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# AHS IAM I/Request Access Process

## User Guide

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**i** Effective September 2019, please use the AHS Identity & Access Management (AHS IAM) system to request access to the new I/Request system. Please do not use the former access request process.

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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.

## AHS IAM Terms & Definitions

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

<b>AHS Employee</b>	A person on-boarded and paid through AHS Human Resources e-People.
<b>AHS Non-Employee</b>	A person not on-boarded or paid through AHS Human Resources e-People.
<b>Community End-User</b>	A person who works for a privately owned health delivery facility. Examples: physician, pharmacist, dentist, chiropractor.
<b>Combination End-User</b>	A person who is more than one of the above types.
<b>I/Request Authorized Approver</b>	<p>A person who provides approval of an I/Request access request in AHS IAM.</p> <p>For I/Request <i>internal</i> facilities the approver must have the correct Delegation of Human Resources Authority (DOHRA).</p> <p style="padding-left: 40px;">Have an <a href="#">AHS DOHRA of 1 to 12</a> OR Have a <a href="#">Covenant Health DOHRA of 1 to 6</a></p> <p>For I/Request <i>external</i> facilities, the approver must be given the role of I/Request Authorized Approver for specified external facilities. They are granted that role by a Seniors Health I/Request Authorized Approver Admin and then only for certain external facilities.</p>
<b>I/Request Provisioning Administrator</b>	A person who performs final processing steps for all I/Request access requests made in AHS IAM. This role is in effect short-term: from June 2019 until further notice.

## Understand I/Request Access Processes

Using AHS IAM to request access to the I/Request system is easy enough. But there are a few rules you should be aware of.

Please remember that AHS IAM may define employee, non-employee and community staff persons differently than your organization does. Refer to [AHS IAM Terms and Definitions](#) and use the hyperlinks on the terms below as needed.

All I/Request access requests are subject to final processing by the [I/Request Provisioning Administrator](#) until further notice.

Who can submit requests in AHS IAM?	At what type of I/Request facility – internal or external?	For what type of end-user?	Who can approve requests?
<a href="#">Employee Requester</a>	Internal	<a href="#">AHS Employee</a>	<a href="#">AHS DOHRA / Covenant Health DOHRA</a>
<a href="#">Non-Employee Requester</a>	External		<a href="#">I/Request Authorized Approver for that facility</a>
<a href="#">Community Requester</a>	External		<a href="#">I/Request Authorized Approver for that facility</a>
<a href="#">Combination Requester</a>	Internal and External	<a href="#">Community End-User</a>  <a href="#">Combination End-User</a>	<a href="#">AHS DOHRA / Covenant Health DOHRA</a>  or  <a href="#">I/Request Authorized Approver for that facility</a>

## Remote Access for I/Request End-Users

### SecurID Tokens

If you or an end-user need to access the I/Request system from outside an AHS facility, a SecurID token will be needed to provide a second form of authentication at login. This is called Two-Factor Authentication. You will be able to request remote access to I/Request when completing the I/Request access request process in AHS IAM.

The SecurID token can be a hardware device that looks similar to this  or a software application that runs on your smartphone with an icon similar to this .

When you are issued either type of SecurID token you will be required to create a 4 digit personal identification number (PIN). The token generates a number that changes every 60 seconds. Use your PIN and the digits displayed at the time of login to authenticate your identity.

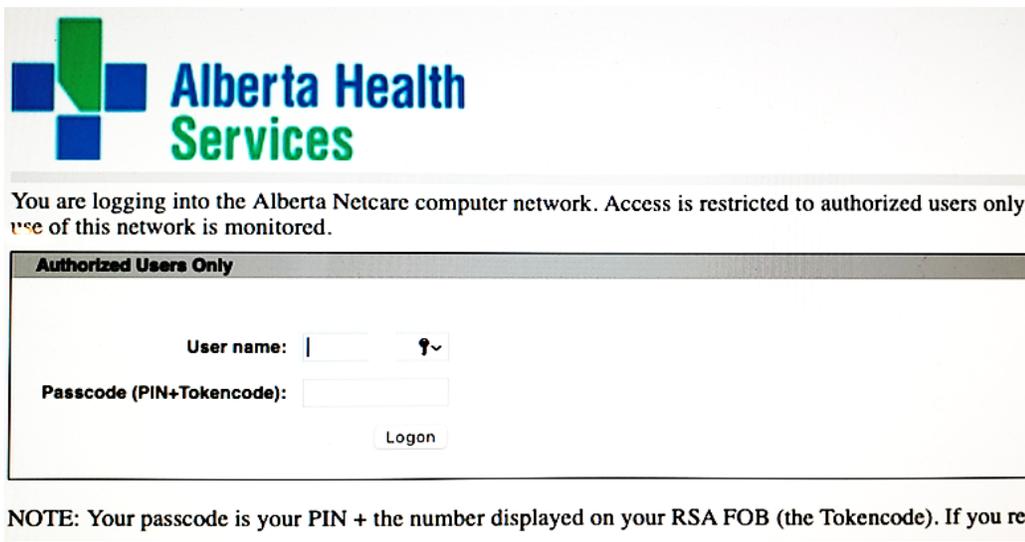
If you need to return your hard token, use a bubble envelope and this mailing address:

AHS IT Remote Access  
CN Tower, 18th Floor  
10004 - 104 Avenue, NW  
Edmonton, Alberta T5J 0K1

## Log into AHS IAM Remotely

Accessing AHS IAM from outside an AHS facility will require remote access permission and a SecurID token. Your I/Request Authorized Approver can request these for you in AHS IAM using the Remote User Network Access (RUNA) process.

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



You are logging into the Alberta Netcare computer network. Access is restricted to authorized users only. Use of this network is monitored.

**Authorized Users Only**

User name:  

Passcode (PIN+Tokencode):

Logon

NOTE: Your passcode is your PIN + the number displayed on your RSA FOB (the Tokencode). If you rec

ENTER your [Username](#)



Tool Tip – this is your AHS Network UserId or your AHS IAM Username

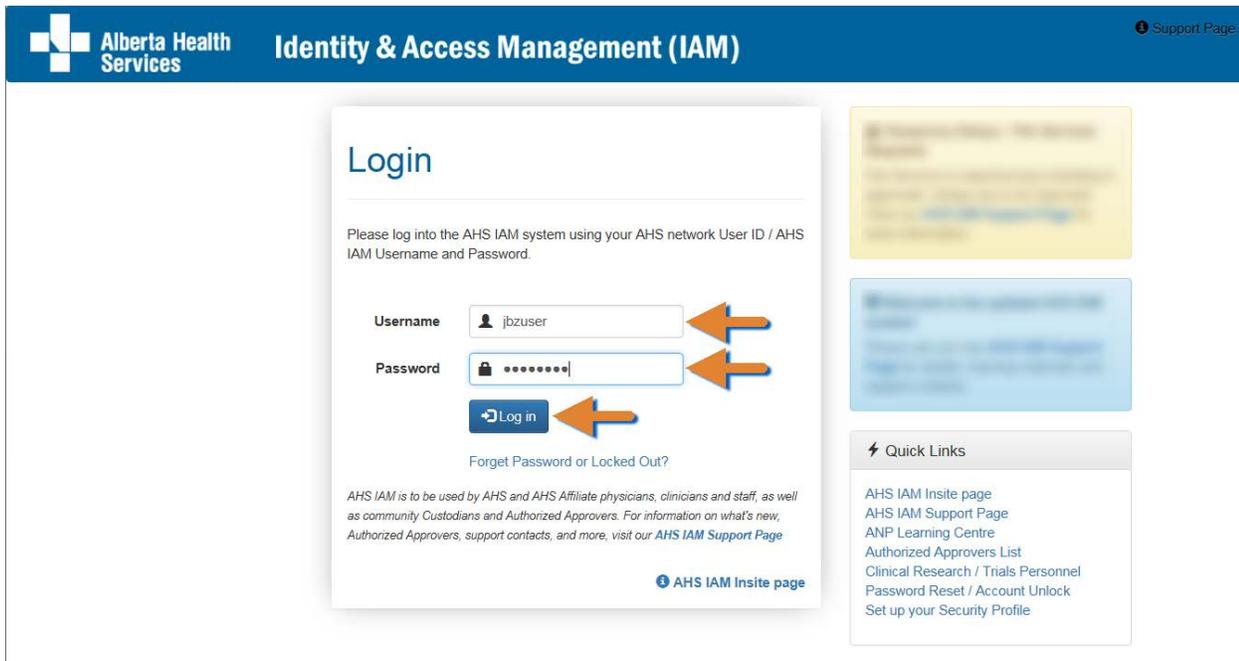
ENTER your [Passcode](#)

If using a hard [SecurID token](#), enter your 4-digit PIN followed by the 6 numbers displayed on the SecurID token into the [Passcode](#) field

If using a soft [SecurID token](#), enter the 8 numbers displayed in the app window



If needed, see **Tool Tips for Soft Tokens** on the following pages

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

The screenshot shows the AHS Identity & Access Management (IAM) login page. At the top left is the Alberta Health Services logo. The page title is "Identity & Access Management (IAM)" and there is a "Support Page" link at the top right. The main content area is titled "Login" and contains the following elements:

- A message: "Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password."
- A "Username" field with the value "jbxuser" and a blue arrow pointing to the right.
- A "Password" field with masked characters "....." and a blue arrow pointing to the right.
- A "Log in" button with a blue arrow pointing to the left.
- A link: "Forgot Password or Locked Out?"
- A footer note: "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](#)"
- A link: "AHS IAM Insite page"

On the right side of the page, there is a "Quick Links" section with the following 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

ENTER your [Username](#) and [Password](#)CLICK  [Log in](#)The **AHS IAM**  **Home** screen appears

## Tool Tips for soft SecurID tokens

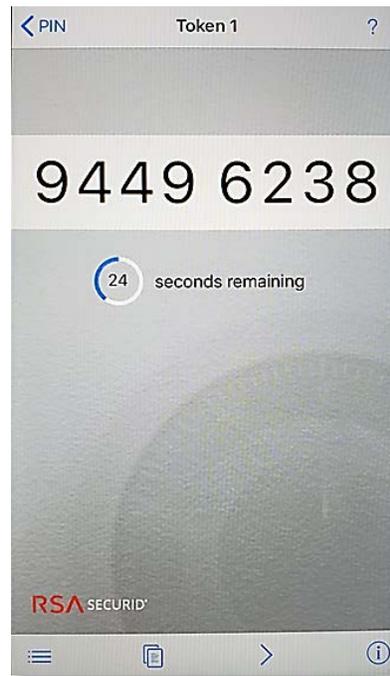
A soft SecurID token is an application that runs on your Smartphone.

These are tool tips for common functions. Additional help is available within the application or by contacting your local [AHS IT Service Desk](#).

### Generate a passcode

TAP the RSA app icon 

The **Enter PIN** screen appears



TAP ? for help text (not shown)

ENTER your 4-digit PIN

TAP the blue arrow button

The **Tokencode** screen appears with an 8 digit passcode displayed. This number changes every 60 seconds.

### To advance to the next passcode

TAP >

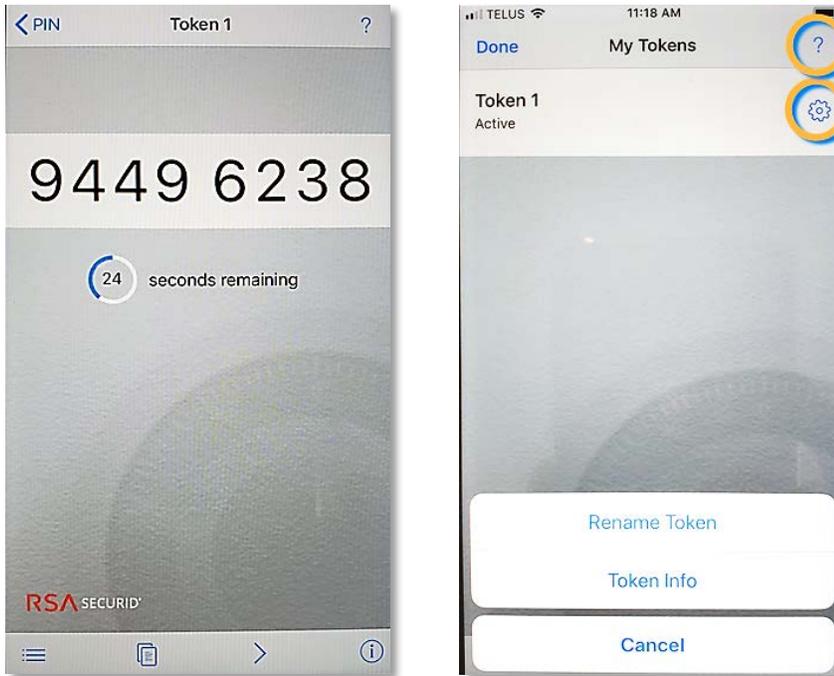
A different 8-digit passcode will display

### To copy and paste the passcode to an application on your device

TAP 

PASTE the code into the target application's **Passcode** field

See a list of soft tokens and settings  
At the **Tokencode** screen



TAP  The **My Tokens** screen appears

TAP ? for help text (not shown)

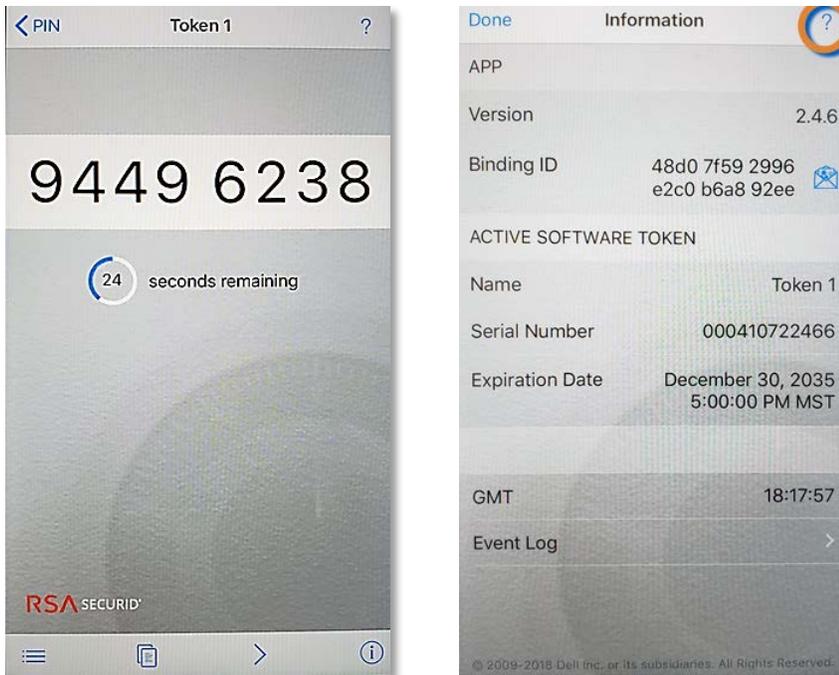
TAP  A menu displays.  
EXECUTE an action or CANCEL

TAP **Edit** to delete a token

TAP **+** to Scan QR Code or Enter Link

TAP **Done** to return to the **Enter PIN** screen

## Discover soft token Information



At the **Tokencode** screen, TAP   
The **Information** screen for that token appears with application and token information displayed, including: Version, Serial Number, Expiration Date, etc.

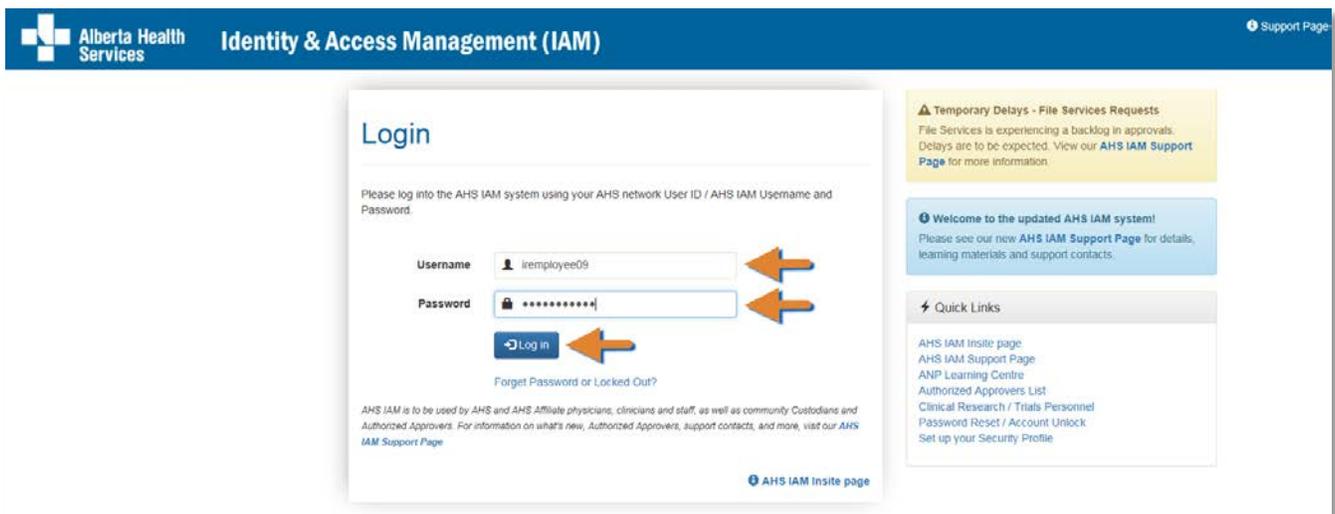
TAP  for help text (not shown)

TAP **Done** to return to the **Enter PIN** screen

## Request I/Request

 Further information about this process is available at: [Understanding I/Request Access Processes.](#)

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 Identity & Access Management (IAM) login page. The page header includes the Alberta Health Services logo and the text "Identity & Access Management (IAM)". The main content area is titled "Login" and contains the following elements:

- A message: "Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password."
- A "Username" field with the value "lremployee09".
- A "Password" field with masked characters "\*\*\*\*\*".
- A "Log in" button.
- A link: "Forgot Password or Locked Out?".
- A footer note: "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."
- A link: "AHS IAM Insite page".

