
Alberta Netcare Portal (ANP) 180-day inactive access account disabling Fact Sheet

This fact sheet is meant for everyone with Alberta Netcare Portal access: physicians, clinicians, and staff of AHS, AHS Affiliates, and community sites (even those not yet using AHS IAM). Thank you for supporting the laws and practices that protect the invaluable patient and business information Alberta Netcare Portal contains.

Contents

Introduction	1
What is ANP 180-day inactive access account disabling?	2
How is inactivity defined and the disable date calculated?	2
Why are we disabling inactive ANP access accounts?	2
Will I be notified?	2
What can I do if an ANP access account is about to be disabled?	3
How can I get my ANP access account back if it is disabled?	4
What if I don't need ANP access anymore?	4
What on-screen message will I see if my ANP access account has been disabled?	4
What if I access ANP at more than one site?	5
What if I access ANP through another connected application or system?	5

Introduction

On September 20, 2018, the AHS Identity & Access Management (AHS IAM) system automated an Alberta Netcare Portal (ANP) security practice. ANP access accounts inactive for 180 consecutive days (approximately 6 months) will be disabled.

Inactive or unmonitored access accounts are a significant security risk to ANP and the important data it manages. Automating the ANP inactive access account disabling process protects end-users and improves the ANP security framework overall.

What is ANP 180-day inactive access account disabling?

When a person's ANP access account has been inactive for 180 days (approximately 6 months) their ANP access account will be disabled through an automated process performed by the AHS Identity & Access Management (IAM) system unless the end-user takes action.

How is inactivity defined and the disable date calculated?

AHS IAM looks at many criteria when calculating inactivity because there are many end-user types and scenarios to consider. AHS IAM examines the date the end-user's account was created, the last date the end-user logged into ANP (PIN/PD), and if any new or modify access requests have been submitted by or for the end-user. If 150 days of inactivity is detected from the end-user last login to ANP (PIN/PD) the disabling process begins and email notifications are sent.

Why are we disabling inactive ANP access accounts?

- People leave or change their roles or places of employment and their ANP access accounts are not updated or removed.
- Unused, unmonitored accounts are a security and privacy risk to Alberta Netcare Portal, its patients, care providers, data and data providers.
- Automating this process ensures that inactive access accounts are disabled and ANP data is protected.

Will I be notified?

Automated email notifications will be sent from the AHS Identity & Access Management (AHS IAM) system advising that an end-user's ANP access account has been inactive for 150 days and will be disabled in 30 days if no action is taken.

The emails explain that if an end-user's access is no longer needed, the end-user or their Authorized Approver can let the account be disabled as scheduled or submit a remove request before the disable date.

The emails also explain what an end-user can do to avoid having their account disabled for the current inactivity cycle.

[Back to top](#)

Emails are sent at 30 days prior to the disable date. If no action is taken, another email is sent 15 days prior to the disable date. If no action is taken, another (final) email is sent 2 days prior to the disable date.

Once an end-user takes action the email notifications stop and inactivity timer starts again. If the end-user's account is inactive for another 150 days, the process begins again.

- Emails are sent to AHS Authorized Approvers and AHS end-users.
- Emails are sent to AHS Affiliate Authorized Approvers, and AHS Affiliate end-users if IAM has an email address for them.
- Emails are sent to Community Authorized Approvers (also known as Access Administrators).
- Emails are not sent to Community end-users of ANP primarily because email addresses are not collected or used for them in IAM.

What can I do if an ANP access account is about to be disabled?

If you are the Authorized Approver who arranged ANP access for an end-user, we suggest you get in touch with them. Discuss if ANP access is still needed. If ANP access is still needed, the end-user needs to login to Alberta Netcare Portal to keep their ANP access account from being disabled.

If the end-user has forgotten their ANP username and / or password, please have them call the [AHS IT Service Desk](#) (for AHS and AHS Affiliate end-users) or the Alberta Health Provincial Service Desk 1-877-931-1638 (for community end-users).

If you are an end-user, and you still need access to ANP, log with your ANP username and password. Logging in will keep your ANP access account from being disabled. Once you login, the email notifications will stop and the 180-day inactivity timer will start again.

If you login on the last day before your access account is set to be disabled, you may be unsuccessful in preventing that from happening. There can be discrepancies between the date IAM sent a notification and you receiving it through your email provider, there may be an outage, things can happen. If this happens to you, submit a new ANP access request.

If you have forgotten your ANP username and / or password, please contact the [AHS IT Service Desk](#) (for AHS and AHS Affiliate end-users) or the Alberta Health Provincial Service Desk 1-877-931-1638 (for community end-users). If you feel you need your access to ANP updated or amended to reflect a change of Authorized Approver, role, position, or facility, please discuss this with your current Authorized Approver and submit the changes using your usual process.

