AHS IAM e-People Access Process

User Guide

Prerequisite AHS IAM Security Profile

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 ❶ Learning.
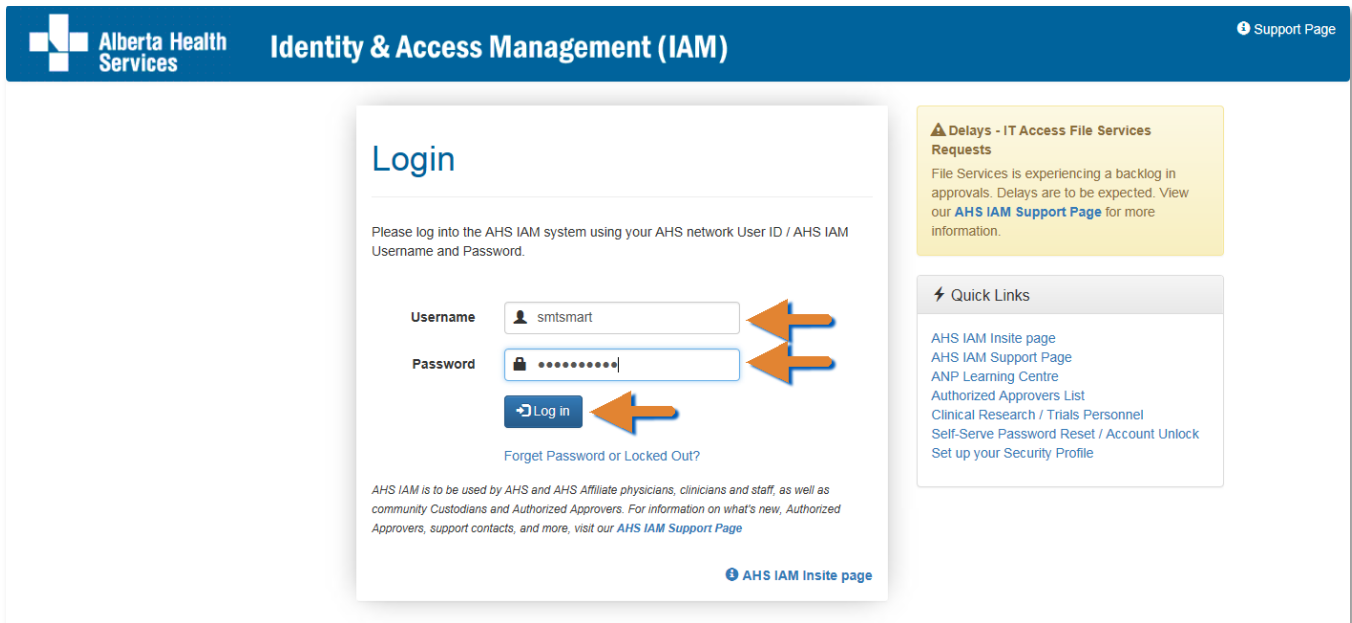
Topics in this User Guide

AHS IAM Terms & Definitions

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

AHS Employee
A person on-boarded and paid through AHS Human Resources e-People.

AHS Non-Employee
A person not on-boarded or paid through AHS Human Resources e-People.

Community End-User
A person who works for a privately owned health delivery facility. Examples: physician, pharmacist, dentist, chiropractor.

Combination End-User
A person who is more than one of the above types.

Requester
A person who submits a NAR request in AHS IAM. 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.

Authorized Approver

A person who is able to approve access requests in AHS IAM.
An Authorized Approver must meet one of these criteria.
 	
Have an AHS Delegation of Human Resources Authority (DOHRA) of 1 to 12
    OR
Have a Covenant Health DOHRA of 1 to 6
    OR
Has been pre-approved by AHS IT Access to perform the role of an Authorized Approver.
 	
More information about Authorized Approvers can be found on the AHS IAM Support Page, under 👤 Authorized Approvers.

Request e-People Access

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

  The **AHS IAM Login** screen appears

ENTER your Username and Password
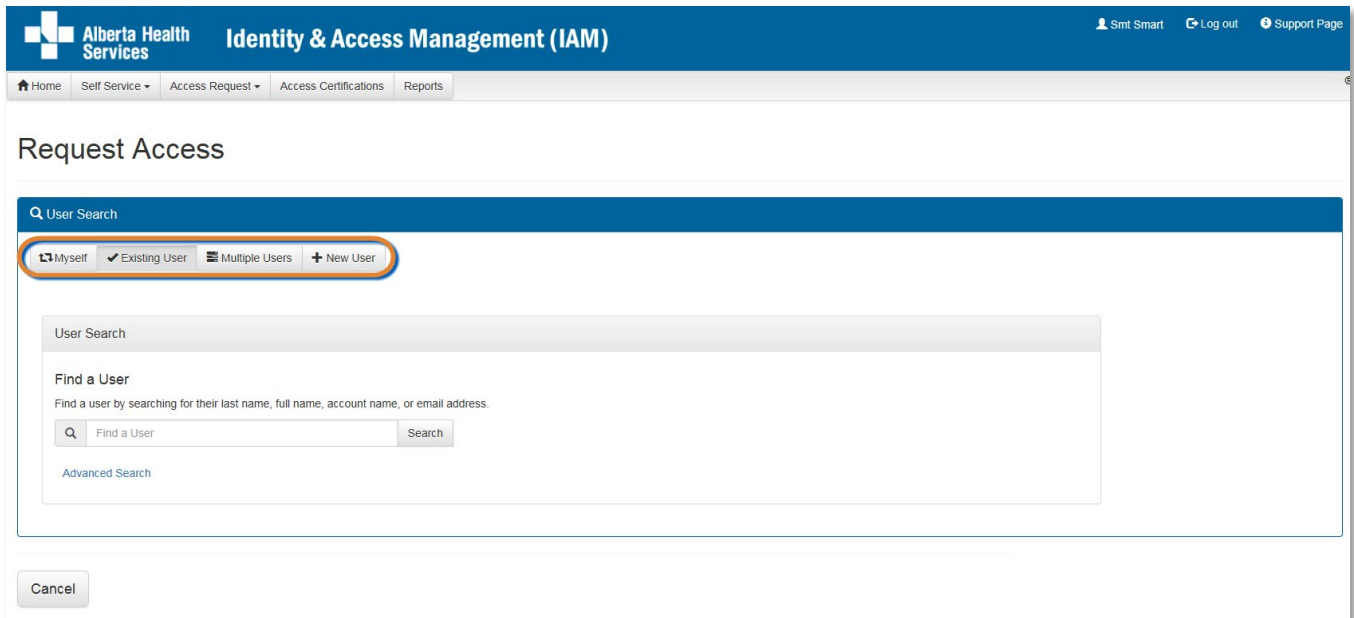
CLICK ⏻ Log in

