


# AHS IAM Network Access Request (NAR) User Guide

## Prerequisite AHS IAM Security Profile

To use the AHS IAM, you must have completed your AHS IAM Security Profile. If you have not created your Security Profile, please click [here](#) to use the AHS IAM Security Profile User Guide, also available on the AHS IAM Support Page under  Learning.

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## What are the Network Access Request (NAR) workflows used for?

### AHS Network Access

Request AHS network access for staff who do not automatically receive it when on-boarded through AHS Human Resources and e-People. These staff are defined by AHS IAM as “AHS Non-Employees”. See AHS IAM Definitions.

### Shared Directory Folders


Request the creation of or, access to, Shared Folders. These workflows involve two approvals: the first is manager approval in AHS IAM, and the second is IT Access – Shared Drive / Folder Owner approval outside of AHS IAM. The workflow is automated across all teams and systems.

### Terminations

Only use AHS IAM NAR workflows to process Emergency Terminations – for both AHS Employees and Non-Employees.

## 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 care delivery facility. Examples: physician, pharmacist, dentist, chiropractor.
Combination End-User	
	A person who is more than one of the above types.
Requester	
	A person who submits a NAR request in AHS IAM. If this person is also an <a href="#">Authorized Approver</a> , the request will be automatically approved. If this person is not an <a href="#">Authorized Approver</a> , they will have to select one.
Authorized Approver	
	A person who is able to approve access requests in AHS IAM. An Authorized Approver must meet one of these criteria.  Have an <a href="#">AHS Delegation of Human Resources Authority (DOHRA)</a> of 1 to 12 OR Have a <a href="#">Covenant Health DOHRA of 1 to 6, 9-12</a> OR Has been pre-approved by AHS IT Access to perform the role of an Authorized Approver when a DOHRA structure is unavailable.  More information about Authorized Approvers can be found on the <a href="#">AHS IAM Support Page</a> , under  <a href="#">Authorized Approvers</a> .  Click <a href="#">here</a> to view the AHS IAM list of Authorized Approvers for AHS Affiliates only. This document is updated every two months. Update requests should be sent to the AHS IT Service Desk.
Administrative End-User	
	AHS IAM end-users with elevated privileges. Includes these security roles: AHS IAM Admin, IT Access NAR Admin, IT Access RUNA Admin, IT Access Netcare Administrator, eHealth Support Services, AHS IT Service Desks, AH Provincial Service Desk, etc.

## Suspensions & Terminations Processes

**!** Always contact your AHS Human Resources Advisor to guide you through all suspension and termination processes – standard or emergency.

**!** A Leave of Absence (LOA) is not performed in IAM. Contact your AHS Human Resources Advisor.

AHS Employee			
Leave of Absence	Standard Termination	Emergency Suspension	Emergency Termination
Use Manual Process  Step 1: Contact your Human Resources BP Advisor	Use e-People process  Step 1: Contact your Human Resources BP Advisor  Step 2: Perform the Standard Termination process in e-People	Use Manual Process  Step 1: Contact your Human Resources BP Advisor	Use AHS IAM – NAR Workflow in this Guide  Step 1: Contact your Human Resources BP Advisor  Step 2: <a href="#">Perform an Emergency Termination for an AHS Employee or AHS Non-Employee</a>
AHS Non-Employee			
Leave of Absence	Standard Termination	Emergency Suspension	Emergency Termination
Use Manual Process  Step 1: Contact your Human Resources BP Advisor	Use AHS IAM – NAR Workflow in this Guide  Step 1: Contact your Human Resources BP Advisor  Step 2: <a href="#">Perform a Standard Termination for an AHS Non-Employee</a> , in IAM. Click here to jump to that process.	Use Manual Process  Step 1: Contact your Human Resources BP Advisor	Use AHS IAM – NAR Workflow in this Guide  Step 1: Contact your Human Resources BP Advisor  Step 2: <a href="#">Perform an Emergency Termination for an AHS Employee or AHS Non-Employee</a> , in IAM. Click here to jump to that process.

## SECTION 1 - NETWORK ACCESS WORKFLOWS

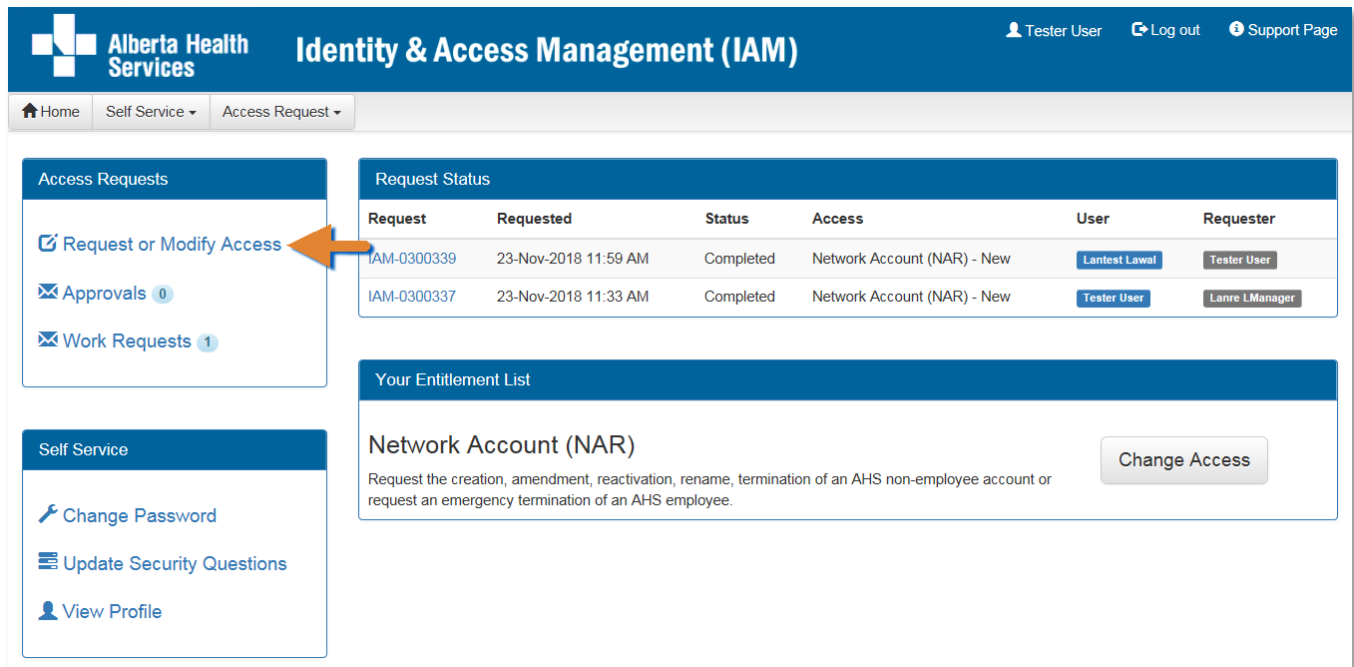
### Request a new AHS Network Access Account

Only request AHS network access for people who are not getting it automatically when on-boarded through e-People. Refer to [AHS IAM Terms & Definitions](#) if you need more information.

If the new end-user is a “third party” and also needs Epic (Connect Care) access, please go to [Request Network Access and Epic \(Connect Care\) access for a new “third-party” end-user](#) in this guide.

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

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



Alberta Health Services Identity & Access Management (IAM) Tester User Log out Support Page

Home Self Service Access Request

**Access Requests**

- Request or Modify Access
- Approvals 0
- Work Requests 1

**Request Status**

Request	Requested	Status	Access	User	Requester
IAM-0300339	23-Nov-2018 11:59 AM	Completed	Network Account (NAR) - New	Lantest Lawal	Tester User
IAM-0300337	23-Nov-2018 11:33 AM	Completed	Network Account (NAR) - New	Tester User	Lanre LManager

**Your Entitlement List**

**Network Account (NAR)** Change Access

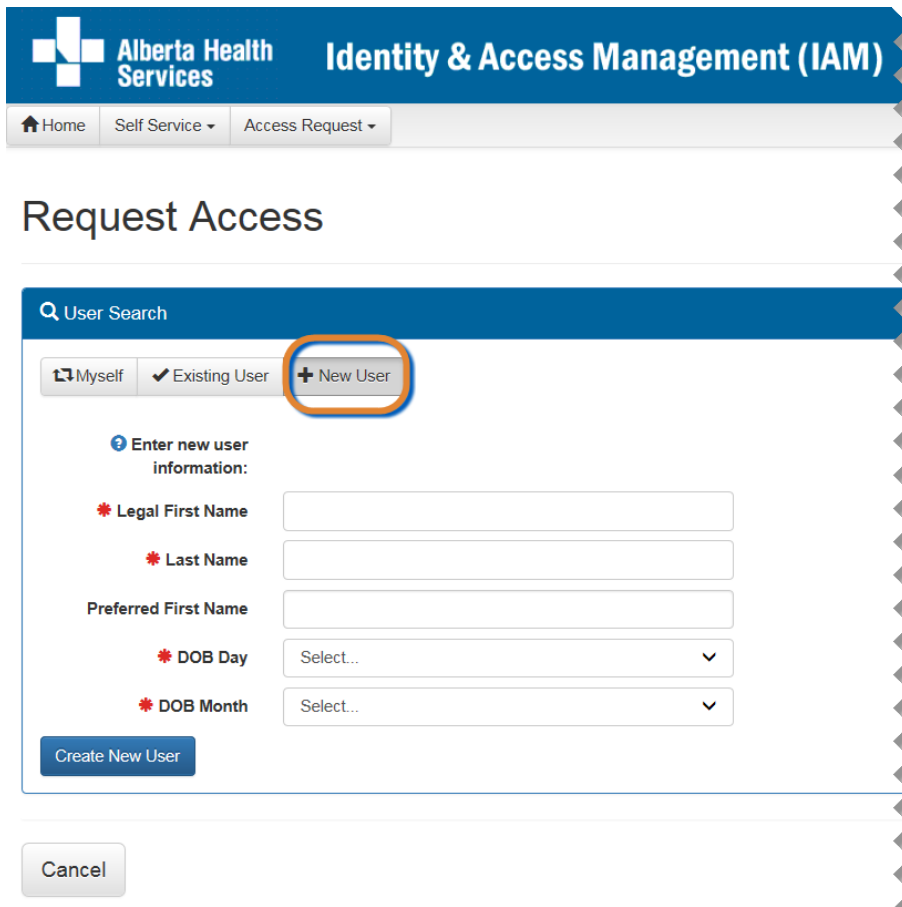
Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

**Self Service**

- Change Password
- Update Security Questions
- View Profile

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

## Request Access

User Search

Myself Existing User **+ New User**

Enter new user information:

\* Legal First Name

\* Last Name

Preferred First Name

\* DOB Day

\* DOB Month

Create New User

Cancel

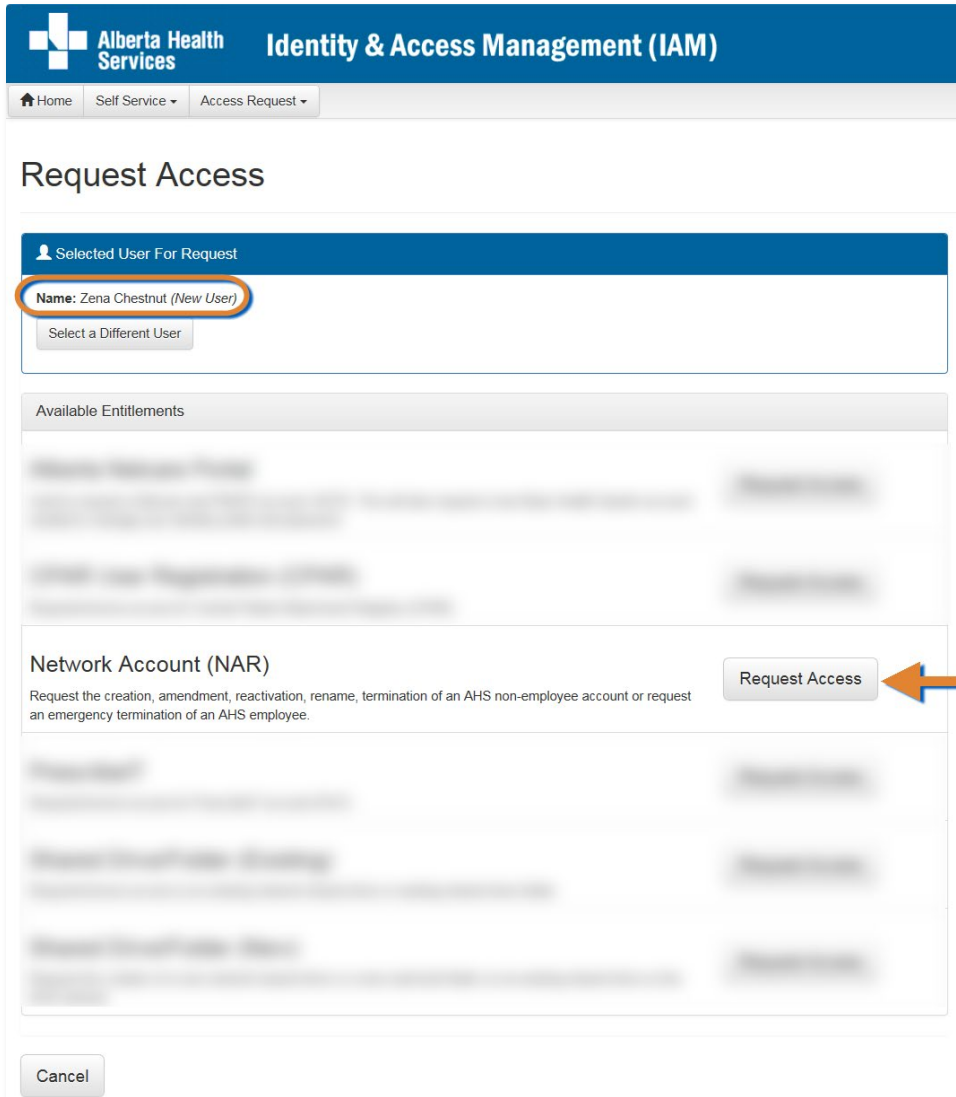
CLICK **+ New User**

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

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

## Request Access

Selected User For Request

Name: Zena Chestnut (New User)

Select a Different User

Available Entitlements

Entitlement Name	Request Access
Network Account (NAR)	Request Access
...	...
...	...
...	...