On the right side of the page, there are two informational boxes:

- A yellow box titled "Temporary Delays - File Services Requests" with a warning icon. It states: "File Services is experiencing a backlog in approvals. Delays are to be expected. View our AHS IAM Support Page for more information."
- A blue box titled "Welcome to the updated AHS IAM system!" with an information icon. It states: "Please see our new AHS IAM Support Page for details, learning materials and support contacts."

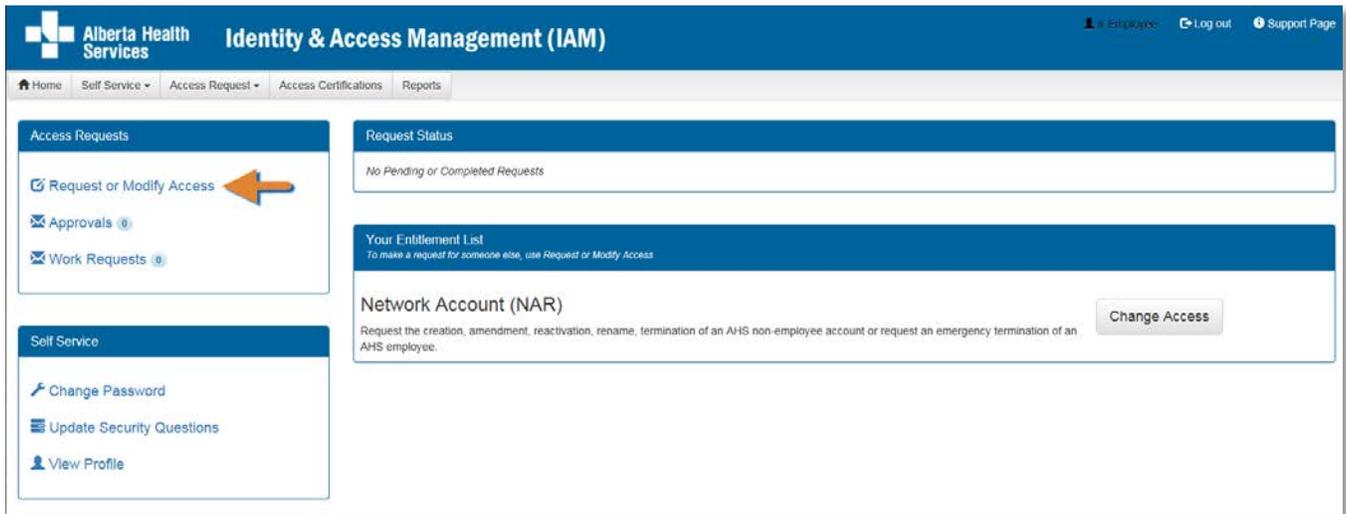
Below these boxes is a "Quick Links" section with a list of links:

- 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

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

CLICK  **Log in**

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

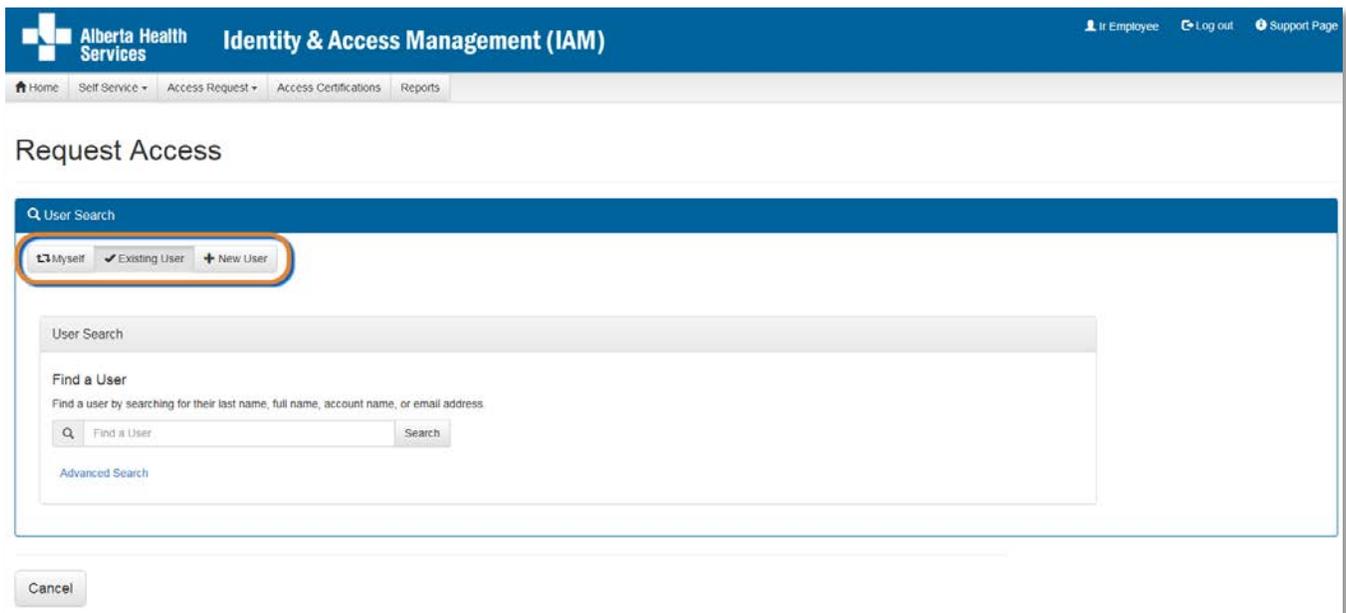


The screenshot shows the 'Identity & Access Management (IAM)' dashboard. On the left, under 'Access Requests', the 'Request or Modify Access' button is highlighted with an orange arrow. Other options include 'Approvals' and 'Work Requests'. Below this is the 'Self Service' section with 'Change Password', 'Update Security Questions', and 'View Profile'. On the right, there are sections for 'Request Status' (showing 'No Pending or Completed Requests'), 'Your Entitlement List', and 'Network Account (NAR)' with a 'Change Access' button.

CLICK [Request](#) or [Modify Access](#)

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

You can create a request for [Myself](#), [Existing User](#) (default) or a [New User](#). Directions follow.



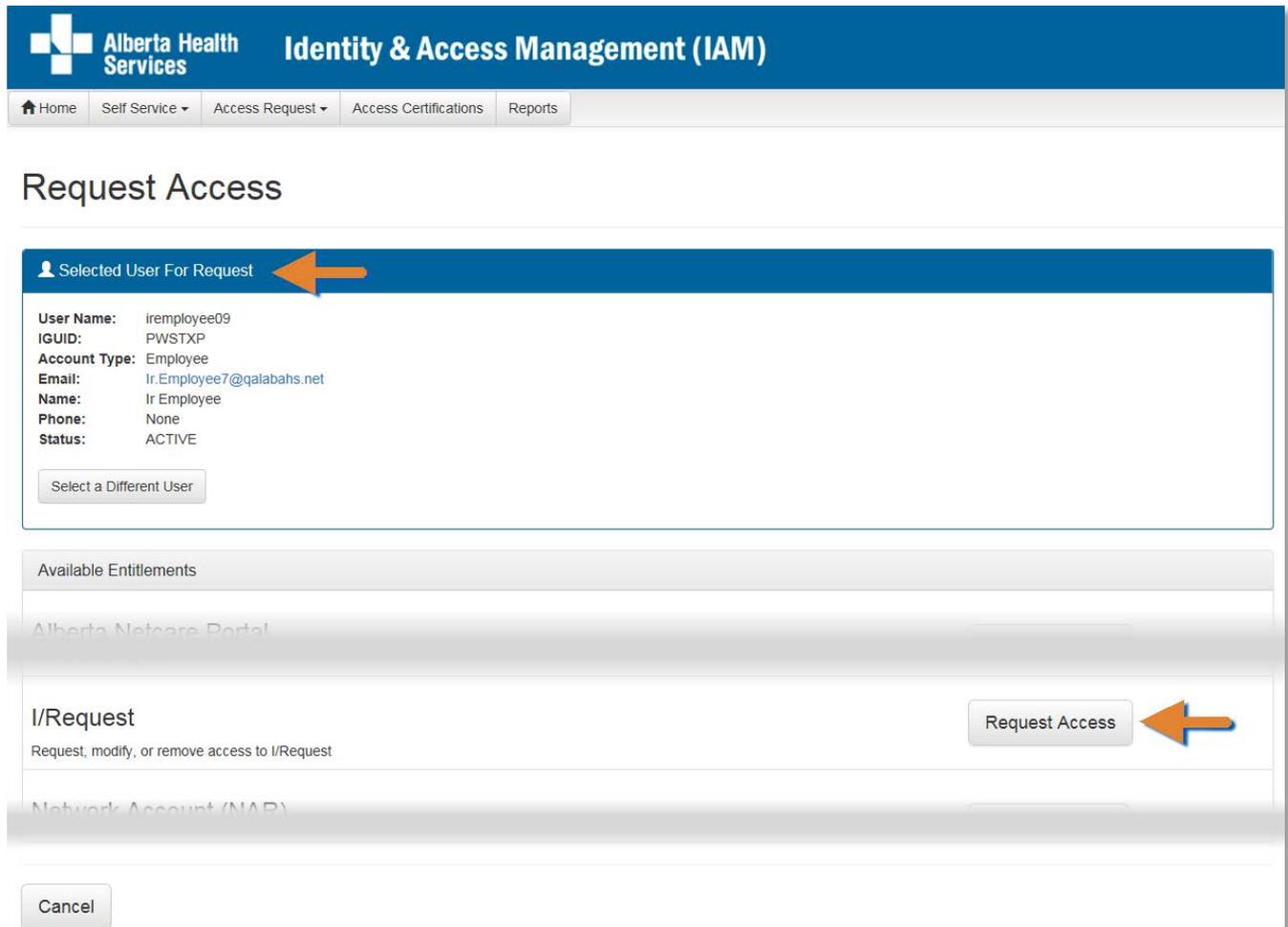
The screenshot shows the 'Request Access' screen. At the top, there is a 'User Search' section with three radio buttons: 'Myself', 'Existing User' (which is selected and circled in orange), and 'New User'. Below this is a search box for finding a user by last name, full name, account name, or email address. There is a 'Search' button and a link to 'Advanced Search'. At the bottom left, there is a 'Cancel' button.

## Request I/Request 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



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

### Request Access

 Selected User For Request 

User Name: iremployee09  
IGUID: PWSTXP  
Account Type: Employee  
Email: Ir.Employee7@qalabahs.net  
Name: Ir Employee  
Phone: None  
Status: ACTIVE

Select a Different User

Available Entitlements

Alberta Netcare Portal

I/Request  

Request, modify, or remove access to I/Request

Network Account (NAP)

Cancel

Under [Available Entitlements](#), at [I/Request](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [I/Request](#) displayed



CLICK **Next**

The **Complete Access Request** screen appears

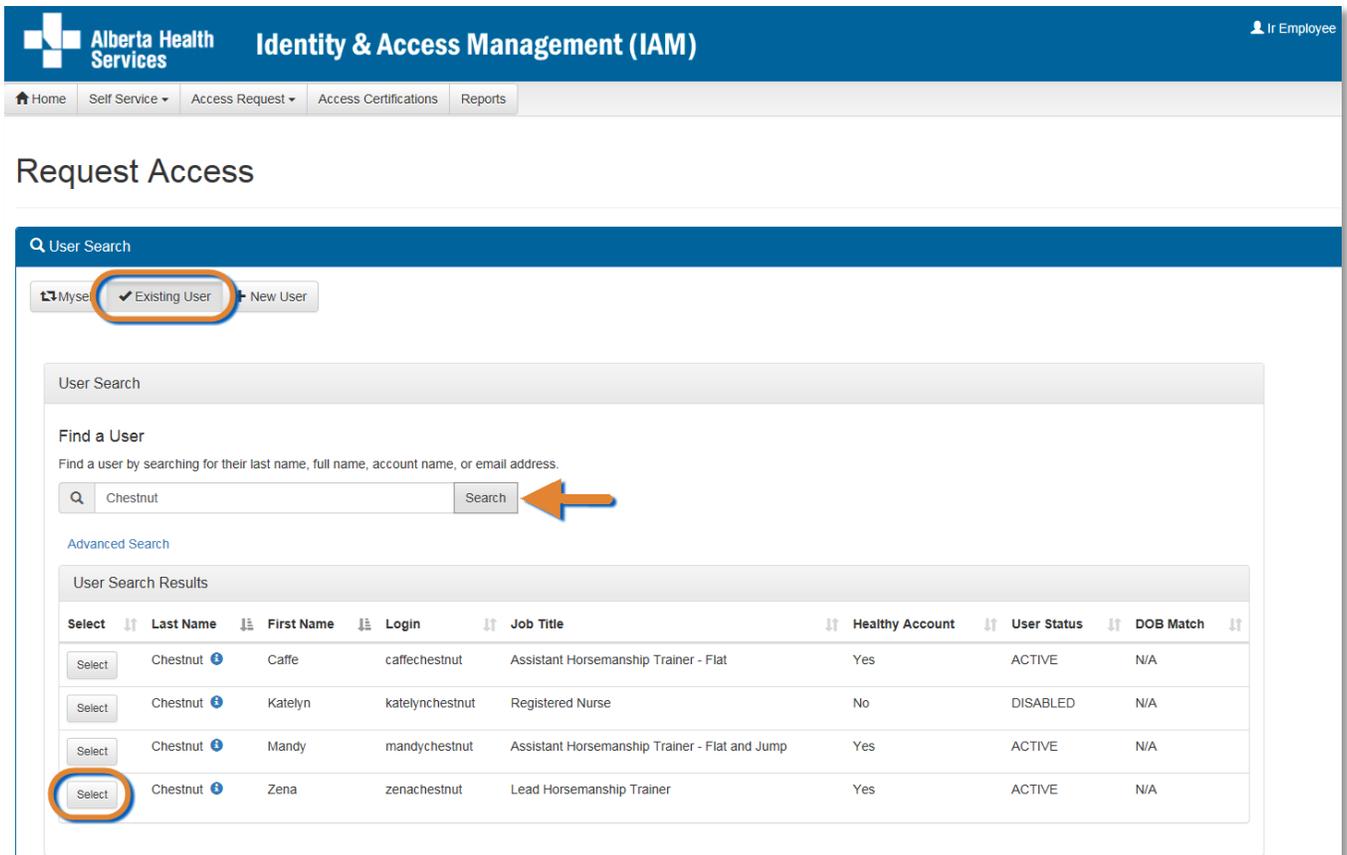
SKIP to [Complete Access Request Screen instructions](#)

