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# AHS IAM e-Records Access Process

## User Guide

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### 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  Learning.

### Topics in this User Guide

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## 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	
	<p>A person who submits an access request in AHS IAM.</p> <p>Only an Authorized Approver can submit an e-Records access request (new, modify, remove) in AHS IAM.</p>
Authorized Approver	
	<p>A person who is able to approve access requests in AHS IAM. An Authorized Approver must meet one of these criteria.</p> <p>Have an <a href="#">AHS Delegation of Human Resources Authority (DOHRA) of 1 to 12</a> OR Have a <a href="#">Covenant Health DOHRA of 1 to 6</a> OR Has been pre-approved by AHS IT Access to perform the role of an Authorized Approver.</p> <p>More information about Authorized Approvers can be found on the <a href="#">AHS IAM Support Page</a>, under  Authorized Approvers.</p>
e-Records Provisioning Administrator	
	<p>A person who processes e-Records access requests and provides the end-user with access credentials.</p> <p>Some processing steps occur outside of AHS IAM. Once complete, the e-Records Provisioning Administrator completes a Work Request item in AHS IAM.</p>

This role must meet the following criteria.

Have an [AHS Delegation of Human Resources Authority \(DOHRA\) of 1 to 12](#)

OR

Have a [Covenant Health DOHRA of 1 to 6](#)

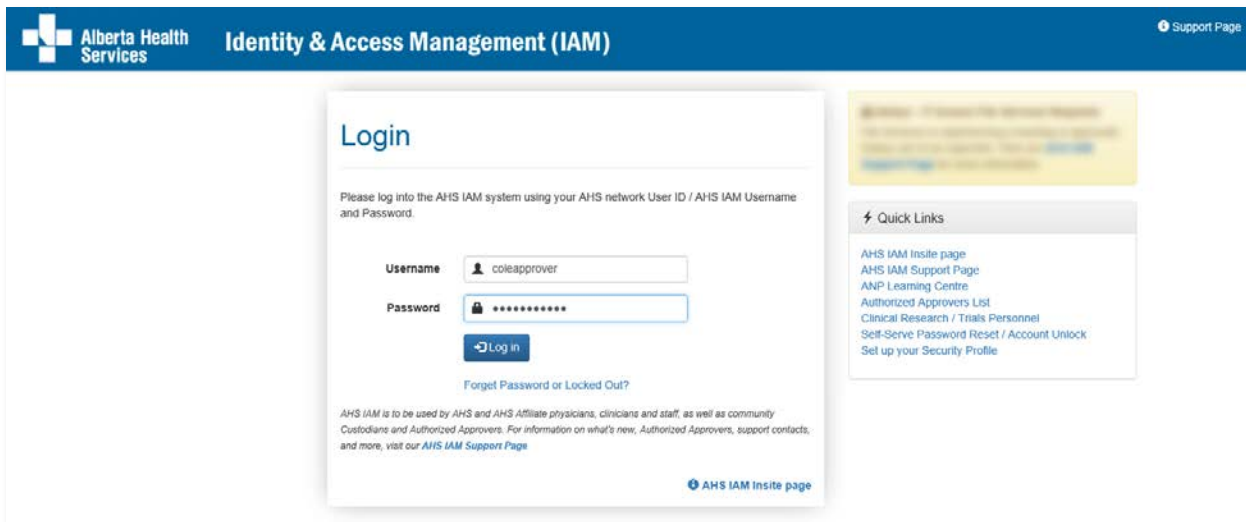
OR

Has been pre-approved by AHS IT Access to perform the role of an e-Records Provisioning Administrator.

## Request e-Records Access

**!** An e-Records access request can be submitted by an [e-Records Authorized Approver](#) or an [e-Record Provisioning Administrator](#).

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

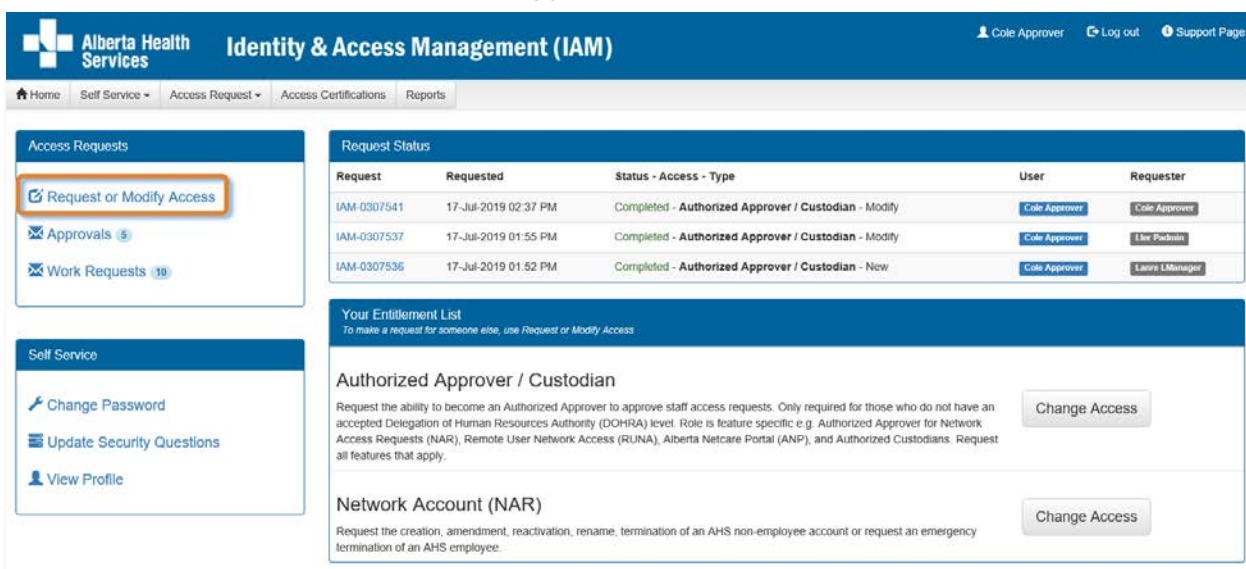


The screenshot shows the AHS IAM Login page. At the top, it says "Identity & Access Management (IAM)". The main heading is "Login". Below this, it instructs the user to log in with their AHS network User ID / AHS IAM Username and Password. There are two input fields: "Username" with the value "coleapprover" and "Password" with masked characters. A "Log in" button is below the password field. To the right, there is a "Quick Links" section with links to "AHS IAM Insite page", "AHS IAM Support Page", "ANP Learning Centre", "Authorized Approvers List", "Clinical Research / Trials Personnel", "Self-Serve Password Reset / Account Unlock", and "Set up your Security Profile". At the bottom, there is a link for "AHS IAM Insite page".

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

CLICK ➡ **Log in**

The **AHS IAM Home** screen appears



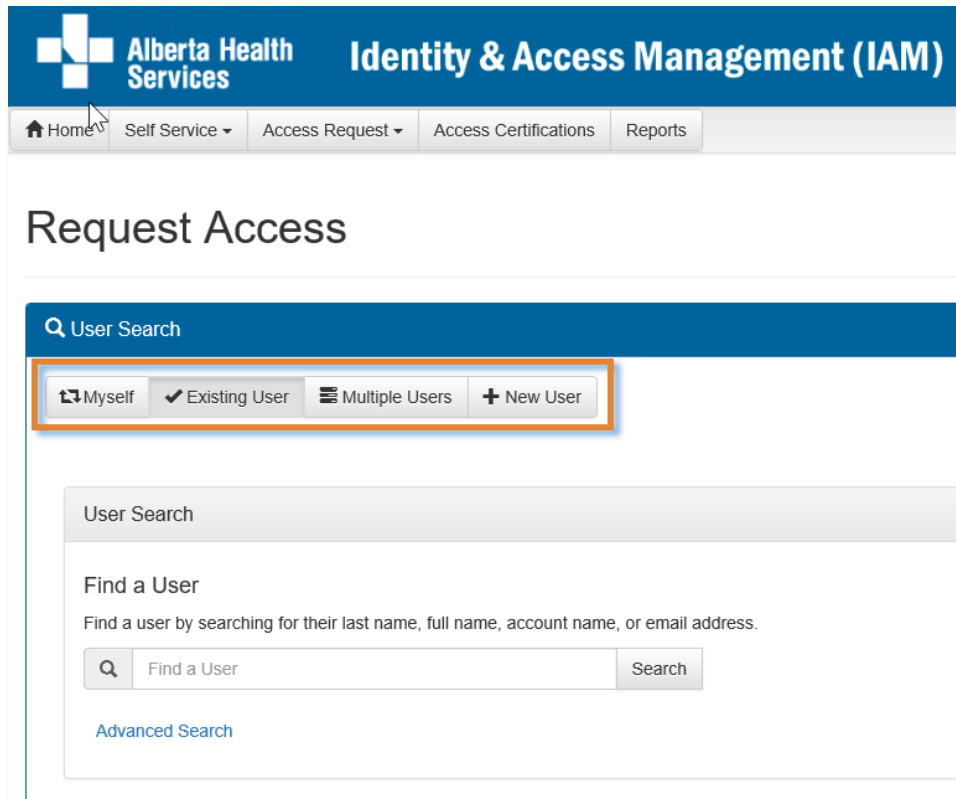
The screenshot shows the AHS IAM Home screen. At the top, it says "Identity & Access Management (IAM)". The user is logged in as "Cole Approver". There are navigation tabs: "Home", "Self Service", "Access Request", "Access Certifications", and "Reports". The "Access Requests" section is highlighted, with a "Request or Modify Access" button circled in orange. Below this, there are "Approvals" and "Work Requests" sections. The "Self Service" section includes "Change Password", "Update Security Questions", and "View Profile". The "Request Status" table shows a list of requests with columns for Request, Requested, Status - Access - Type, User, and Requester. The "Your Entitlement List" section includes "Authorized Approver / Custodian" and "Network Account (NAR)", both with "Change Access" buttons.

Request	Requested	Status - Access - Type	User	Requester
IAM-0307541	17-Jul-2019 02:37 PM	Completed - Authorized Approver / Custodian - Modify	Cole Approver	Cole Approver
IAM-0307537	17-Jul-2019 01:55 PM	Completed - Authorized Approver / Custodian - Modify	Cole Approver	Lise Padman
IAM-0307536	17-Jul-2019 01:52 PM	Completed - Authorized Approver / Custodian - New	Cole Approver	Laine LManager

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-Records access for [New User](#).



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

Q 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.