Network Account (NAR)

Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Request Access

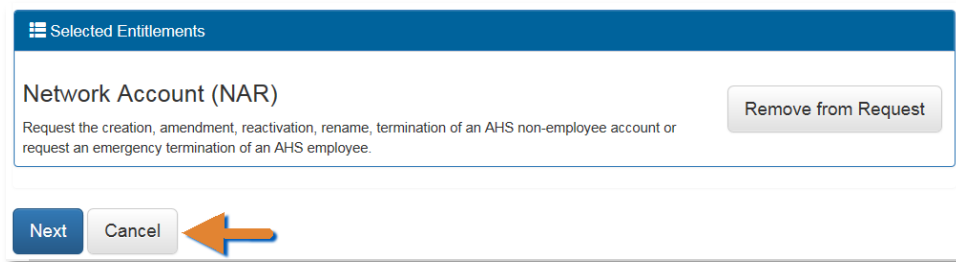
Cancel

At **Network Access (NAR)** CLICK **Request Access**

The screen refreshes and the **Selected Entitlement** pane appears with **Network Account (NAR)** displayed

CLICK **Next**

The **Complete Access Request** screen appears





Selected Entitlements

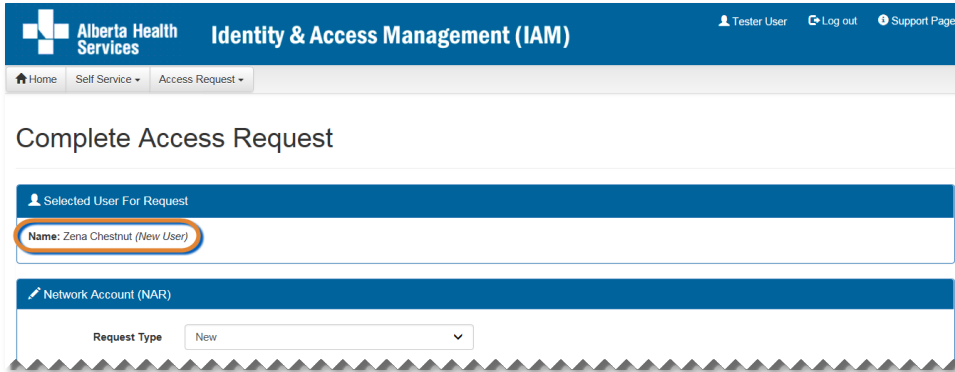
Network Account (NAR)


Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Remove from Request

Next Cancel

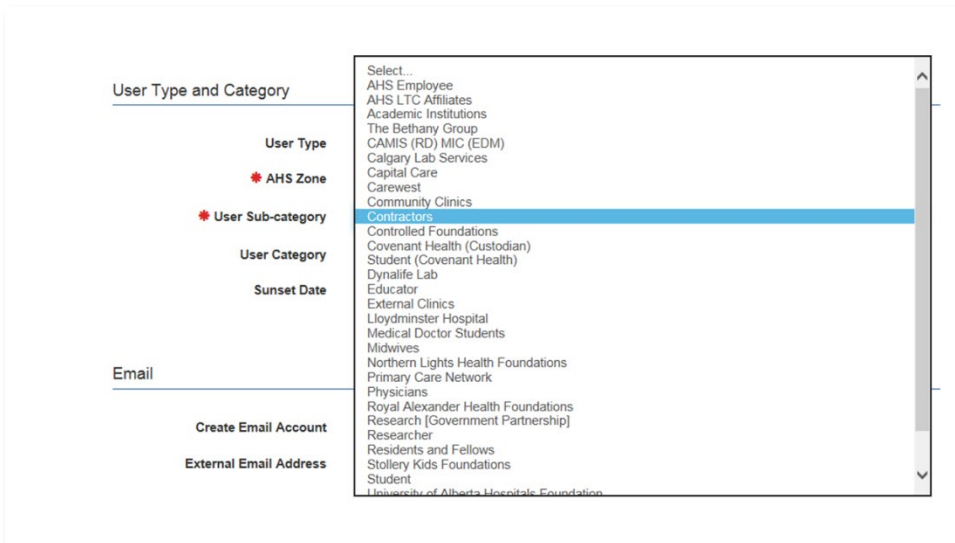
COMPLETE the  **Network Account (NAR)** pane  
 READ the on-screen information and field tips  
 See the  **Tool Tips** below



 **Tool Tips for the Complete Access Request Screen**  
 COMPLETE all mandatory \* fields and as many optional fields as possible.

## 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**

---

**User Type** Non-Employee

**AHS Zone**

**User Sub-category**

**User Category** Student / Educator

**Sunset Date**   **Modify Sunset Date**

November 2019						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

---

**Email**

**Create Email Account**

**External Email Address**

---

**Company / Location**

## 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.

## 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](#)

Company / Location

Job Title

Company  
 Department  
 Location

External Company

Contract Number

Room Number

Address

If you have an address, please provide it

Business Address

City

- Calgary Health Region
- Calgary Health Trust
- Calgary Lab Services
- Chinook Health Region
- Covenant - Chinook
- David Thompson Health Region
- Covenant - David Thompson
- East Central Health
- Covenant - East Central
- East Central The Bethany Group
- Edmonton (Capital Health Region)
- Edmonton TCCG (The Capital Care Group)
- Covenant - Edmonton
- Edmonton Stollery Kids
- HBAS (Health Board)
- Northern Lights Health
- Peace Country Health
- Palliser Health Region
- ProvLabs
- RSHIP
- Alberta Cancer Board - Foundation
- Covenant - Aspen
- Chinook-NM
- DTH-EXCLUDE
- Edmonton AHS OU
- Edmonton-Exclude
- Health / Provincial Advisory Council
- Covenant - Palliser
- AHS
- Covenant - Calgary

## Company / Location

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

## Additional Information

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

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.

Search

[Advanced Search](#)

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input type="button" value="Select"/>	Manager <span style="font-size: small;">i</span>	Test	jbzeemanager	Test.Manager2@qalabahs.net	Manager	ACTIVE
<input type="button" value="Unqualified User"/>	Manager <span style="font-size: small;">i</span>	Test	testmanager	Test.Manager@qalabahs.net	Staff Nurse	ACTIVE

User to Receive Credentials:
Tester User
Change Selected User

## SELECT an Authorized Approver

Every request in AHS IAM must be approved by an [Authorized Approver](#). CLICK [here](#) to consult the AHS IAM Authorized Approver list for AHS Affiliates.

If you are an Authorized Approver, you will not see the Select Authorized Approver for Approval pane. The request will be automatically approved once you submit it.

ENTER the name of the [Authorized Approver](#)

CLICK [Search](#)

[User Search Results](#) will appear

CLICK [Select](#) beside the correct [Authorized Approver](#)

## SELECT User to Receive Credentials

The Requester is the default recipient of the new user's access credentials.

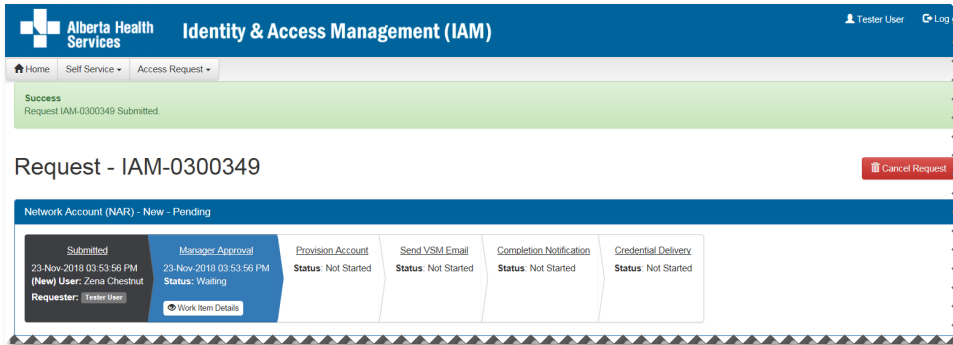
To change the credential recipient, CLICK [Change Selected User](#)

SEARCH for and SELECT a different credential recipient

CLICK [Submit Request](#)

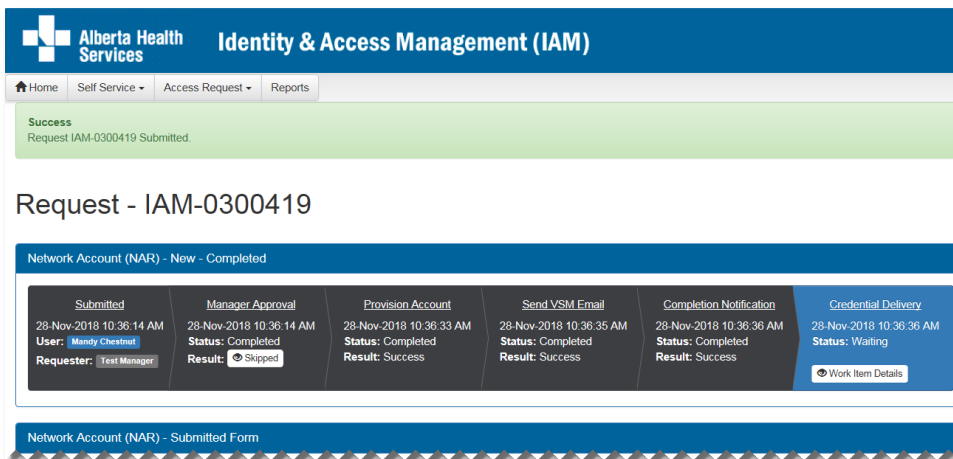
The **Request Status** screen will appear

Once the [Manager Approval](#) step is complete the remaining steps in the workflow will proceed.



If you are not an Authorized Approver, the submitted request will be sent to the Authorized Approver you identified in two ways. They will receive an automated message from “Identity Management Services notifying them a request requires their approval. When the log into AHS IAM, they will see the pending request in their Approval queue.

If you are an Authorized Approver, the **Request Status** screen will appear and you will see the workflow steps complete within seconds of you submitting the request.



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

Complete 

## Request Network Access and Epic (Connect Care) access for a new “third-party” end-user

Only request AHS network access for people who are not getting it automatically when on-boarded through e-People. Refer to [AHS IAM Terms & Definitions](#) if you need more information.

“Third Party” means end-users of these sub-categories:

- Community Clinic
- Contractors
- Controlled Foundations
- Government Partnerships
- Lamont Health Care Centre
- Lloydminster Hospital
- Northern Lights Health Foundation
- Primary Care Network
- Royal Alexander Health Foundation
- Stollery Kids Foundation
- The Bethany Group
- U of A Hospital Foundation
- Volunteer

In the majority of cases Epic (Connect Care) access for these types of end-users starts with the Epic (Connect Care) entitlement. IAM detects a new end-user and automatically includes the Network Access Request form into the same request. This is fully explained in the [Epic: Connect Care Provider Portal, Dragon Medical One, 3M User Guide](#).

But the option exists for Epic (Connect Care) access for these types of end-users to begin with the Network Access Request (NAR) entitlement and the Epic (Connect Care) entitlement to be completed afterwards. All approved requests of this kind are automatically routed by IAM to the “NAR Third Party Approvers” group. They verify the end-user’s need for Epic (Connect Care) and if approved, contact the requester to guide them through the Epic (Connect Care) access request process.