## Request I/Request 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) Employee

Home Self Service Access Request Access Certifications Reports

### Request Access

User Search

Myself  Existing User  New User

User Search

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

Q Chestnut Search

Advanced Search

User Search Results

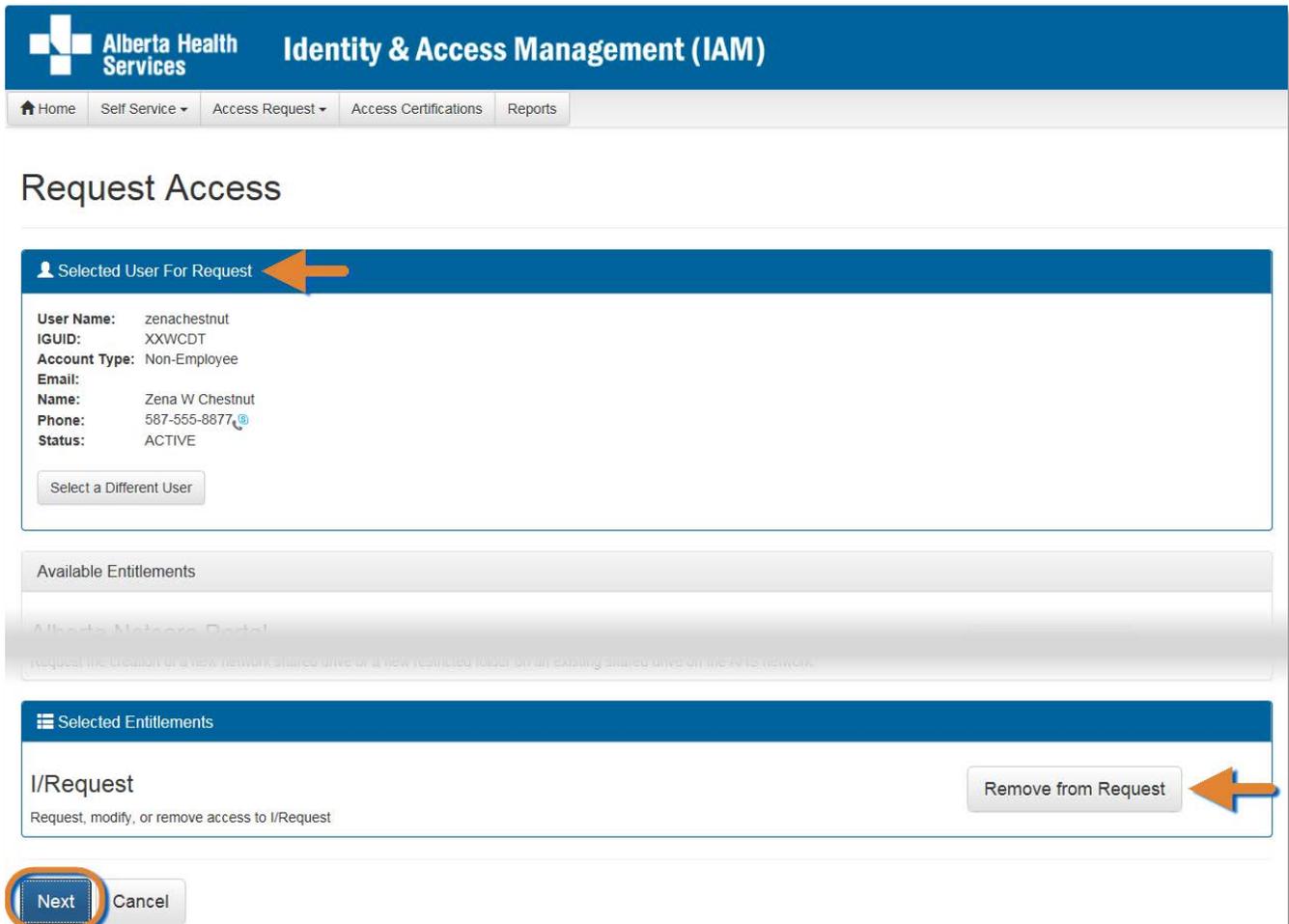
Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer - Flat	Yes	ACTIVE	N/A
Select	Chestnut	Katelyn	katelystchestnut	Registered Nurse	No	DISABLED	N/A
Select	Chestnut	Mandy	mandychestnut	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE	N/A
Select	Chestnut	Zena	zenachestnut	Lead Horsemanship Trainer	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 **Request Access** 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** ←

User Name: zenachestnut  
IGUID: XXWCDT  
Account Type: Non-Employee  
Email:  
Name: Zena W Chestnut  
Phone: 587-555-8877@  
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**

I/Request  
Request, modify, or remove access to I/Request

Remove from Request ←

Next Cancel

Under [Available Entitlements](#), at [I/Request](#), **CLICK Request Access**

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [I/Request](#) displayed

**CLICK Next**

The **Complete Access Request** screen appears

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

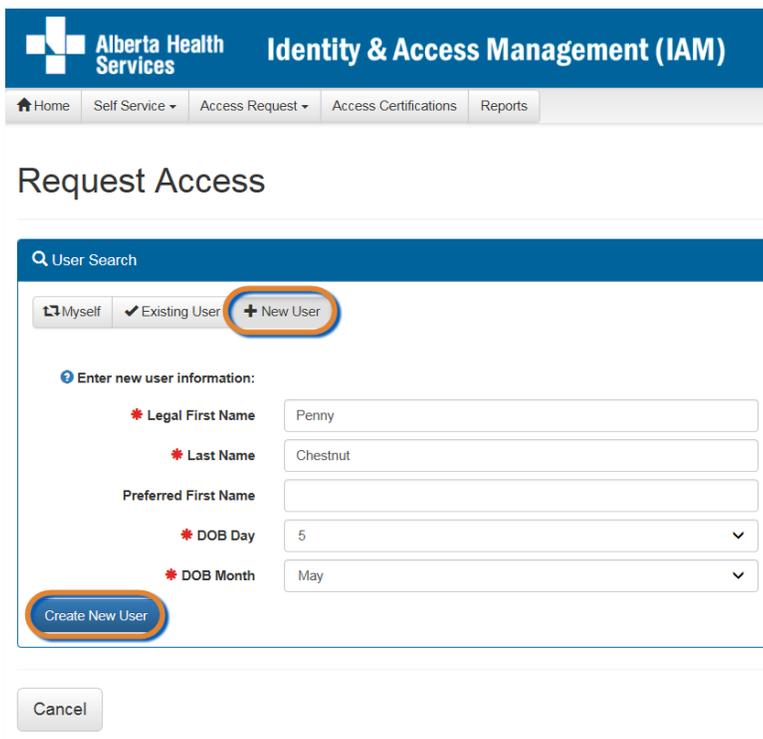
## Request I/Request for a New User

If the request is for a new end-user

 **Tool Tip:** Always search for the end-user to check if they have a pre-existing record in AHS IAM.

CLICK **+** [New User](#)

The **User Search** screen refreshes to include data entry fields for the new end-user



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

### Request Access

User Search

Myself Existing User **+ New User**

Enter new user information:

\* Legal First Name Penny

\* Last Name Chestnut

Preferred First Name

\* DOB Day 5

\* DOB Month May

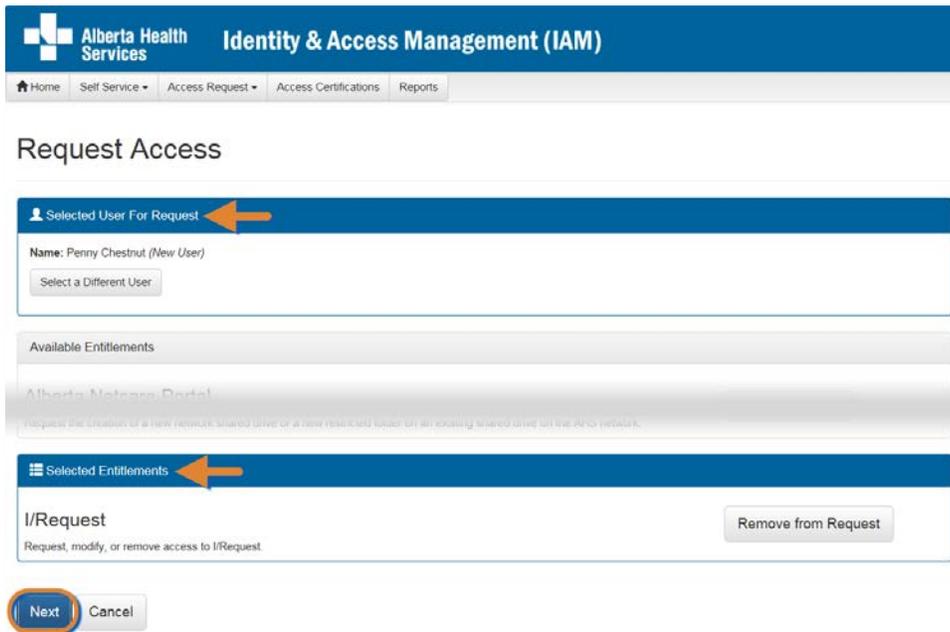
**Create New User**

Cancel

ENTER the new end-user's information

CLICK [Create New User](#)

The **Request Access** screen appears with the new end-user's name displayed at the top and [Available Entitlements](#) listed below.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

**Selected User For Request**

Name: Penny Chestnut (New User)

Select a Different User

Available Entitlements

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

**Selected Entitlements**

I/Request  
Request, modify, or remove access to I/Request. Remove from Request

Next Cancel

Under [Available Entitlements](#), at [I/Request](#), CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlements](#) pane appears at the bottom of the screen with [I/Request](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears

Since this is both a New User and an I/Request access request, AHS IAM will automatically present the new user's Network Access Request (NAR) portion first and the I/Request access request portion next. If the new end-user also requires remote access to I/Request, you can indicate that in the I/Request portion of the **Complete Access Request** screen.

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

## Complete Access Request Screen

If the  **Network Access Request (NAR)** pane is displayed, COMPLETE this pane, the end-user required AHS Network Access.

See the  [Tool Tips for the Network Access \(NAR\) pane](#)

COMPLETE the  **I/Request** pane.

See the  [Tool Tips for the I/Request pane](#)

If the **Remote User Network Access (RUNA)** pane is displayed, COMPLETE this pane, the end-user requires remote access to I/Request with a SecurID token.

See the  [Tool Tips for the Remote User Network Access \(RUNA\) pane](#)

## Tool Tips for the Network Access Request (NAR) pane

COMPLETE all mandatory \* fields and as many optional fields as possible.

READ the on-screen information and field tips.

## At User Information

ENTER a **Middle Initial** OR CHECK **No Middle Name**

## At User Type and Category

CHOOSE the new end-user's **AHS Zone** from the drop down list

CHOOSE the new end-user's **Sub-category**

User Type and Category	
<b>User Type</b>	Select...
<b>* AHS Zone</b>	AHS Employee AHS LTC Affiliates Academic Institutions Alberta Public Laboratories The Bethany Group CAMIS (RD) MIC (EDM) Calgary Lab Services
<b>* User Sub-category</b>	<b>Capital Care</b> Carewest Community Clinics Contractors Controlled Foundations Covenant Health (Custodian) Student (Covenant Health) DynaLife Lab Educator External Clinics Lamont Health Care Centre Lloydminster Hospital Medical Doctor Students Midwives Northern Lights Health Foundations Primary Care Network Physicians
<b>User Category</b>	Royal Alexander Health Foundations Research [Government Partnership] Researcher Residents and Fellows Stellar Kids Foundations
<b>Sunset Date</b>	
<b>Email</b>	
<b>Create Email Account</b>	
<b>External Email Address</b>	

## ACCEPT or CHANGE [Sunset Date](#)

When you choose a User Sub-category, a Sunset Date of one year will automatically appear. If needed, CHECK [Modify Sunset Date](#) to modify the [Sunset Date](#) to less than one year.

## At Email

If the new end-user requires an AHS email account, CHECK [Create Email Account](#)

If the new end-user [also] wants to use an external email address, ENTER it in [External Email Address](#)

## At Company / Location

CHOOSE the new end-user's [Company](#) from the drop down list

<b>Create Email Account</b>	
<b>External Email Address</b>	
<b>Company / Location</b>	<ul style="list-style-type: none"> <li>Alberta Public Laboratories - Calgary Health Region</li> <li>Alberta Public Laboratories - Capital Health Region (Edmonton)</li> <li>Alberta Public Laboratories - Chinook Health Region</li> <li>Alberta Public Laboratories - David Thompson Health Region</li> <li>Alberta Public Laboratories - East Central Health Region</li> <li>Alberta Public Laboratories - HBAS (Health Board)</li> <li>Alberta Public Laboratories - Northern Lights Health Region</li> <li>Alberta Public Laboratories - Palliser Health Region</li> <li>Alberta Public Laboratories - Peace Country Health Region</li> <li>Alberta Public Laboratories - ProVLabs</li> <li>Alberta Public Laboratories - RSHIP</li> <li>Aspen Health Region</li> <li>Calgary</li> <li>Calgary Health Trust</li> <li>Calgary Lab Services</li> <li><b>Capital Health Region (Edmonton)</b></li> <li>Capital Health Region (Edmonton) OU</li> <li>Capital Health Region (Edmonton) – Exclude</li> <li>Chinook Health Region</li> <li>Chinook-NM</li> <li>Covenant Health - Aspen Health Region</li> <li>Covenant Health - Calgary Health Region</li> <li>Covenant Health - Capital Health Region (Edmonton)</li> <li>Covenant Health - Chinook Health Region</li> <li>Covenant Health - David Thompson Health Region</li> <li>Covenant Health - East Central Health Region</li> <li>Covenant Health - Palliser Health Region</li> <li>David Thompson Health Region</li> <li>David Thompson Health Region – Exclude</li> <li>East Central Health Region</li> </ul>
<b>Job Title</b>	
<b>* Company</b>	
<b>* Department</b>	
<b>* Location</b>	
<b>Room Number</b>	
<b>Address</b>	

## At Additional Information

CHECK I verify that the [Information & Privacy and IT Security & Compliance](#) education and training have been completed.

## At Select Approving Manager

 Further information about approvers is available at: [Understanding I/Request Access Processes.](#)

Select Approving Manager

Please Select an approver for this request.

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



[Advanced Search](#)

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input type="button" value="Select"/>	Manager 	CS	csmanager	CS.Manager@qalabahs.net	Staff Nurse	ACTIVE

- 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 will receive an automated message from “Identity Management Services” if the request is returned to you.

Once the Approving Manager has approved the request, it will be automatically sent to the I/Request Provisioning Administrator to perform final processing.

## At User to Receive Credentials

The Requester is the default recipient of the new end-user’s access credentials. If the end-user has an internal AHS email address, their access credentials will be emailed directly to them.

- To change the credential recipient, CLICK [Change Selected User](#)
- SEARCH for and SELECT a different credential recipient

## Tool Tips for the I/Request pane

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

## At Remote Access Required

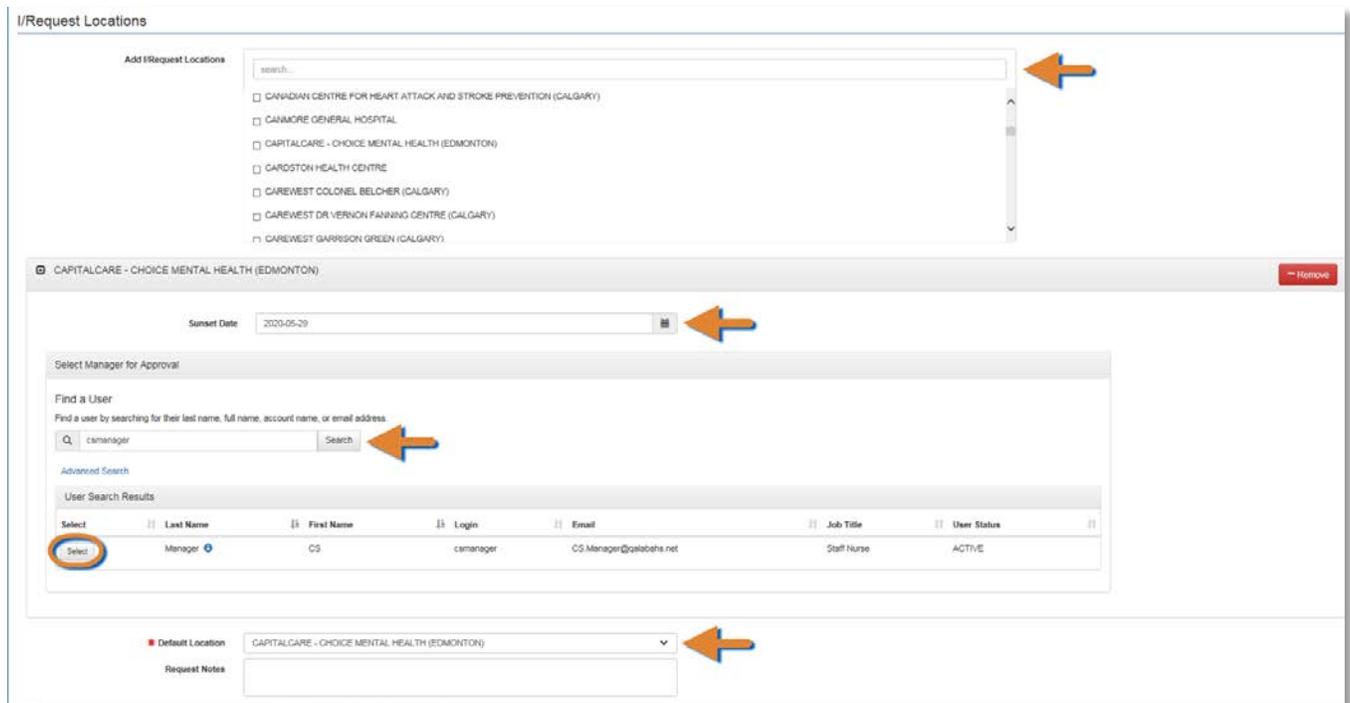
If the end-user needs to access I/Request outside an AHS facility, CHECK [Remote Access Required](#).

If checked, the  [Remote User Network Access \(RUNA\)](#) pane will appear. See  [Tool Tips for Remote User Network Access \(RUNA\) pane](#).

## At I/Request Locations

 Further information about facilities is available at: [Understanding I/Request Access Processes](#).