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

CLICK Request or Modify Access

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

❗ You can create a request for Myself, an Existing User (default), and Multiple Users. Directions follow. You cannot request e-People access for New User.

Alberta Health Services — **Identity & Access Management (IAM)**

👤 Smt Smart   ⎋ Log out   ❶ Support Page

🏠 Home | Self Service ▾ | Access Request ▾ | Access Certifications | Reports

Request Access

🔍 User Search

| ⇄ Myself | ✔ Existing User | ☰ Multiple Users | ➕ New User |

User Search

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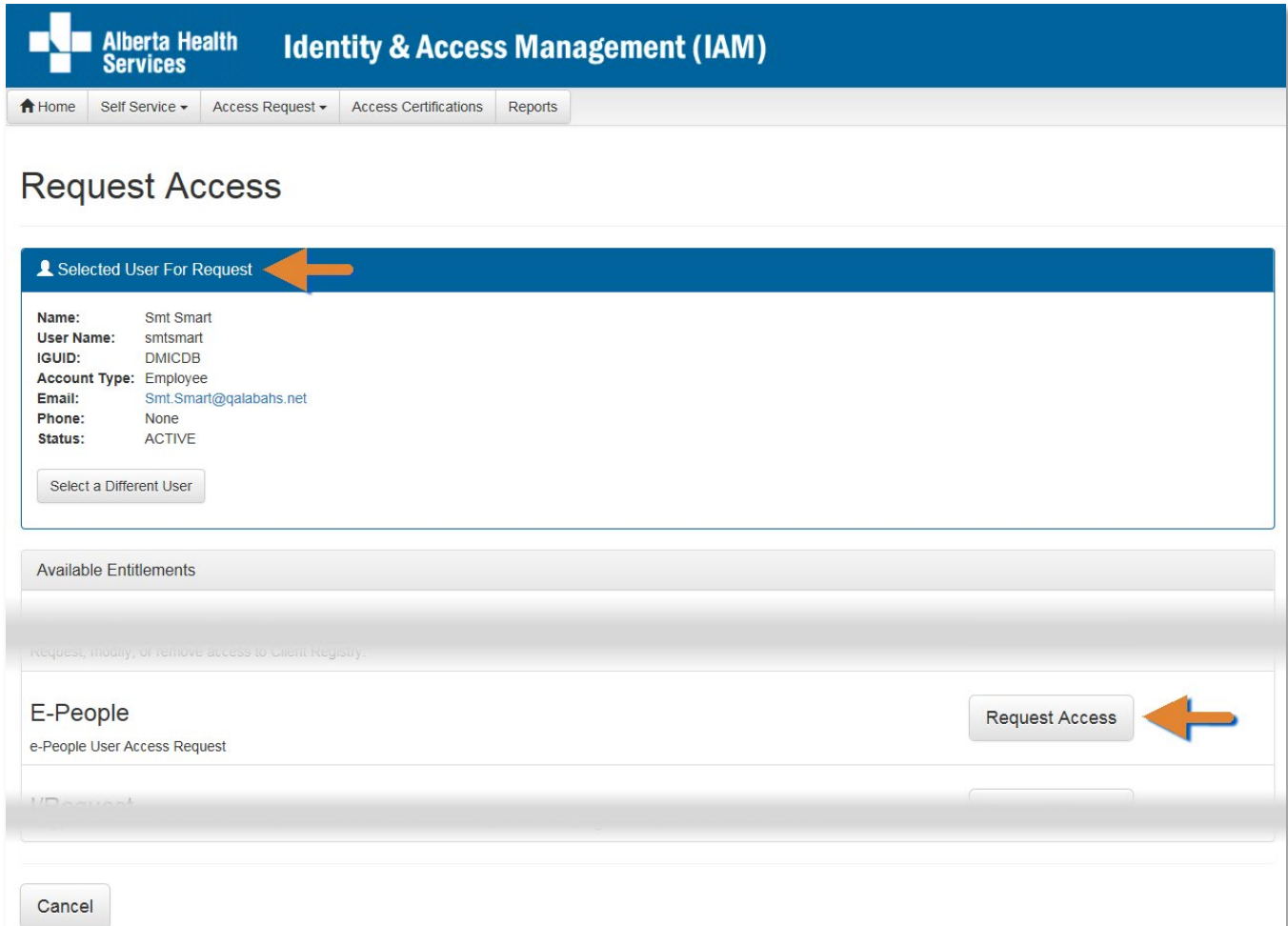
🔍 | Find a User | Search

Advanced Search

Cancel

Request e-People access for Myself

If the request is for yourself

CLICK ⇄ Myself

The **Request Access** screen refreshes. Your information appears in the Selected User For Request pane.

Under Available Entitlements, at E-People, CLICK Request Access

The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with E-People displayed.