Q Find a User Search

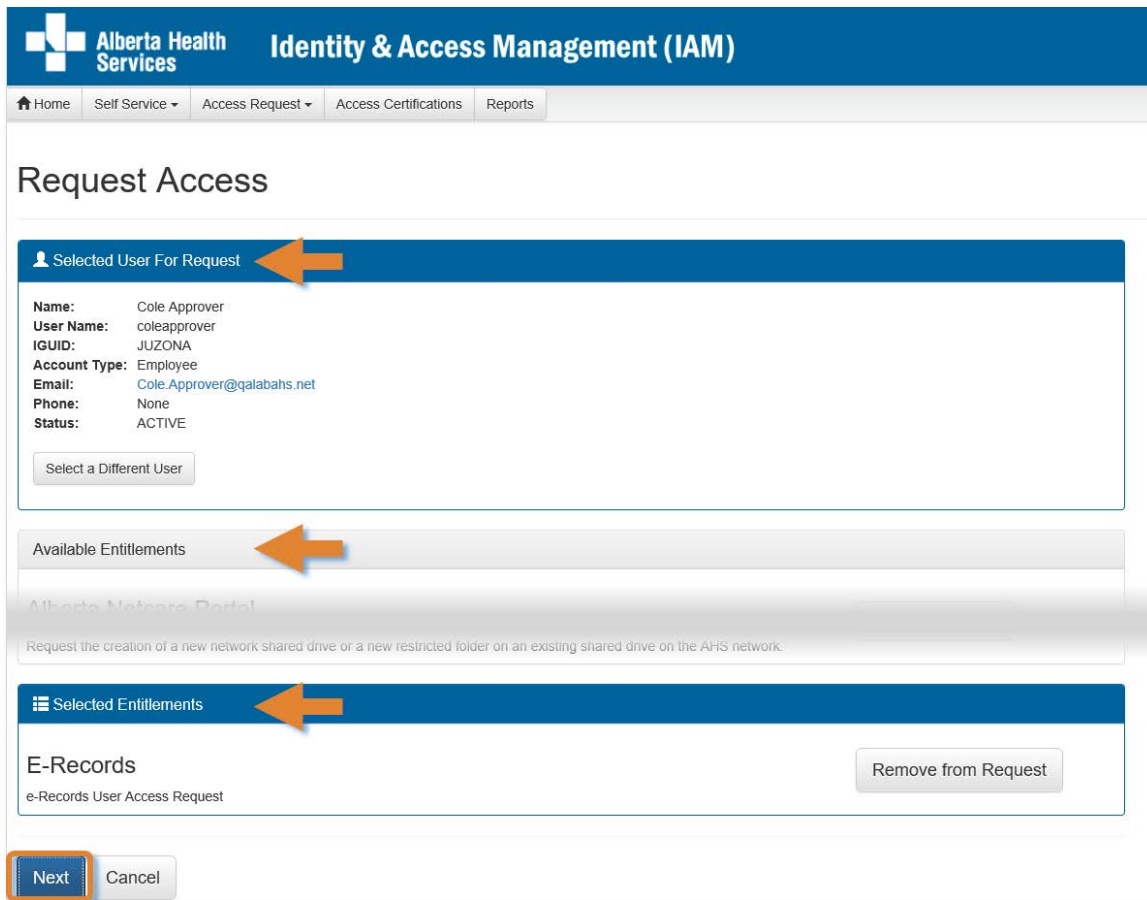
[Advanced Search](#)

## Request e-Records 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.



**Selected User For Request**

Name: Cole Approver  
 User Name: coleapprover  
 IGUID: JUZONA  
 Account Type: Employee  
 Email: Cole.Approver@qalabahs.net  
 Phone: None  
 Status: ACTIVE

Select a Different User

**Available Entitlements**

Alberta Network Portal  
 Request the creation of a new network shared drive or a new restricted folder on an existing shared drive on the AHS network.

**Selected Entitlements**

E-Records  
 e-Records User Access Request

Remove from Request

Next Cancel

Under [Available Entitlements](#), at [e-Records](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [E-Records](#) displayed.

CLICK [Next](#)

The **Complete Access Request** screen appears

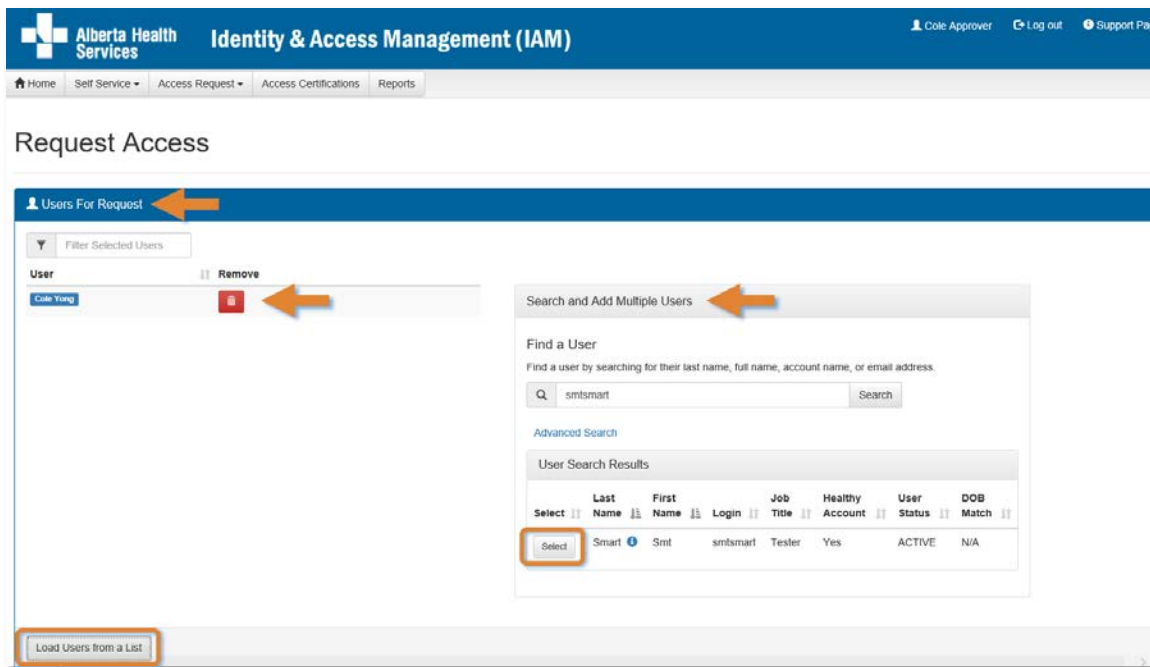
SKIP to [Complete Access Request Screen instructions](#)

## Request e-Records 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

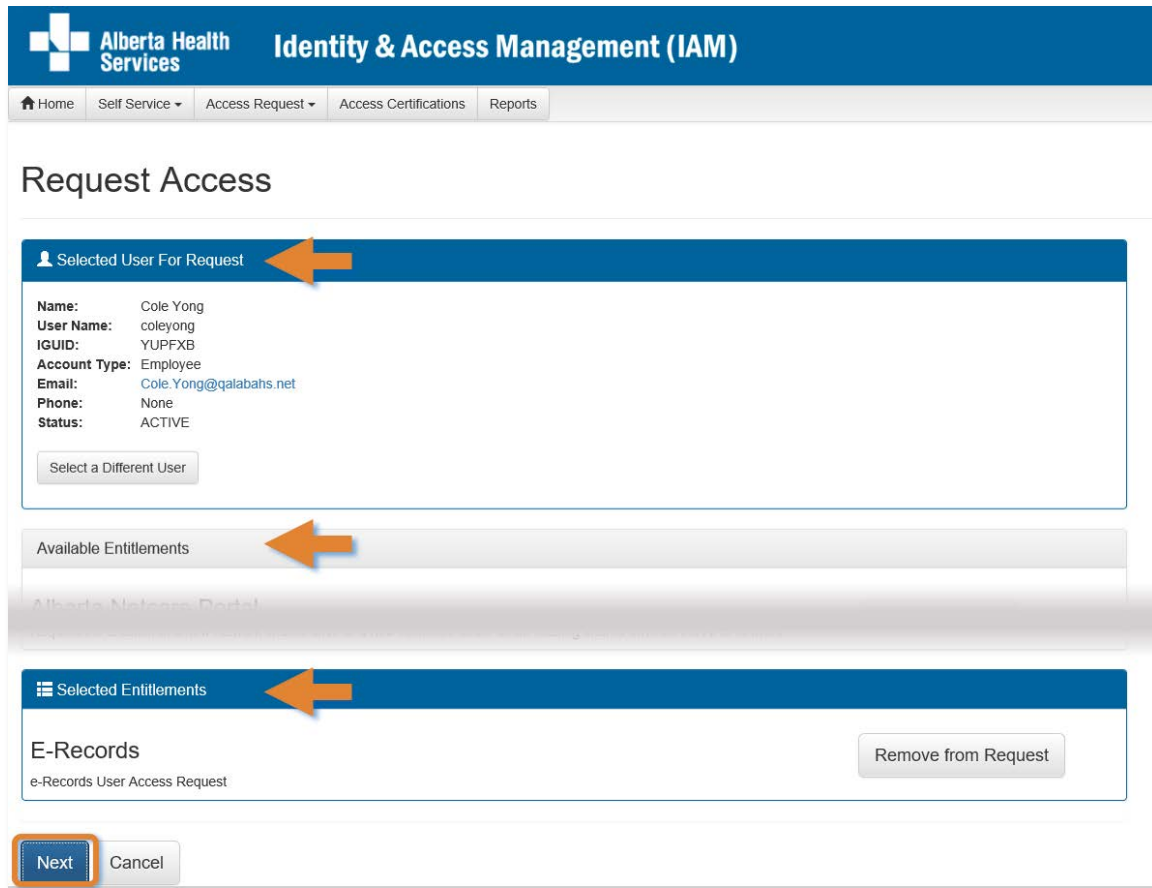
[User Search Results](#) appear

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 the [Remove icon](#).

You can also [Load Users from a List](#). A pop-up window appears allowing the entry of multiple User IDs.





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

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

## Request Access

**Selected User For Request**

Name: Cole Yong  
 User Name: cole Yong  
 IGUID: YUPFXB  
 Account Type: Employee  
 Email: Cole.Yong@qalabhs.net  
 Phone: None  
 Status: ACTIVE

Select a Different User

**Available Entitlements**

Alberta Nelson Dodel  
 ...

**Selected Entitlements**

E-Records  
 e-Records User Access Request

Remove from Request

Next Cancel

Under [Available Entitlements](#), at [E-Records](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [E-Records](#) displayed.

CLICK [Next](#)

The **Complete Access Request** screen appears

SKIP to [Complete Access Request Screen instructions](#)

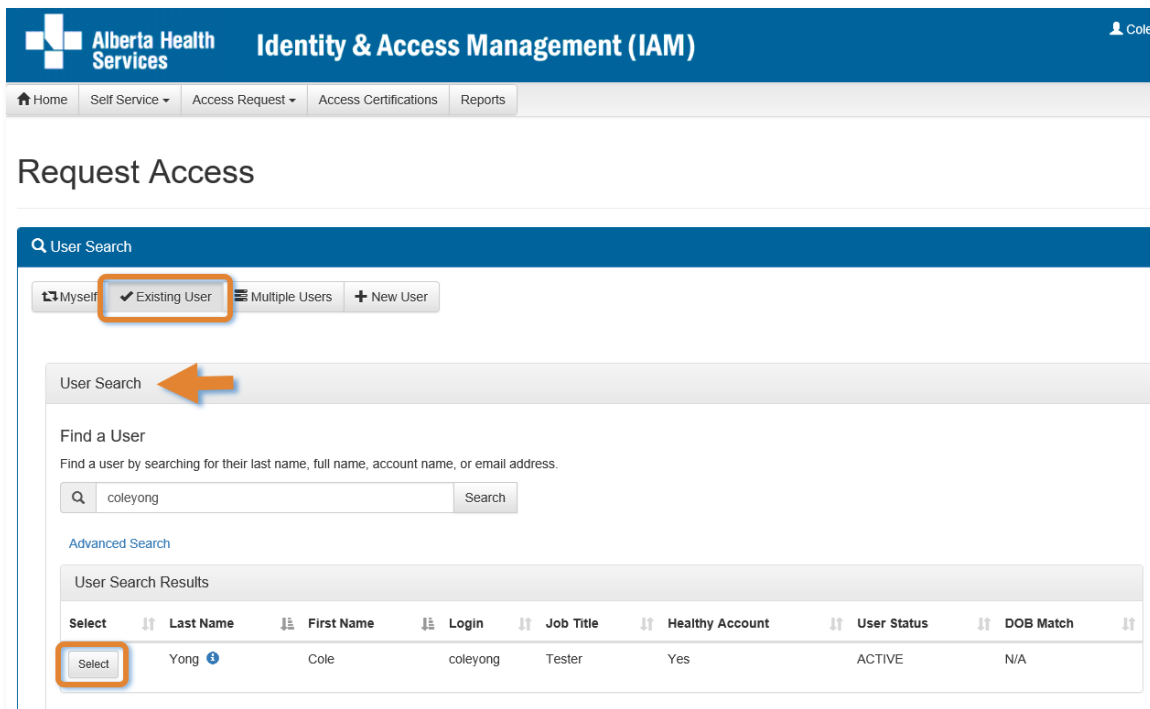


## Request e-Records access for an Existing User

If the request is for an existing end-user

CLICK  Existing User

The User Search screen pane appears



Alberta Health Services Identity & Access Management (IAM)

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.

