AHS IAM Self-Serve Password Change, Reset & Account Unlock User Guide

Topics in this User Guide

- Prerequisite AHS IAM Security Profile
- Change your AHS Network Password
- Reset your AHS Network Password
- Unlock your AHS Network Account

Prerequisite AHS IAM Security Profile

To use the AHS IAM Account Unlock and Password Reset feature, you must have completed your AHS IAM Security Profile.

If you have not completed your Security Profile, IAM will prompt you to do so. Support is available in the **AHS IAM Security Profile User Guide**, also available on the AHS IAM Support Page under ⓘ Learning.

Screen shot data are fictitious. Also, AHS IAM is updated regularly for performance and usability. If you notice differences between AHS IAM and the screen shots shown, trust AHS IAM. We may not have updated this guide at the same time.
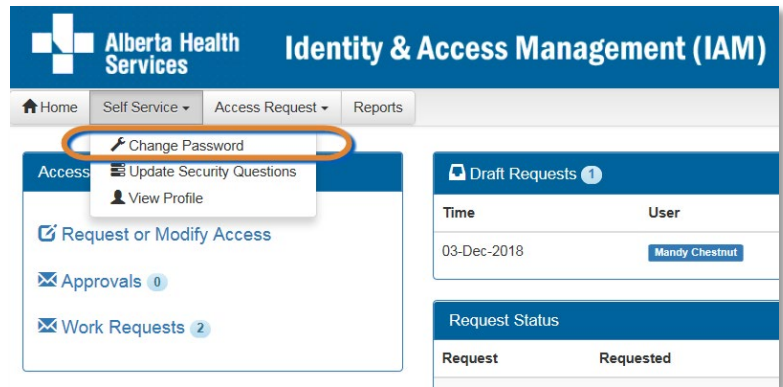
Change your AHS Network Password

If you know your password and believe it has been compromised or you just want to change it, you can change it yourself in AHS IAM and save a call to the AHS IT Service Desk.