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

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

CLICK [Request or Modify Access](#)

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

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

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

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

At [Network Account \(NAR\)](#) CLICK [Request Access](#)

The screen refreshes and the [Selected Entitlement](#) pane appears with [Network Account \(NAR\)](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears

COMPLETE the  [Network Account \(NAR\)](#) pane with as much information as possible

If needed, see the complete  [Tool Tips for the Complete Access Request Screen](#) on page 8

ACCEPT the [User Type and Category](#) of [Non-Employee](#)

At [User Type and Category](#), CHOOSE the new end-user's [AHS Zone](#) from the drop-down list


CHOOSE the new "third-party" end-user's [Sub-category](#)


- [Community Clinic](#)
- [Contractors](#)
- [Controlled Foundations](#)
- [Government Partnerships](#)
- [Lamont Health Care Centre](#)
- [Lloydminster Hospital](#)
- [Northern Lights Health Foundation](#)
- [Primary Care Network](#)
- [Royal Alexander Health Foundation](#)
- [Stollery Kids Foundation](#)
- [The Bethany Group](#)
- [U of A Hospital Foundation](#)
- [Volunteer](#)


CHECK [Does User required Epic \(Connect Care\) access?](#)


**User Type and Category**

User Types as defined by AHS IAM. Hover over each type for details.

\* **User Type**  Community  
 Employee  
 Non-Employee 

\* **AHS Zone** South 

\* **User Sub-category** Volunteers 

Does User require Epic (Connect Care Access)?  

CPSM contract number

Legal affiliate of AHS?  Yes  
 No

\* **Manager**

\* **Manager Email**

[Click here](#) for more information about the User Sub-category.

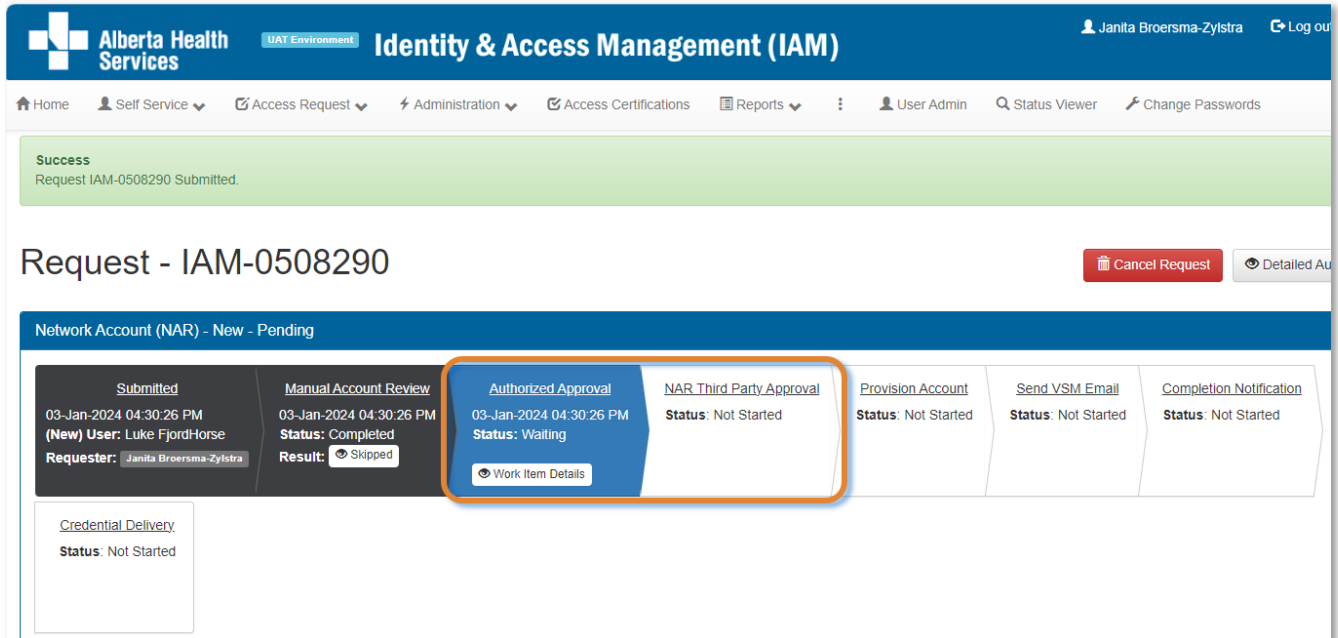
**User Category** Contracted Affiliate Service Provider

**Sunset Date** 2025-01-02  Modify Sunset Date

COMPLETE remaining fields


CLICK [Submit Request](#)

The **Request Status** screen will appear



**Request - IAM-0508290** Cancel Request Detailed Au

Network Account (NAR) - New - Pending

Submitted	Manual Account Review	Authorized Approval	NAR Third Party Approval	Provision Account	Send VSM Email	Completion Notification
03-Jan-2024 04:30:26 PM (New) User: Luke FjordHorse Requester: Janita Broersma-Zylstra	03-Jan-2024 04:30:26 PM Status: Completed Result: 	03-Jan-2024 04:30:26 PM Status: Waiting <a href="#">Work Item Details</a>	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

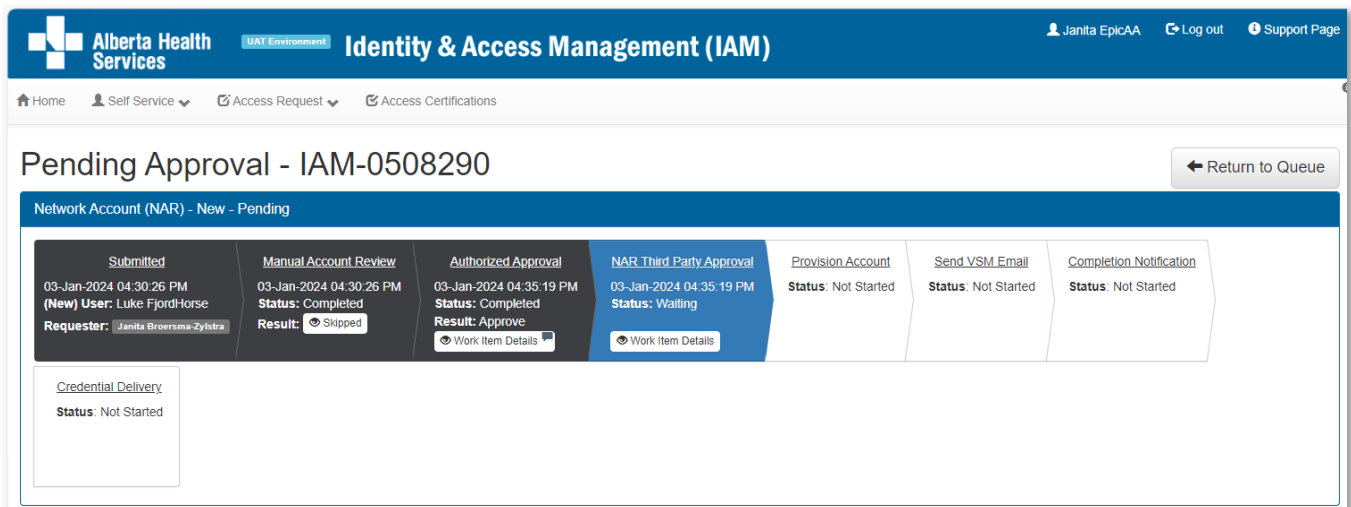
Credential Delivery  
Status: Not Started

In this example, the requester, not an Authorized Approver (AA), had to identify an AA. The **Request Status** screen shows the request waiting at the [Authorized Approval](#) step.

If denied, the requester will be sent an email with that information.

The requester can monitor the progress of the request from their IAM home screen, [Request Status](#) pane. CLICK on the [IAM Request](#) number to see details.

If the NAR Authorized Approver approves the request, the **Request Status** screen will look like this.



The screenshot shows the 'Pending Approval - IAM-0508290' screen. The header includes the Alberta Health Services logo, 'UAT Environment', and 'Identity & Access Management (IAM)'. The user is identified as 'Janita EpicAA'. The main content area displays a progress bar for 'Network Account (NAR) - New - Pending'. The steps are as follows:

Submitted	Manual Account Review	Authorized Approval	NAR Third Party Approval	Provision Account	Send VSM Email	Completion Notification
03-Jan-2024 04:30:26 PM (New) User: Luke FjordHorse Requester: Janita Broersma-Zylstra	03-Jan-2024 04:30:26 PM Status: Completed Result: Skipped	03-Jan-2024 04:35:19 PM Status: Completed Result: Approve	03-Jan-2024 04:35:19 PM Status: Waiting	Status: Not Started	Status: Not Started	Status: Not Started

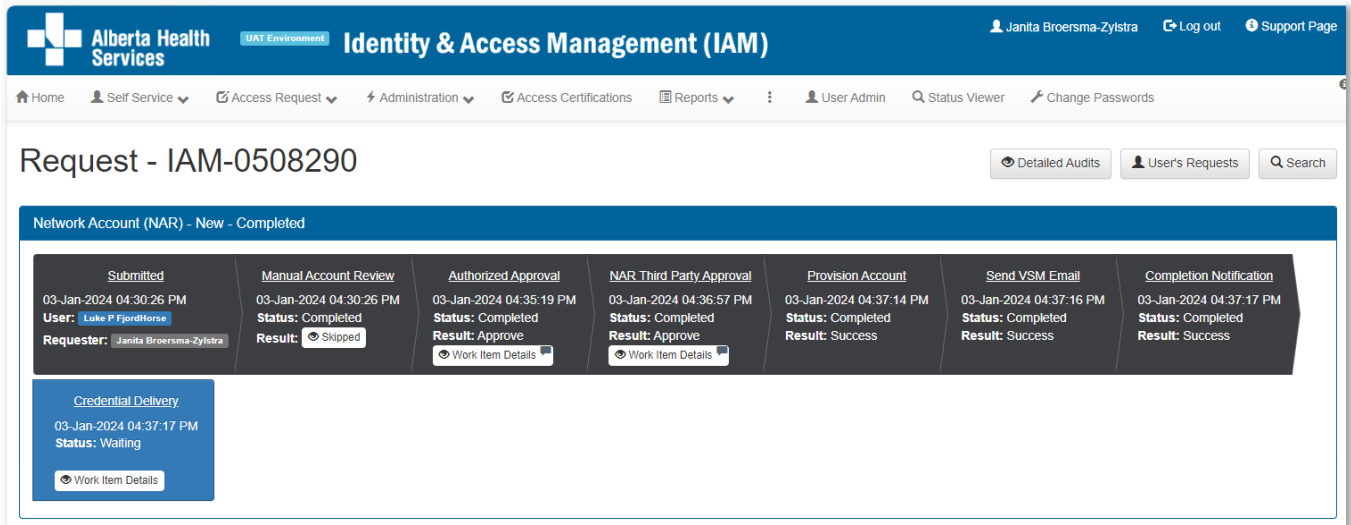
Below the progress bar, there is a 'Credential Delivery' section with 'Status: Not Started'. A 'Return to Queue' button is located in the top right corner of the main content area.

The **Request Status** screen now shows the request waiting at the [NAR Third Party Approval](#) step.

If denied, the requester will be sent an email with that information.

If the [NAR Third Party Approval](#) group approves the request, the **Request Status** screen will look like this.





The screenshot displays the 'Request - IAM-0508290' page in the AHS Identity & Access Management (IAM) system. The page title is 'Network Account (NAR) - New - Completed'. The request details are as follows:

Submitted	Manual Account Review	Authorized Approval	NAR Third Party Approval	Provision Account	Send VSM Email	Completion Notification
03-Jan-2024 04:30:26 PM User: <a href="#">Luke P FjordHorse</a> Requester: <a href="#">Janita Broersma-Zylstra</a>	03-Jan-2024 04:30:26 PM Status: Completed Result: <span>Skipped</span>	03-Jan-2024 04:35:19 PM Status: Completed Result: <span>Approve</span> <a href="#">Work Item Details</a>	03-Jan-2024 04:36:57 PM Status: Completed Result: <span>Approve</span> <a href="#">Work Item Details</a>	03-Jan-2024 04:37:14 PM Status: Completed Result: <span>Success</span>	03-Jan-2024 04:37:16 PM Status: Completed Result: <span>Success</span>	03-Jan-2024 04:37:17 PM Status: Completed Result: <span>Success</span>

Below the main process flow, there is a 'Credential Delivery' section:

Credential Delivery
03-Jan-2024 04:37:17 PM Status: <span>Waiting</span> <a href="#">Work Item Details</a>

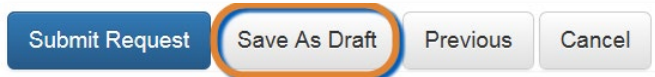
The [NAR Third Party Approval](#) group will contact the requester and guide them through the Epic (Connect Care) access portion of this request.