CHOOSE one or more facilities for the end-user



**I/Request Locations**

Add I/Request Locations

search...

- CANADIAN CENTRE FOR HEART ATTACK AND STROKE PREVENTION (CALGARY)
- CANMORE GENERAL HOSPITAL
- CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON)
- CAROSTON HEALTH CENTRE
- CAREWEST COLONEL BELCHER (CALGARY)
- CAREWEST DR VERNON FANNING CENTRE (CALGARY)
- CAREWEST GARRISON GREEN (CALGARY)

CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON) Remove

Sunset Date: 2020-05-29

Select Manager for Approval

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

Q: csmanager

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input checked="" type="radio"/>	Manager	CS	csmanager	CS Manager@calabhs.net	Staff Nurse	ACTIVE

Default Location: CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON)

Request Notes

For each I/Request location selected, a [Sunset Date](#) for the access must be identified.  
You can accept the default of one year or change to a date less than one year.  
You must select a default location.

If presented with [Select Manager for Approval](#), SEARCH for and SELECT an Approving Manager

## Tool Tips for the Remote User Network Access (RUNA) pane

More information about remote access and SecurID tokens is available in this guide at: [Login to AHS IAM Remotely](#).

### RUNA Request Type

Existing	Select this if the staff member has a token on hand (this is for staff who are moving between community facilities, AHS staff do not need to submit a new RUNA if they move locations, their remote access remains in place for the term of their employment and is available province-wide).
New	Select this for a new token to be sent.
Transfer	Select this if you have an unassigned and unexpired hardware token on hand – check the back of the token for an expiration date.

## At Access Information

If you are choosing a hard token, COMPLETE the delivery address information.

If you are choosing a soft token for your smart phone, identify the operating system and provide your personal email address. Instructions for setting up the soft token will be sent to that device.

VERIFY that you have read and agree to the RUNA Soft Token prerequisites.

## At Additional Information

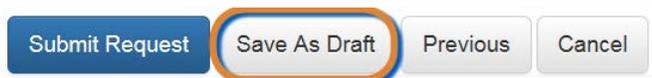
VERIFY that the end-user has read and agrees to the [Alberta Health Services Strong Authentication Device User Policy](#).

## 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.



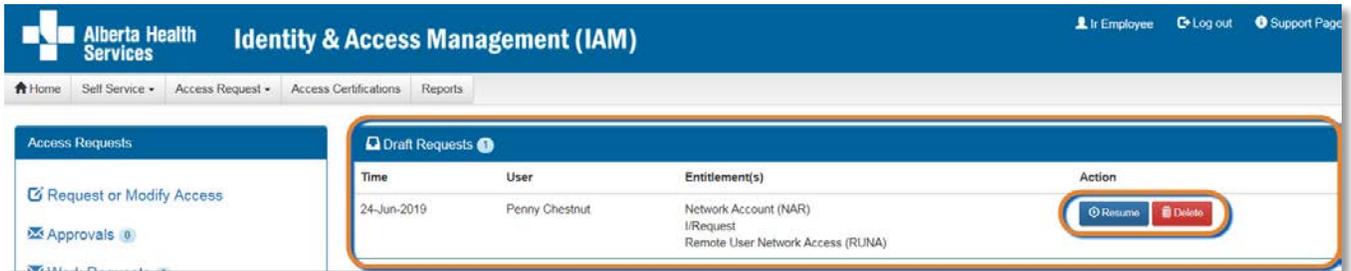
The **Complete Access Request** screen refreshes with message, “[Success Draft Saved](#)” displayed in the top left corner.

## Open a draft request

CLICK  **Home** screen

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

CLICK **Resume** or **Delete**



Time	User	Entitlement(s)	Action
24-Jun-2019	Penny Chestnut	Network Account (NAR) I/Request Remote User Network Access (RUNA)	<a href="#">Resume</a> <a href="#">Delete</a>

## Submit Request

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

CLICK **Submit Request**

The **Request Status Viewer** screen appears

The screenshot displays the AHS Identity & Access Management (IAM) web interface. At the top, there is a navigation bar with the AHS logo and the text "Identity & Access Management (IAM)". Below the navigation bar, a green banner indicates a successful request submission: "Success Request IAM-0307143 Submitted." Three orange arrows point to this banner, the "Request - IAM-0307143" title, and the three request items below.

The main content area shows the details for "Request - IAM-0307143". It includes a "Cancel Request" button and a "Your Requests" link. Below this, there are three request items, each with a "New - Pending" status:

- Network Account (NAR) - New - Pending**: Submitted on 24-Jun-2019 03:59:48 PM (New) User: Penny Chestnut. Manager Approval status is "Waiting". Other steps (Provision Account, Send VSM Email, Completion Notification, Credential Delivery) are "Not Started".
- I/Request - New - Pending**: Submitted on 24-Jun-2019 03:59:48 PM (New) User: Penny Chestnut. Manager Approval status is "Not Started". Other steps (Provision Access, I/Request Workitem, Completion Notification) are "Not Started".
- Remote User Network Access (RUNA) - New - Pending**: Submitted on 24-Jun-2019 03:59:48 PM (New) User: Penny Chestnut. Manager Approval status is "Not Started". Other steps (IT Access Workitem, RUNA Provision, RUNA Request Completion Notification, Credential Delivery) are "Not Started".

Note the, “[Success Request IAM-##### Submitted.](#)” message in the top left corner highlighted in green.

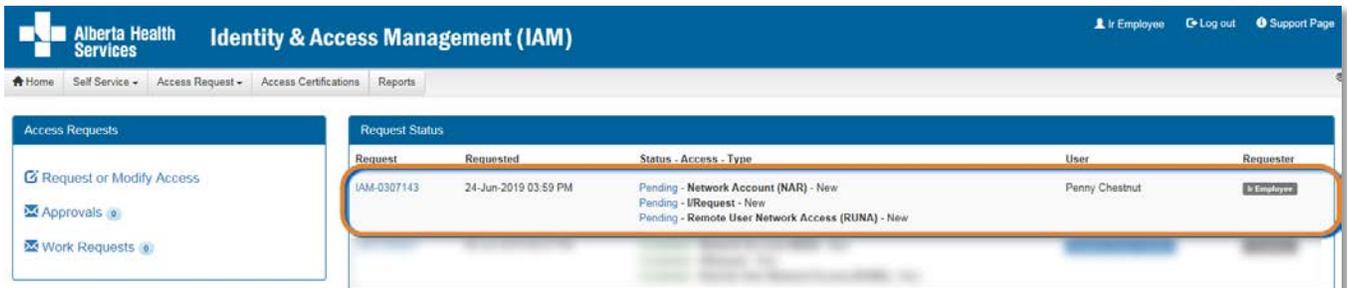
Our example included three portions, NAR, I/Request, RUNA. Each appears as “[New – Pending](#)”.

Once the Approving Manager provides their approval to all portions of the request, the [I/Request Provisioning Administrator](#) will be automatically notified.

Once the [I/Request Provisioning Administrator](#) performs the final processing steps, the request will complete and the end-user’s credentials will be provided to the person identified for Credential Delivery.

If the end-user has an internal AHS email address they will receive the credentials directly by email. Credentials cannot be sent to external non-AHS email access for Security and Privacy reasons.

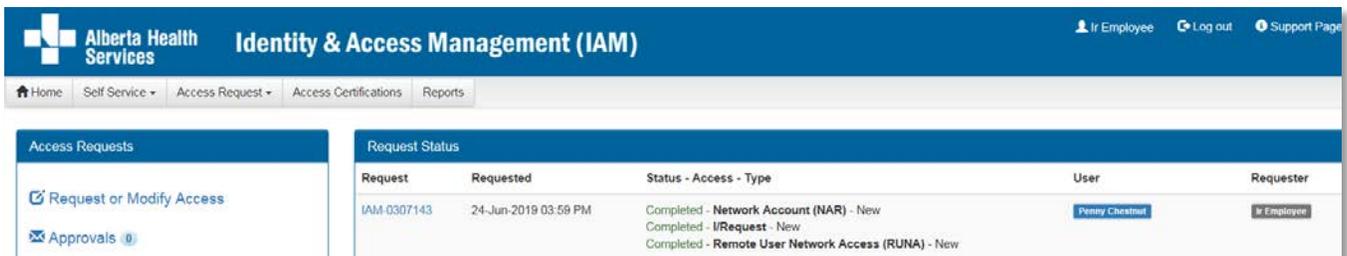
CLICK  [Home](#) to return to the **AHS IAM**  **Home** screen  
In the [Request Status](#) pane, the pending requests appear



The screenshot shows the AHS IAM interface. The 'Request Status' pane contains a table with the following data:

Request	Requested	Status - Access - Type	User	Requester
IAM-0307143	24-Jun-2019 03:59 PM	Pending - Network Account (NAR) - New Pending - I/Request - New Pending - Remote User Network Access (RUNA) - New	Penny Chestnut	

You can monitor the progress and status of your request in the [Request Status](#) pane of your **AHS IAM Home** screen. This is what it will look like when complete.



The screenshot shows the AHS IAM interface. The 'Request Status' pane contains a table with the following data:

Request	Requested	Status - Access - Type	User	Requester
IAM-0307143	24-Jun-2019 03:59 PM	Completed - Network Account (NAR) - New Completed - I/Request - New Completed - Remote User Network Access (RUNA) - New	 Penny Chestnut	

Complete 

## Approve Request for I/Request

 Further information about who can approve requests is available at: [Understanding I/Request access processes.](#)

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



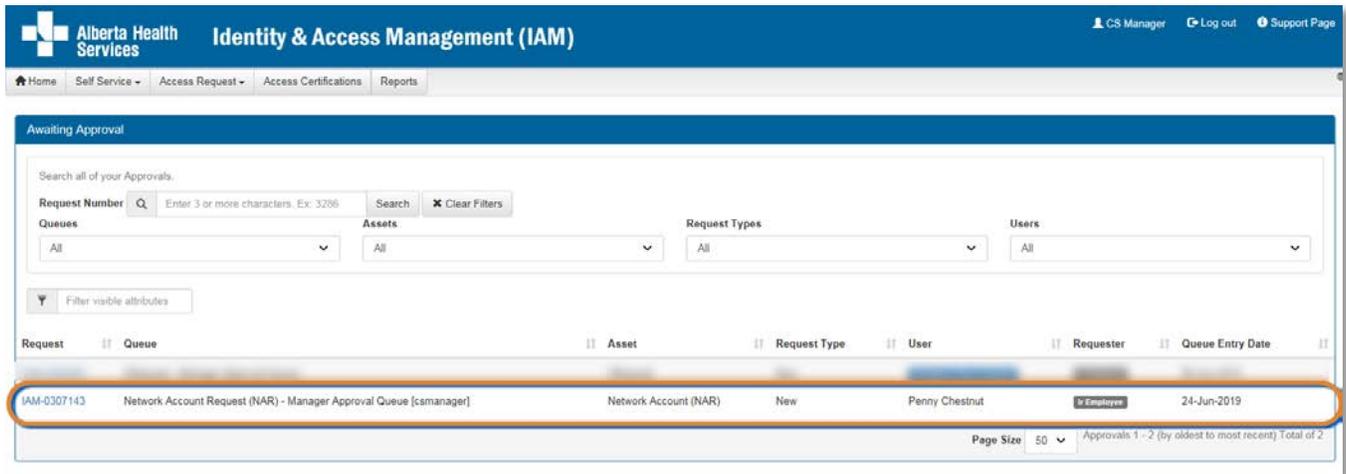
Request	Requested	Status - Access - Type	User	Requester

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear

## Approve Network Account Request (NAR)

 In our example, the new end-user requires AHS Network Access (NAR). So that is the first approval that will display and be required. If this does not apply, skip to the [Approve I/Request](#) steps.



Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date
IAM-0307143	Network Account Request (NAR) - Manager Approval Queue [csmanager]	Network Account (NAR)	New	Penny Chestnut	Employee	24-Jun-2019

CLICK the [Request](#) number

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

Alberta Health Services Identity & Access Management (IAM)
CS Manager | Log out | Support Page

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

**Pending Approval - IAM-0307143** Return to Queue

**Network Account (NAR) - New - Pending**

<b>Submitted</b> 24-Jun-2019 03:59:40 PM (New) User: Perry Chestnut Requester: JHeminger	<b>Manager Approval</b> 24-Jun-2019 03:59:40 PM Status: Pending	<b>Approval Account</b> Status: Not Started	<b>Send VSN Email</b> Status: Not Started	<b>Completion Notification</b> Status: Not Started	<b>Credential Delivery</b> Status: Not Started
---	---	--	--	---	---

**Network Account (NAR)** Return to Queue

---

**User Information**

Title: null

Legal First Name: Perry

Last Name: Chestnut

Middle Initial:  No Middle Name

Preferred First Name: Rod

Suffix:

DOB Day: 6

DOB Month: May

---

**User Type and Category**

User Type: Non-Employee

AHS Zone: Edmonton

User Sub-category: Capital Core

User Category: AHS Employee / Wholly Owned Subsidiaries

Start Date: 2020-06-23  Modify Start Date

---

**Email**

Create Email Account:

External Email Address:

---

**Company / Location**

Job Title:

Company:  v

Department:

Location:

Room Number:

---

**Address**

If you have an address, please provide it below:

Business Address:

City:

Province:  v

Postal Code:

---

**Phone / Contact**

\* Phone or mobile number required.  
Format for Phone Numbers: telephone number + extension (506-556-1212) 12345.  
Note: These numbers will be published to the AHS directory.

Telephone:

Mobile Phone:

Other Telephone:

Fax:

Fax:

---

**Additional Information**

Additional Notes:

Completed Training?  I verify that the Information & Privacy and IT Security & Compliance education and training have been completed.

NAR Approving Manager:  Request

---

Your Comments:

Approve |  |  | Save
Return to Queue

REVIEW the  [Network Account Request \(NAR\)](#) 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 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 our example, the request included three portions, NAR, I/Request and RUNA. You approved the NAR and RUNA portions in the steps above. While the NAR approval was obvious, the RUNA is coincidental behind the scenes.

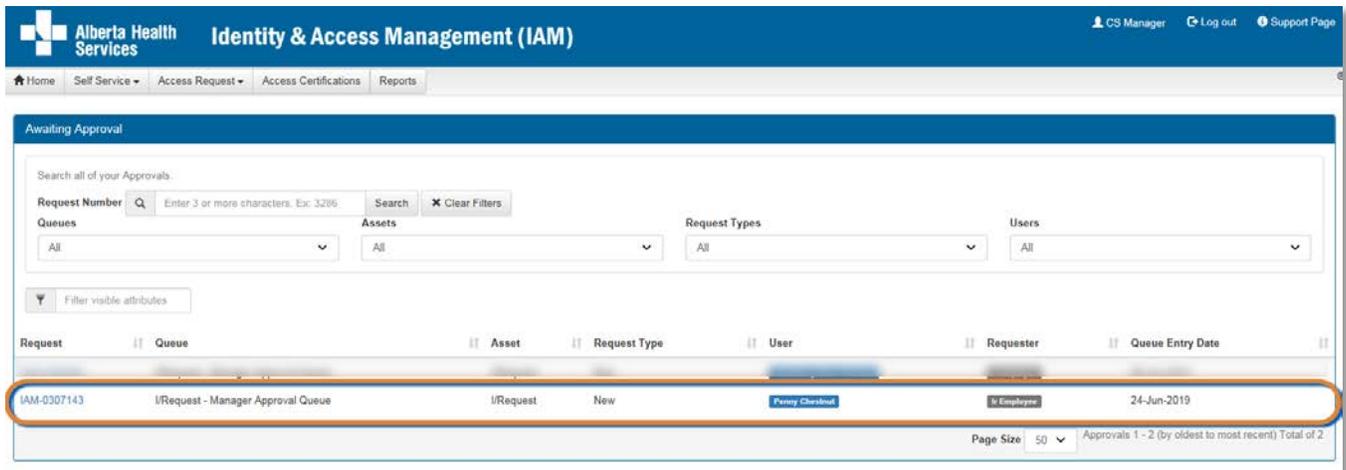
You will notice that the number of items in your [Approvals](#) queue reduces by one momentarily. Within seconds, you will see the I/Request portion of the request come through for your approval. See the steps to approve the I/Request portion on the next page in this User Guide.

