH your RSA SecurID device
ENTER your 4-digit PIN into the SecurID app to generate a passcode
ENTER the 8-digit code that appears in the app into the **Passcode** field on your computer screen.
8 digits in total.

The **AHS IAM Login** screen appears

ENTER your **Username** and
Password
CLICK **Log in**

If the **Change Password** screen appears you must change your temporary password to one of your choosing

If you get an **Invalid Credentials** message, please CLICK on **Forget Password or Locked Out?** Follow the steps to reset your password.



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

Login

Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password.

Username

Password

Forget Password or Locked Out?

AHS IAM is to be used by AHS and AHS Affiliate physicians, clinicians and staff, as well as community Custodians and Authorized Approvers. For information on what's new, Authorized Approvers, support contacts, and more, visit our [AHS IAM Support Page](#)

[AHS IAM Insite page](#)

Quick Links

- [AHS IAM Insite page](#)
- [AHS IAM Support Page](#)
- [ANP Learning Centre](#)
- [Authorized Approvers List](#)
- [Clinical Research / Trials Personnel](#)
- [Password Reset / Account Unlock](#)
- [Set up your Security Profile](#)

If you encounter difficulties contact the AHS IT Service Desk at 1-877-311-4300

 <https://www.albertahealthservices.ca/about/Page12928.aspx>

4. Change your Temporary Password

ENTER [New Password](#)

CONFIRM [New Password](#)

CLICK [Next](#)

The **AHS IAM Login** screen appears again

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

CLICK [Log in](#)

The **Update Security Questions** screen may appear for those without a Security Profile



The screenshot shows the 'Identity & Access Management (IAM)' interface. At the top, there is a blue header with the Alberta Health Services logo and the text 'Identity & Access Management (IAM)'. Below the header, a light blue box contains an 'Attention' message: 'Your password has expired. You must change it now.' The main section is titled 'Change Password'. It contains instructions: 'You must provide a new password. Enter your new password and confirm it. Your password must be at least eight characters. It must have at least three different types of characters: lowercase, uppercase, numeric, and symbols. It cannot contain your User ID or any part of your name. It can only be changed once a day and cannot be the same as any of your last 13 passwords.' There are two input fields: 'New Password' and 'Confirm New Password', both with red asterisks indicating they are required. At the bottom right, there are 'Next' and 'Cancel' buttons. The 'Next' button is highlighted with a red circle.

5. Complete your AHS IAM Security Profile

If prompted, complete your AHS IAM Security Profile.

If you are not prompted, you have completed your Security Profile already. You can proceed to [Step 6 Launch Connect Care Provider Portal](#).

This one-time step takes only minutes to complete and validates your identity with the Alberta Health Services IT Service Desk.

In future, your AHS IAM Security Profile will allow you to reset your Connect Care Provider Portal password if you forget it or believe it has been compromised. You will access this function on the Unified Access Portal login page using the [Forgot Your Password?](#) link.

ENTER your [Secret Word](#)

ANSWER a minimum of five (5) [Security Questions](#) that are meaningful to you
Read the rules to help you set up your answers

CLICK [Save](#)
The **AHS IAM Home** screen appears
You can begin using AHS IAM or you can [Log out](#)

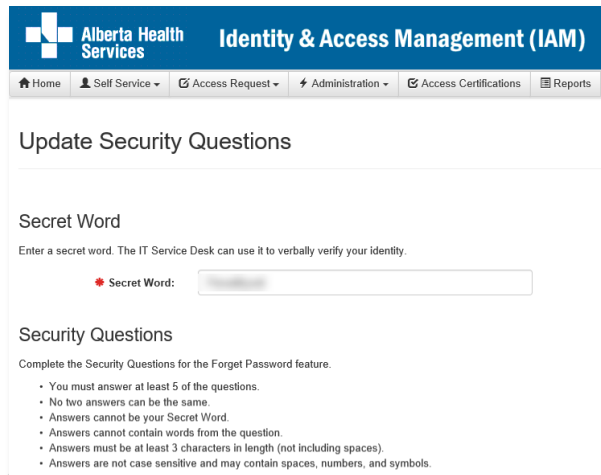
You can review or update your Security Profile anytime

CLICK [Self Service](#)

CLICK [Update Security Questions](#)

REVISE as needed

CLICK [Save](#)



6. Launch Connect Care Provider Portal

ENTER the Connect Care Provider Portal URL into the internet browser address field:

[url link here](#)

SAVE as a bookmark / favourite
The **Unified Access Portal** login screen appears.

UAP screen shot

ENTER your [Username](#), [Password](#) and [RSA SecurID token PIN](#)
The **CCPP login page** appears



You will not be able to access CCPP until you have completed your CCPP training.
Please see [Step 7 Complete your Connect Care Provider Portal Training.](#)

Screen shot of login page

7. Complete your Connect Care Provider Portal Training

All end-users, including Physicians, Authorized Approvers, and clinic support staff must complete two mandatory training videos.


InfoCare – On Our Best Behaviours (~30 minutes)
Introduction to Connect Care Provider Portal (~5 minutes)

At the CCPP Login page, CLICK on the MyLearningLink icon
COMPLETE training

Training is automatically monitored; as soon as you have finished training, your access to CCPP will be made available. You will be sent an email notifying you that your access to CCPP is available. This should only take a few minutes.

LOGIN to CCPP
ACCEPT the Terms & Conditions

Screen shot of CCPP home page – circle quick links

 Additional Learning Resources are available in the [Quick Links](#) section on the CCPP home page.

- Quick start guide (step-by-step instructions)
- In Basket Manual
- Frequently asked questions
- eLearning videos:
 - Finding Patients through Managed Access
 - Placing Orders
 - Using In Basket

- Monitoring Your Patients Events

[Click here to open the Connect Care Provider Portal Onboarding Guide](#)

Click [here](#) to access the complete Epic (Connect Care) User Guide. Go to the [AHS IAM Support page](#) and look under [Learning](#).

Complete 

[Back to top](#)

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