Q coleyong Search

Advanced Search

User Search Results

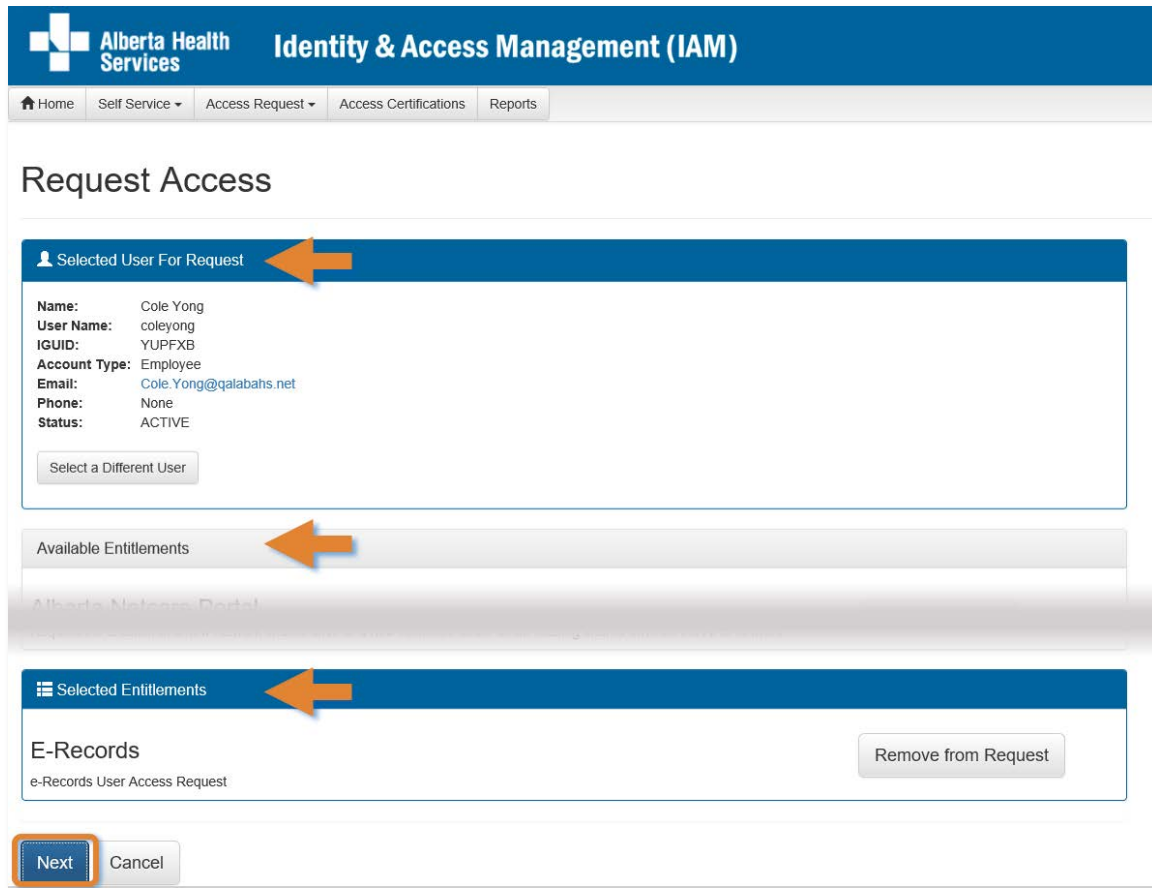
Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
<input checked="" type="checkbox"/>	Yong	Cole	coleyong	Tester	Yes	ACTIVE	N/A

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.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

### Request Access

**Selected User For Request**

Name: Cole Yong  
User Name: cole Yong  
IGUID: YUPFXB  
Account Type: Employee  
Email: Cole.Yong@qalabhs.net  
Phone: None  
Status: ACTIVE

Select a Different User

**Available Entitlements**

Alberta Nelson Dodel  
e-Records User Access Request

**Selected Entitlements**

E-Records  
e-Records User Access Request

Remove from Request

Next Cancel

Under [Available Entitlements](#), at [E-Records](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [E-Records](#) displayed.

CLICK [Next](#)


The **Complete Access Request** screen appears

SKIP to [Complete Access Request Screen instructions](#)

## Complete Access Request Screen


COMPLETE the  [E-Records](#) pane

See the  [Tool Tips for the E-Records pane](#) on the next page


Identity & Access Management (IAM)

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

### Complete Access Request

 E-Records - Cole Yong

**Request Type** New ▼

**\* Select Appropriate Profiles**

✖ AHS - HR Admin Manager

-- AHS ROLES --

AHS - HR Admin Manager

AHS - HR Admin User

AHS - HR Admin (with Security Check) User

AHS - Payroll Manager

AHS - Payroll Clerk V User

AHS - Payroll Clerk IV User

**\* Company Access Required**

✖ AHS ✖ APL

AHS

Covenant

APL

**Temporary End Date** YYYY-MM-DD 📅

**Workflow Required**

**Please enter the Load Balancing number - up to 10** 1-4

**Please enter your comments** Requires access to AHS and APL companies.

Submit Request

Save As Draft

Previous

Cancel

 Tool Tips for completing the E-Records pane

COMPLETE all mandatory \* fields and as many optional fields as needed.  
READ the on-screen information and tool tips.

 You are now able to select multiple Profiles and Companies on one request.

SELECT all [Appropriate Profiles](#)

SELECT all [Company Access Required](#)

If access is short-term, IDENTIFY a [Temporary End Date](#)

SELECT [Workflow Required](#) as needed

ENTER a [Load Balancing](#) range as needed

ENTER [comments](#) as needed

[Optional process – Save As Draft – directions next page](#)

OR

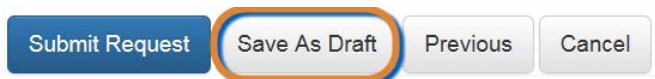
CLICK [Submit Request](#)

## Optional Process – 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.

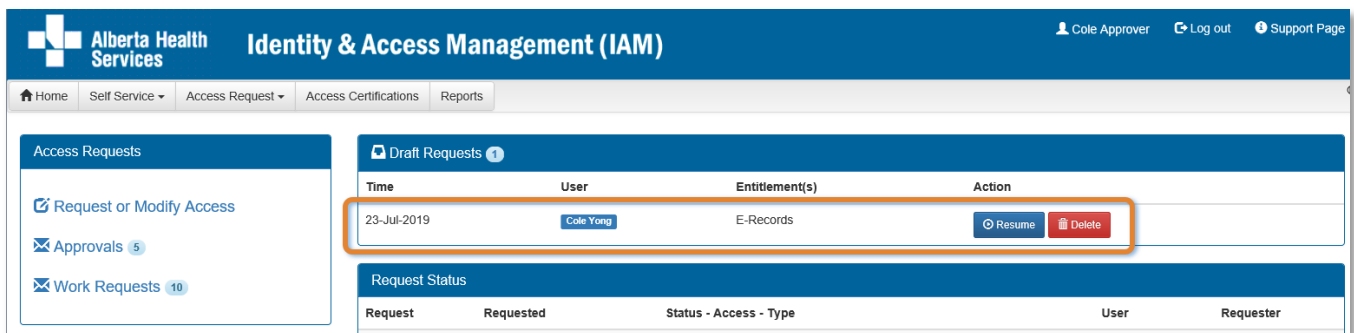


The **Complete Access Request** screen refreshes with message, **Success Draft Saved** displayed in the top left corner.

## Optional Process – Open a draft request

CLICK  **Home** screen

In the  **Draft Requests** pane the saved draft is listed



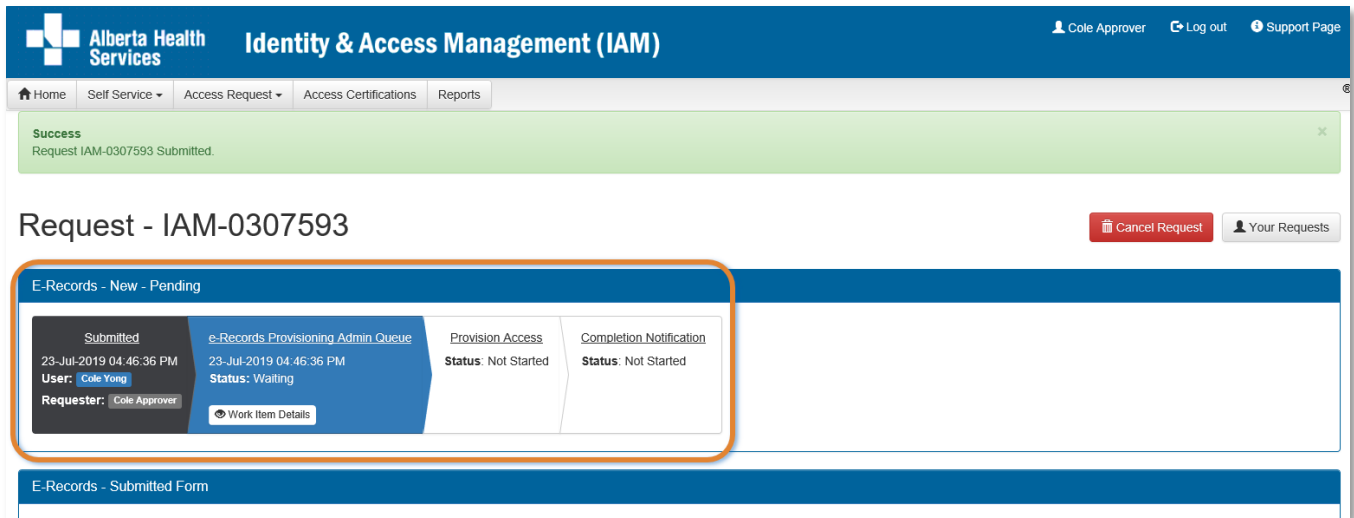
Time	User	Entitlement(s)	Action
23-Jul-2019	Cole Yong	E-Records	<a href="#">Resume</a> <a href="#">Delete</a>

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

MODIFY information as needed

CLICK [Submit Request](#)

The **Request Status Viewer** screen appears



Request - IAM-0307593

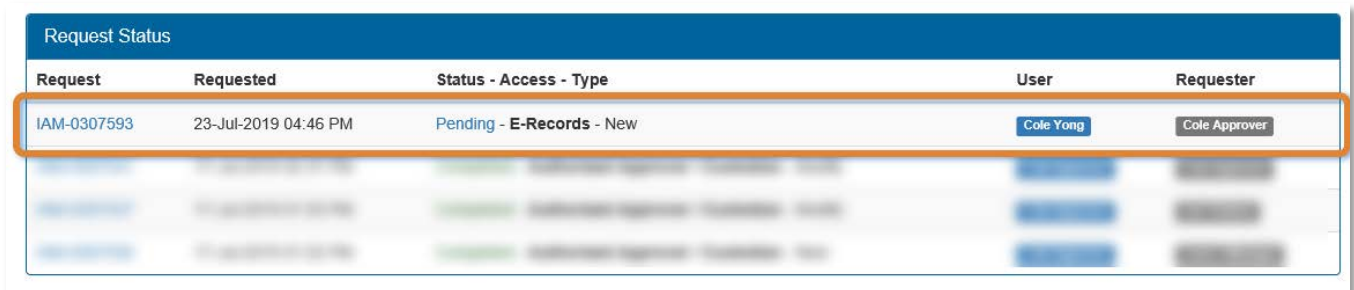
Submitted	e-Records Provisioning Admin Queue	Provision Access	Completion Notification
23-Jul-2019 04:46:36 PM User: Cole Yong Requester: Cole Approver	23-Jul-2019 04:46:36 PM Status: Waiting	Status: Not Started	Status: Not Started

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

Processing steps must be performed by the [e-Records Provisioning Administrator](#). This step in the workflow is displayed as **Waiting**. Once complete, access will be provisioned and they will email the end-user their e-Records access credentials.