At the **AHS IAM** 🏠 **Home** page
CLICK Self Service

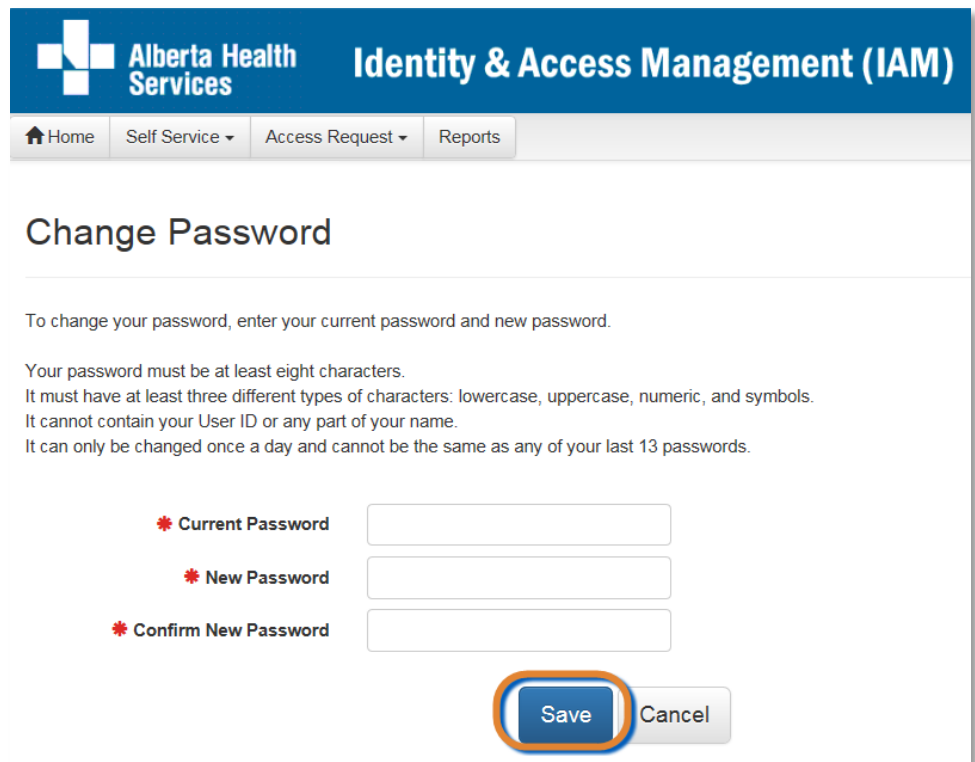CLICK 🔧 Change Password

    The **Change Password** screen appears

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

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

- 🔧 Change Password
- 🖳 Update Security Questions
- 👤 View Profile

Access...
- ☑ Request or Modify Access
- ✉ Approvals 0
- ✉ Work Requests 2

📄 Draft Requests 1

Time	User
03-Dec-2018	Mandy Chestnut

Request Status

Request	Requested

ENTER your
Current Password

ENTER your
New Password

CONFIRM your
New Password

CLICK Save

    The **AHS IAM** 🏠
Home page
appears

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

Change Password

To change your password, enter your current password and new password.

Your password must be at least eight characters.
It must have at least three different types of characters: lowercase, uppercase, numeric, and symbols.
It cannot contain your User ID or any part of your name.
It can only be changed once a day and cannot be the same as any of your last 13 passwords.

  ✱ Current Password   [   ]

  ✱ New Password   [   ]

  ✱ Confirm New Password   [   ]

        [Save] [Cancel]

Complete 👍

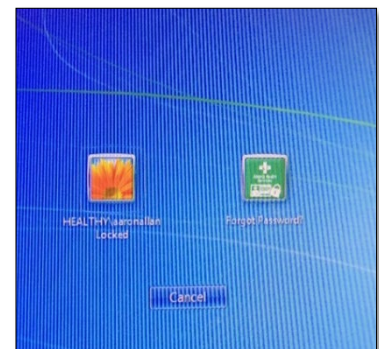# Reset your AHS Network Password

If you have forgotten your password, you can change it yourself in AHS IAM and save a call to the AHS IT Service Desk. You can do this from inside or outside of the AHS Network Firewall.

Access method 1 of 3
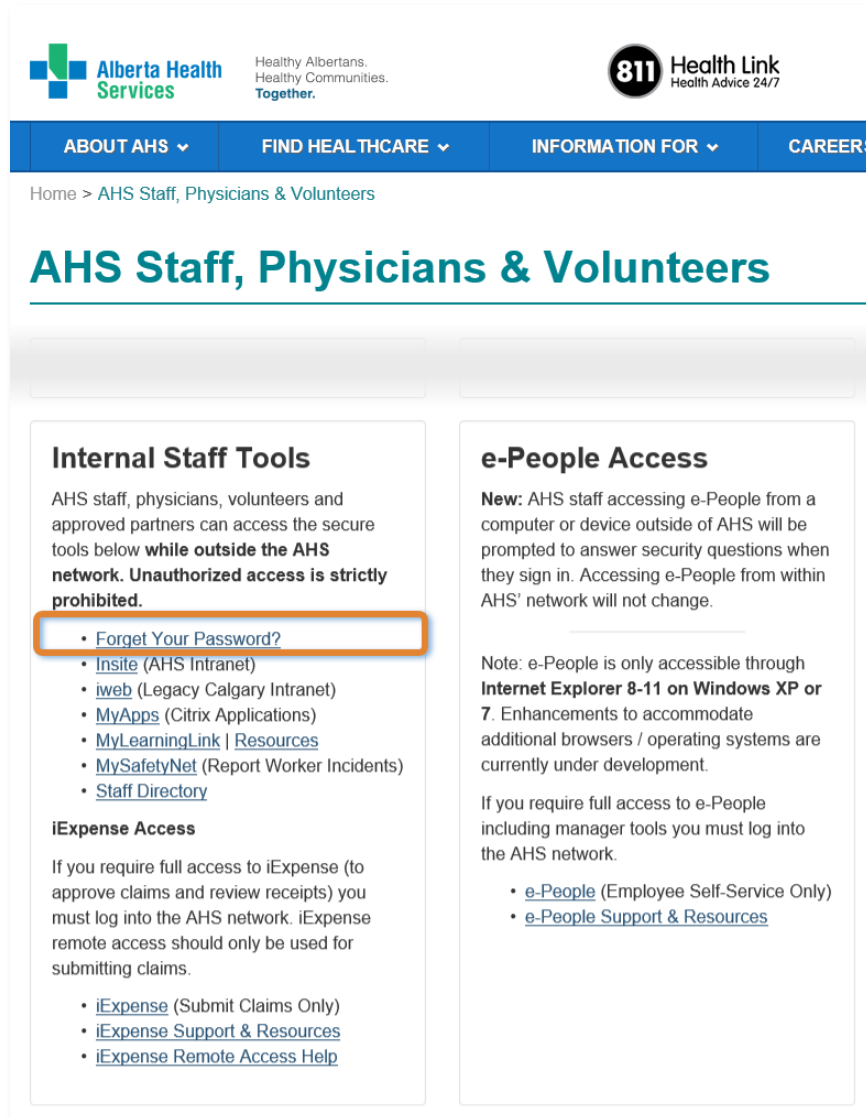CLICK on the Forgot Password? icon on your AHS desktop