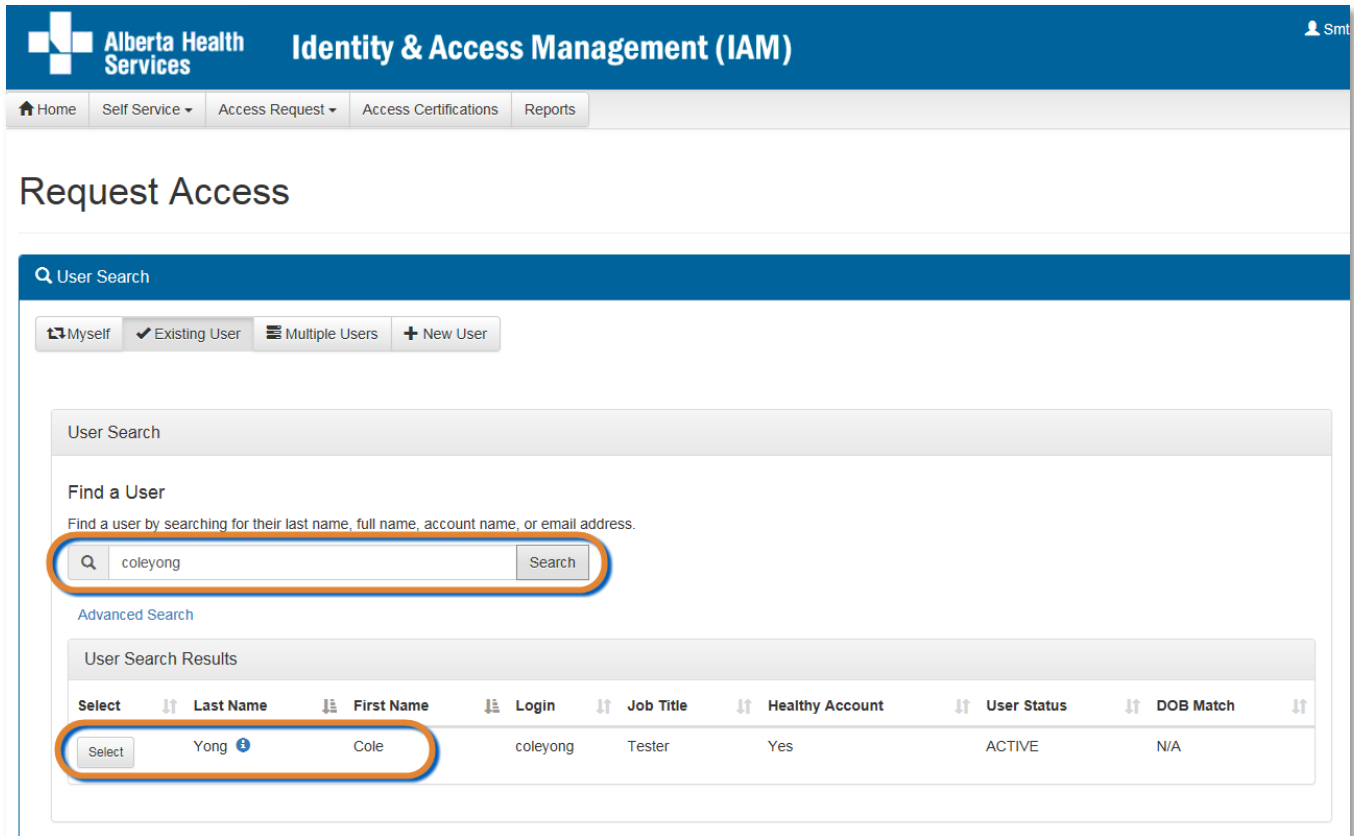CLICK Next

The **Complete Access Request** screen appears

SKIP to Complete Access Request Screen instructions

Request e-People access for an Existing User

If the request is for an existing end-user
CLICK ✔ Existing User
The User Search screen pane appears

SEARCH for the existing end-user using the simple or Advanced Search functions
User Search Results appear
SELECT the end-user
The screen refreshes with the end-user's details displayed in the Selected User For Request
pane

Under Available Entitlements, at E-People, CLICK Request Access
> The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with E-People displayed