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

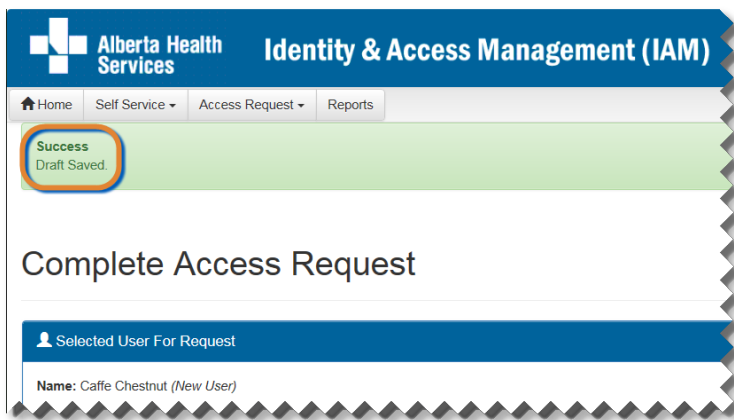
Complete 

## Save Network Access Request as a Draft

At the bottom of the **Complete Access Request** screen CLICK [Save as Draft](#)



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

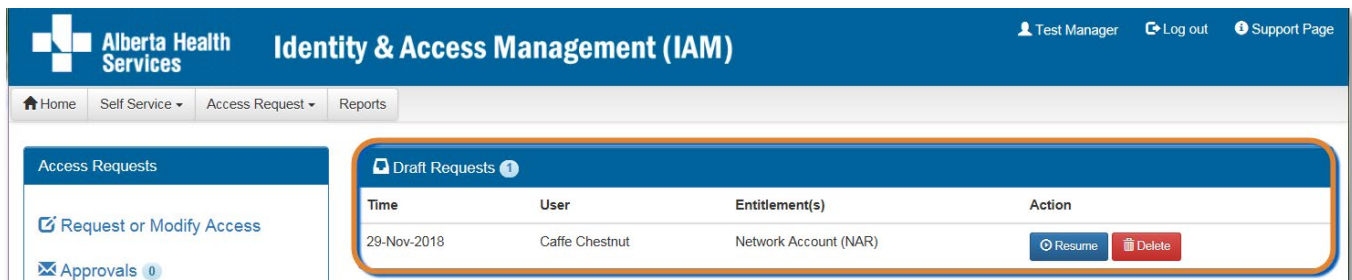


## To open a draft request

CLICK [Home](#) screen

In the [Draft Requests](#) pane the saved draft is listed

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



Complete 

## Cancel a Submitted Network Access Request

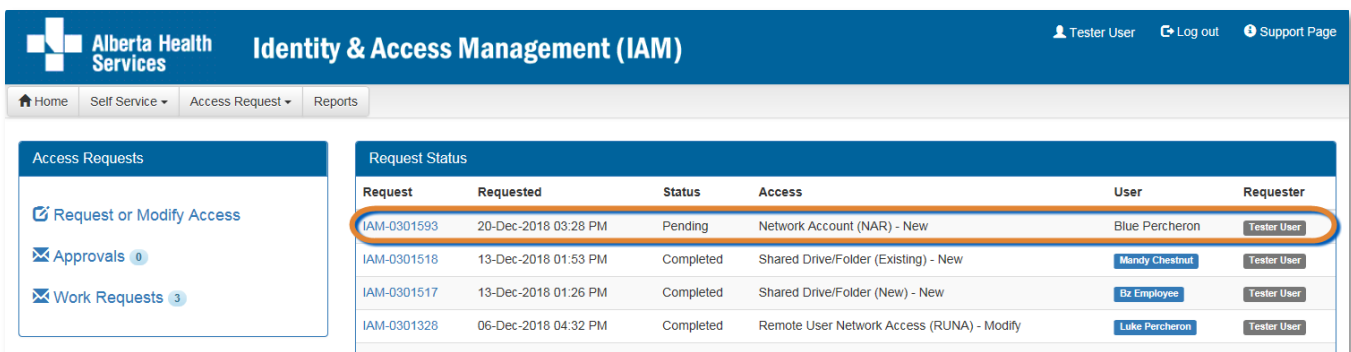
This process can only be performed on a NAR request that has been submitted.

This process can only be performed by a requester who is not an [Authorized Approver](#). This is because requests submitted by an Authorized Approver are automatically approved and not eligible for cancelling.

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

LOGIN

The **AHS IAM** Home screen appears



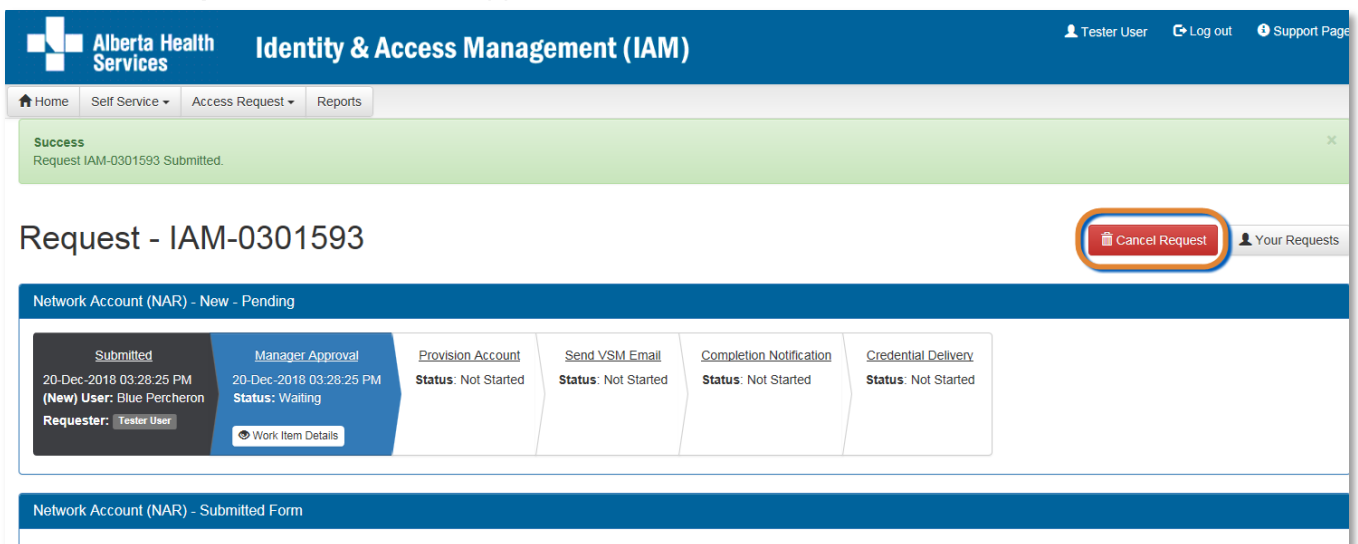
The screenshot shows the AHS IAM Home screen. The top navigation bar includes the Alberta Health Services logo, the title "Identity & Access Management (IAM)", and user information "Tester User", "Log out", and "Support Page". Below the navigation bar are tabs for "Home", "Self Service", "Access Request", and "Reports". The main content area is divided into two panes. The left pane, titled "Access Requests", contains links for "Request or Modify Access", "Approvals 0", and "Work Requests 3". The right pane, titled "Request Status", contains a table with the following data:

Request	Requested	Status	Access	User	Requester
IAM-0301593	20-Dec-2018 03:28 PM	Pending	Network Account (NAR) - New	Blue Percheron	Tester User
IAM-0301518	13-Dec-2018 01:53 PM	Completed	Shared Drive/Folder (Existing) - New	Mandy Chestnut	Tester User
IAM-0301517	13-Dec-2018 01:26 PM	Completed	Shared Drive/Folder (New) - New	Bz Employee	Tester User
IAM-0301328	06-Dec-2018 04:32 PM	Completed	Remote User Network Access (RUNA) - Modify	Luke Percheron	Tester User

At the [Request Status](#) pane the request appears with at [Status](#) of [Pending](#)

CLICK on the [IAM-#####](#) of the access request you submitted and now want to cancel

The **Request Status** screen appears



The screenshot shows the AHS IAM Request Status screen for a pending request. The top navigation bar is the same as in the previous screenshot. Below the navigation bar are tabs for "Home", "Self Service", "Access Request", and "Reports". A green success message is displayed: "Success Request IAM-0301593 Submitted." Below this is the title "Request - IAM-0301593" and a "Cancel Request" button highlighted with a red box. The main content area is divided into two panes. The left pane, titled "Network Account (NAR) - New - Pending", contains a table with the following data:

Submitted	Manager Approval	Provision Account	Send VSM Email	Completion Notification	Credential Delivery
20-Dec-2018 03:28:25 PM (New) User: Blue Percheron Requester: Tester User	20-Dec-2018 03:28:25 PM Status: Waiting	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

The right pane, titled "Network Account (NAR) - Submitted Form", is currently empty.

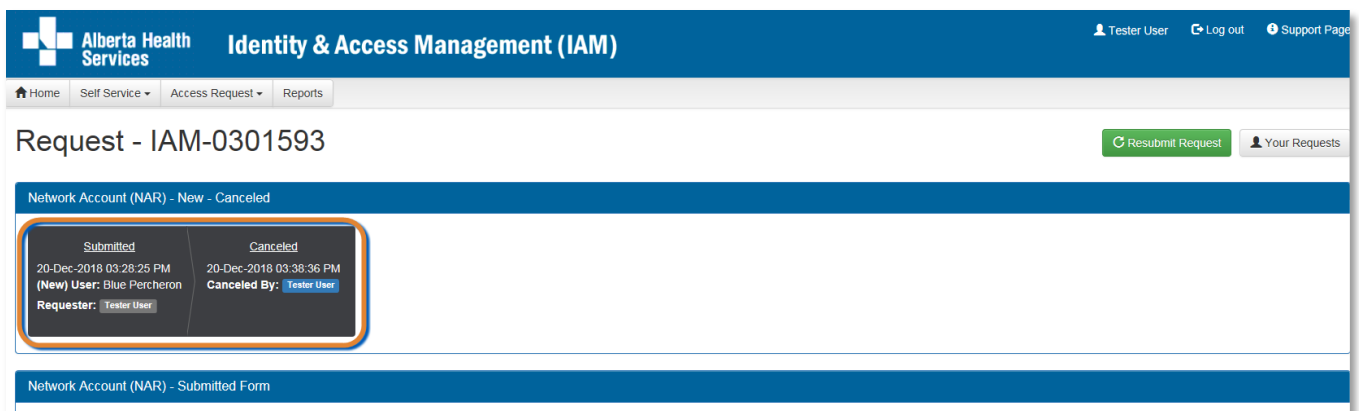
CLICK [Cancel Request](#)

A verification message appears



CLICK [Cancel Request](#)

The **Request Status** screen appears showing the request as **Canceled**



If you want to resubmit the request now or in the future CLICK [Resubmit Request](#)

For instructions, please see the [Resubmit a Denied or Canceled Request](#) process in this Guide

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the **Request Status** pane, you will see the request **Canceled**.

Complete 

## Approve a Network Access Request

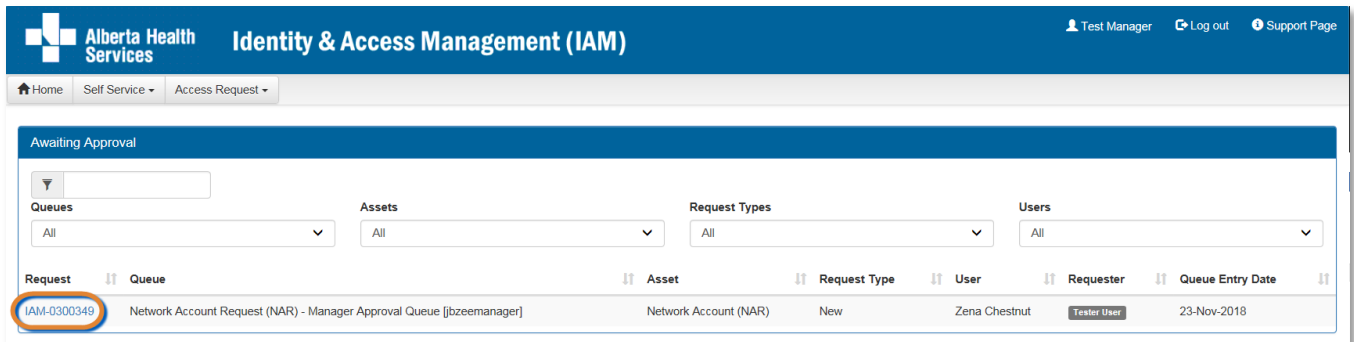
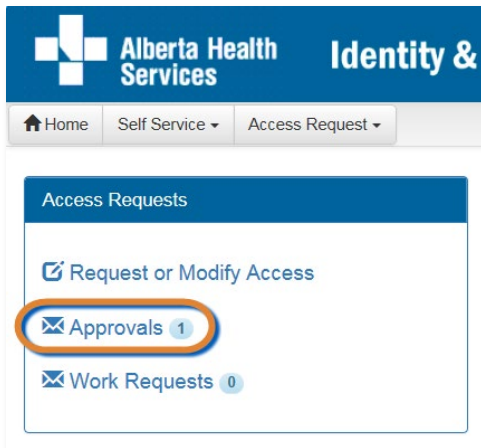
ENTER the AHS IAM URL into your internet web browser → <https://iam.ahs.ca>

LOGIN

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

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear




CLICK the [Request](#) number

The **Request Status** screen displays showing the request for review and approval


REVIEW the  [Network Account \(NAR\)](#) request information

CHANGE information as needed and permitted

ENTER [Comments](#) as needed

See the  [Tool Tips](#) and the remaining steps in the workflow on the next page.