OR

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Access method 2 of 3

OPEN a web browser
ENTER https://www.albertahealthservices.ca in the address bar
CLICK Staff

The **AHS Staff, Physicians & Volunteers** screen appears
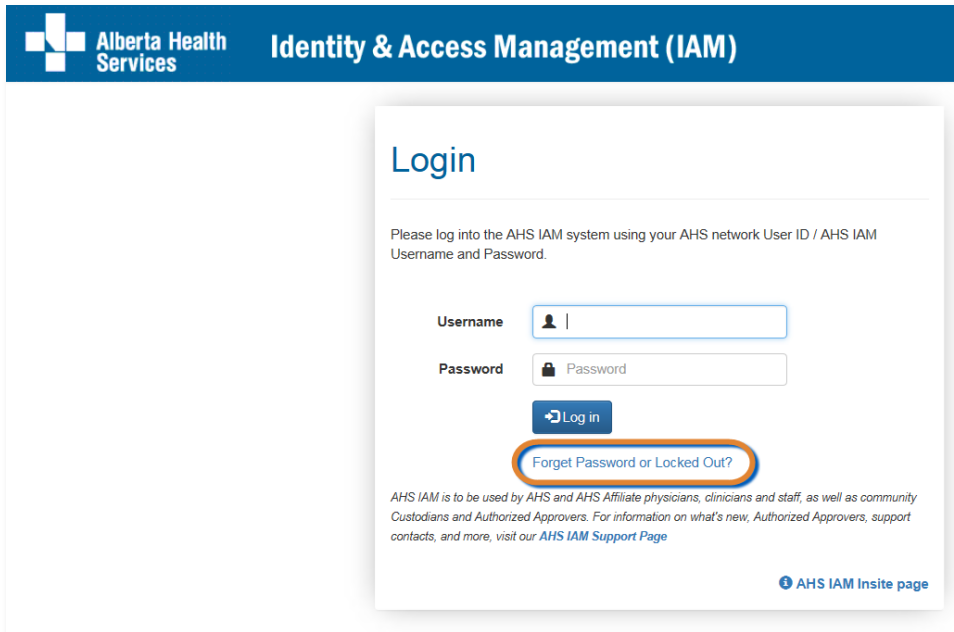CLICK Forget Your Password?

OR

Access method 3 of 3
OPEN a web browser
ENTER https://iam.albertahealthservices.ca in the address bar
        The **AHS IAM Login** screen appears
CLICK Forget Your Password or Locked Out? in the login window
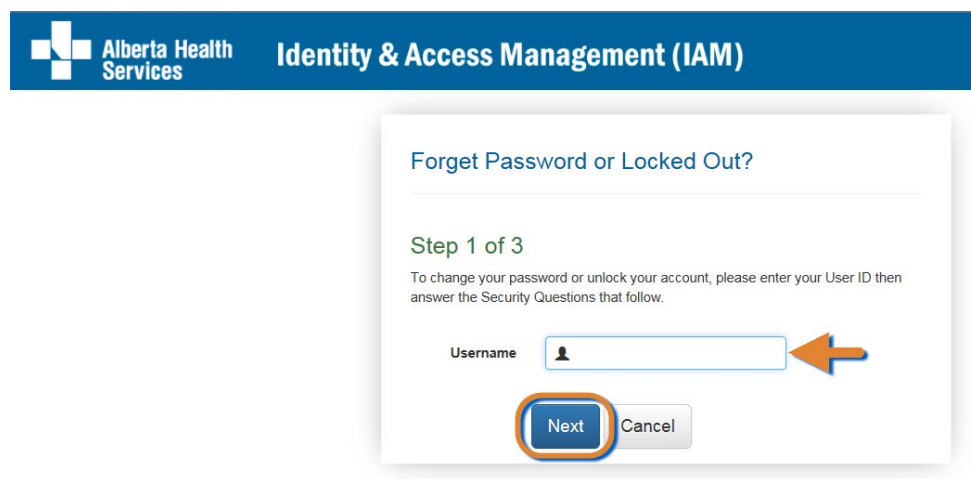   The **AHS IAM Forget Password or Locked Out? Step 1 of 3** screen appears