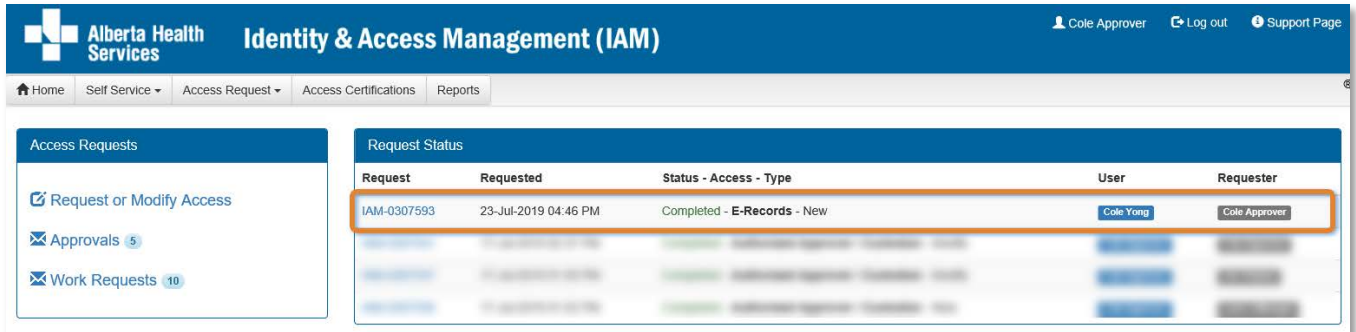
**Optional process:** You can [Cancel Request](#) if needed. The entire request will be deleted and not proceed. If access for the end-user is needed in the future, a new access request will need to be created.

CLICK [Home](#) to return to the **AHS IAM Home** screen  
In the [Request Status](#) pane, the **Pending** request appears.



Request	Requested	Status - Access - Type	User	Requester
IAM-0307593	23-Jul-2019 04:46 PM	Pending - E-Records - New	Cole Yong	Cole Approver

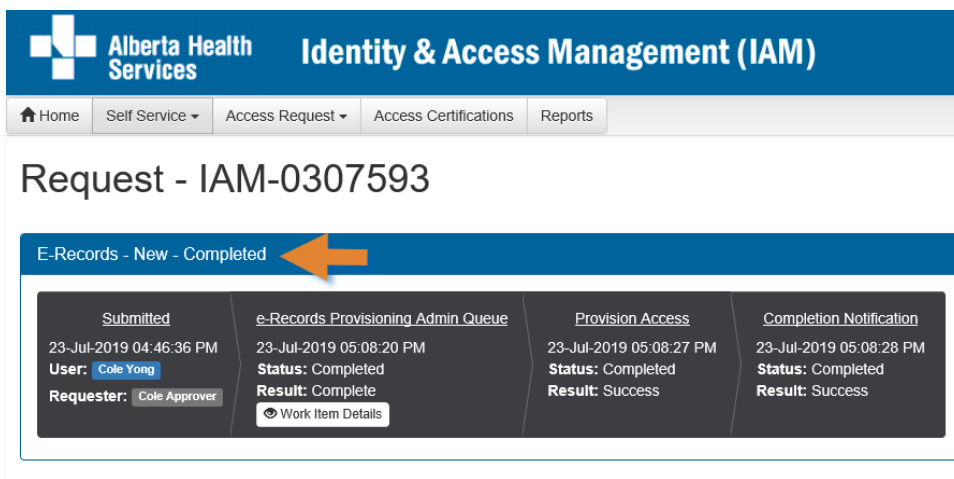
You can monitor the progress and status of your request in the [Request Status](#) pane of your **AHS IAM Home** screen. Once the request has been processed and by the [e-Records Provisioning Administrator](#), the request status will be **Completed**.



Request	Requested	Status - Access - Type	User	Requester
IAM-0307593	23-Jul-2019 04:46 PM	Completed - E-Records - New	Cole Yong	Cole Approver

Click [Request IAM-#####](#) to see details

The **Request Status Viewer** screen appears showing the request fully **Completed**.



**Request - IAM-0307593**

E-Records - New - Completed

Submitted	e-Records Provisioning Admin Queue	Provision Access	Completion Notification
23-Jul-2019 04:46:36 PM User: Cole Yong Requester: Cole Approver	23-Jul-2019 05:08:20 PM Status: Completed Result: Complete <a href="#">Work Item Details</a>	23-Jul-2019 05:08:27 PM Status: Completed Result: Success	23-Jul-2019 05:08:28 PM Status: Completed Result: Success

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

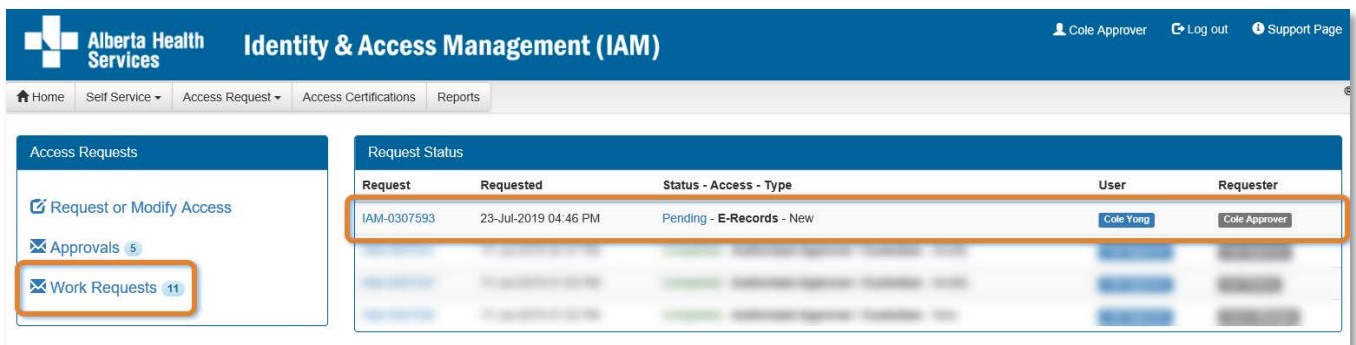
Complete 

## Approve an e-Records Request

**i** These steps can only be performed by an [e-Records Provisioning Administrator](#). These steps can be followed to approve new, modify or remove access requests.

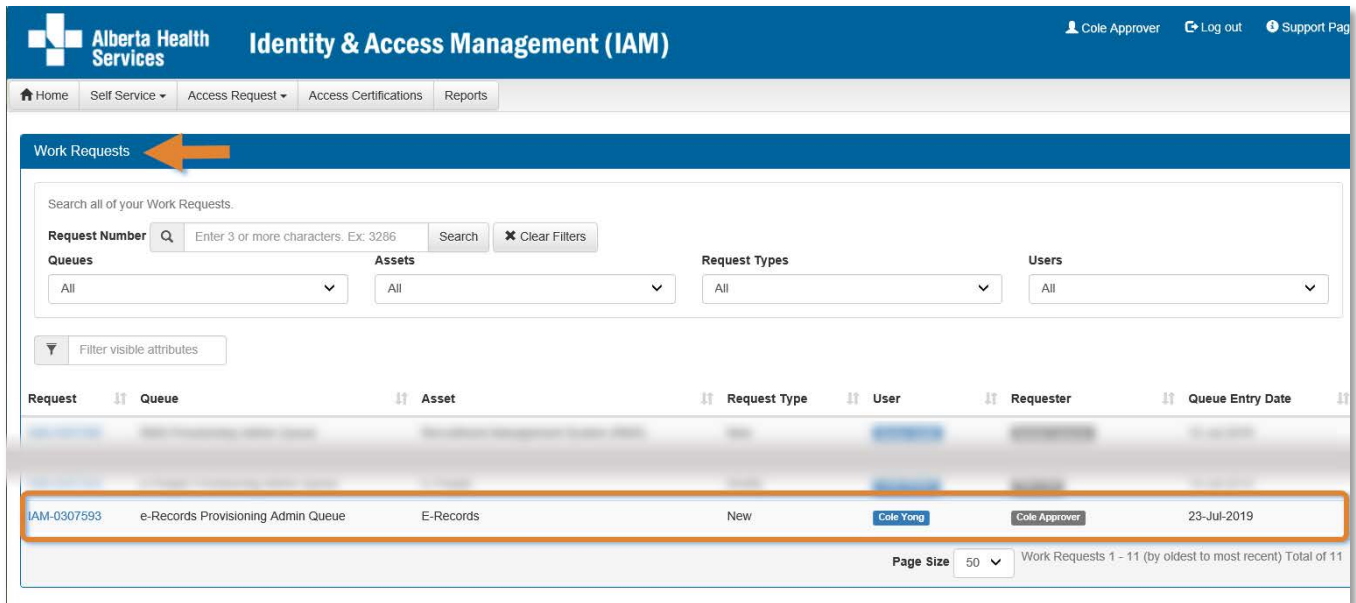
ENTER the AHS IAM URL into your internet web browser → <https://iam.albertahealthservices.ca>  
LOGIN

In the [Access Requests](#) pane, notice a new [Work Item](#) is waiting in the queue.



CLICK [Work Requests](#)


The **Work Requests** screen displays



CLICK on the [IAM-##### Request](#) number

The **Pending Manual Action – IAM-#####** screen displays



 **Alberta Health Services**

[Cole Approver](#) | [Log out](#) | [Support Page](#)

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

## Pending Manual Action - IAM-0307593

[Return to Queue](#)

E-Records - New - Pending

Submitted 23-Jul-2019 04:46:36 PM User: <a href="#">Cole Yong</a> Requester: <a href="#">Cole Approver</a>	e-Records Provisioning Admin Queue 23-Jul-2019 04:46:36 PM Status: Waiting <a href="#">Work Item Details</a>	Provision Access Status: Not Started	Completion Notification Status: Not Started
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E-Records

**Select Appropriate Profiles**

X AHS - HR Admin Manager

- AHS ROLES --
- AHS - HR Admin Manager
- AHS - HR Admin User
- AHS - HR Admin (with Security Check) User
- AHS - Payroll Manager
- AHS - Payroll Clerk V User
- AHS - Payroll Clerk IV User

**Company Access Required**

X AHS X APL

- AHS
- Covenant
- APL

Temporary End Date:

Workflow Required:


Please enter the Load Balancing number - up to 10:

Please enter your comments:



Your Comments ?