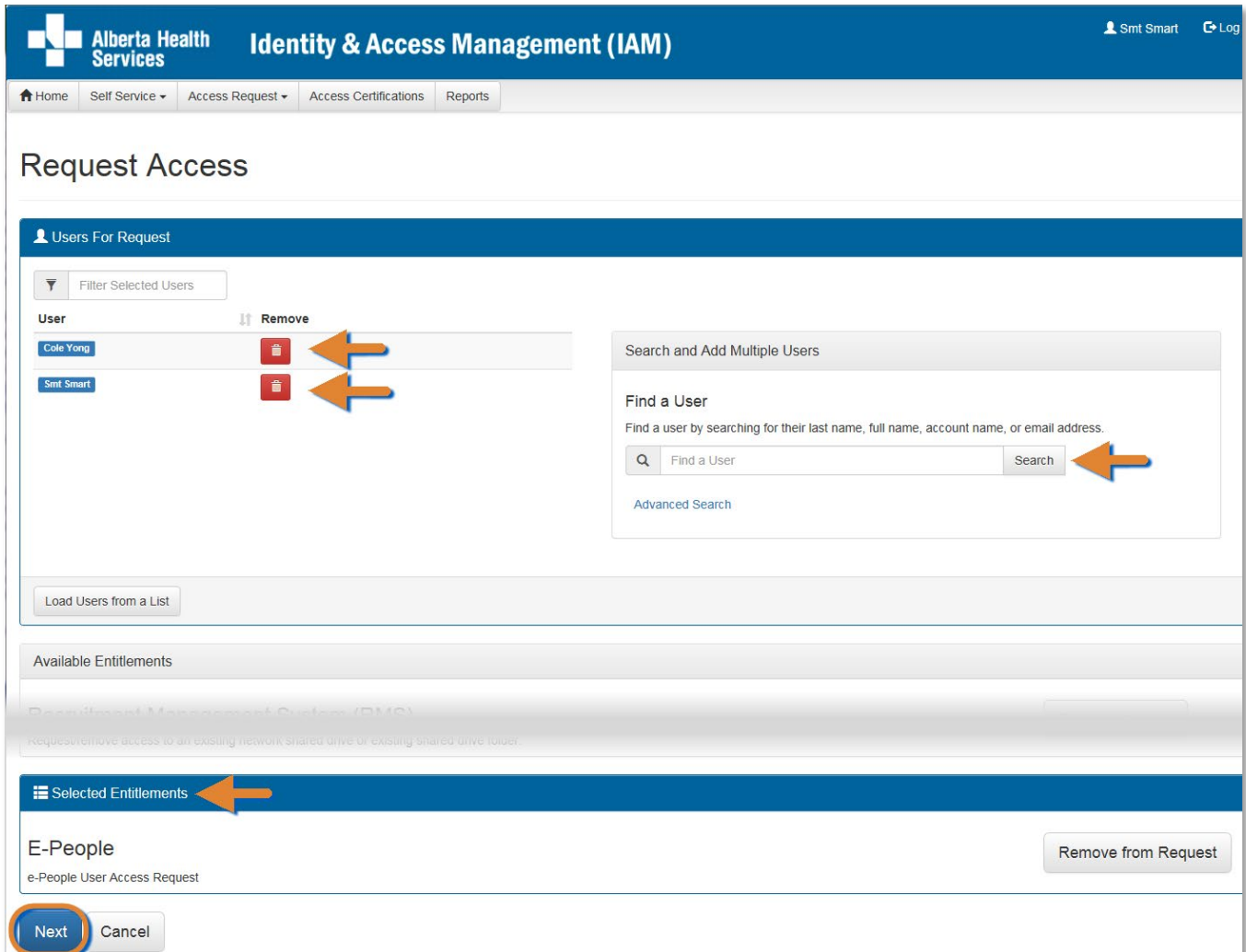CLICK Next
> The **Complete Access Request** screen appears

SKIP to Complete Access Request Screen instructions

Request e-People access for Multiple Users

If the request is for multiple existing end-users

CLICK ✔ Multiple Users

The **Request Access** screen appears

In the Search and Add Multiple Users pane SEARCH for the end-users using the simple or Advanced Search functions

User Search Results appear

SELECT the end-users

The selected end-users will appear in a list to the left of the Search and Add Multiple Users pane. REMOVE end-users from the list if needed by CLICKING on Remove icon.

Under Available Entitlements, at E-People, CLICK Request Access

> The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with E-People displayed.

CLICK Next

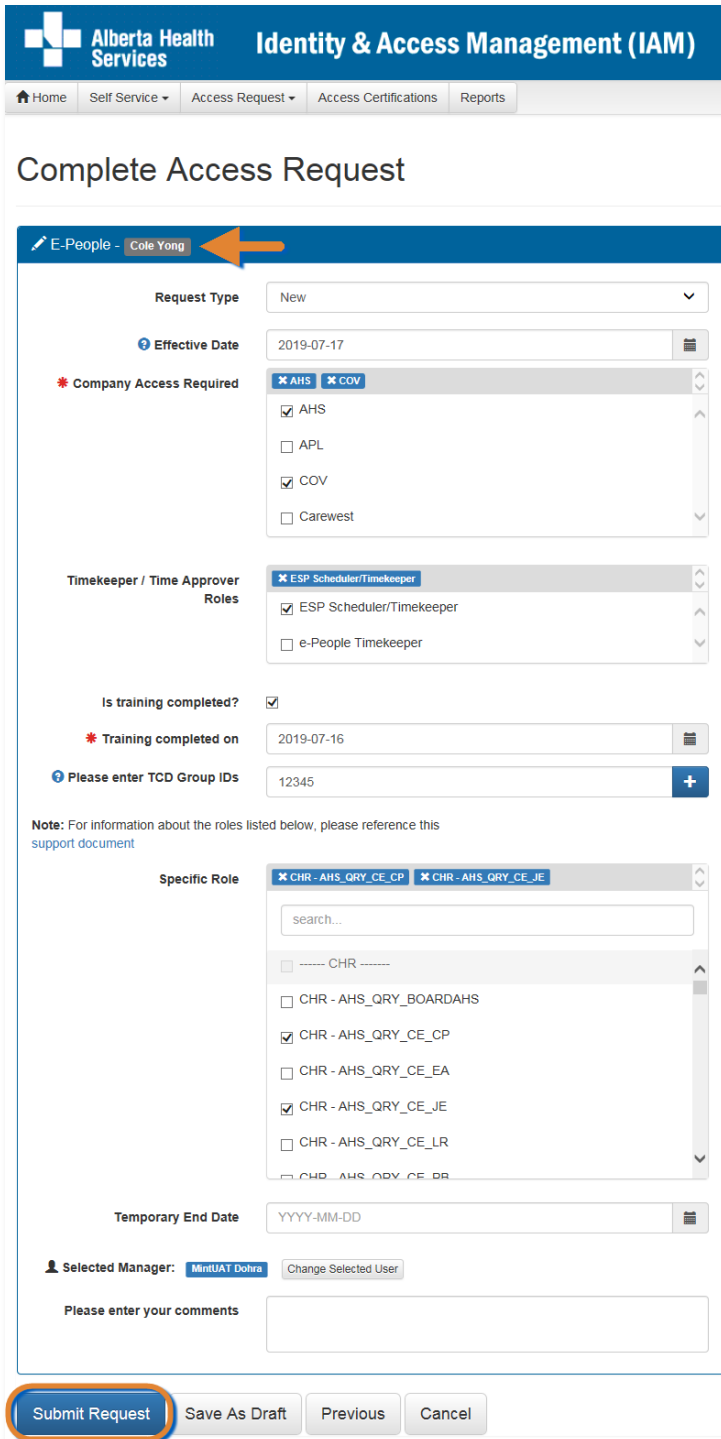> The **Complete Access Request** screen appears