## Approve I/Request

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear

The **Asset** requested is **I/Request**



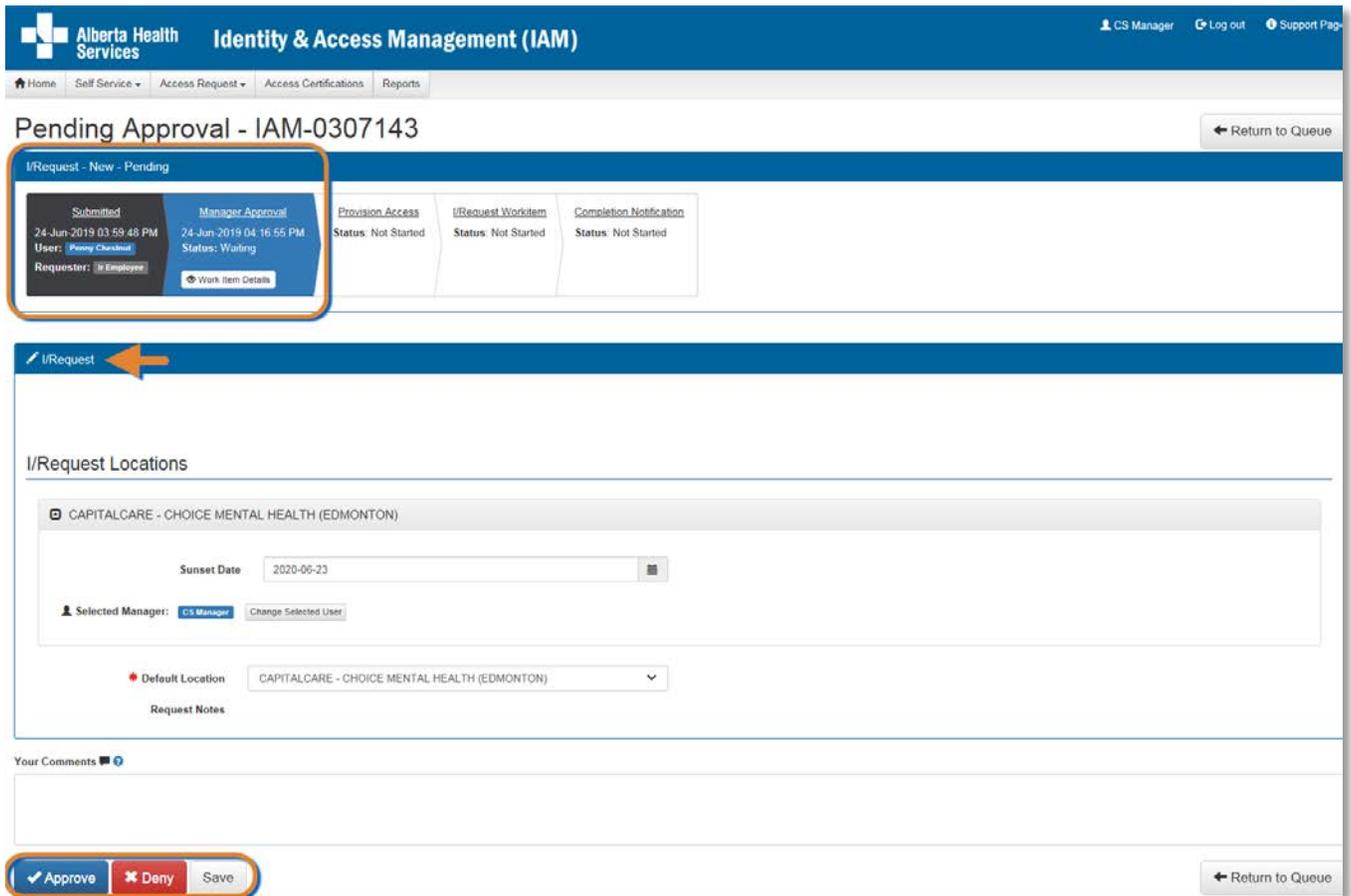
The screenshot shows the 'Awaiting Approval' interface. At the top, there's a search bar for 'Request Number' and filters for 'Queues', 'Assets', 'Request Types', and 'Users'. Below the filters is a table with columns: Request, Queue, Asset, Request Type, User, Requester, and Queue Entry Date. The first row is highlighted with an orange circle and contains the following data:

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date
IAM-0307143	I/Request - Manager Approval Queue	I/Request	New	<a href="#">Penny Cheahout</a>	<a href="#">In Employee</a>	24-Jun-2019

At the bottom right, there is a 'Page Size' dropdown set to 50 and a note: 'Approvals 1 - 2 (by oldest to most recent) Total of 2'.

CLICK the [Request](#) number

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



REVIEW the  [I/Request](#) 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 user or Requester. If you see this comment icon  on 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.

 Our example included three portions, NAR, I/Request and RUNA.

When you approved the NAR portion, the RUNA portion was automatically approved.

When you approved the I/Request portion, a notification was sent to the [I/Request Provisioning Administrator](#) to perform their final processing tasks. When complete, an automated notification will be sent to AHS IT Access Remote Services to provide the SecurID token requested.

All three portions of the access request will then be complete.

CLICK  [Home](#)

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

In the [Access Requests](#) pane, you will see one less [Approval](#) item requiring action

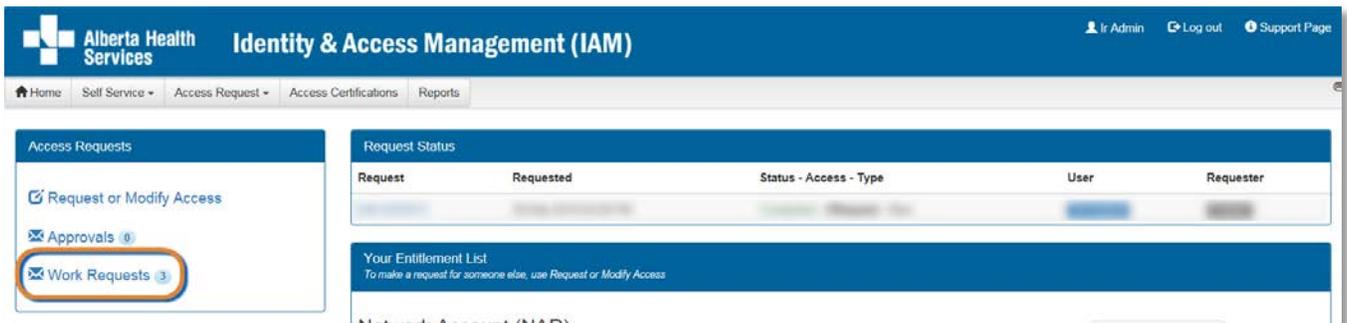
Complete 

## I/Request Provisioning Administrator – Process an I/Request Work Request

**i** These steps can only be performed by an [I/Request Provisioning Administrator](#). Before following these steps in AHS IAM, please complete the I/Request access account provisioning processes. Further information about the I/Request Provisioning Administrator is available at: [Understanding I/Request access processes](#).

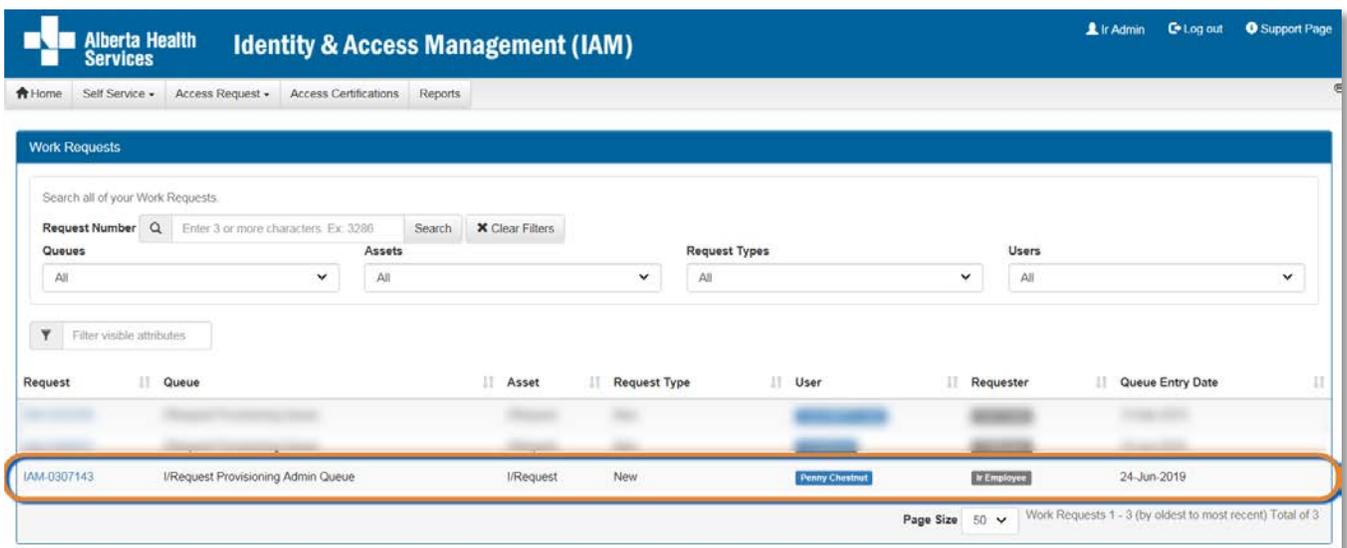
ENTER the AHS IAM URL into your internet web browser ➔ <https://iam.albertahealthservices.ca>  
LOGIN

In the [Access Requests](#) pane, notice a new [Work Requests](#) item is waiting

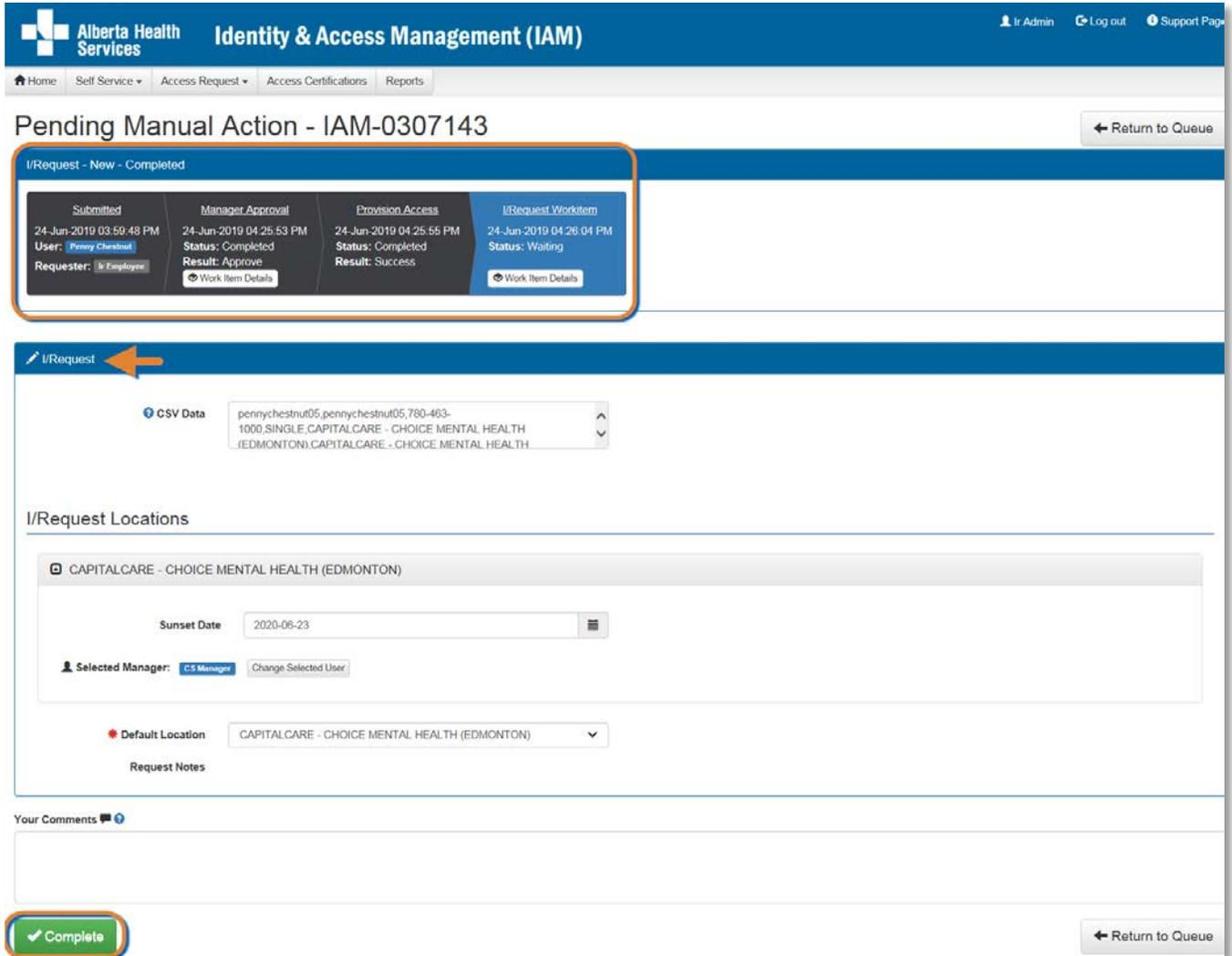


CLICK [Work Requests](#)

The **Work Requests** screen appears



SELECT the [Request](#) number for action  
The **Pending Manual Action – IAM-#####** screen appears



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

Pending Manual Action - IAM-0307143 [Return to Queue](#)

Submitted	Manager Approval	Provision Access	I/Request Workitem
24-Jun-2019 03:59:48 PM User: Penny Chestnut Requester: Employee	24-Jun-2019 04:25:53 PM Status: Completed Result: Approve <a href="#">Work Item Details</a>	24-Jun-2019 04:25:55 PM Status: Completed Result: Success	24-Jun-2019 04:26:04 PM Status: Waiting <a href="#">Work Item Details</a>

[I/Request](#)

CSV Data: pennychestnut05,pennychestnut05,780-463-1000,SINGLE,CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON),CAPITALCARE - CHOICE MENTAL HEALTH

I/Request Locations

CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON)

Sunset Date: 2020-06-23

Selected Manager: CS Manager [Change Selected User](#)

Default Location: CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON)

Request Notes

Your Comments

[Complete](#) [Return to Queue](#)

REVIEW the [I/Request](#) 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 work item, it means an Approver has left a comment.

CLICK [Complete](#)

The **Work Requests** 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

There will be one less item in your [Work Requests](#) queue

Complete 

## Pick up I/Request Access Credentials

If you have been identified as the person to pick up someone's I/Request access credentials follow these steps.

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

In the [Access Requests](#) pane, notice a new [Work Request](#) is waiting



CLICK [Work Requests](#)

The **Work Requests** screen appears

SELECT the [Request](#) number

The **Pending Manual Action** screen appears

The **Request Status Viewer** screen shows all steps in the workflow as complete and the last step, [Credential Delivery](#) as [Waiting](#)

SEE  [I/Request](#) pane, [Credentials to be Delivered](#)

PROVIDE the I/Request User ID and Password to the end-user

CLICK  [Complete](#)

The **Work Requests** screen appears

The request is no longer displayed

CLICK  [Home](#)

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

In the [Access Requests](#) pane, you will see one less [Work Request](#) item requiring action

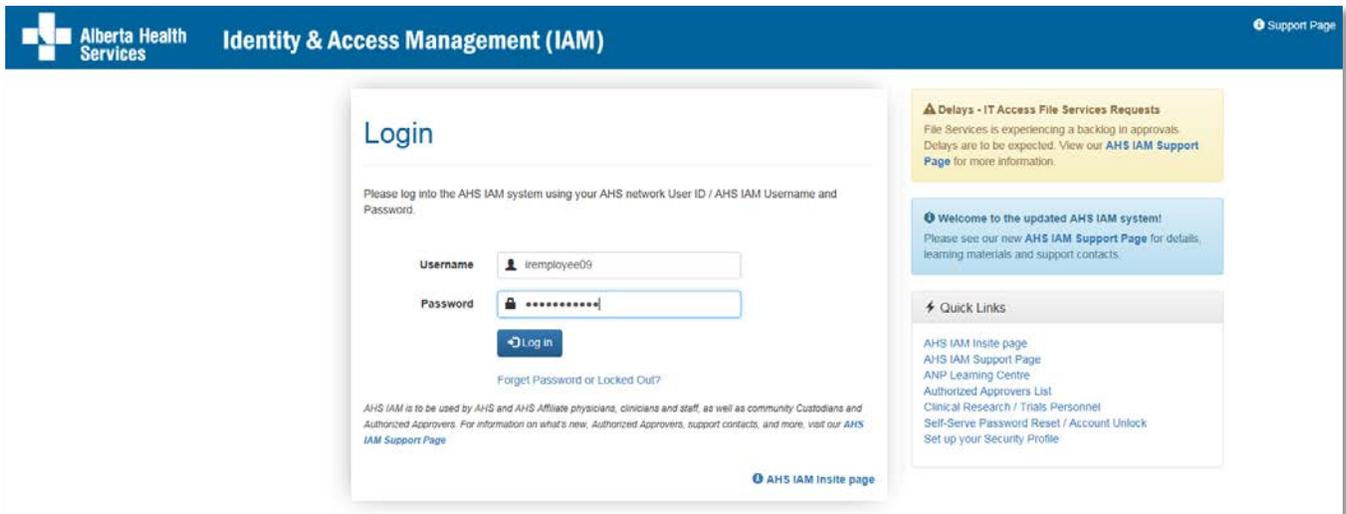
Complete 

## Resubmit a Denied or Cancelled Request

 This process can only be performed on an I/Request request that has been submitted by you and then denied or cancelled.