 Tool Tip

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

CLICK  [Approve](#)


This approves the request and closes the screen. The **Request Status** screen will appear showing the request as Complete. The message, “Success – Work Item Processed.” will appear in the top left corner. There will be one less item in your [Approval](#) queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was approved.

 Tool Tip

 [Deny](#) – will deny the request and require a reason to be entered in the verification pane. The **Awaiting Approval** screen will appear and the denied request no longer listed. At the **AHS IAM**  **Home** screen, there will be one less item in your [Approval](#) queue. An automated email from Identity Management Services will be sent to the Requester informing them the request was denied.

[Save](#) – will save your changes and leave the screen open. You can leave the approval screen without losing your change. You can re-open the request for review at another time. Requests for Approval will remain in your queue for 10 business days before they time-out and are automatically denied and closed.

CLICK  [Home](#)

The **AHS IAM**  **Home** screen appears  
In the [Access Requests](#) pane, you will see one less work item requiring approval.  
In the [Request Status](#) pane, you will see the work item [Completed](#).

Complete 

## Pick up Network Access Account Credentials

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

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

LOGIN

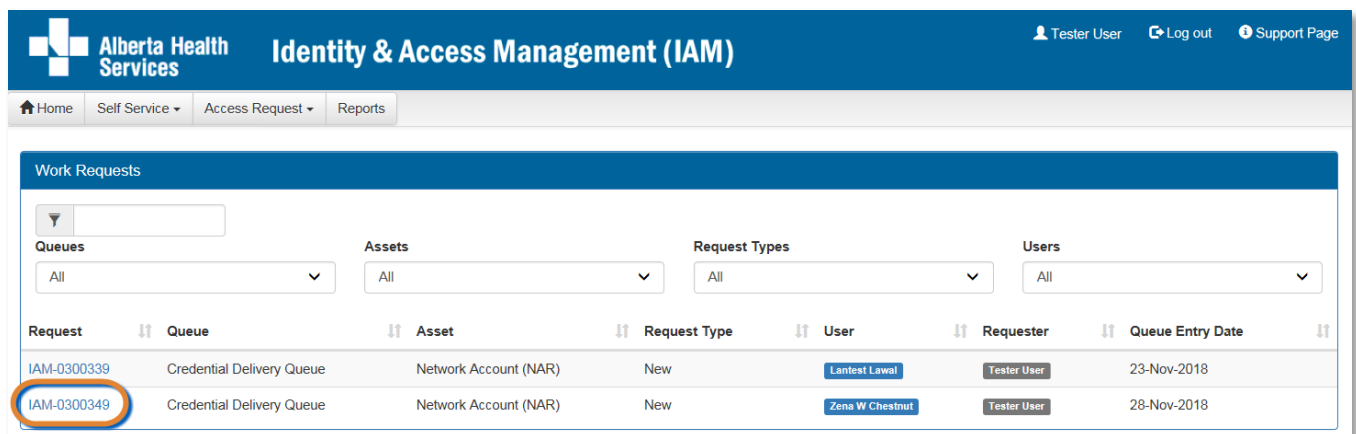
In the **Access Requests** pane, notice a new **Work Request** is waiting



CLICK Work Requests

The **Work Requests** screen appears

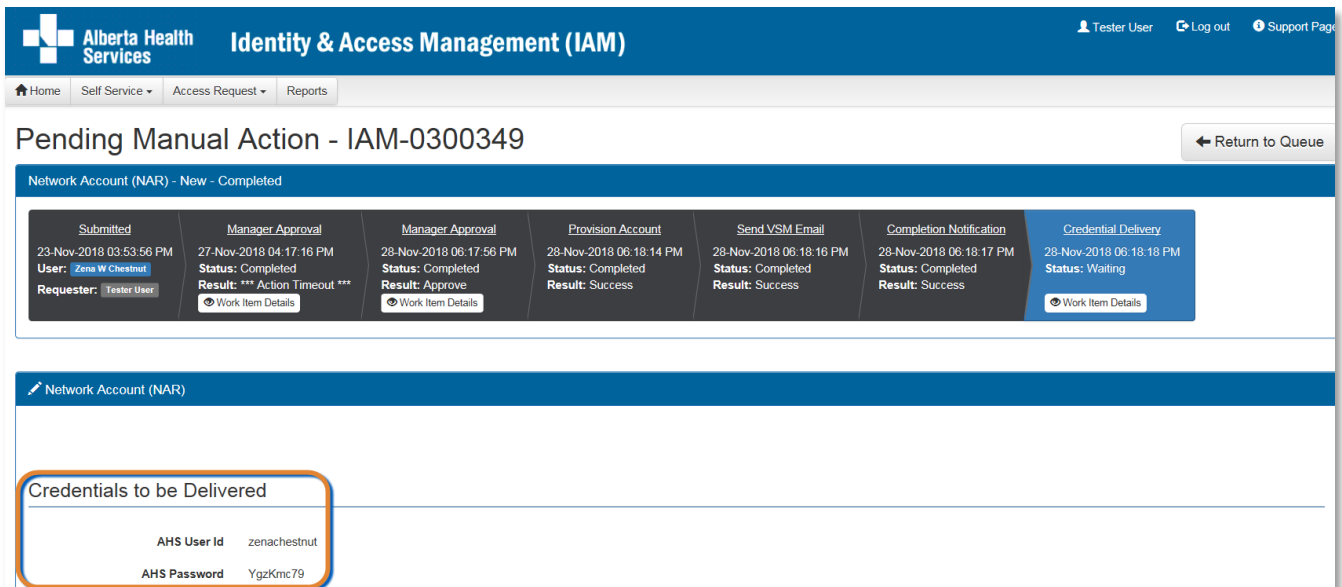
SELECT the **Request** number



The **Pending Manual Action** screen appears

The **Request Status** screen shows all steps in the workflow as complete and the last step, **Credential Delivery** as **Waiting**.

SEE  **Network Account (NAR)** pane, **Credentials to be Delivered**  
PROVIDE the AHS User ID and AHS Password to the end-user



Alberta Health Services Identity & Access Management (IAM) Tester User Log out Support Page

Home Self Service Access Request Reports

## Pending Manual Action - IAM-0300349

← Return to Queue

Network Account (NAR) - New - Completed

Submitted	Manager Approval	Manager Approval	Provision Account	Send VSM Email	Completion Notification	Credential Delivery
23-Nov-2018 03:53:56 PM User: <a href="#">Zena W Chestnut</a> Requester: <a href="#">Tester User</a>	27-Nov-2018 04:17:16 PM Status: Completed Result: *** Action Timeout *** <a href="#">Work Item Details</a>	28-Nov-2018 06:17:56 PM Status: Completed Result: Approve <a href="#">Work Item Details</a>	28-Nov-2018 06:18:14 PM Status: Completed Result: Success	28-Nov-2018 06:18:16 PM Status: Completed Result: Success	28-Nov-2018 06:18:17 PM Status: Completed Result: Success	28-Nov-2018 06:18:18 PM Status: Waiting <a href="#">Work Item Details</a>

Network Account (NAR)

**Credentials to be Delivered**

AHS User Id	zenachestnut
AHS Password	YgzKmc79

CLICK  **Complete**

The **Work Requests** screen appears  
The request is no longer displayed

CLICK  **Home**

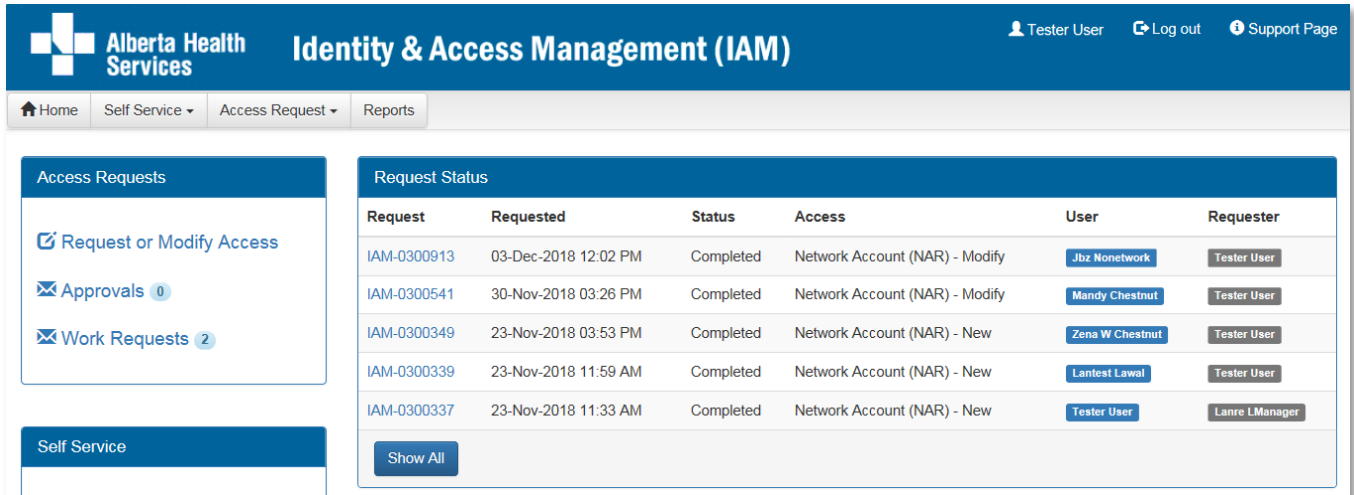
The **AHS IAM Home** screen appears  
In the **Access Requests** pane, you will see one less **Work Request** item requiring action

Complete 



## Locate existing end-user records from the AHS IAM Home screen

In the [Request Status](#) pane, you will see the five (5) most recent requests you have been involved in.

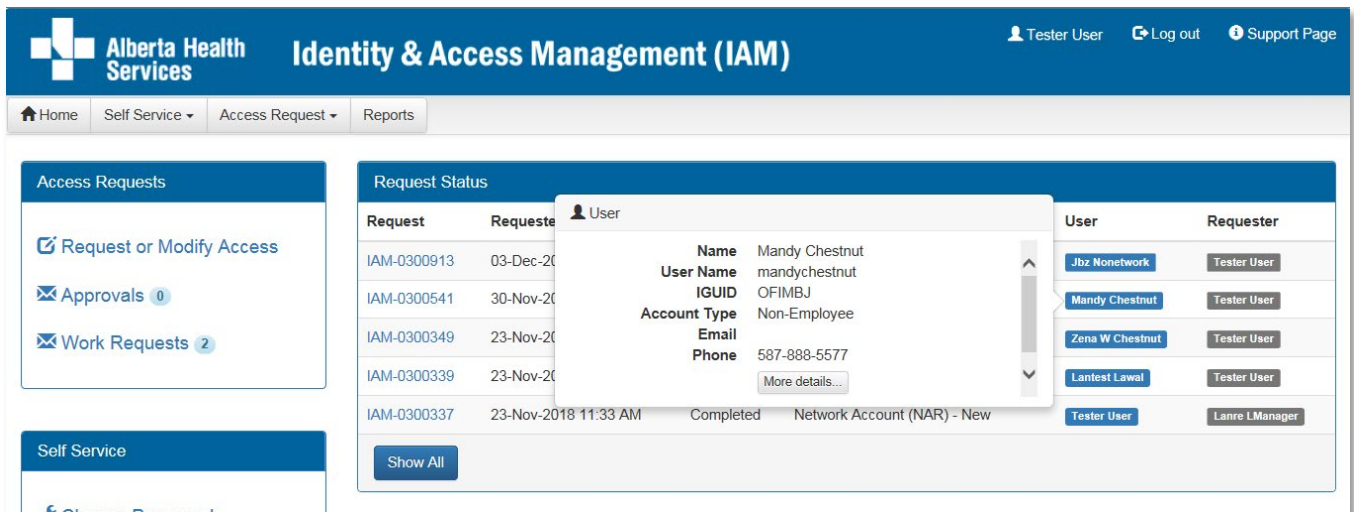


The screenshot shows the AHS IAM Home screen. The top navigation bar includes the Alberta Health Services logo, the title "Identity & Access Management (IAM)", and user information: "Tester User", "Log out", and "Support Page". Below the navigation bar are tabs for "Home", "Self Service", "Access Request", and "Reports". The main content area is divided into two panes. The left pane, titled "Access Requests", contains links for "Request or Modify Access", "Approvals 0", and "Work Requests 2". The right pane, titled "Request Status", displays a table of recent requests.