✔ Complete
✘ Deny

[Return to Queue](#)

REVIEW the  e-Records request information  
 CHANGE information as needed and permitted  
 PERFORM processing tasks outside AHS IAM

ENTER [Comments](#) as needed

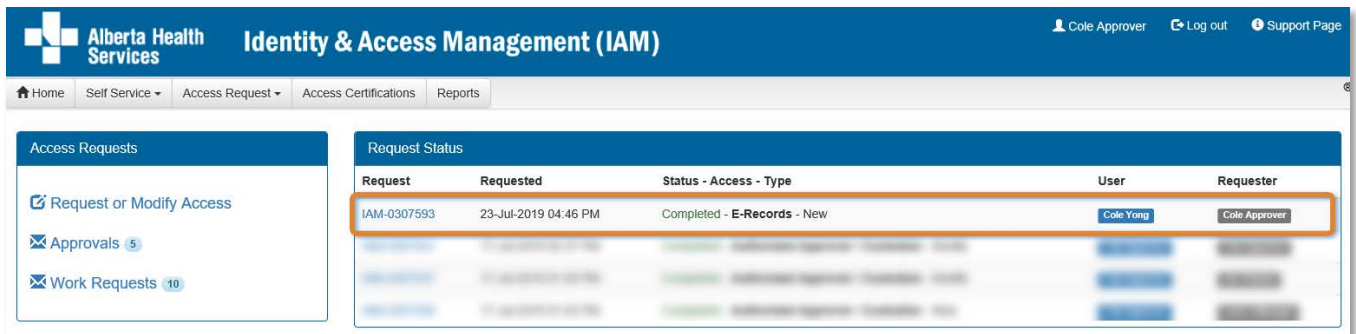
 Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the end-user. If you see this comment icon  on a work item, it means an [Authorized Approver](#) has left a comment.

CLICK [Complete](#)

Your [Work Requests](#) reduce by one.

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

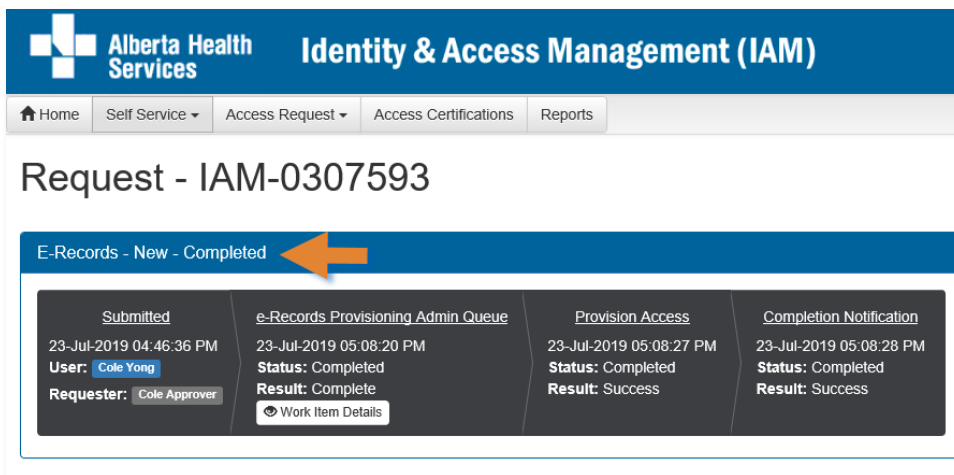
In the [Request Status](#) pane, the [Completed](#) request appears.




Request	Requested	Status - Access - Type	User	Requester
IAM-0307593	23-Jul-2019 04:46 PM	Completed - E-Records - New	Cole Yong	Cole Approver

Click [Request IAM-#####](#) to see details

The **Request Status Viewer** screen appears showing the request fully [Completed](#).



**Request - IAM-0307593**


E-Records - New - Completed 


Submitted	e-Records Provisioning Admin Queue	Provision Access	Completion Notification
23-Jul-2019 04:46:36 PM User: <a href="#">Cole Yong</a> Requester: <a href="#">Cole Approver</a>	23-Jul-2019 05:08:20 PM Status: Completed Result: Complete <a href="#">Work Item Details</a>	23-Jul-2019 05:08:27 PM Status: Completed Result: Success	23-Jul-2019 05:08:28 PM Status: Completed Result: Success

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

[Complete](#) 

## Modify e-Records Access

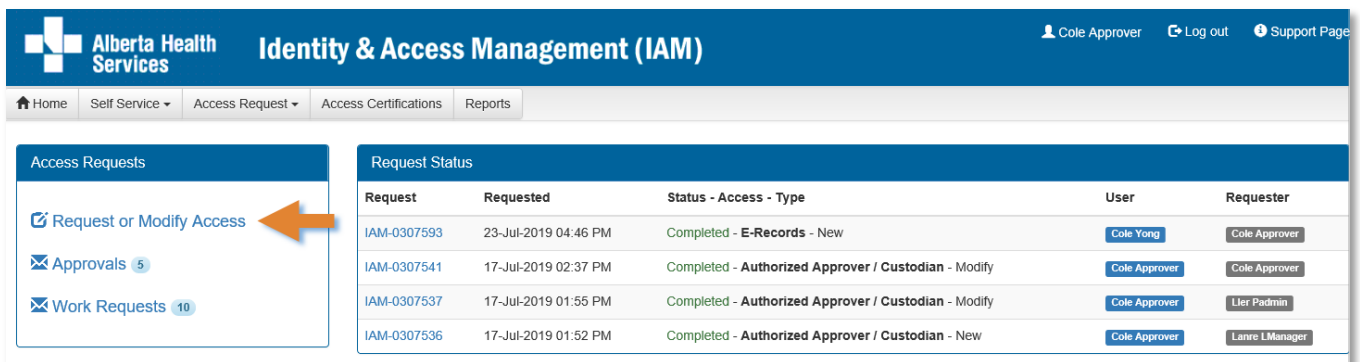
 These steps can only be performed by an [e-Records Authorized Approver](#).

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**

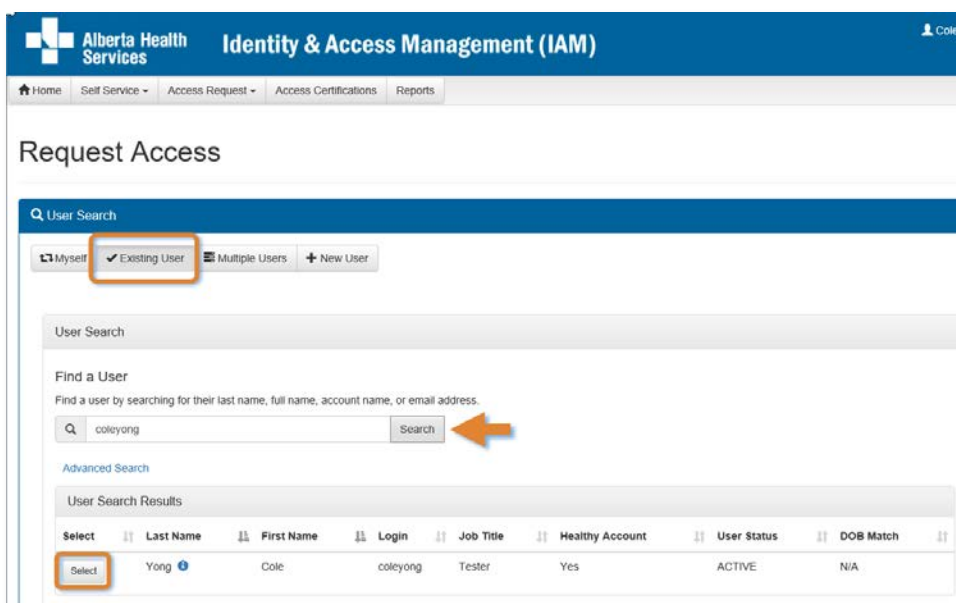
The **AHS IAM Home** screen appears



Request	Requested	Status - Access - Type	User	Requester
IAM-0307593	23-Jul-2019 04:46 PM	Completed - E-Records - New	Cole Yong	Cole Approver
IAM-0307541	17-Jul-2019 02:37 PM	Completed - Authorized Approver / Custodian - Modify	Cole Approver	Cole Approver
IAM-0307537	17-Jul-2019 01:55 PM	Completed - Authorized Approver / Custodian - Modify	Cole Approver	User Admin
IAM-0307536	17-Jul-2019 01:52 PM	Completed - Authorized Approver / Custodian - New	Cole Approver	Lanre LManager

CLICK **Request or Modify Access**

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



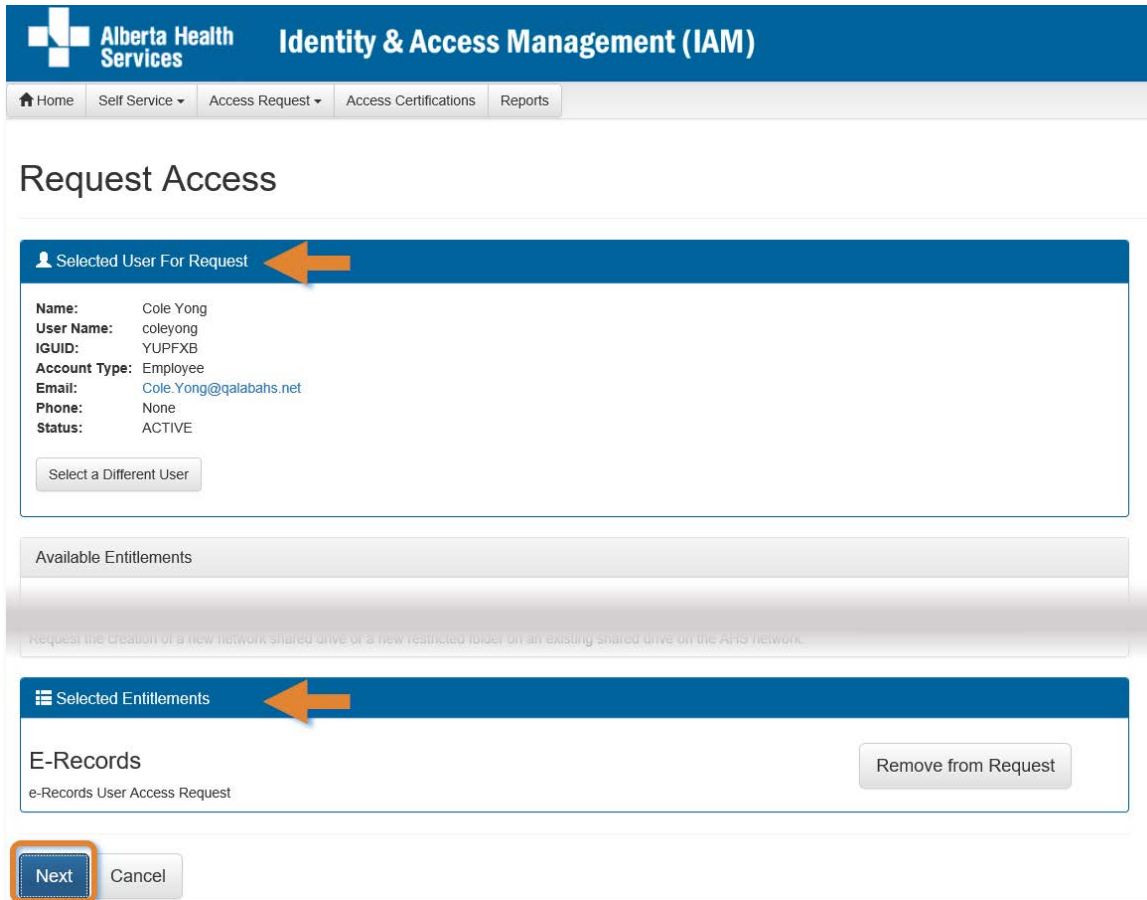
Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Yong	Cole	coleyong	Tester	Yes	ACTIVE	N/A

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

At **Available Entitlements**, at **e-Records** CLICK **Change Access**

The screen refreshes

The **Selected Entitlements** pane appears at the bottom of the screen with **e-Records** displayed.