ENTER your AHS
Network Username
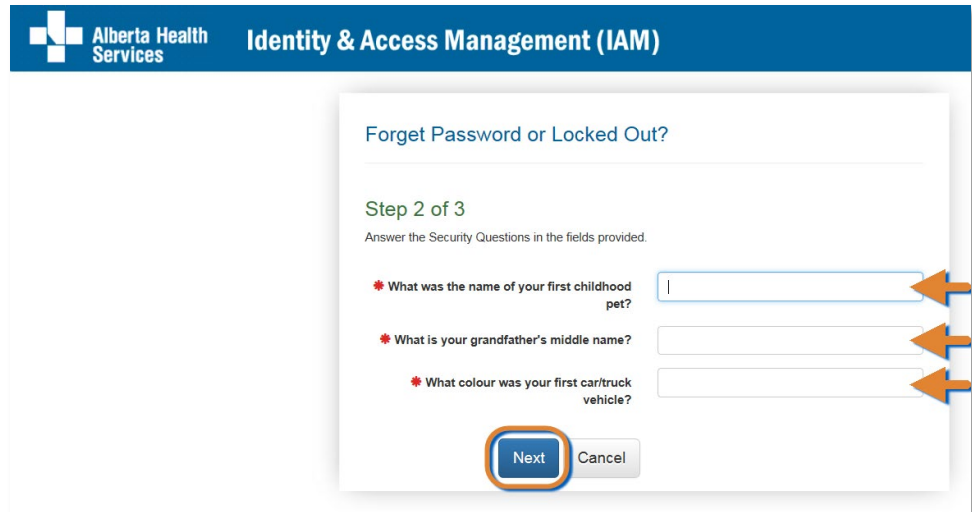
CLICK Next

The **Forget Password or
Locked Out? Step 2 of
3** screen appears

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differences between AHS IAM and the screen shots shown, trust AHS IAM. We may not have updated this guide at the same time.
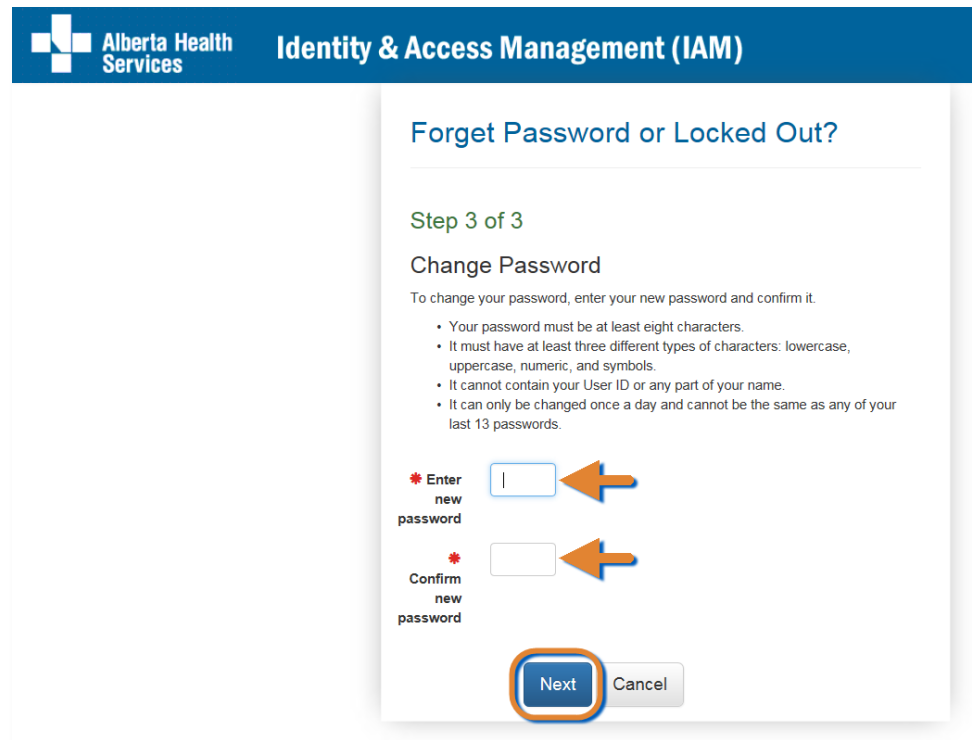
ENTER your answers to
the three Security
Questions presented

These are three of the
Security Questions and
Answers you completed
when you set up your
AHS IAM Security
Profile.