Request	Requested	Status	Access	User	Requester
IAM-0300913	03-Dec-2018 12:02 PM	Completed	Network Account (NAR) - Modify	Jbz Nonetwork	Tester User
IAM-0300541	30-Nov-2018 03:26 PM	Completed	Network Account (NAR) - Modify	Mandy Chestnut	Tester User
IAM-0300349	23-Nov-2018 03:53 PM	Completed	Network Account (NAR) - New	Zena W Chestnut	Tester User
IAM-0300339	23-Nov-2018 11:59 AM	Completed	Network Account (NAR) - New	Lantest Lawal	Tester User
IAM-0300337	23-Nov-2018 11:33 AM	Completed	Network Account (NAR) - New	Tester User	Lanre LManager

A "Show All" button is located at the bottom of the Request Status table.

CLICK on [User](#) or [Requester](#) to see some details pop up on-screen

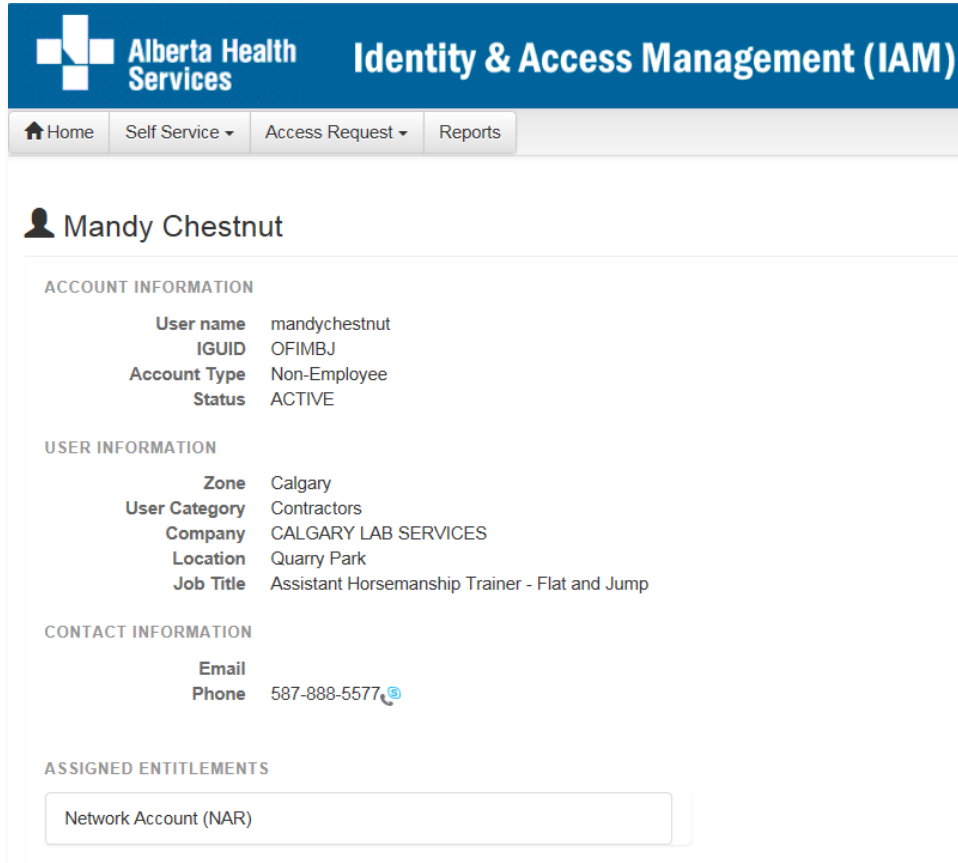


This screenshot shows the same AHS IAM Home screen as the previous one, but with a user details popup displayed over the "Request Status" table. The popup is titled "User" and contains the following information:

- Name: Mandy Chestnut
- User Name: mandychestnut
- IGUID: OFIMBJ
- Account Type: Non-Employee
- Email: [Redacted]
- Phone: 587-888-5577

A "More details..." button is also visible in the popup. The background table and navigation elements remain the same as in the previous screenshot.

CLICK [More details...](#) for that end-user's Account Information, User Information, Contact Information and Assigned Entitlements



The screenshot shows the user profile for Mandy Chestnut in the AHS IAM system. The page is titled "Identity & Access Management (IAM)" and includes a navigation bar with "Home", "Self Service", "Access Request", and "Reports". The user's name "Mandy Chestnut" is displayed at the top. Below this, the profile is organized into four sections: ACCOUNT INFORMATION, USER INFORMATION, CONTACT INFORMATION, and ASSIGNED ENTITLEMENTS. The ACCOUNT INFORMATION section lists: User name (mandychestnut), IGUID (OFIMBJ), Account Type (Non-Employee), and Status (ACTIVE). The USER INFORMATION section lists: Zone (Calgary), User Category (Contractors), Company (CALGARY LAB SERVICES), Location (Quarry Park), and Job Title (Assistant Horsemanship Trainer - Flat and Jump). The CONTACT INFORMATION section lists: Email and Phone (587-888-5577). The ASSIGNED ENTITLEMENTS section shows a single entitlement: Network Account (NAR).

ACCOUNT INFORMATION	
User name	mandychestnut
IGUID	OFIMBJ
Account Type	Non-Employee
Status	ACTIVE

USER INFORMATION	
Zone	Calgary
User Category	Contractors
Company	CALGARY LAB SERVICES
Location	Quarry Park
Job Title	Assistant Horsemanship Trainer - Flat and Jump

CONTACT INFORMATION	
Email	
Phone	587-888-5577

ASSIGNED ENTITLEMENTS	
Network Account (NAR)	

CLICK [Home](#)

The **AHS IAM Home** screen appears

Complete 

## Delegate Your Approvals / Work Requests

### 🔧 Tool Tips

[Authorized Approvers](#) and [End-User Requesters](#) can delegate only their own AHS IAM request Approvals and Work Requests to another person for a defined period of time.

[Administrative End-Users](#) can delegate anyone's Approvals and Work Requests to another person for a period of time. Lots of power – no cape.

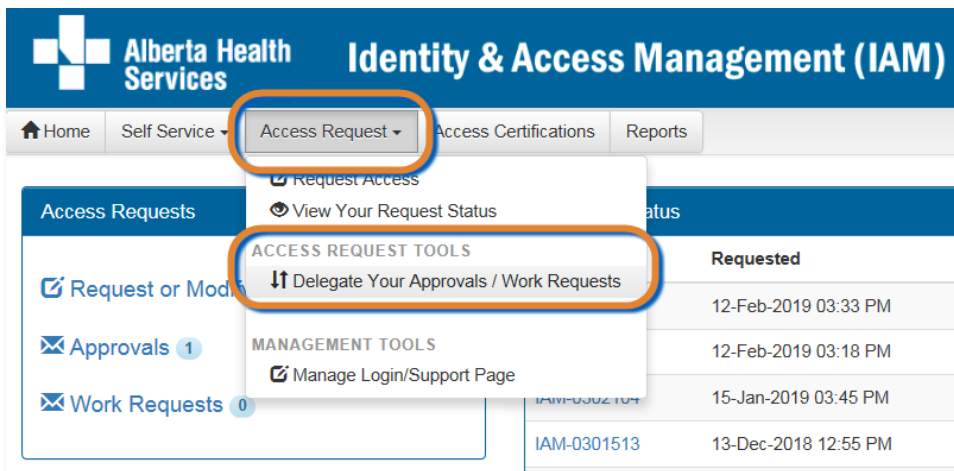
All delegations are recorded and audited.

The delegation can be set to include requests already in the approval queue as well as future approvals within the scheduled delegation time period. Or, the delegation can be set to only include future approvals within the scheduled delegation time period.

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

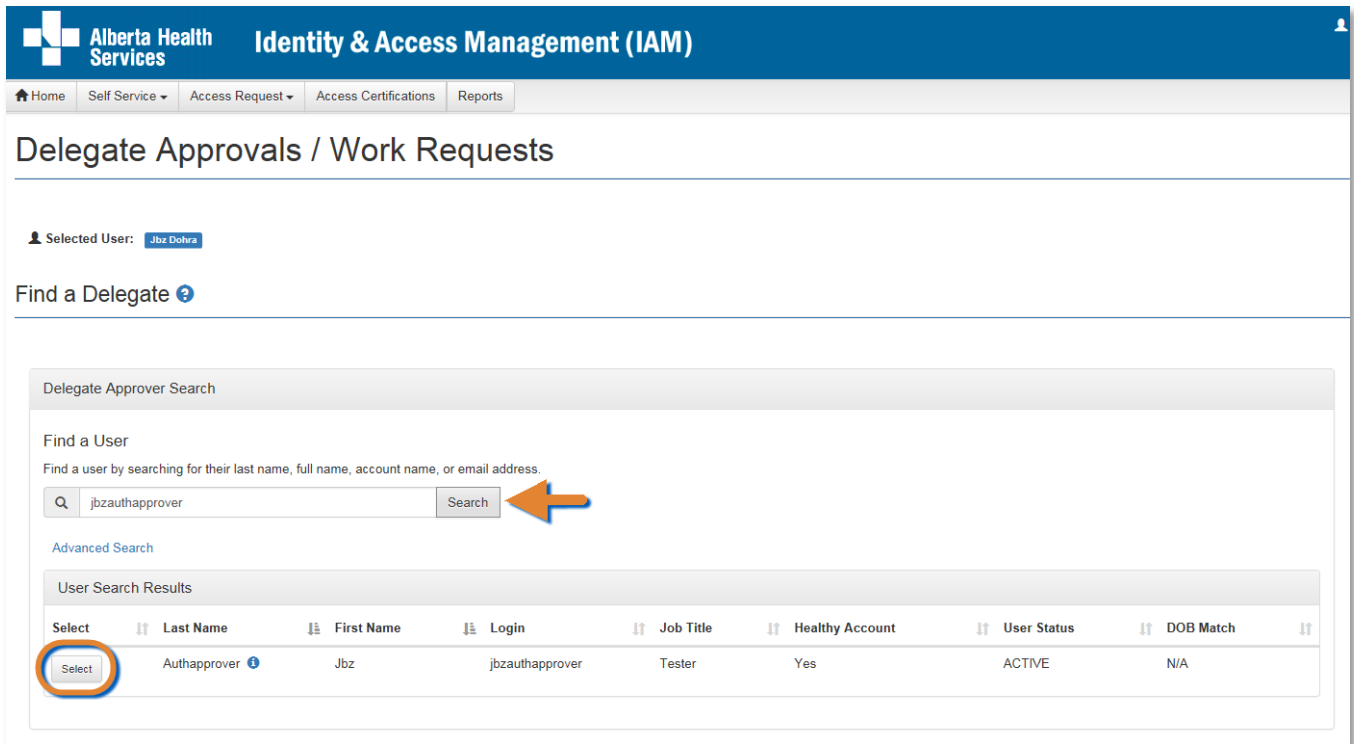
The **AHS IAM** 🏠 **Home** screen appears

CLICK on the [Access Requests](#) drop down menu



CLICK ↓↑ [Delegate Your Approvals / Work Requests](#)

The **Delegate Approvals / Work Requests** screen appears



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

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


## Delegate Approvals / Work Requests

Selected User: **Jbz Dohra**

Find a Delegate ?