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

Home Self Service Access Request Access Certifications Reports

## Request Access

**Selected User For Request**

Name: Cole Yong  
 User Name: cole Yong  
 IGUID: YUPFXB  
 Account Type: Employee  
 Email: Cole.Yong@qalabhs.net  
 Phone: None  
 Status: ACTIVE

Select a Different User

Available Entitlements

Request the creation of a new network shared drive or a new restricted folder on an existing shared drive on the AHS network.

**Selected Entitlements**


E-Records Remove from Request

e-Records User Access Request

**Next** Cancel

CLICK **Next**

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


Identity & Access Management (IAM)

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

## Complete Access Request

E-Records - Cole Yong

**Request Type** ▼ Modify ←

**\* Select Appropriate Profiles**

✕ AHS - HR Admin Manager
✕ AHS - HR Admin User
✕ AHS - HR Admin (with Security Check) User
✕ AHS - Payroll Manager

--- AHS ROLES ---

AHS - HR Admin Manager

AHS - HR Admin User

AHS - HR Admin (with Security Check) User

AHS - Payroll Manager

AHS - Payroll Clerk V User

AHS - Pavroll Clerk IV User

**\* Company Access Required**

✕ AHS
✕ APL
✕ Covenant

AHS

Covenant

APL


**Temporary End Date** 📅

**Workflow Required**

**Please enter the Load Balancing number - up to 10**

**Please enter your comments**

Submit Request
Save As Draft
Previous
Cancel

MODIFY the  **E-Records** 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

COMPLETE all mandatory \* fields and as many optional fields as needed.  
READ the on-screen information and tool tips.

 You are now able to select multiple Profiles and Companies on one request.

MODIFY [Appropriate Profiles](#) as needed

MODIFY [Company Access Required](#) as needed

If access is short-term, IDENTIFY a [Temporary End Date](#)

SELECT [Workflow Required](#) as needed

ENTER a [Load Balancing](#) range as needed

ENTER [comments](#) as needed

[Optional process – Save Request Draft \(click here to navigate to instructions\)](#)

OR

CLICK [Submit Request](#)

The **Request Status Viewer** screen appears

**Identity & Access Management (IAM)**

[Cole Approver](#) | [Log out](#) | [Support Page](#)

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

**Success**  
 Request IAM-0307602 Submitted.

## Request - IAM-0307602

Cancel Request
Your Requests

E-Records - Modify - Pending

<b>Submitted</b> 26-Jul-2019 12:40:53 PM User: Cole Yong Requester: Cole Approver	<b>e-Records Provisioning Admin Queue</b> 26-Jul-2019 12:40:53 PM Status: Waiting <a href="#">Work Item Details</a>	<b>Provision Updates</b> Status: Not Started	<b>Completion Notification</b> Status: Not Started
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E-Records - Submitted Form

**Request Type** Modify

Select Appropriate Profiles

AHS - HR Admin Manager	AHS - HR Admin User
AHS - HR Admin (with Security Check) User	AHS - Payroll Manager

--- AHS ROLES ---

- AHS - HR Admin Manager
- AHS - HR Admin User
- AHS - HR Admin (with Security Check) User
- AHS - Payroll Manager
- AHS - Payroll Clerk V User

Company Access Required

- AHS
- Covenant
- APL

**Temporary End Date** YYYY-MM-DD

**Workflow Required**

**Please enter the Load Balancing number - up to 10** 1-4

Please enter your comments

Adding Profiles and access to Covenant.

**Select Appropriate Profiles**

<b>Original Value</b>	AHS - HR Admin Manager
<b>Updated Value</b>	AHS - HR Admin Manager AHS - HR Admin User AHS - HR Admin (with Security Check) User AHS - Payroll Manager
<b>Added</b>	AHS - HR Admin User AHS - HR Admin (with Security Check) User AHS - Payroll Manager
<b>Removed</b>	None

Close

**Company Access Required**


<b>Original Value</b>	AHS APL
<b>Updated Value</b>	AHS Covenant APL
<b>Added</b>	Covenant
<b>Removed</b>	None

Close

**Please enter your comments**

<b>Original Value</b>	Requires access to AHS and APL companies.
<b>Updated Value</b>	Adding Profiles and access to Covenant.

Close

Show Changes by CLICKING on the  exclamation mark  
A detail pane appears showing the changed data.

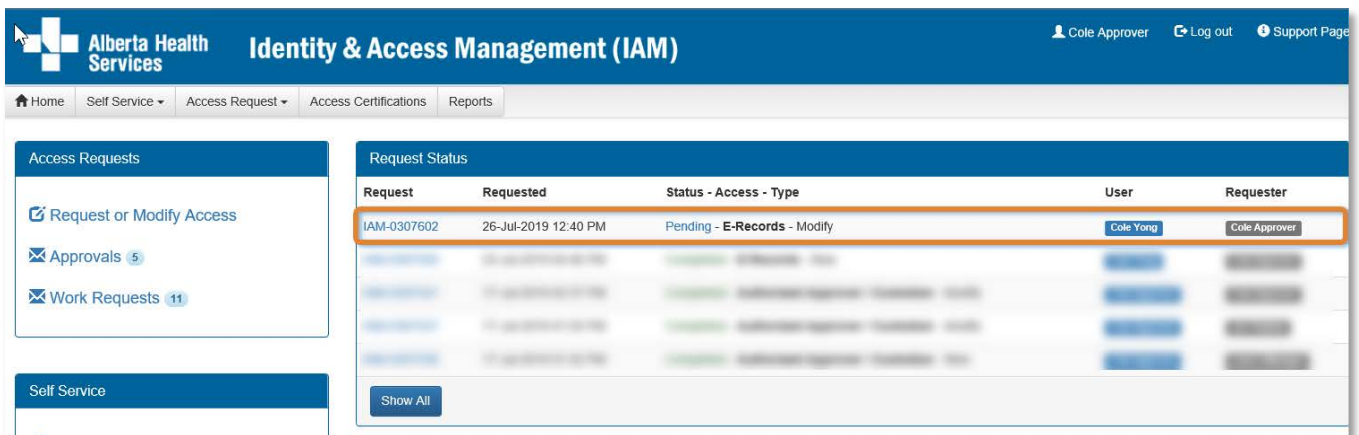
Processing and provisioning steps must be performed by the [e-Records Provisioning Administrator](#).

**Optional process:** You can [Cancel Request](#) if needed. The entire request will be deleted and not proceed.

CLICK  Home

The **AHS IAM**  Home screen appears

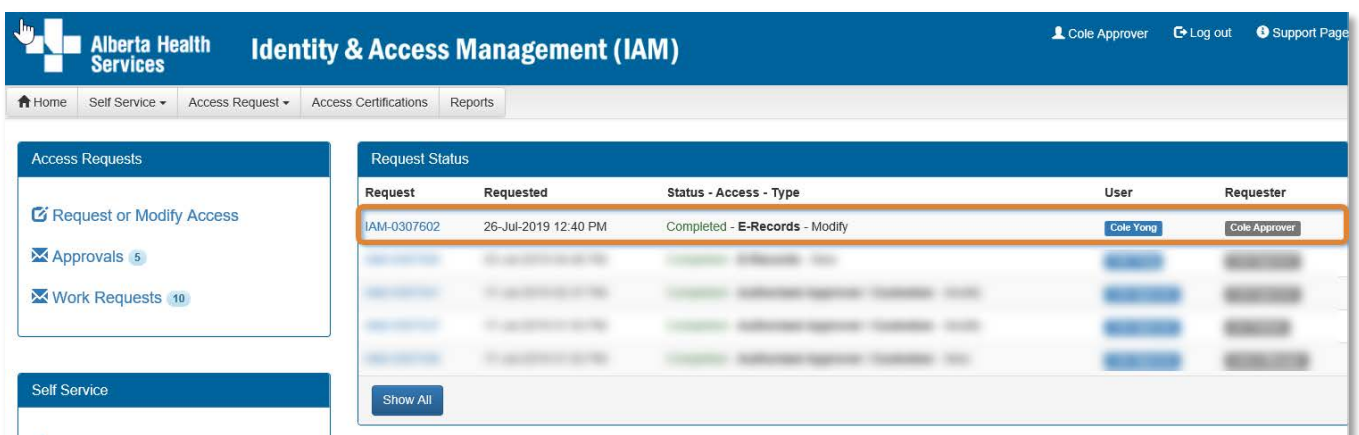
At the [Request Status](#) pane, note the request's status of [Pending](#)



The screenshot shows the 'Identity & Access Management (IAM)' interface. The 'Request Status' table is highlighted, showing a request with ID IAM-0307602, requested on 26-Jul-2019 at 12:40 PM, with a status of 'Pending - E-Records - Modify'. The user is 'Cole Yong' and the requester is 'Cole Approver'.

Request	Requested	Status - Access - Type	User	Requester
IAM-0307602	26-Jul-2019 12:40 PM	Pending - E-Records - Modify	Cole Yong	Cole Approver

Once the [e-Records Provisioning Administrator](#) has processed their tasks, the request's status will be updated to [Completed](#).

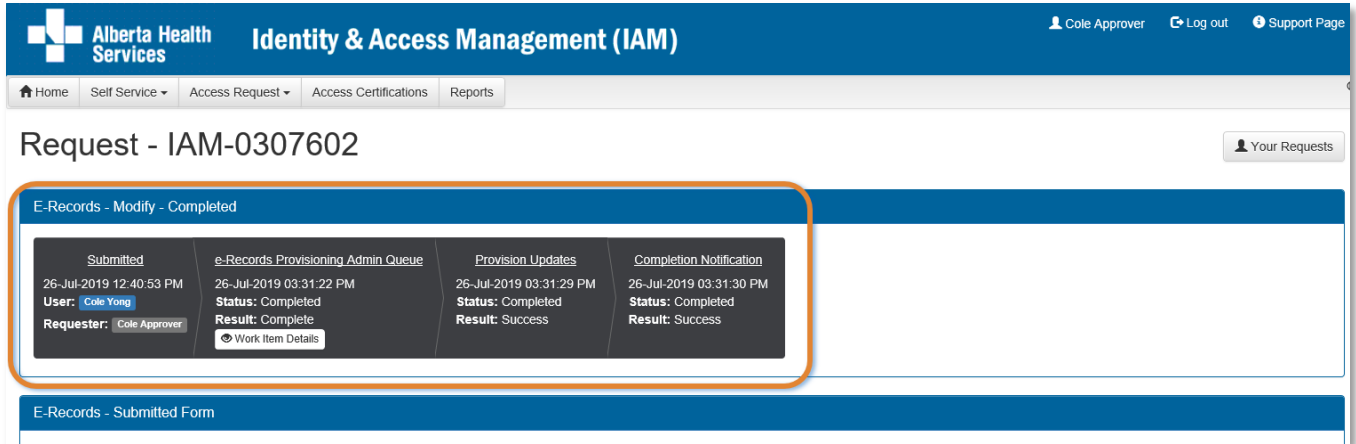


The screenshot shows the 'Identity & Access Management (IAM)' interface. The 'Request Status' table is highlighted, showing the same request with ID IAM-0307602, requested on 26-Jul-2019 at 12:40 PM, with a status of 'Completed - E-Records - Modify'. The user is 'Cole Yong' and the requester is 'Cole Approver'.