Further information about this process is available at: [Understanding I/Request Access Processes.](#)

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

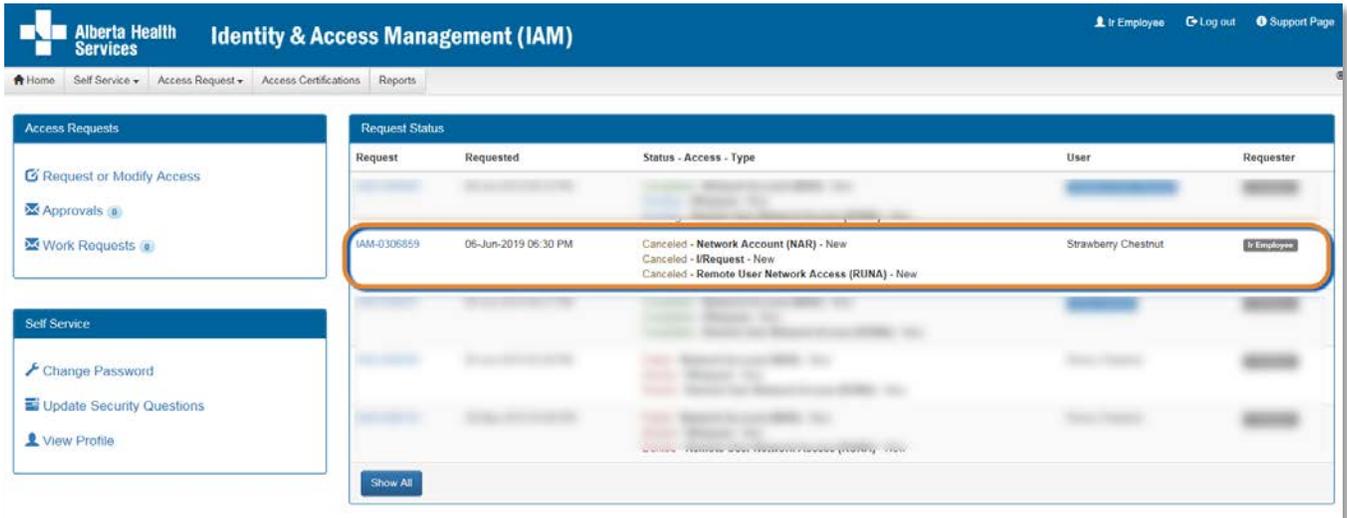


The screenshot shows the AHS IAM Login page. The header includes the Alberta Health Services logo and the text "Identity & Access Management (IAM)" with a "Support Page" link. The main content area is titled "Login" and contains a form with fields for "Username" (containing "iremployee09") and "Password" (masked with asterisks). A "Log in" button is below the password field. Below the button is a link for "Forgot Password or Locked Out?". At the bottom of the form is a link for "AHS IAM Insite page". To the right of the form are three informational boxes: a yellow box about "Delays - IT Access File Services Requests", a blue box welcoming users to the updated system, and a grey box with "Quick Links" including "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".

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

CLICK  **Log in**

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



Request	Requested	Status - Access - Type	User	Requester
IAM-0306859	06-Jun-2019 06:30 PM	Canceled - Network Account (NAR) - New Canceled - I/Request - New Canceled - Remote User Network Access (RUNA) - New	Strawberry Chestnut	[Employee]

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](#)



Request - IAM-0306859 [Resubmit Request](#) [Your Requests](#)

**Network Account (NAR) - New - Canceled**

Submitted 06-Jun-2019 06:30:00 PM (New) User: Strawberry Chestnut Requester: [Employee]	Canceled 06-Jun-2019 06:33:38 PM Canceled By: [Employee]
--	--

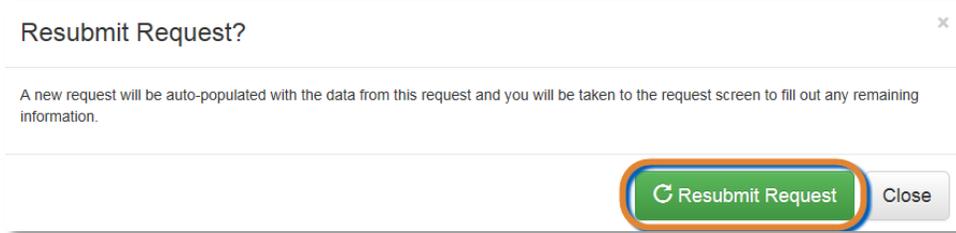
**I/Request - New - Canceled**

Submitted 06-Jun-2019 06:30:00 PM (New) User: Strawberry Chestnut Requester: [Employee]	Canceled 06-Jun-2019 06:33:38 PM Canceled By: [Employee]
--	--

**Remote User Network Access (RUNA) - New - Canceled**

Submitted 06-Jun-2019 06:30:00 PM (New) User: Strawberry Chestnut Requester: [Employee]	Canceled 06-Jun-2019 06:33:38 PM Canceled By: [Employee]
--	--

CLICK [Resubmit Request](#)  
A verification message appears



CLICK [Resubmit Request](#)

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



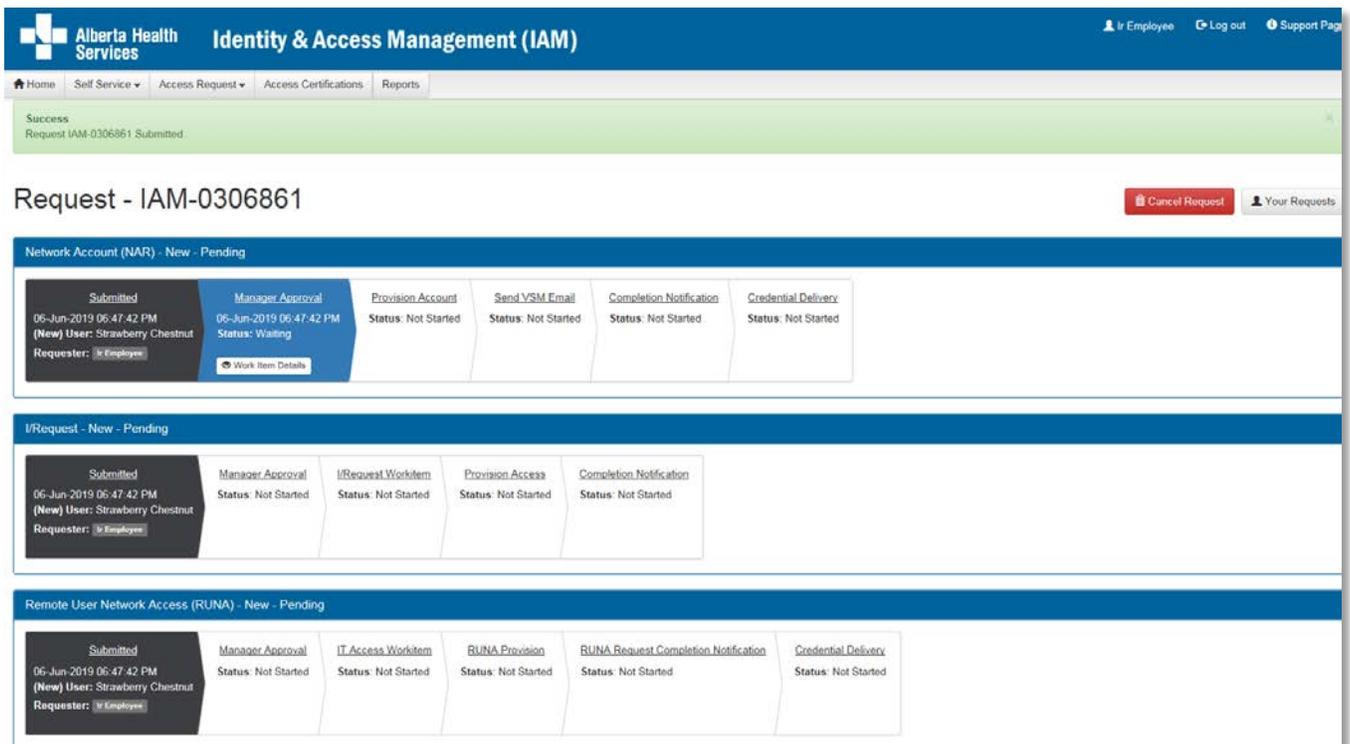
REVIEW the  [Network Account \(NAR\)](#) portion if presented, as in this example  
If needed, CHANGE any request details

REVIEW the  [I/Request](#) form information  
If needed, CHANGE any request details

Review the  [Remote User Network Access \(RUNA\)](#) portion if presented, as in this example  
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.



The screenshot shows the 'Request - IAM-0306861' page in the IAM system. At the top, there is a navigation bar with 'Home', 'Self Service', 'Access Request', 'Access Certifications', and 'Reports'. A green success message reads 'Success Request IAM-0306861 Submitted'. Below this, the request details are shown for 'Network Account (NAR) - New - Pending', 'I/Request - New - Pending', and 'Remote User Network Access (RUNA) - New - Pending'. Each section contains a table of workflow steps with their respective statuses.

Submitted	Manager Approval	Provision Account	Send VSM Email	Completion Notification	Credential Delivery
06-Jun-2019 06:47:42 PM (New) User: Strawberry Chestnut Requester: 	06-Jun-2019 06:47:42 PM Status: Waiting	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

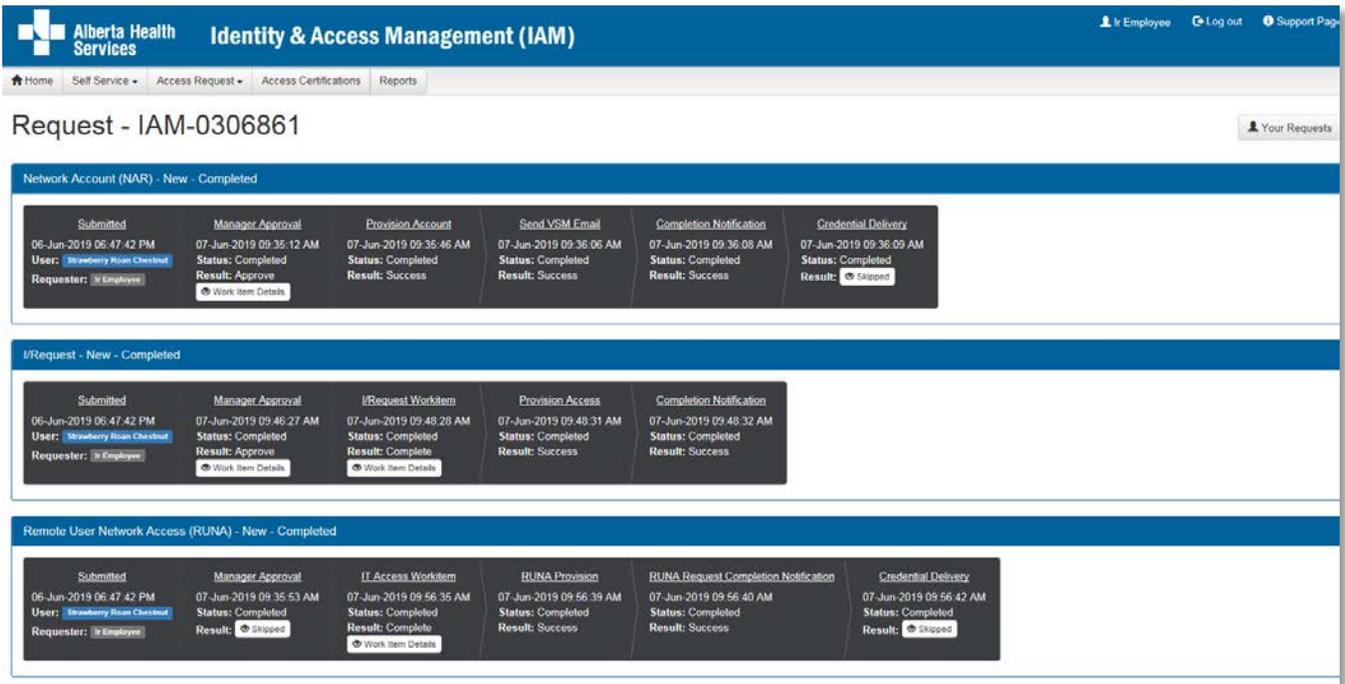
  

Submitted	Manager Approval	I/Request Workitem	Provision Access	Completion Notification
06-Jun-2019 06:47:42 PM (New) User: Strawberry Chestnut Requester: 	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

Submitted	Manager Approval	IT Access Workitem	RUNA Provision	RUNA Request Completion Notification	Credential Delivery
06-Jun-2019 06:47:42 PM (New) User: Strawberry Chestnut Requester: 	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

If you are not a person who has the correct [Delegation of Human Resources Authority](#) or are an [I/Request Authorized Approver](#), the resubmit request will need approval by the Approving Manager you identified and final steps performed by the [I/Request Provisioning Administrator](#).



**Request - IAM-0306861**

**Network Account (NAR) - New - Completed**

Submitted	Manager Approval	Provision Account	Send VSM Email	Completion Notification	Credential Delivery
06-Jun-2019 06:47:42 PM User: Strawberry Kiwi Checklist Requester: IT Employee	07-Jun-2019 09:35:12 AM Status: Completed Result: Approve <a href="#">Work Item Details</a>	07-Jun-2019 09:35:46 AM Status: Completed Result: Success	07-Jun-2019 09:36:06 AM Status: Completed Result: Success	07-Jun-2019 09:36:08 AM Status: Completed Result: Success	07-Jun-2019 09:36:09 AM Status: Completed Result: Skipped

**I/Request - New - Completed**

Submitted	Manager Approval	I/Request Work Item	Provision Access	Completion Notification
06-Jun-2019 06:47:42 PM User: Strawberry Kiwi Checklist Requester: IT Employee	07-Jun-2019 09:46:27 AM Status: Completed Result: Approve <a href="#">Work Item Details</a>	07-Jun-2019 09:48:28 AM Status: Completed Result: Complete <a href="#">Work Item Details</a>	07-Jun-2019 09:48:31 AM Status: Completed Result: Success	07-Jun-2019 09:48:32 AM Status: Completed Result: Success

**Remote User Network Access (RUNA) - New - Completed**

Submitted	Manager Approval	IT Access Work Item	RUNA Provision	RUNA Request Completion Notification	Credential Delivery
06-Jun-2019 06:47:42 PM User: Strawberry Kiwi Checklist Requester: IT Employee	07-Jun-2019 09:35:53 AM Status: Completed Result: Skipped	07-Jun-2019 09:56:35 AM Status: Completed Result: Complete <a href="#">Work Item Details</a>	07-Jun-2019 09:56:39 AM Status: Completed Result: Success	07-Jun-2019 09:56:40 AM Status: Completed Result: Success	07-Jun-2019 09:56:42 AM Status: Completed Result: Skipped

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

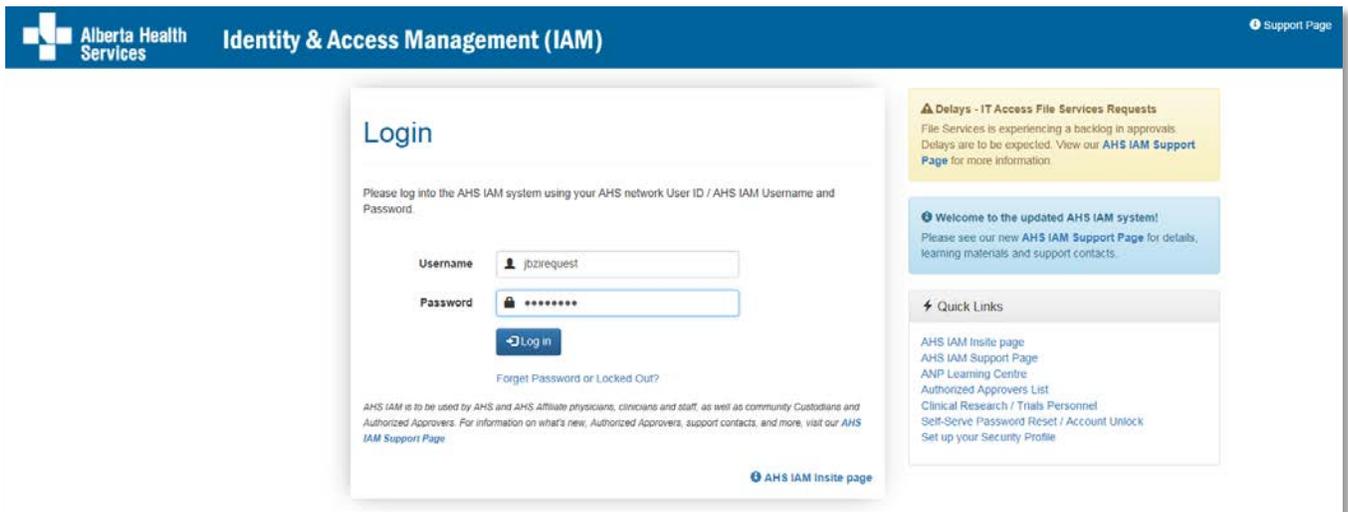
In the **Request Status** pane, you will see the request **Completed**

Complete 

## Modify I/Request Access

 Further information about this process is available at: [Understanding I/Request access Processes.](#)

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 Identity & Access Management (IAM) login page. The header includes the Alberta Health Services logo and the text 'Identity & Access Management (IAM)' with a 'Support Page' link. The main content area is titled 'Login' and contains the following elements:

- A message: 'Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password.'
- Username field: 'Username' with the value 'jbzirequest'.
- Password field: 'Password' with masked characters '\*\*\*\*\*'.
- 'Log in' button.
- Link: 'Forgot Password or Locked Out?'
- Footer text: '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.'
- Link: 'AHS IAM Insite page'.