SKIP to Complete Access Request Screen instructions

Complete Access Request Screen

COMPLETE the ✎ E-People pane
>> See the 🔧 Tool Tips for the E-People pane on the next page

🔧 Tool Tips for completing the E-People pane

COMPLETE all mandatory * fields and as many optional fields as possible.
READ the on-screen information and field tips.

At Company Access Required

CLICK on the checkbox beside each company as applies

At Timekeeper / Time Approver Roles

CLICK on the checkbox beside each role as applies

At Is training completed?

CLICK on the checkbox to certify that training has been completed and COMPLETE the date

At Specific Role

CLICK on the checkbox beside each role as applies

At Temporary End Date

If access is short-term, COMPLETE the date

At Select Manager for Approval

If presented with Select Manager for Approval, SEARCH for and SELECT an Approving Manager, also known as an Authorized Approver.

ENTER the name of the Approving Manager
CLICK Search
    User Search Results will appear
CLICK Select beside the correct Approving Manager
    When you submit the request, the Approving Manager you identify will be notified in two ways. They will receive an automated message from "Identity Management Services" notifying them a request requires their approval. When they log into AHS IAM, they will see the pending request in their Approvals queue.

    They have 10 business days to process the request before it will be returned to you to resubmit or choose another Approving Manager. You, as the requester, will receive an automated message from "Identity Management Services" if the request is returned to you.

    If the request is approved, you will receive a notification to that effect from "Identity Management Services".

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

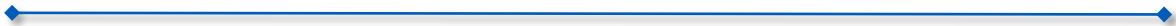> You can cancel the request by CLICKING on Cancel. This will erase the request completely.
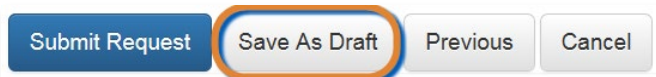
> The **Complete Access Request** screen refreshes with message, **Success** Draft Saved displayed in the top left corner.

Option – Open a draft request

CLICK 🏠 **Home** screen

> In the 📥 Draft Requests pane the saved draft is listed

CLICK Resume or Delete
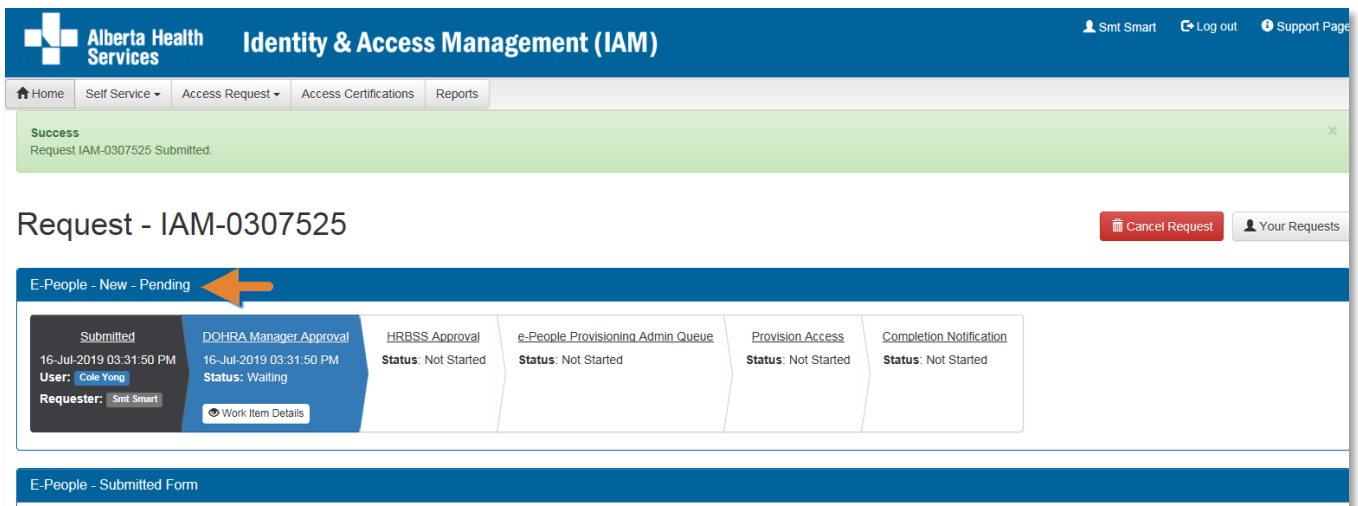
Submit Request

> If you have finished the request to your satisfaction you can submit it.

CLICK Submit Request

> The **Request Status Viewer** screen appears

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

Approval and processing steps must be performed by others: HRBSS Approval followed by the e-People Provisioning Admin. These tasks display as Waiting and Not Started. Once complete, access will be provisioned and the end-user notified.

CLICK 🏠 Home to return to the **AHS IAM** 🏠 **Home** screen
In the Request Status pane, the pending request appears.