Delegate Approver Search

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

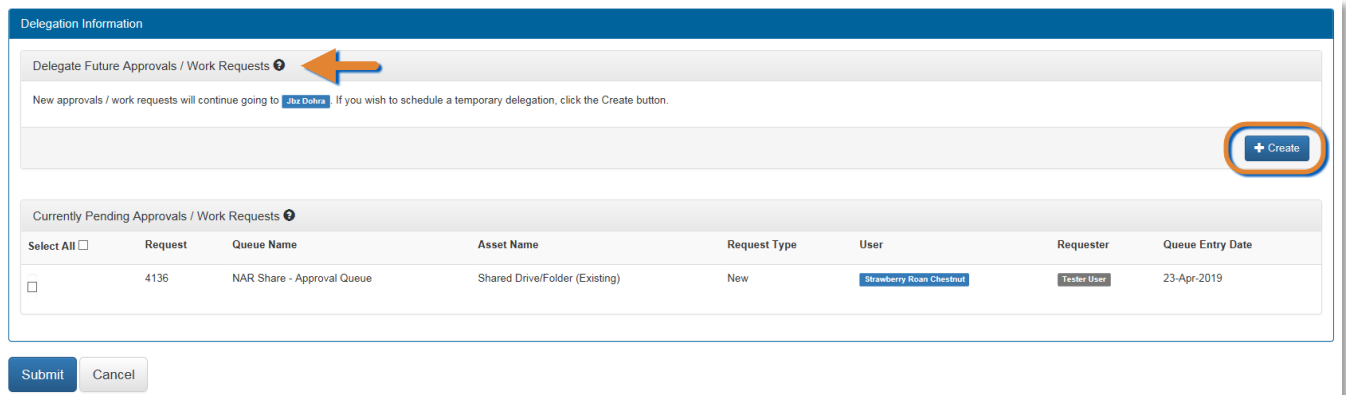
Q jbzauthapprover Search 

Advanced Search


User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status	DOB Match
<input type="button" value="Select"/>	Authapprover ?	Jbz	jbzauthapprover	Tester	Yes	ACTIVE	N/A

SEARCH for and SELECT the end-user you are delegating to  
The **Delegation Information** pane appears



Delegation Information

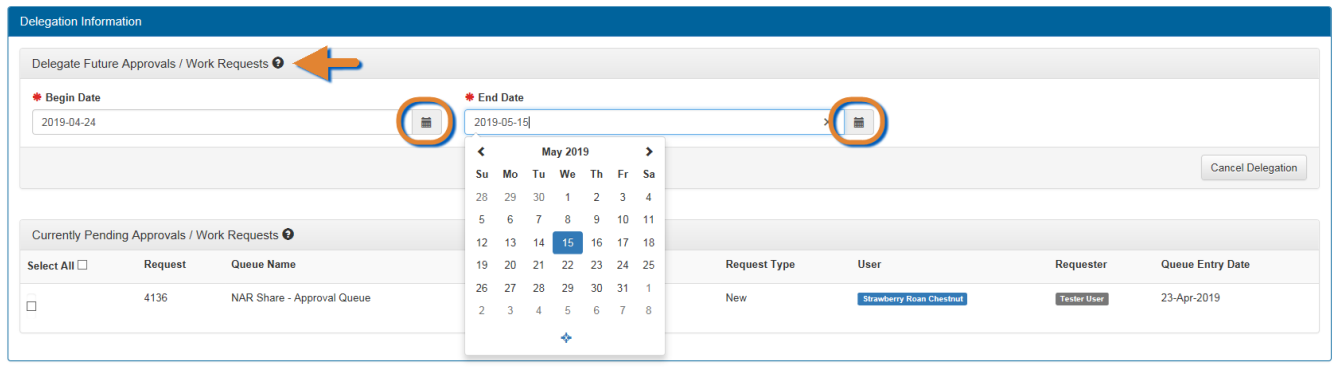
Delegate Future Approvals / Work Requests ? 

New approvals / work requests will continue going to **Jbz Dohra**. If you wish to schedule a temporary delegation, click the Create button.

Currently Pending Approvals / Work Requests ?

Select All <input type="checkbox"/>	Request	Queue Name	Asset Name	Request Type	User	Requester	Queue Entry Date
<input type="checkbox"/>	4136	NAR Share - Approval Queue	Shared Drive\Folder (Existing)	New	<b>Strawberry Roan Chestnut</b>	<b>Tester User</b>	23-Apr-2019

At **Delegate Future Approvals / Work Requests** CLICK **Create**  
The **Begin Date** and **End Date** fields appear



**Delegation Information**

Delegate Future Approvals / Work Requests

\* Begin Date: 2019-04-24

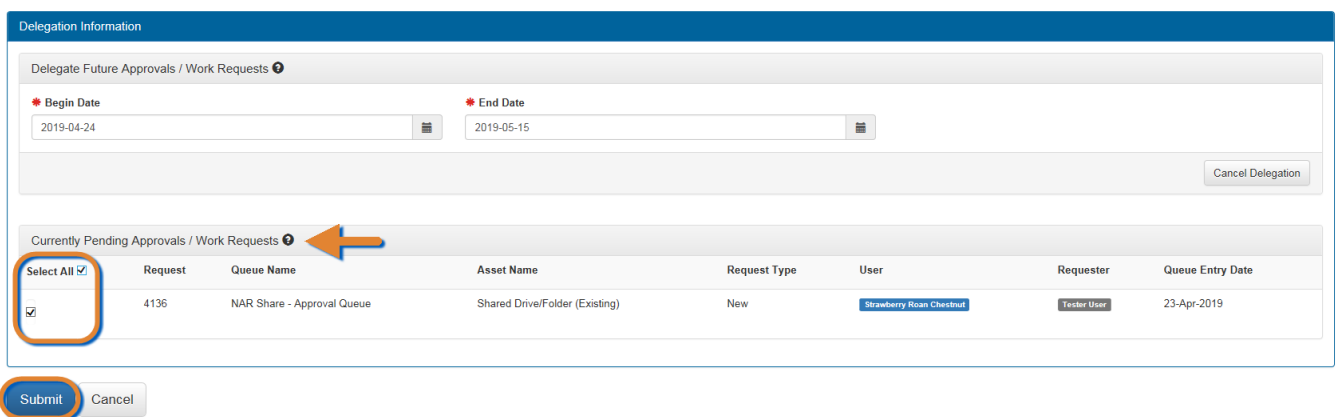
\* End Date: 2019-05-15

Currently Pending Approvals / Work Requests

Select All	Request	Queue Name
<input type="checkbox"/>	4136	NAR Share - Approval Queue

Request Type	User	Requester	Queue Entry Date
New	Strawberry Roan Chestnut	Tester User	23-Apr-2019

Using the  calendar tool **SELECT** a **Begin Date** and **End Date**



**Delegation Information**

Delegate Future Approvals / Work Requests

\* Begin Date: 2019-04-24

\* End Date: 2019-05-15

Currently Pending Approvals / Work Requests

Select All

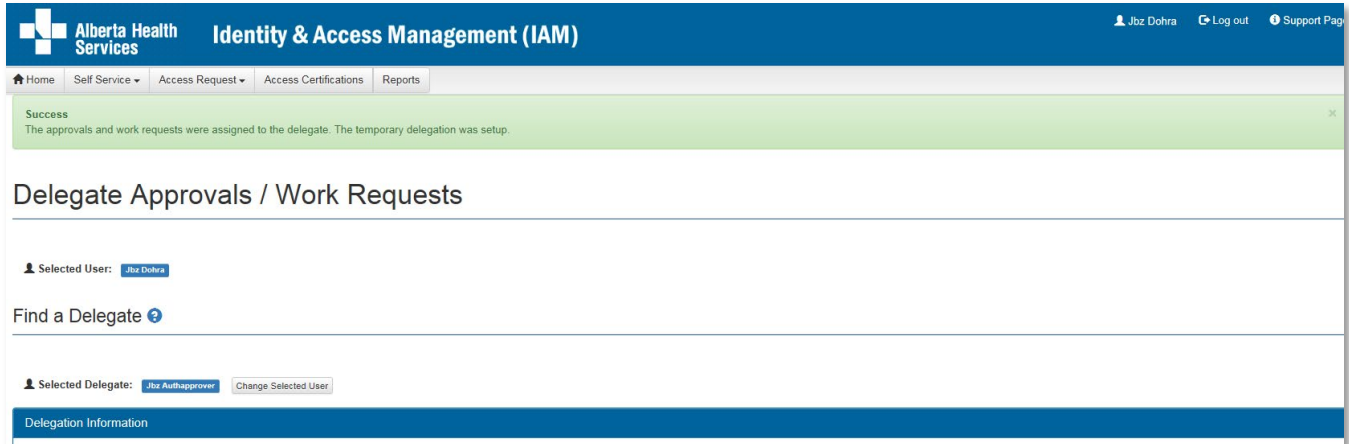
Request	Queue Name	Asset Name	Request Type	User	Requester	Queue Entry Date
4136	NAR Share - Approval Queue	Shared Drive/Folder (Existing)	New	Strawberry Roan Chestnut	Tester User	23-Apr-2019

Submit Cancel

At **Currently Pending Approvals / Work Requests** **SELECT** none, some or **Select All** of the current items you are giving your delegate access to.

CLICK [Submit](#)

The screen refreshes and this message displays in the top left corner highlighted in green, “[Success](#) The approvals and work requests were assigned to the delegate. The temporary delegation was setup.” The particulars of the delegation are displayed. The delegation will end on the [End Date](#) selected. To end the delegation prematurely, see the instructions for [Remove Delegated Approvals / Work Requests](#).

CLICK [Home](#)

The **AHS IAM Home** screen appears

Complete 

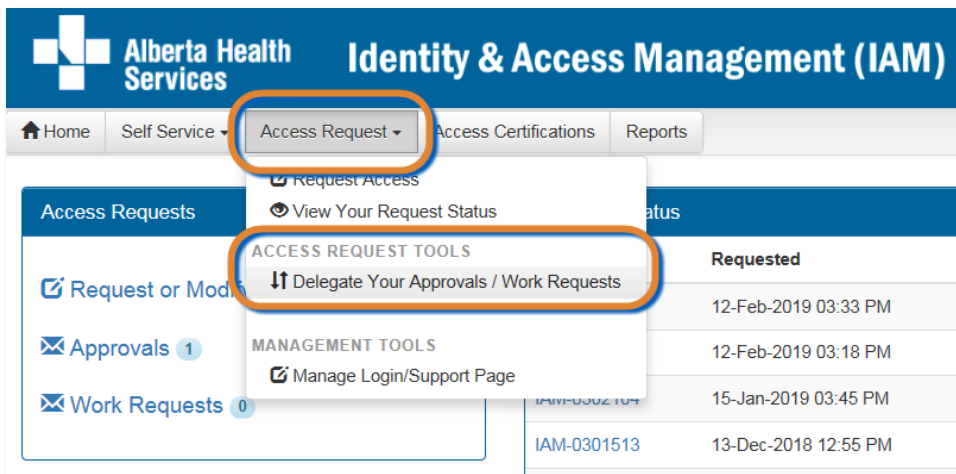
## Remove Delegated Approvals / Work Requests

If you want to end delegated Approvals / Work Requests before the End Date, follow these steps.

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

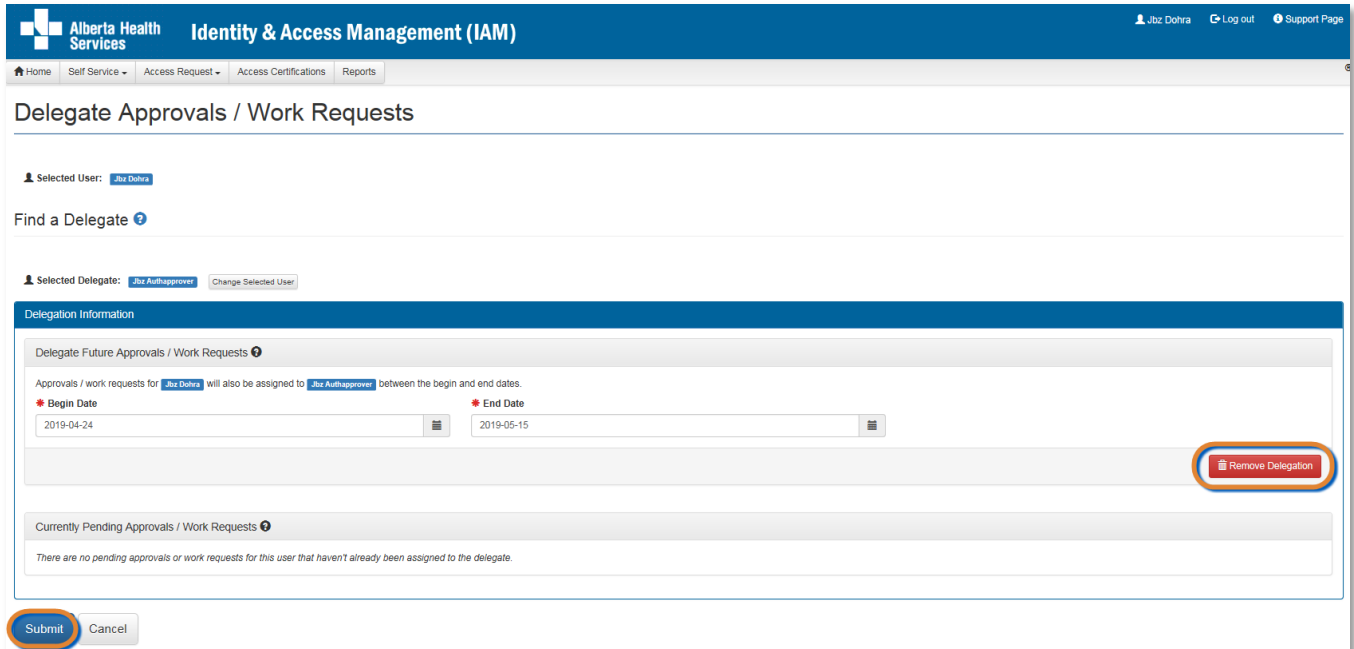
The **AHS IAM**  **Home** screen appears