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

Forget Password or Locked Out?

Step 2 of 3
Answer the Security Questions in the fields provided.

* What was the name of your first childhood pet?

* What is your grandfather's middle name?

* What colour was your first car/truck vehicle?

Next   Cancel

CLICK Next
>   The **Forget Password or Locked Out? Step 3 of 3** screen appears

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

Forget Password or Locked Out?

Step 3 of 3

Change Password

To change your password, enter your new password and confirm it.

- Your password must be at least eight characters.
- It must have at least three different types of characters: lowercase, uppercase, numeric, and symbols.
- It cannot contain your User ID or any part of your name.
- It can only be changed once a day and cannot be the same as any of your last 13 passwords.

ENTER new password

CONFIRM new password

* Enter new password

* Confirm new password

CLICK Next
The **AHS IAM Login**
screen appears

Next   Cancel

Complete 👍

Change or Reset your AHS Network Password or Unlock your AHS Account

If you have locked your AHS Network accounts after too many unsuccessful login attempts, it will be locked for 15 minutes. You can unlock your AHS Network Account before the 15 minutes have elapsed without having to call the AHS IT Service Desk.
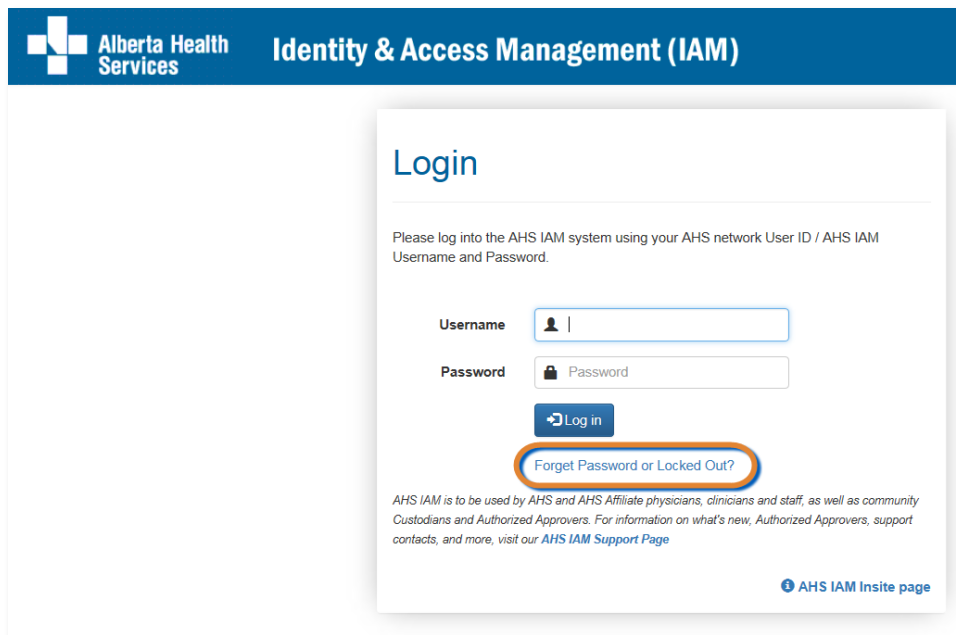
OPEN a web browser
ENTER https://iam.albertahealthservices.ca in the address bar
> The **AHS IAM Login** screen appears

CLICK Forget Your Password or Locked Out? in the login window
> The **AHS IAM Forget Password or Locked Out? Step 1 of 3** screen appears