Request	Requested	Status - Access - Type	User	Requester
IAM-0307602	26-Jul-2019 12:40 PM	Completed - E-Records - Modify	Cole Yong	Cole Approver



CLICK [Request IAM-#####](#) number to see details  
The **Request Status Viewer** screen appears



Request - IAM-0307602


Submitted	e-Records Provisioning Admin Queue	Provision Updates	Completion Notification
26-Jul-2019 12:40:53 PM User: <a href="#">Cole Yong</a> Requester: Cole Approver	26-Jul-2019 03:31:22 PM Status: Completed Result: Complete <a href="#">Work Item Details</a>	26-Jul-2019 03:31:29 PM Status: Completed Result: Success	26-Jul-2019 03:31:30 PM Status: Completed Result: Success


Note all tasks are **Completed**

CLICK [Home](#)  
The **AHS IAM Home** screen appears

Complete 

## Remove e-Records Access

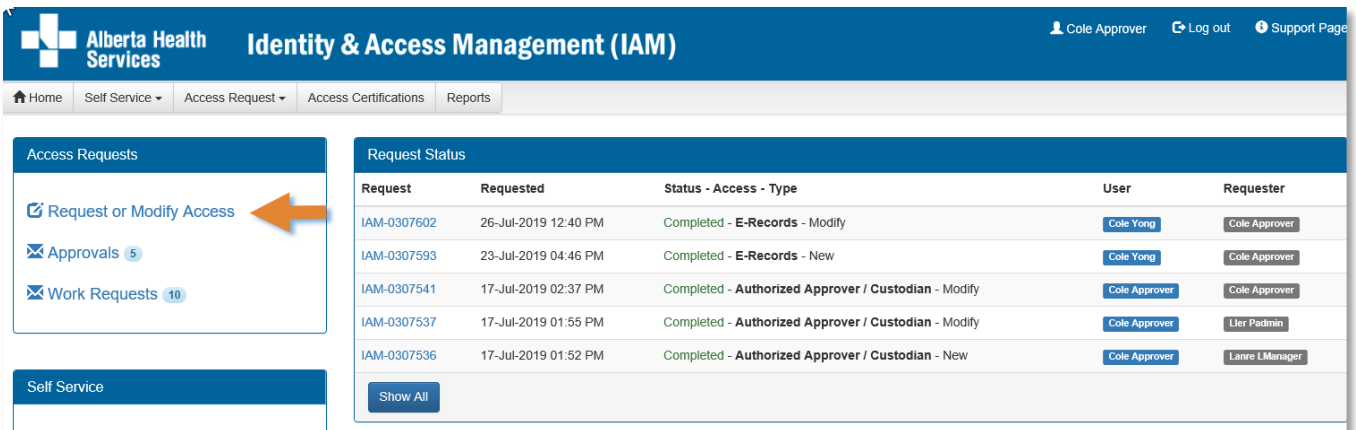
 Requests to remove e-Records access can only be submitted by an [e-Records Authorized Approver](#).

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](#)

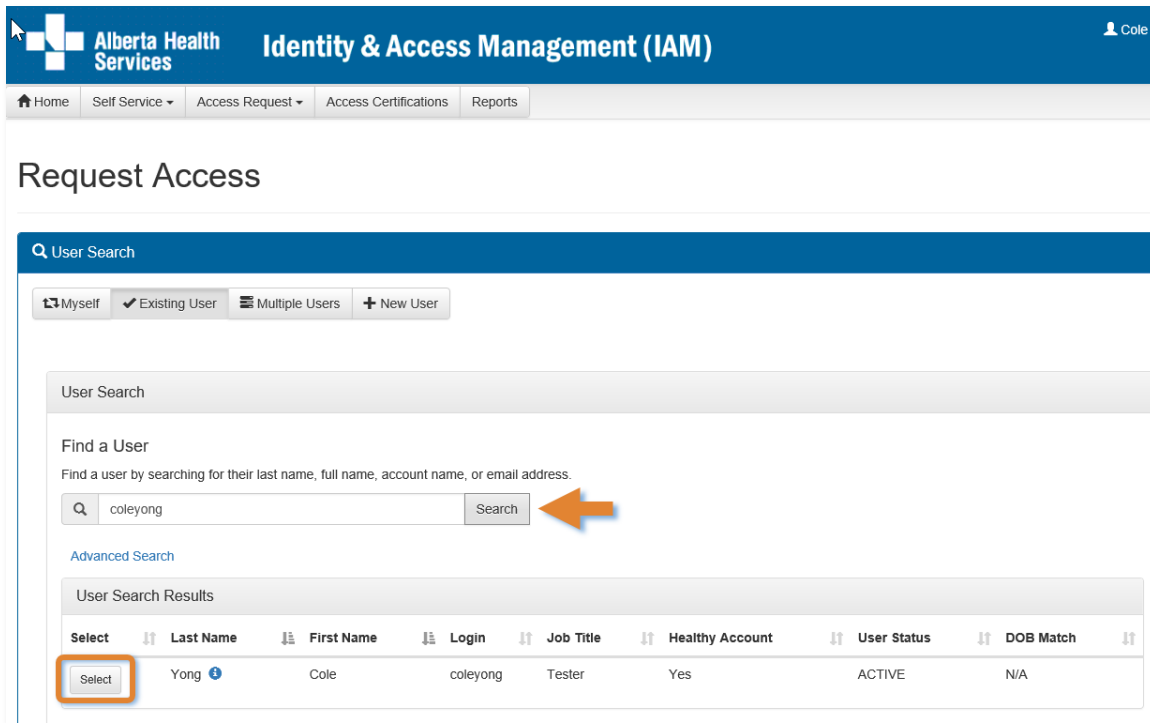
The **AHS IAM**  **Home** screen appears



Request	Requested	Status - Access - Type	User	Requester
IAM-0307602	26-Jul-2019 12:40 PM	Completed - E-Records - Modify	<a href="#">Cole Yong</a>	<a href="#">Cole Approver</a>
IAM-0307593	23-Jul-2019 04:46 PM	Completed - E-Records - New	<a href="#">Cole Yong</a>	<a href="#">Cole Approver</a>
IAM-0307541	17-Jul-2019 02:37 PM	Completed - Authorized Approver / Custodian - Modify	<a href="#">Cole Approver</a>	<a href="#">Cole Approver</a>
IAM-0307537	17-Jul-2019 01:55 PM	Completed - Authorized Approver / Custodian - Modify	<a href="#">Cole Approver</a>	<a href="#">Lier Padman</a>
IAM-0307536	17-Jul-2019 01:52 PM	Completed - Authorized Approver / Custodian - New	<a href="#">Cole Approver</a>	<a href="#">Lanre LManager</a>

CLICK [Request or Modify Access](#)

The **Request Access** screen appears with  [Existing User](#) selected



Alberta Health Services Identity & Access Management (IAM)

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.

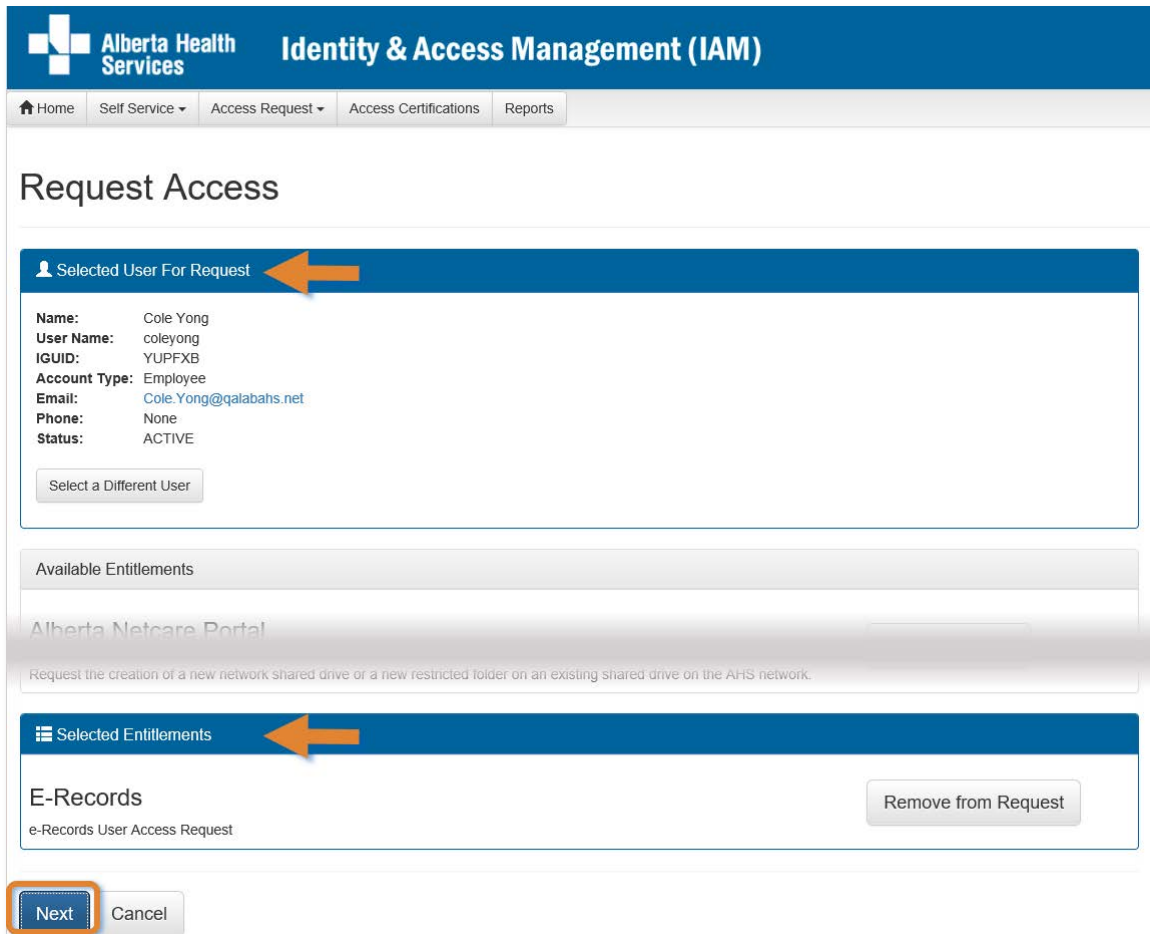
coleyong Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Yong	Cole	coleyong	Tester	Yes	ACTIVE	N/A

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



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

**Selected User For Request**

Name: Cole Yong  
User Name: coleyong  
IGUID: YUPFXB  
Account Type: Employee  
Email: Cole.Yong@qalabahs.net  
Phone: None  
Status: ACTIVE

Select a Different User

Available Entitlements

Alberta Netcare Portal  
Request the creation of a new network shared drive or a new restricted folder on an existing shared drive on the AHS network.