On the right side of the page, there are two informational boxes:

- Delays - IT Access File Services Requests**: 'File Services is experiencing a backlog in approvals. Delays are to be expected. View our [AHS IAM Support Page](#) for more information.'
- Welcome to the updated AHS IAM system!**: 'Please see our new [AHS IAM Support Page](#) for details, learning materials and support contacts.'

Below these boxes is a 'Quick Links' section with the following links:

- AHS IAM Insite page
- AHS IAM Support Page
- ANP Learning Centre
- Authorized Approvers List
- Clinical Research / Trials Personnel
- Self-Serve Password Reset / Account Unlock
- Set up your Security Profile

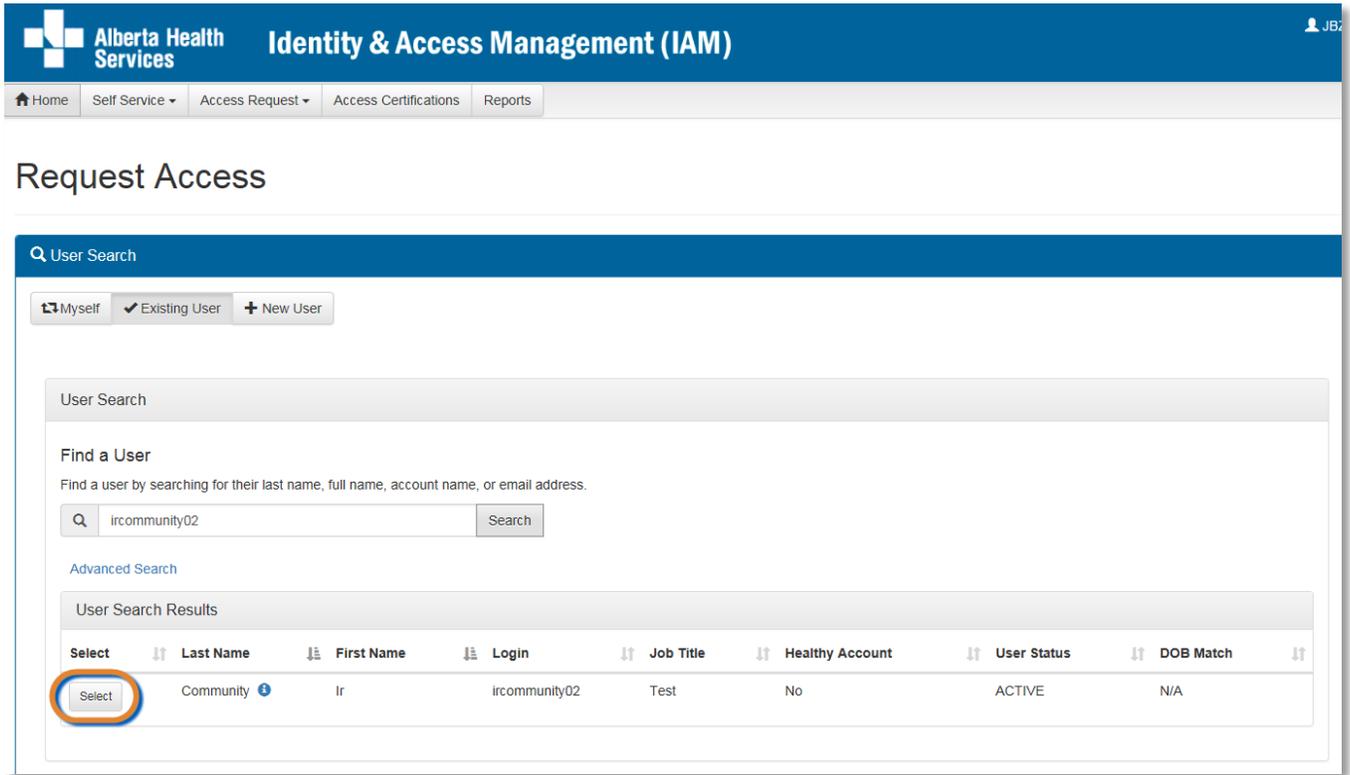
ENTER your **Username** and **Password**

CLICK  **Log in**

The **AHS IAM Home** screen appears

CLICK **Request or Modify Access**

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



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

User Search

Myself Existing User New User

User Search

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

Q ircommunity02 Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Community	Ir	ircommunity02	Test	No	ACTIVE	N/A

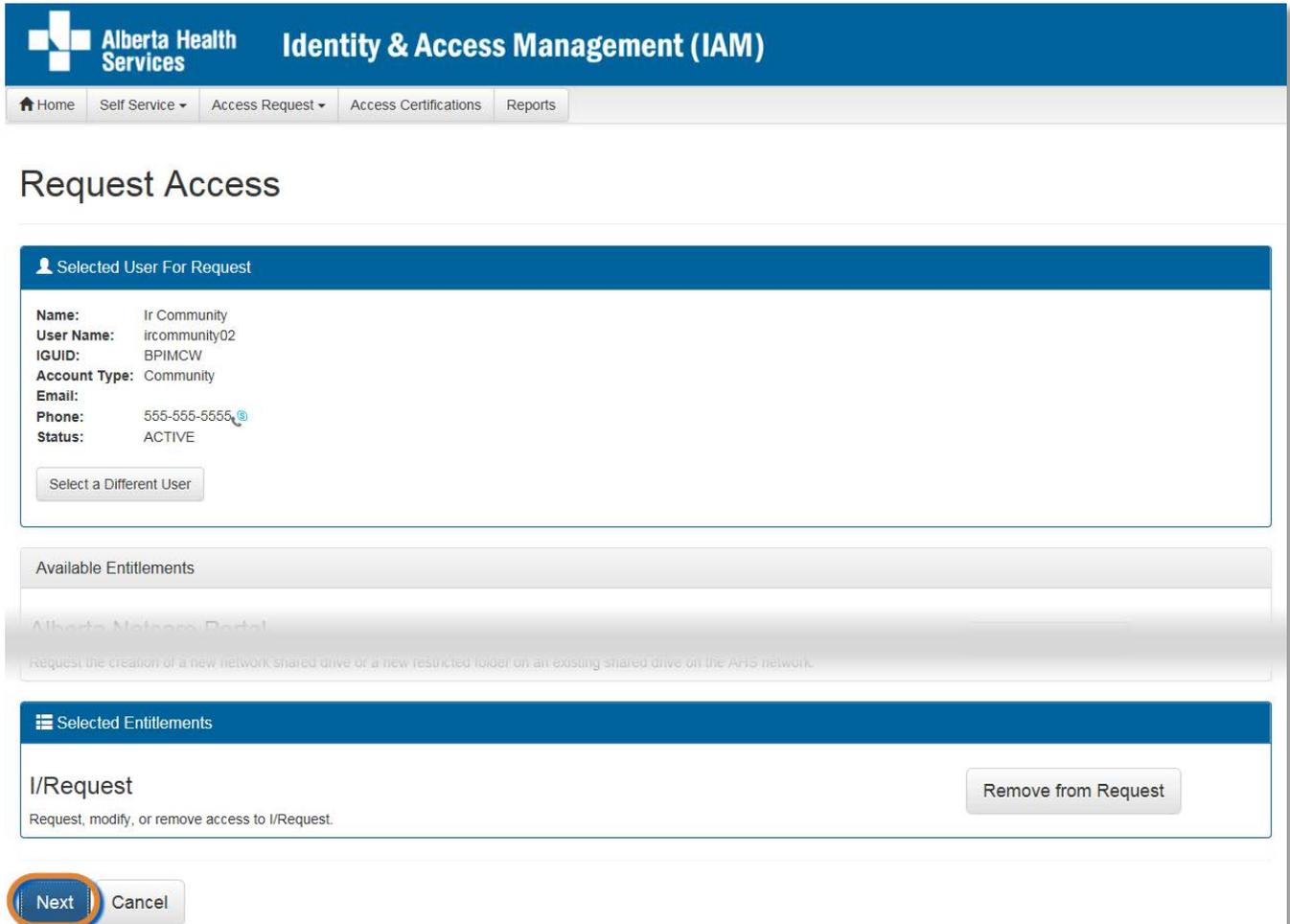
SEARCH for and SELECT the end-user

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

At [Available Entitlements](#), under [I/Request](#) CLICK [Change Access](#)

The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [I/Request](#) displayed



The screenshot shows the AHS 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 is a navigation bar with links for Home, Self Service, Access Request, Access Certifications, and Reports. The main content area is titled "Request Access".

**Selected User For Request**

Name: Ir Community  
User Name: ircommunity02  
IGUID: BPIMCW  
Account Type: Community  
Email:  
Phone: 555-555-5555@  
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**

I/Request Remove from Request  
Request, modify, or remove access to I/Request.

Next Cancel

CLICK [Next](#)

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


**Alberta Health Services**

 Identity & Access Management (IAM)
 
[JBZ I/Request](#)
[Log out](#)
[Support Pa](#)

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

## Complete Access Request

I/Request - Community

Request Type
Modify

Remote Access Required

*This user already has Remote Access with the I/Request role* 

I/Request Role: All Location Access?

### I/Request Locations

Add I/Request Locations

- 114 GRAVELLE (EDMONTON)
- ACMS ULTRASOUND - SLAVE LAKE
- ADDICTION RECOVERY CENTER (ARC) (EDMONTON)
- ADVANCED CARDIOLOGY CONSULTANTS AND DIAGNOSTICS (CALGARY)
- AGE CARE SKYPOINT (CALGARY)
- AGE CARE SUNRISE GARDENS (BROOKS)
- ALACADE VALLEY/EM/ MEDICINE HAT

ALLEN GRAY CONTINUING CARE CENTRE (EDMONTON)
Remove

Sunset Date  

Manager Location Authorized Approver

LIFESTYLE OPTIONS - RIVERBEND (EDMONTON)
Remove

Sunset Date  

Manager Location Authorized Approver

\* Default Location  

Request Notes

Submit Request
Save As Draft
Previous
Cancel

MODIFY the  I/Request pane as needed  
 READ the on-screen information and field tips  
 SEE the  Tool Tips on the following page

## Tool Tips for Complete Access Request screen

### At /Request Locations

ADD locations if needed

REMOVE current locations if needed

MODIFY the access Sunset Date for a location if needed

MODIFY the Default Location if needed

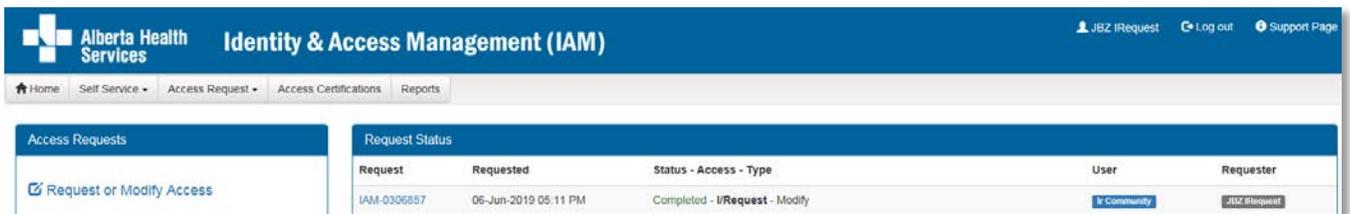
If needed, IDENTIFY an [Approving Manager](#)

CLICK [Submit Request](#)

The **Request Status Viewer** screen appears



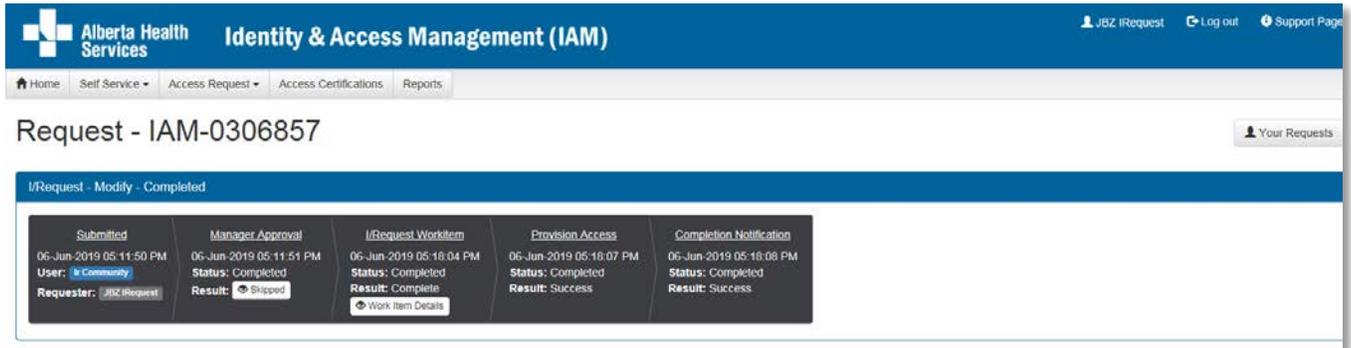
Final processing steps must be performed by the [/Request Provisioning Administrator](#). A notification has been sent informing them a [Work Request](#) is in their queue. Once complete, the request's status will be updated in the [Request Status](#) pane on your **AHS IAM Home** screen.



Request	Requested	Status - Access - Type	User	Requester
IAM-0306857	06-Jun-2019 05:11 PM	Completed - I/Request - Modify	<a href="#">Community</a>	<a href="#">JBZ Request</a>

CLICK [Request](#) number

The **Request Status Viewer** screen appears



The screenshot shows the AHS Identity & Access Management (IAM) interface. The top navigation bar includes the AHS logo, the title 'Identity & Access Management (IAM)', and user options like 'JBZ I/Request', 'Log out', and 'Support Page'. Below the navigation bar, there are tabs for 'Home', 'Self Service', 'Access Request', 'Access Certifications', and 'Reports'. The main content area displays 'Request - IAM-0306857' and a 'Your Requests' button. A detailed view of the request process is shown below, with a blue header 'I/Request - Modify - Completed'. The process is broken down into five stages:

Submitted	Manager Approval	I/Request Workitem	Provision Access	Completion Notification
06-Jun-2019 05:11:50 PM User: <a href="#">Community</a> Requester: <a href="#">JBZ I/Request</a>	06-Jun-2019 05:11:51 PM Status: Completed Result:	06-Jun-2019 05:18:04 PM Status: Completed Result: Complete <a href="#">Work Item Details</a>	06-Jun-2019 05:18:07 PM Status: Completed Result: Success	06-Jun-2019 05:18:08 PM Status: Completed Result: Success

The modify request is complete.

CLICK [Home](#)

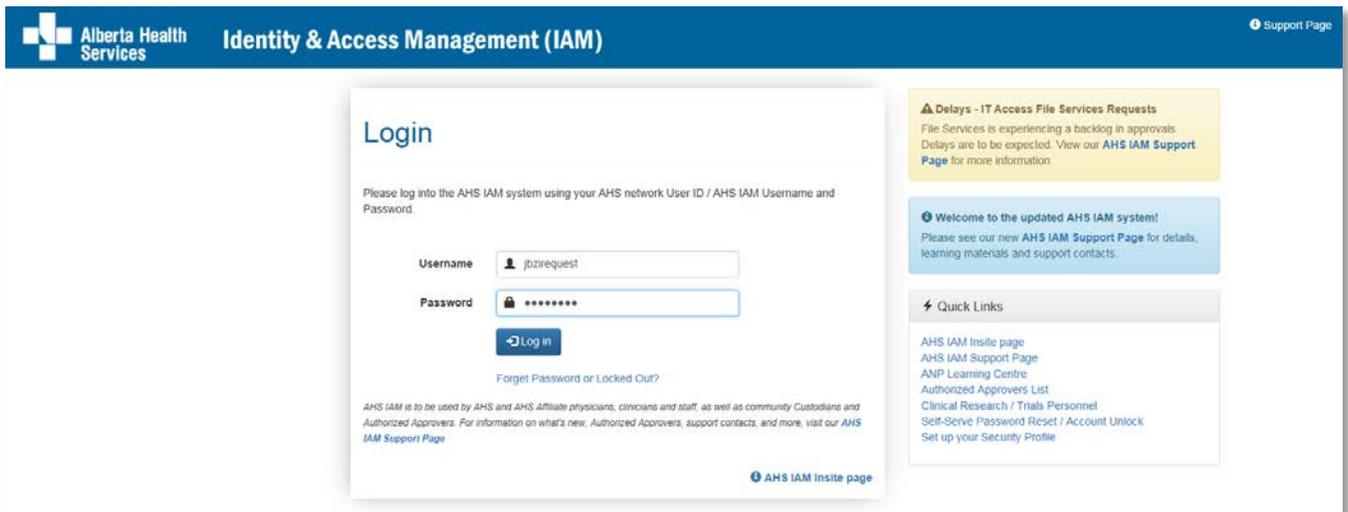
The **AHS IAM** **Home** screen appears

Complete

## Remove /Request Access

 Further information about this process is available at: [Understanding /Request Access Processes.](#)

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 Identity & Access Management (IAM) login page. The header includes the Alberta Health Services logo and the text "Identity & Access Management (IAM)" with a "Support Page" link. The main content area is titled "Login" and contains the following elements:

- A message: "Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password."
- Username field: "Username" with the value "jbzirequest".
- Password field: "Password" with masked characters "\*\*\*\*\*".
- A "Log in" button.
- A link: "Forgot Password or Locked Out?".
- Footer text: "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." and a link to "AHS IAM Insite page".