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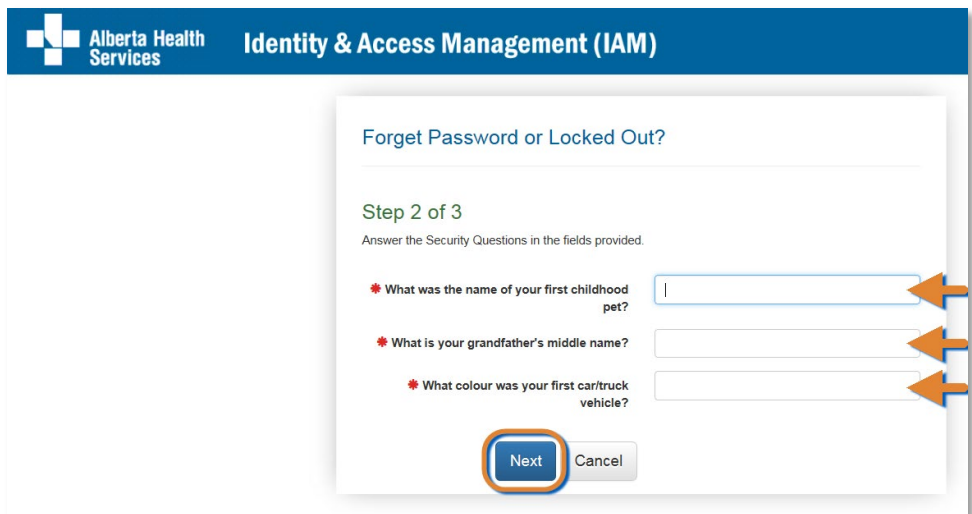
ENTER your AHS
Network Username

CLICK Next

The **Forget Password or
Locked Out? Step 2 of
3** screen appears

ENTER your answers to
the three Security
Questions presented

These are three of the
Security Questions and
Answers you completed
when you set up your
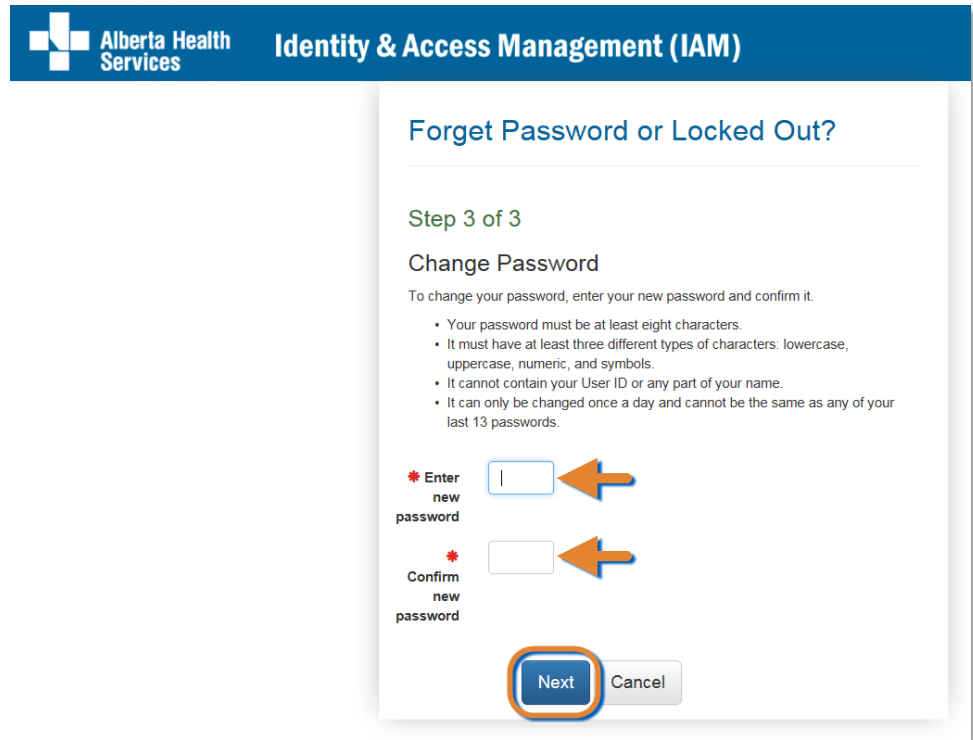AHS IAM Security
Profile.

CLICK Next

 The **Forget Password or Locked Out? Step 3 of 3** screen appears

Alberta Health Services

ENTER new password

CONFIRM new password

CLICK Next
The **AHS IAM Login**
screen appears

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

Forget Password or Locked Out?

Step 3 of 3

Change Password

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* Enter new password [ ]

* Confirm new password [ ]

[Next] [Cancel]

Complete 👍