You can monitor the progress and status of your request in the Request Status pane of your **AHS IAM Home** screen.
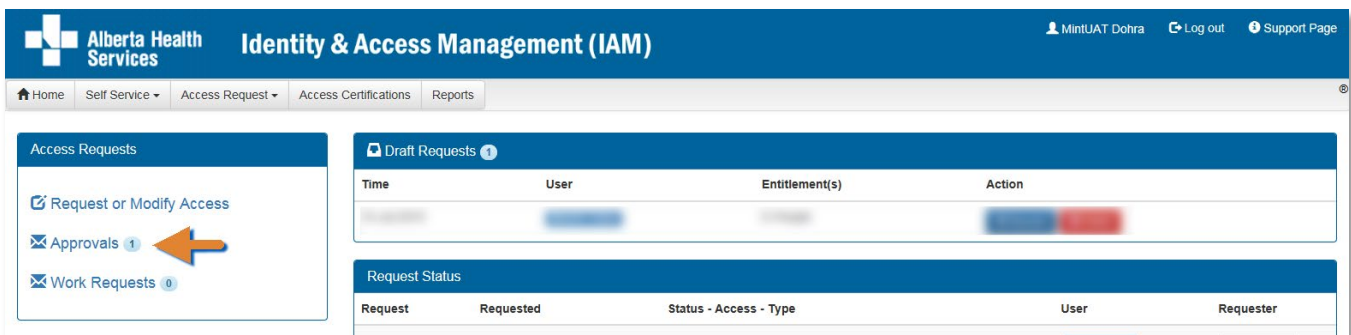
Complete 👍

Approve an e-People Request

ⓘ These steps can be followed to for new, modify or remove access requests.

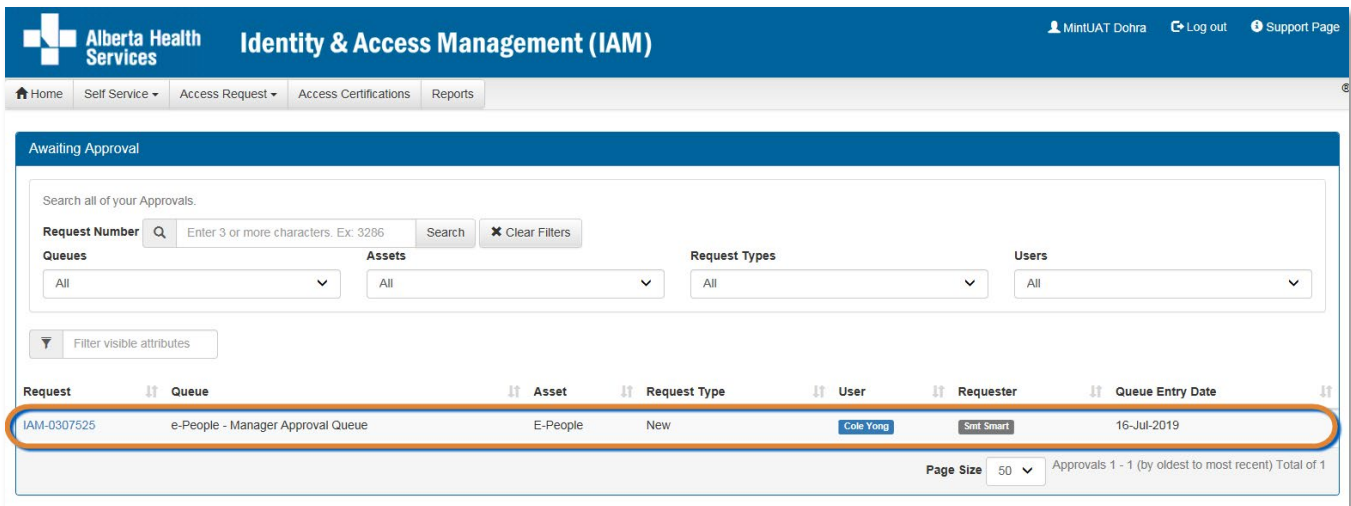ENTER the AHS IAM URL into your internet web browser **⇥** https://iam.albertahealthservices.ca
LOGIN

In the Access Requests pane, notice a new Approvals item is waiting.

CLICK Approvals

The **Awaiting Approval** screen will appear.

CLICK the Request number

The **Pending Approval – IAM-######** screen displays showing the request for review and approval.

Alberta Health Services   **Identity & Access Management (IAM)**   👤 MintUAT Dohra   ⏻ Log out   ⓘ Support Page

🏠 Home   Self Service ▾   Access Request ▾   Access Certifications   Reports

Pending Approval - IAM-0307525   ← Return to Queue

E-People - New - Pending

Submitted	DOHRA Manager Approval	HRBSS Approval	e-People Provisioning Admin Queue	Provision Access	Completion Notification
16-Jul-2019 03:31:50 PM	16-Jul-2019 03:31:50 PM	**Status:** Not Started	**Status:** Not Started	**Status:** Not Started	**Status:** Not Started
User: Cole Yong	**Status:** Waiting				
Requester: Smt Smart	👁 Work Item Details				

✏ E-People

ⓘ **Effective Date**	2019-07-17 📅
✱ **Company Access Required**	✖ AHS ✖ COV
	☑ AHS
	☐ APL
	☑ COV
	☐ Carewest
Timekeeper / Time Approver Roles	✖ ESP Scheduler/Timekeeper
	☑ ESP Scheduler/Timekeeper
	☐ e-People Timekeeper
Is training completed?	☑
✱ **Training completed on**	2019-07-16 📅
ⓘ **Please enter TCD Group IDs**	12345 ➕

Note: For information about the roles listed below, please reference this support document

|	
Specific Role	✖ CHR - AHS_QRY_CE_CP ✖ CHR - AHS_QRY_CE_JE
	search...
	☐ ------ CHR -------
	☐ CHR - AHS_QRY_BOARDAHS
	☑ CHR - AHS_QRY_CE_CP
	☐ CHR - AHS_QRY_CE_EA
	☑ CHR - AHS_QRY_CE_JE
	☐ CHR - AHS_QRY_CE_LR
	☐ CHR - AHS_QRY_CE_PR
Temporary End Date	YYYY-MM-DD 📅
👤 **Selected Manager:**	MintUAT Dohra Change Selected User
Please enter your comments	

Your Comments 💬 ⓘ

✔ Approve   ✖ Deny   Save   ← Return to Queue

REVIEW the ✏ E-People request information
CHANGE information as needed and permitted
ENTER Comments as needed

> 🔧 Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the end-user or requester. If you see this comment icon 💬 on a work item, it means an Approver has left a comment.