**Selected Entitlements**

E-Records  
e-Records User Access Request

Remove from Request

Next Cancel

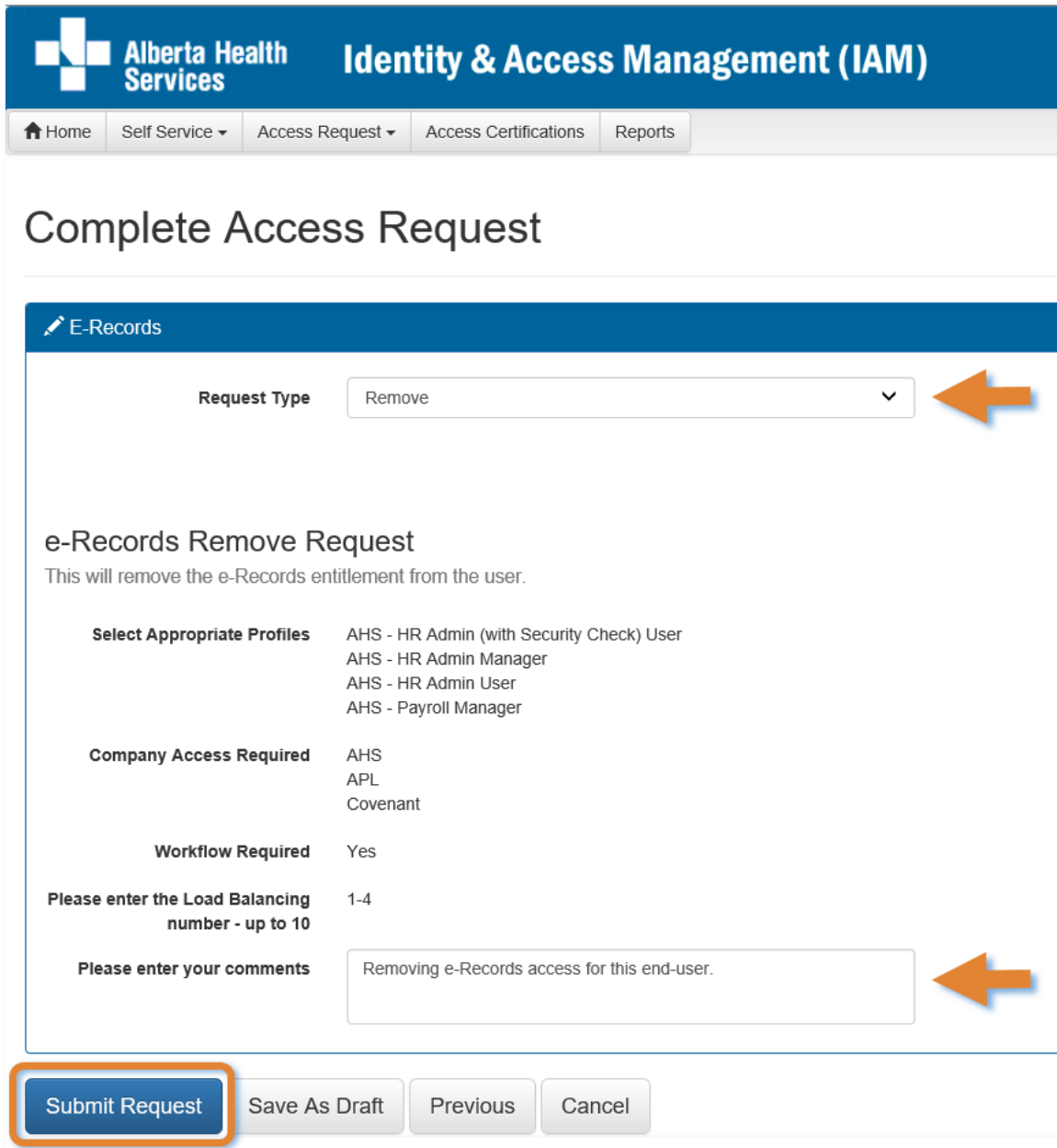
At [Available Entitlements](#), at [E-Records](#) CLICK [Change Access](#)

The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [E-Records](#) displayed

CLICK [Next](#)

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



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Complete Access Request

E-Records

Request Type: Remove

### e-Records Remove Request

This will remove the e-Records entitlement from the user.

**Select Appropriate Profiles**  
AHS - HR Admin (with Security Check) User  
AHS - HR Admin Manager  
AHS - HR Admin User  
AHS - Payroll Manager

**Company Access Required**  
AHS  
APL  
Covenant

**Workflow Required**  
Yes

**Please enter the Load Balancing number - up to 10**  
1-4

**Please enter your comments**  
Removing e-Records access for this end-user.

Submit Request Save As Draft Previous Cancel

At **Request Type** SELECT **Remove** from the drop down list

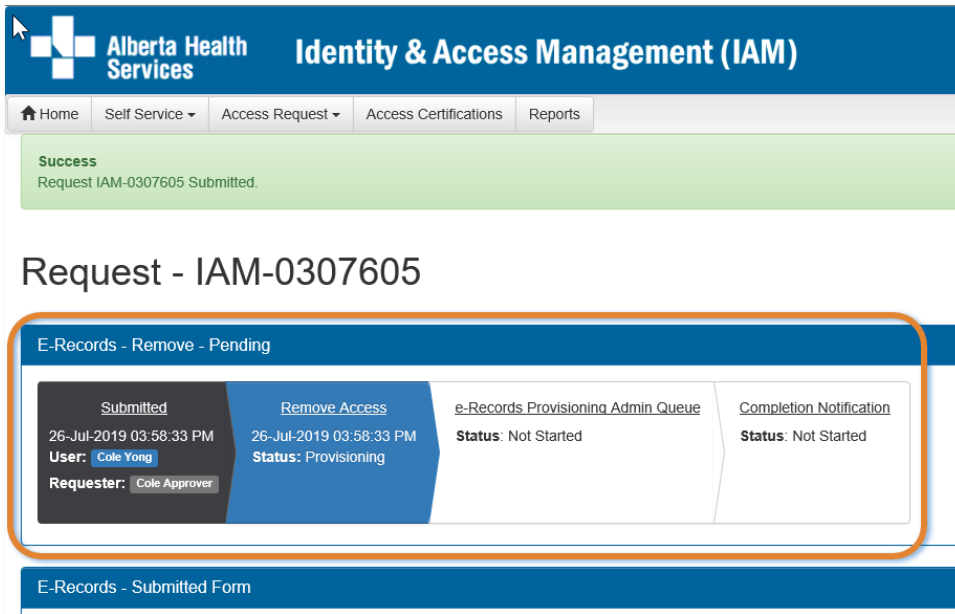
The screen refreshes

ENTER comments as needed

CLICK **Submit Request**

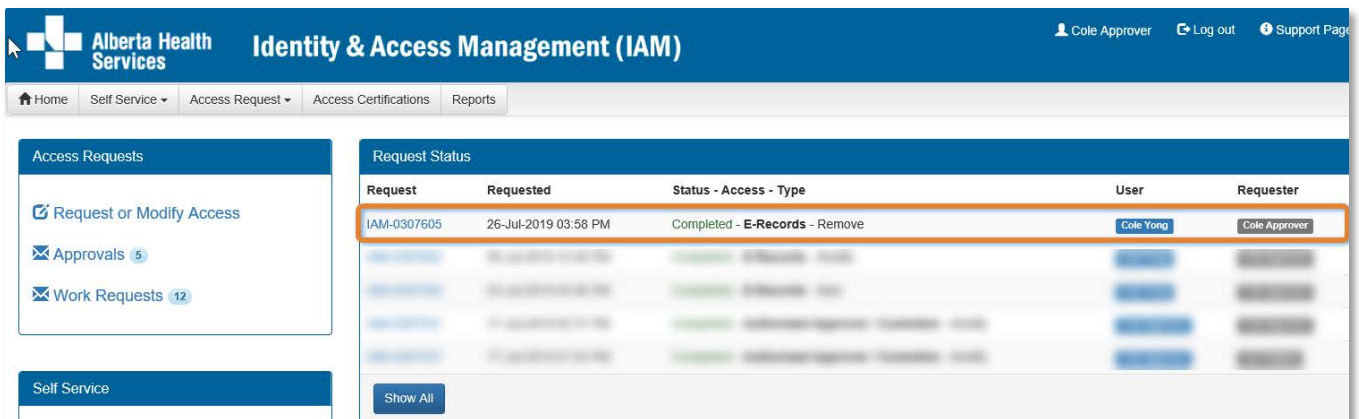
The **Request Status Viewer** screen appears

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



! Note the [e-Records Provisioning Administrator](#) must complete the final steps to remove the end-user's access.

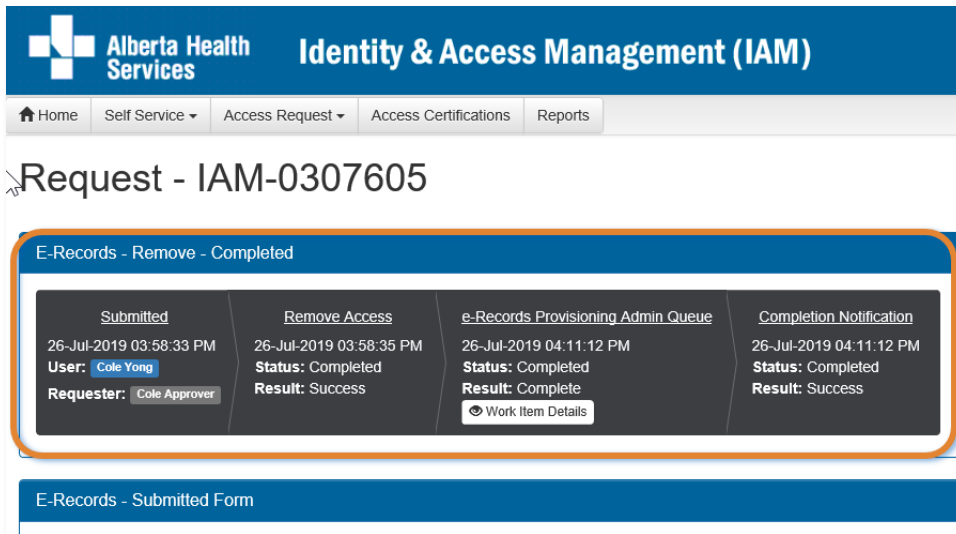
CLICK [Home](#)  
The **AHS IAM** [Home](#) screen appears



i 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 some of the processing steps occur outside of the AHS IAM system.

Once the final processing steps are performed by the [e-Records Provisioning Administrator](#), the request details will show the request as [Completed](#).

CLICK [Request IAM-#####](#) number to see details



The screenshot shows the AHS Identity & Access Management (IAM) interface. The header includes the Alberta Health Services logo and the title 'Identity & Access Management (IAM)'. Below the header is a navigation menu with 'Home', 'Self Service', 'Access Request', 'Access Certifications', and 'Reports'. The main content area displays 'Request - IAM-0307605'. A table below the title shows the request status: 'E-Records - Remove - Completed'. The table has four columns: Submitted, Remove Access, e-Records Provisioning Admin Queue, and Completion Notification. Each column contains a timestamp, user, status, and result. A 'Work Item Details' button is visible under the 'e-Records Provisioning Admin Queue' column.

Submitted	Remove Access	e-Records Provisioning Admin Queue	Completion Notification
26-Jul-2019 03:58:33 PM	26-Jul-2019 03:58:35 PM	26-Jul-2019 04:11:12 PM	26-Jul-2019 04:11:12 PM
User: Cole Yong	Status: Completed	Status: Completed	Status: Completed
Requester: Cole Approver	Result: Success	Result: Complete	Result: Success

Work Item Details

E-Records - Submitted Form

The **Request Status Viewer** screen appears and the request is **Completed**.

If the end-user needs e-Records access in the future, a new request will have to be submitted.

CLICK [Home](#)

The **AHS IAM Home** screen appears

Complete 