[Back to top](#)

How can I get my ANP access account back if it is disabled?

Ask your Authorized Approver to submit a new Alberta Netcare Portal access request using the manual process still current in some community sites or the [AHS Identity & Access Management \(AHS IAM\) system](#).

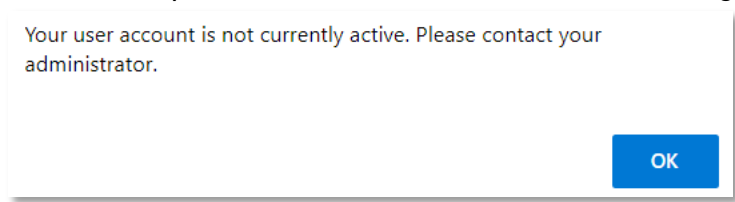
What if I don't need ANP access anymore?

Talk to your Authorized Approver if you don't think you need access to ANP anymore. Only maintain access to ANP if it is relevant to your job role now. And choose the right permission level for your job role; the Health Information Act of Alberta states you should access the least amount of information needed to perform your job role.

What on-screen message will I see if my ANP access account has been disabled?

You will see an on-screen message like Screen example 1. If you need access to ANP for your job role, talk to your Authorized Approver. You or they will have to re-apply for ANP access using the manual process still current in some community sites or the [AHS Identity & Access Management \(AHS IAM\) system](#).

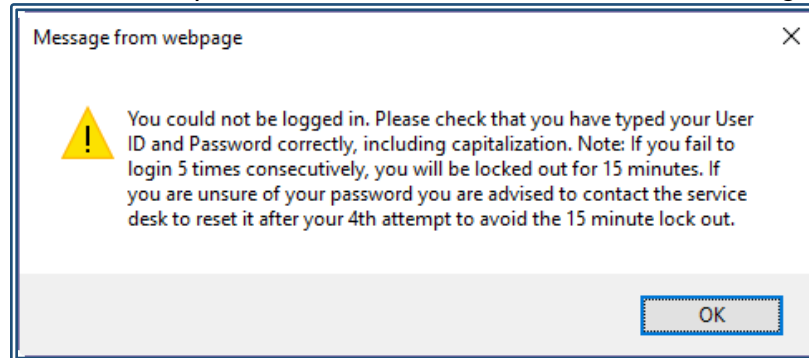
Screen example 1: Disabled account on-screen message

A screenshot of a white rectangular dialog box with a thin grey border. Inside, the text reads: "Your user account is not currently active. Please contact your administrator." In the bottom right corner, there is a blue rectangular button with the text "OK" in white.

Your user account is not currently active. Please contact your administrator.

OK

By contrast, if your ANP access account is still active but you have logged in incorrectly, you will see an on-screen message like Screen example 2. It says the credentials entered are not correct and provides advice on what to do.

Screen example 2: Incorrect credentials on-screen message

What if I access ANP at more than one site?

An Alberta Netcare Portal (ANP) end-user gets only one ANP access account. That access account can be associated with more than one site and have different permissions for each site. As long as you log into ANP regularly at any one of your sites, your ANP access account will remain active for all.

If you have an ANP access account at another site that you no longer need please ask the site's Authorized Approver to remove that access. This will ensure your ANP access account information is accurate and current.

What if I access ANP through another connected application or system?

ANP can be accessed directly from some connected applications or systems including Electronic Medical Records (EMR), Pharmacy Practice Management Systems (PPMS), and AHS clinical systems. Examples: TELUS Health EMR's Wolfe and Kroll, AHS Epic (Connect Care) and Meditech.

ANP tracks each time an end-user logs in and accesses their ANP account. The 180-day process has been built to consider cross-application access and some other ANP account updates.

If you and / or your Authorized Approver receive an email notification warning of 180-Day inactivity and you still need access, please log into ANP immediately.

Once you log into ANP, the 180-day inactivity email reminders will end and the timer will start again. If your account is inactive for 150 consecutive days the process repeats, starting with the 30-day email inactivity notification. If the expiry date has passed and your account has become disabled, please ask your Authorized Approver to request ANP access for you again.

Finally, it is still important to manage your password within ANP directly. ANP has specific password criteria and a reset policy of 120-days. If you access ANP through a connected system, you may not be prompted to change your Alberta Netcare password. Updating your password regularly helps reduce the possibility of a password breach and unauthorized access to patient data.

[Additional information sources](#)

Alberta Netcare Learning Centre → Access → Access Alberta Netcare
<https://www.albertanetcare.ca/learningcentre/Access-Netcare-EHR.htm>

Alberta Netcare Learning Centre → Access → Passwords
<https://www.albertanetcare.ca/learningcentre/Access-Passwords.htm>

[Back to top](#)

♦ end ♦