CLICK Approve

> The **Awaiting Approval** screen appears with the work item no longer displayed
> Note the **Success** Work Item Processed. message displayed in the top left corner highlighted in green.
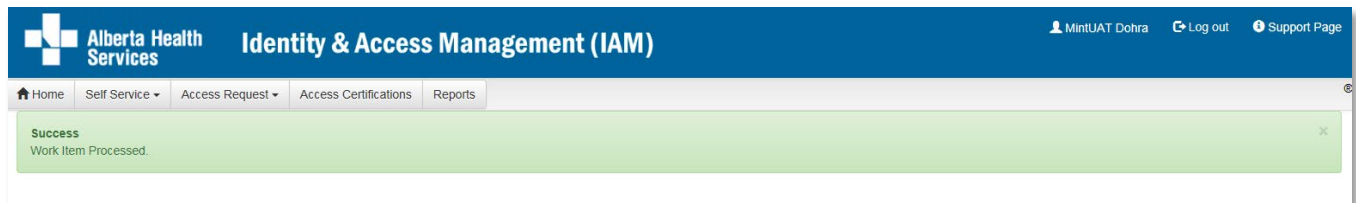
CLICK 🏠 Home

> The **AHS IAM** 🏠 **Home** screen appears
> In the Access Requests pane, you will see one less Approval item requiring action.

Complete 👍

Resubmit a Denied or Cancelled Request

ℹ️ This process can only be performed on an e-People access request that has been submitted by you and then denied or cancelled.

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

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

At the Request Status pane, CLICK on the IAM-####### of the access request you want to resubmit
The **Request Status Viewer** screen appears with the request status Canceled or Denied

CLICK Resubmit Request
A verification message appears

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

REVIEW the ✎ E-People request information
If needed, CHANGE any request details

CLICK Submit Request
The **Request Status Viewer** screen appears with the message, **Success** Request IAM-####### Submitted. displayed in the top left corner.

Once all the approvals have been given and work items processed, the **Request Status Viewer** screen will show all processes Completed.

CLICK 🏠 Home
The **AHS IAM** 🏠 **Home** screen appears
In the Request Status pane, you will see the request Completed

Complete 👍

Modify e-People Access

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

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

CLICK Request or Modify Access
>   The **Request Access** screen appears with ✔ Existing User selected

SEARCH for and SELECT the end-user whose existing e-People access needs modifying
>   The **Request Access** screen appears with the end-user's details displayed.

At Available Entitlements, at E-People CLICK Change Access
> The screen refreshes
> The Selected Entitlements pane appears at the bottom of the screen with E-People displayed

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

MODIFY the ✏ E-People pane as needed
READ the on-screen information and field tips

SEE the 🔧 Tool Tips for Complete Access Request screen on the following page

🔧 Tool Tips for Complete Access Request screen

At Company Access Request
ADD or REMOVE locations as needed

At Timekeeper / Time Approver Roles
ADD or REMOVE roles as needed

At Specific Role
ADD or REMOVE roles as needed

At Selected Manager
      If you are an <u>Authorized Approver</u>, this section will not display.
      If you are not an Authorized Approver, you will need to identify one.
If an Authorized Approver is already provided, ACCEPT or CHANGE as needed

CLICK Submit Request
      The **Request Status Viewer** screen appears
      Note the **Success** Request IAM-###### Submitted. message in the top left corner of the
      screen highlighted in green.

SHOW CHANGES by CLICKING on the ⚠ exclamation mark
A detail pane appears showing the changed data

Approval and processing steps must be performed by others: HRBSS Approval followed by the e-People Provisioning Admin. These tasks display as Waiting and Not Started.
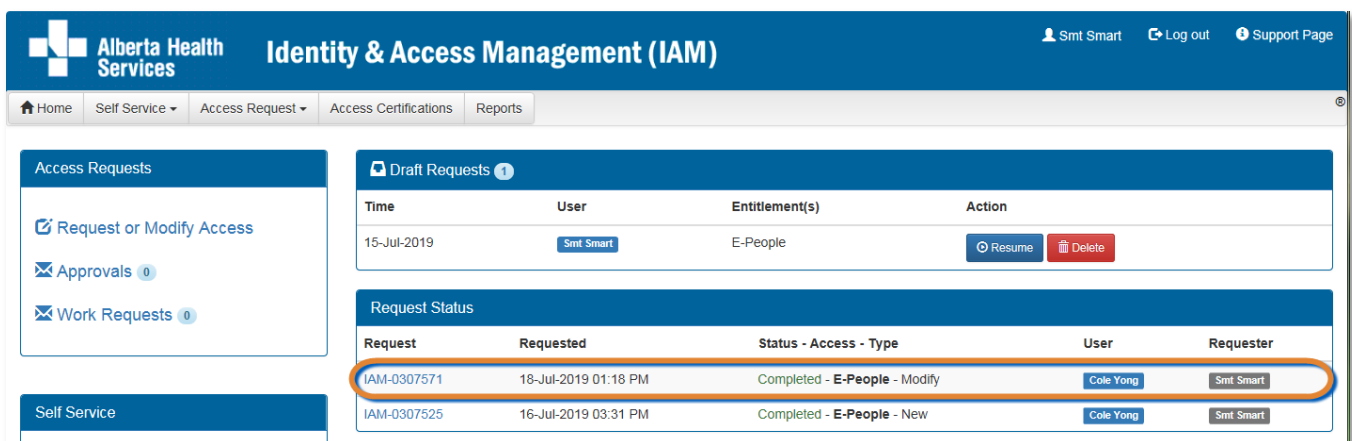
CLICK 🏠 Home
The **AHS IAM** 🏠 **Home** screen appears
At the Request Status pane, note the request's status of Pending.