On the right side of the page, there are two informational boxes:

- Delays - IT Access File Services Requests:** "File Services is experiencing a backlog in approvals. Delays are to be expected. View our [AHS IAM Support Page](#) for more information."
- Welcome to the updated AHS IAM system!** "Please see our new [AHS IAM Support Page](#) for details, learning materials and support contacts."

Below these boxes is a "Quick Links" section with the following links:

- AHS IAM Insite page
- AHS IAM Support Page
- ANP Learning Centre
- Authorized Approvers List
- Clinical Research / Trials Personnel
- Self-Serve Password Reset / Account Unlock
- Set up your Security Profile

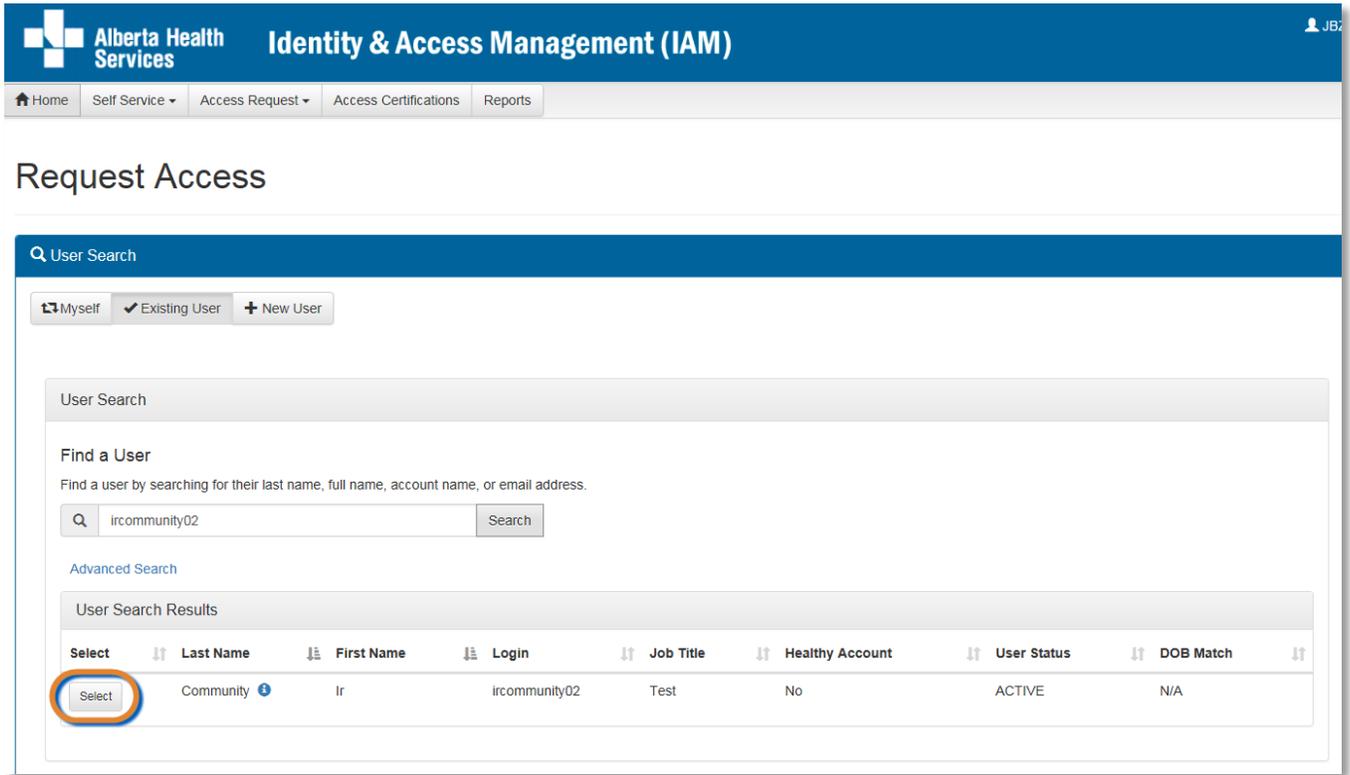
ENTER your **Username** and **Password**

CLICK  **Log in**

The **AHS IAM Home** screen appears

CLICK **Request or Modify Access**

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



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

User Search

Myself Existing User New User

User Search

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

Q ircommunity02 Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
Select	Community	Ir	ircommunity02	Test	No	ACTIVE	N/A

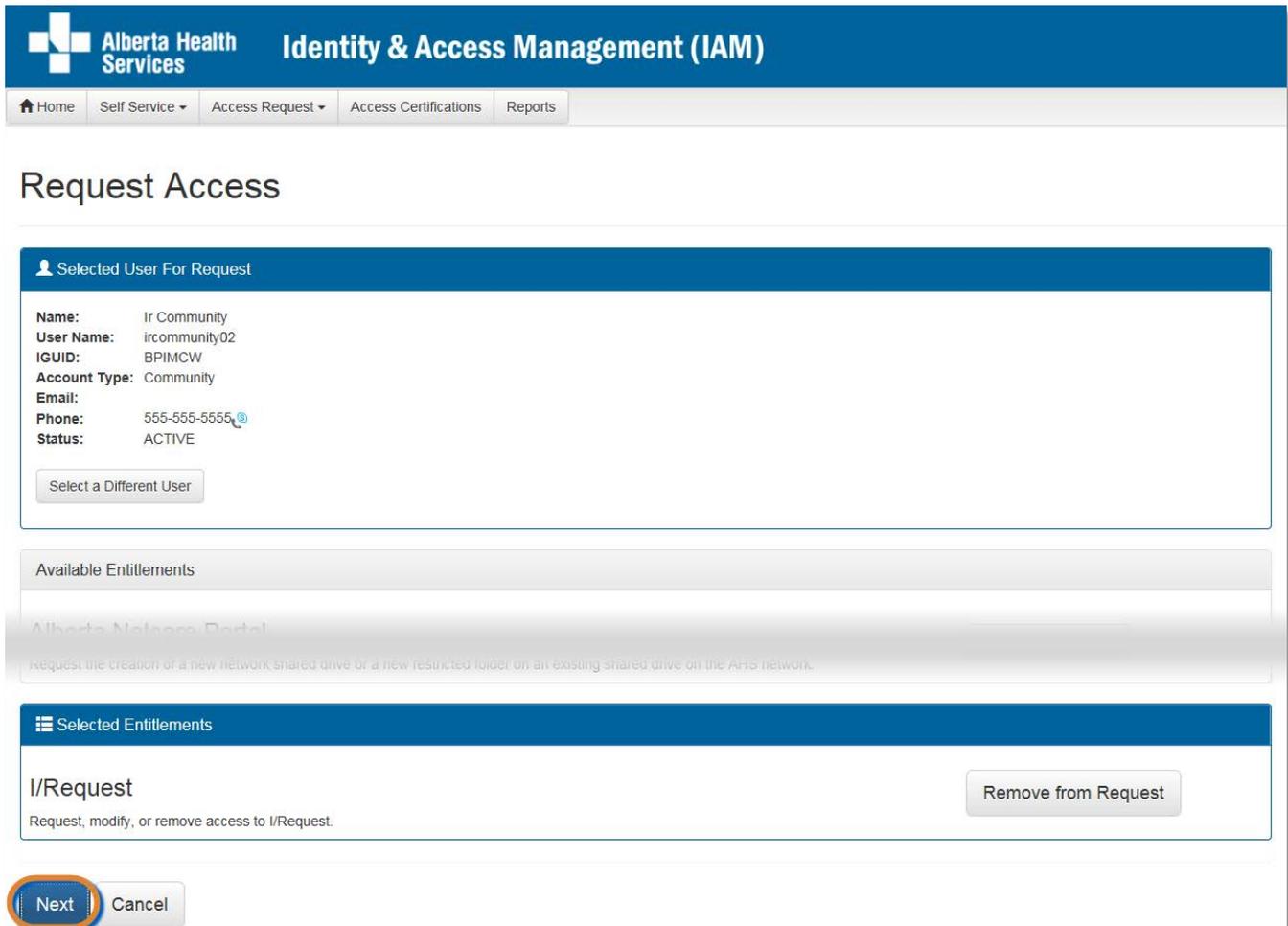
SEARCH for and SELECT the end-user

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

At [Available Entitlements](#), under [I/Request](#) CLICK [Change Access](#)

The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [I/Request](#) displayed



The screenshot shows the AHS 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 is a navigation bar with links for Home, Self Service, Access Request, Access Certifications, and Reports. The main content area is titled "Request Access".

**Selected User For Request**

Name: Ir Community  
User Name: ircommunity02  
IGUID: BPIMCW  
Account Type: Community  
Email:  
Phone: 555-555-5555@  
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.

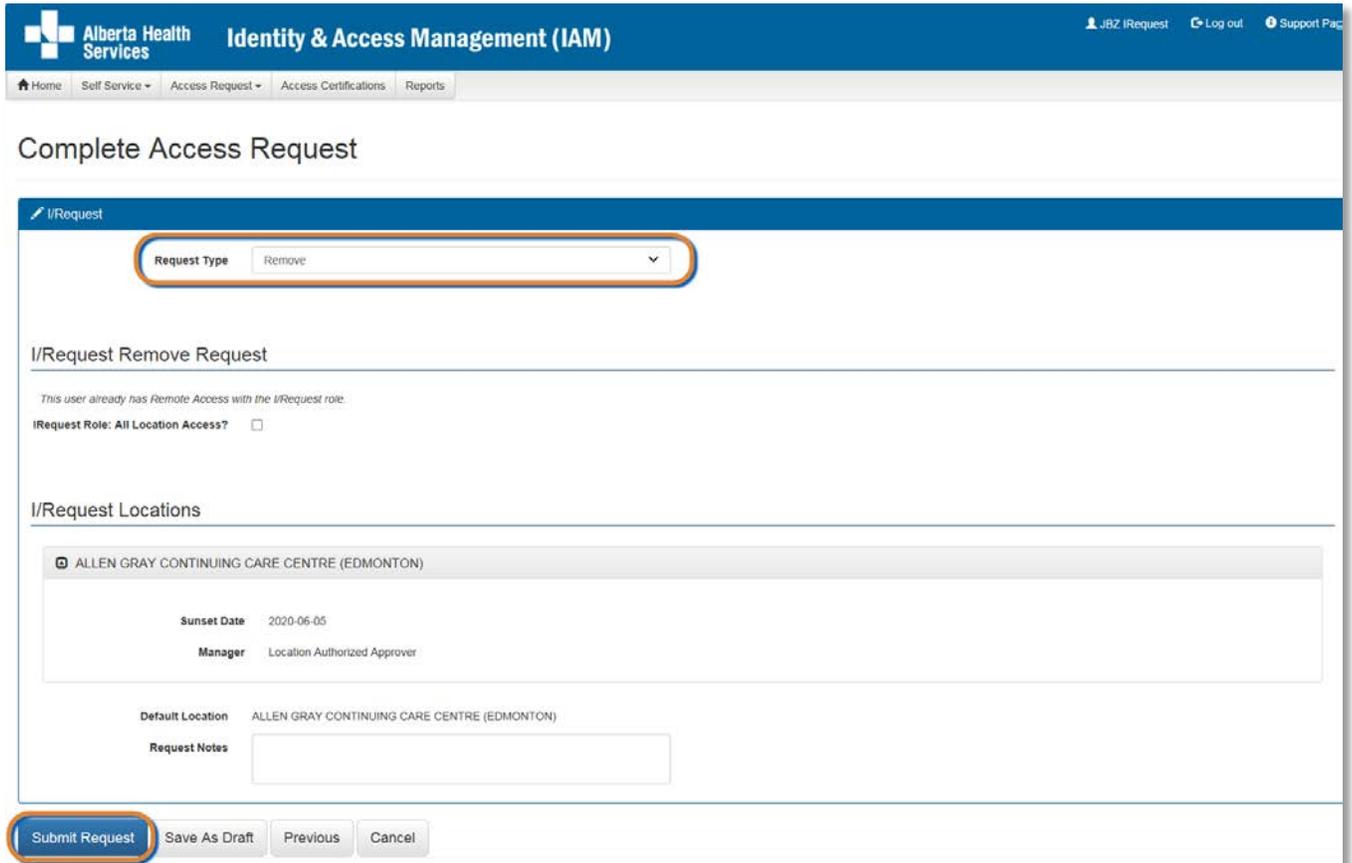
**Selected Entitlements**

I/Request Remove from Request  
Request, modify, or remove access to I/Request.

**Next** Cancel

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

JBZ I/Request Log out Support Page

### Complete Access Request

I/Request

Request Type Remove

#### I/Request Remove Request

This user already has Remote Access with the I/Request role.

I/Request Role: All Location Access?

#### I/Request Locations

ALLEN GRAY CONTINUING CARE CENTRE (EDMONTON)

Sunset Date 2020-06-05

Manager Location Authorized Approver

Default Location ALLEN GRAY CONTINUING CARE CENTRE (EDMONTON)

Request Notes

Submit Request Save As Draft Previous Cancel

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

The screen refreshes

If needed, IDENTIFY an Approving Manager

CLICK **Submit Request**

The **Request Status Viewer** screen appears



Request - IAM-0306858

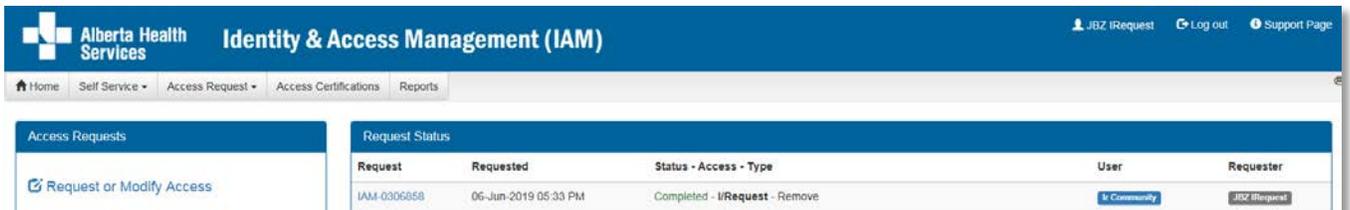
I/Request - Remove - Pending

Submitted	Manager Approval	I/Request WorkItem	Remove Access	Completion Notification
06-Jun-2019 05:33:04 PM User: <a href="#">I/Community</a> Requester: <a href="#">JBZ I/Request</a>	06-Jun-2019 05:33:05 PM Status: Completed Result:	06-Jun-2019 05:33:05 PM Status: Waiting <a href="#">Work Item Details</a>	Status: Not Started	Status: Not Started

If needed, when the Approving Manager provides approval, a notification will automatically be sent to the [I/Request Provisioning Administrator](#). I/Request access will not be removed until the I/Request Provisioning Administrator performs final processing steps.

If this request has been made in error, and you do not want to remove access for this end-user, CLICK Cancel Request

Once complete, the request status will be updated in your [Request Status](#) pane.



Request Status

Request	Requested	Status - Access - Type	User	Requester
IAM-0306858	06-Jun-2019 05:33 PM	Completed - I/Request - Remove	<a href="#">I/Community</a>	<a href="#">JBZ I/Request</a>

CLICK [Request](#) number  
The **Request Status Viewer** screen appears.



Request - IAM-0306858

I/Request - Remove - Completed

Submitted	Manager Approval	I/Request WorkItem	Remove Access	Completion Notification
06-Jun-2019 05:33:04 PM User: <a href="#">I/Community</a> Requester: <a href="#">JBZ I/Request</a>	06-Jun-2019 05:33:05 PM Status: Completed Result:	06-Jun-2019 05:39:05 PM Status: Completed Result: Complete <a href="#">Work Item Details</a>	06-Jun-2019 05:39:06 PM Status: Completed Result: Success	06-Jun-2019 05:39:08 PM Status: Completed Result: Success

The remove request is complete

If the end-user needs I/Request access at an external facility in the future, a new request will have to be submitted.

CLICK  [Home](#)

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

Complete 