Once complete, the request's status will be updated to Complete.

CLICK Request number to see details
The **Request Status Viewer** screen appears

CLICK 🏠 Home

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

Complete 👍

Remove e-People Access

🛈 Requests to remove e-People access can only be submitted by the end-user's Manager.

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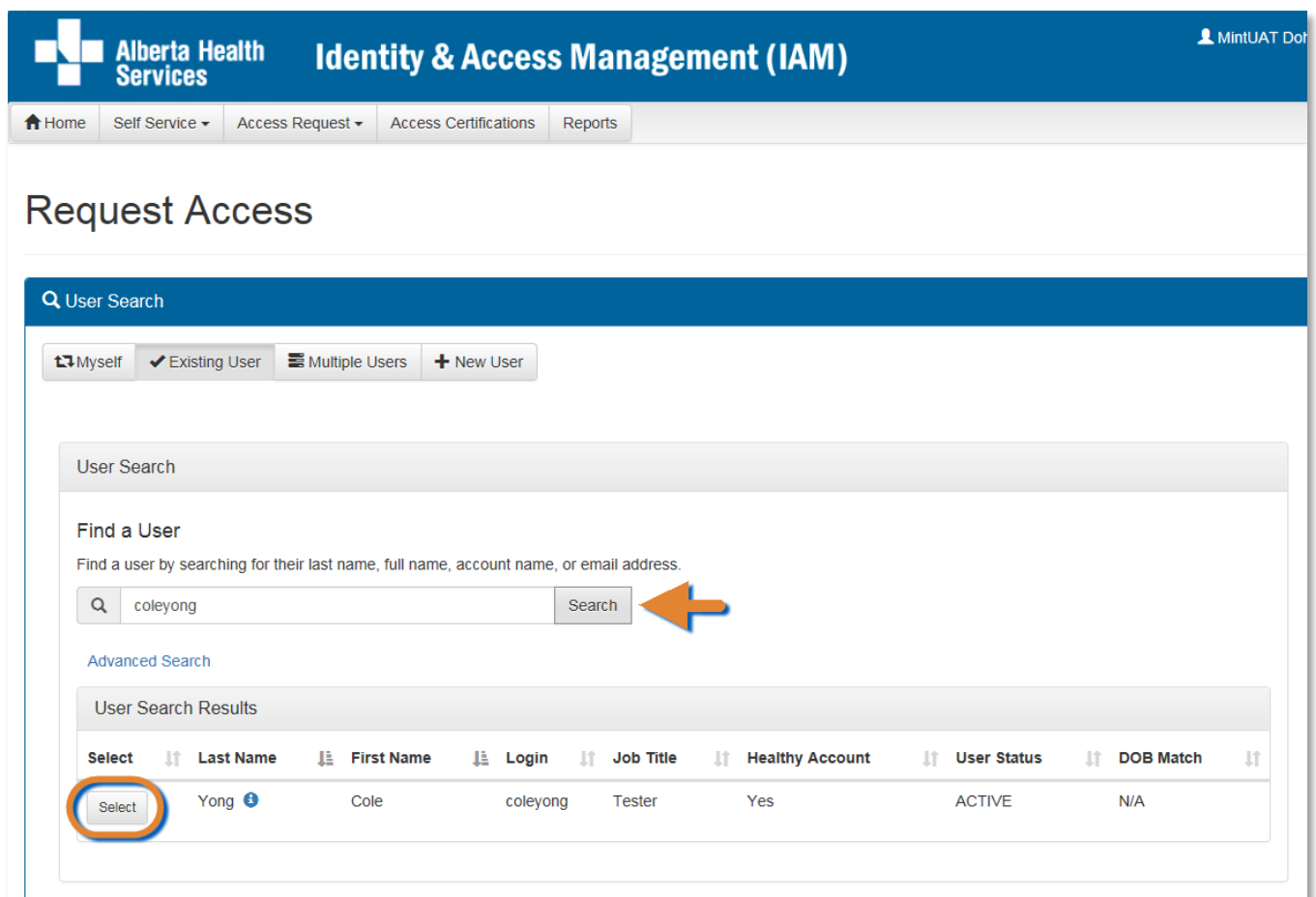   The **AHS IAM Login** screen appears

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

CLICK Request or Modify Access
   The **Request Access** screen appears with ✔ Existing User selected

SEARCH for and SELECT the end-user whose existing e-People access needs to be removed
The **Request Access** screen appears with the end-user's details displayed.

At Available Entitlements, under E-People CLICK Change Access
The screen refreshes
The Selected Entitlements pane appears at the bottom of the screen with E-People displayed

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

At Request Type SELECT Remove from the drop down list
   The screen refreshes

CLICK Submit Request
   The **Request Status Viewer** screen appears
   Note the message **Success** Request IAM-####### Submitted. displayed in the top left corner
   highlighted in green.

Note the e-People Provisioning Admin must complete the final step to remove the end-user's access at the Company and for the Role(s) identified.

CLICK 🏠 Home

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

ℹ️ Note in the Request Status pane that that the Status of the request is Completed even though a processing step is still needed. This is because a portion of the processing step happens outside of the AHS IAM system.

Once the processing step is complete, CLICK Request number to see details
The **Request Status Viewer** screen appears and the request is Completed.
If the end-user needs e-People access in the future, a new request will have to be submitted.

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

Complete 👍