CLICK on the **Access Requests** drop down menu



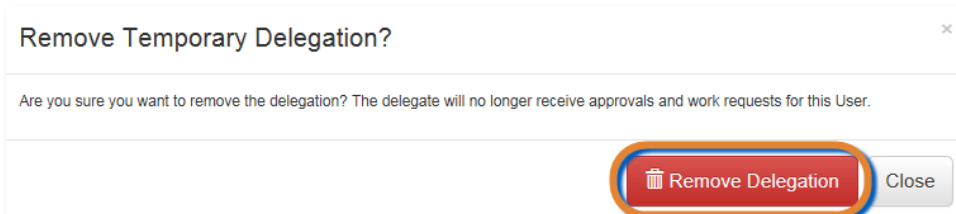
CLICK  **Delegate Your Approvals / Work Requests**

The **Delegate Approvals / Work Requests** screen appears



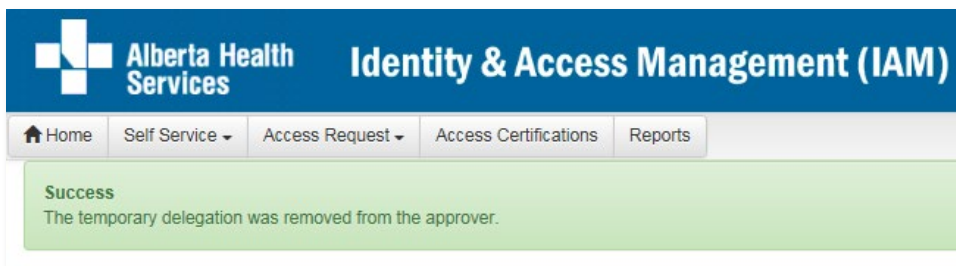
CLICK [Remove Delegation](#)

The **Remove Temporary Delegation?** pop up message appears



CLICK [Remove Delegation](#)

The **Delegate Approvals / Work Requests** screen refreshes and this message displays in the top left corner highlighted in green, “**Success** The temporary delegation was removed from the approver.”



CLICK [Home](#)

The **AHS IAM Home** screen appears

Complete 



## Add AHS Network Access to an existing end-user's AHS IAM Access Account

Only request AHS network access for people who are not getting it automatically when on-boarded through e-People. Refer to [AHS IAM Terms & Definitions](#) for more information.

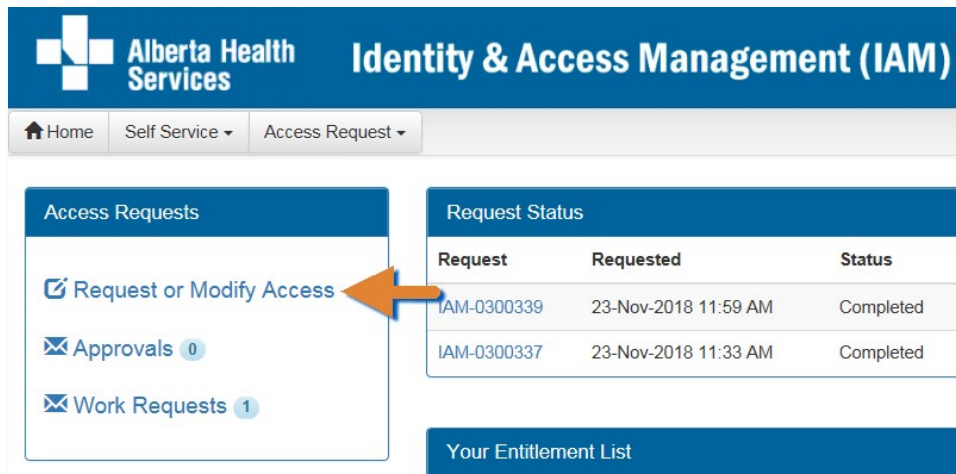
ENTER the AHS IAM URL into your internet web browser → <https://iam.ahs.ca>

LOGIN

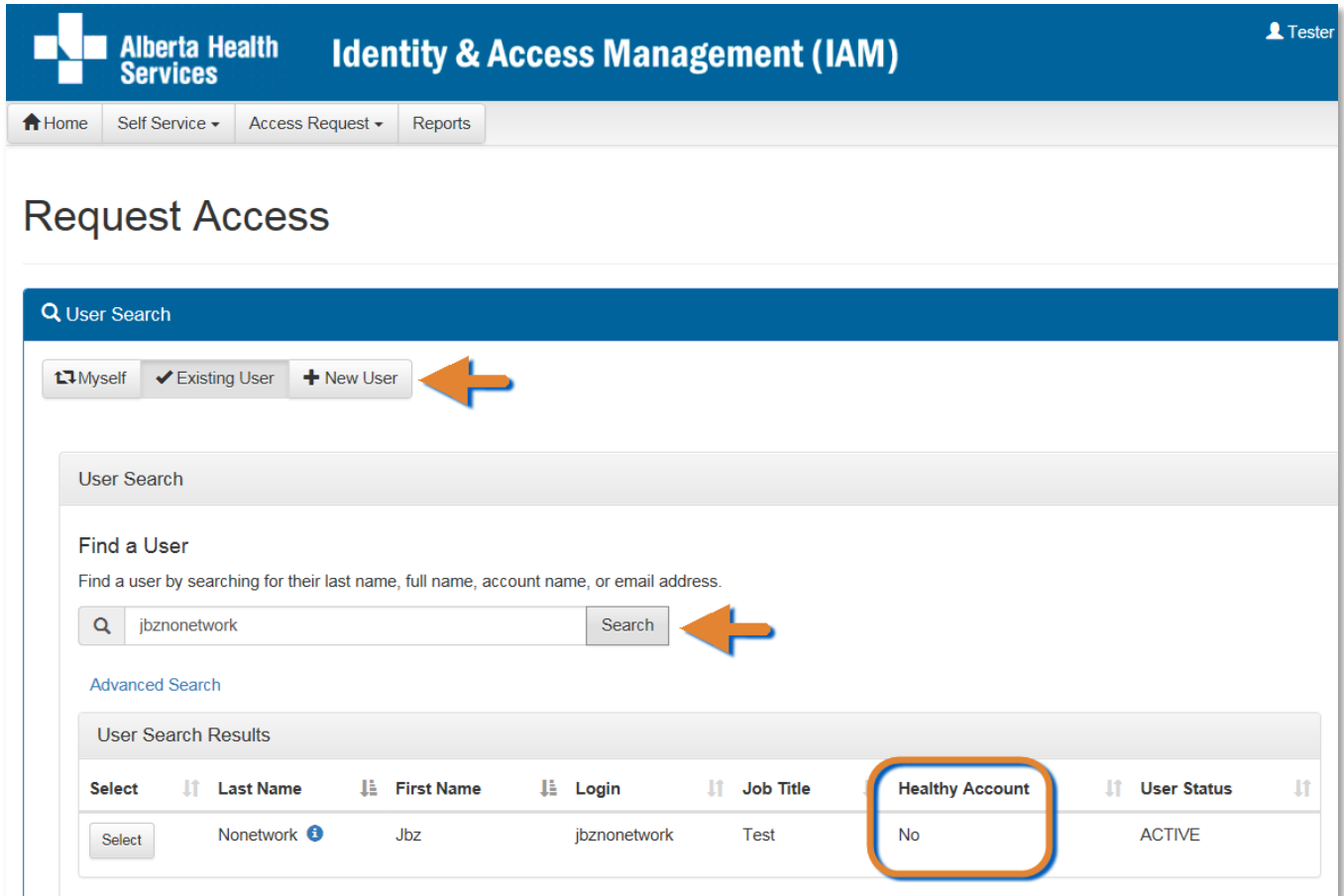
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



**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 jbnzonetwork Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Nonetwork	Jbz	jbnzonetwork	Test	No	ACTIVE

SEARCH for the existing end-user using the simple or Advanced Search functions

User Search Results appear

FIND the end-user and look under the **Healthy Account** heading.

If “No” is displayed, the end-user does not have AHS network access yet and you can proceed.

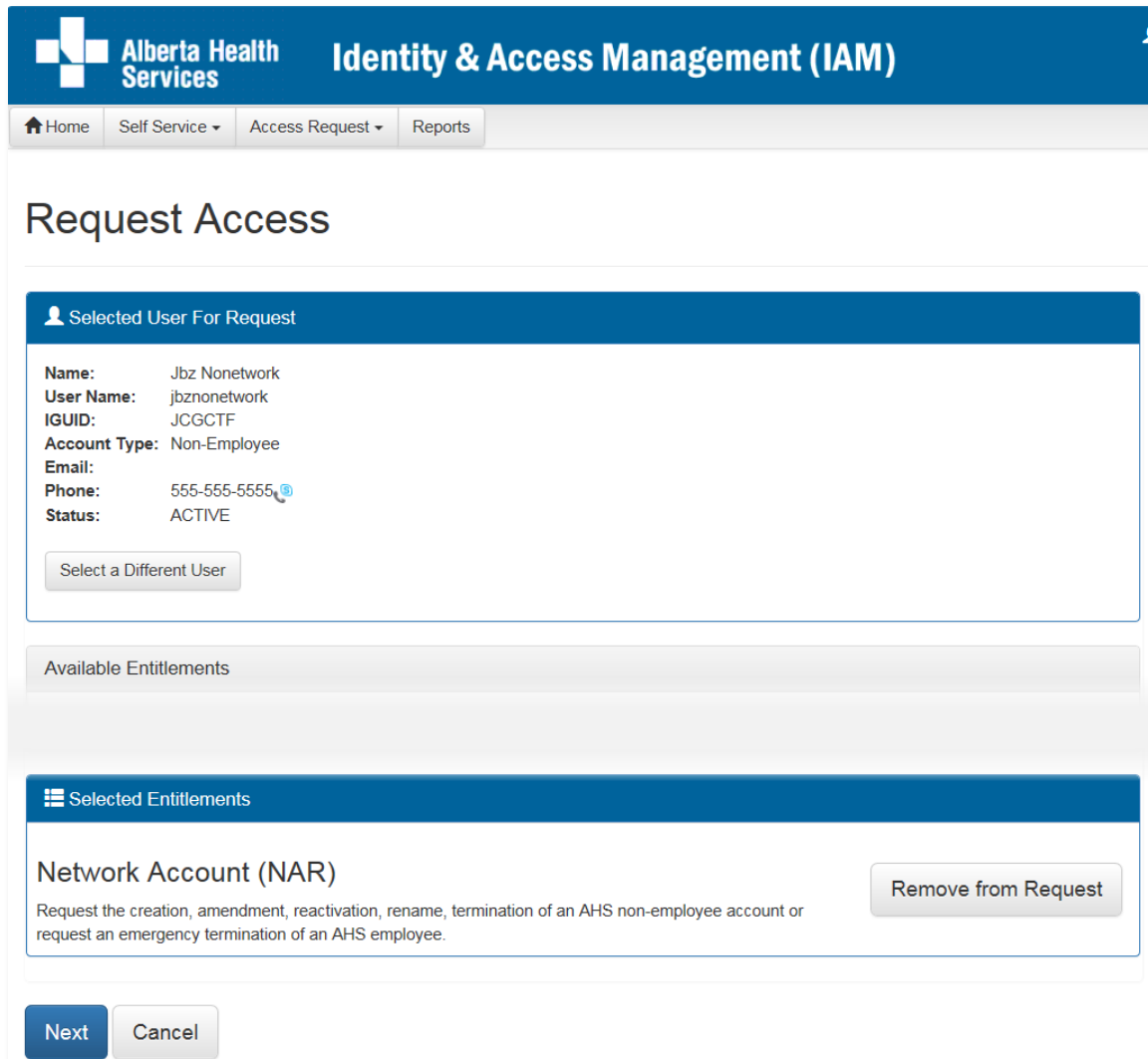
If “Yes” is displayed, the end-user already has AHS network access and there is no need for you to complete this process.

SELECT the end-user

The **Request Access** screen appears with the end-users details displayed

Under Available Entitlements, LOCATE **Network Access (NAR)** and CLICK **Change Access**

The **Selected Entitlements** pane appears at the bottom of the screen with **Network Access (NAR)** selected



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

**Name:** Jbz Nonetwork  
**User Name:** jbznonetwork  
**IGUID:** JCGCTF  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 555-555-5555  
**Status:** ACTIVE

Select a Different User

Available Entitlements

**Selected Entitlements**

**Network Account (NAR)**

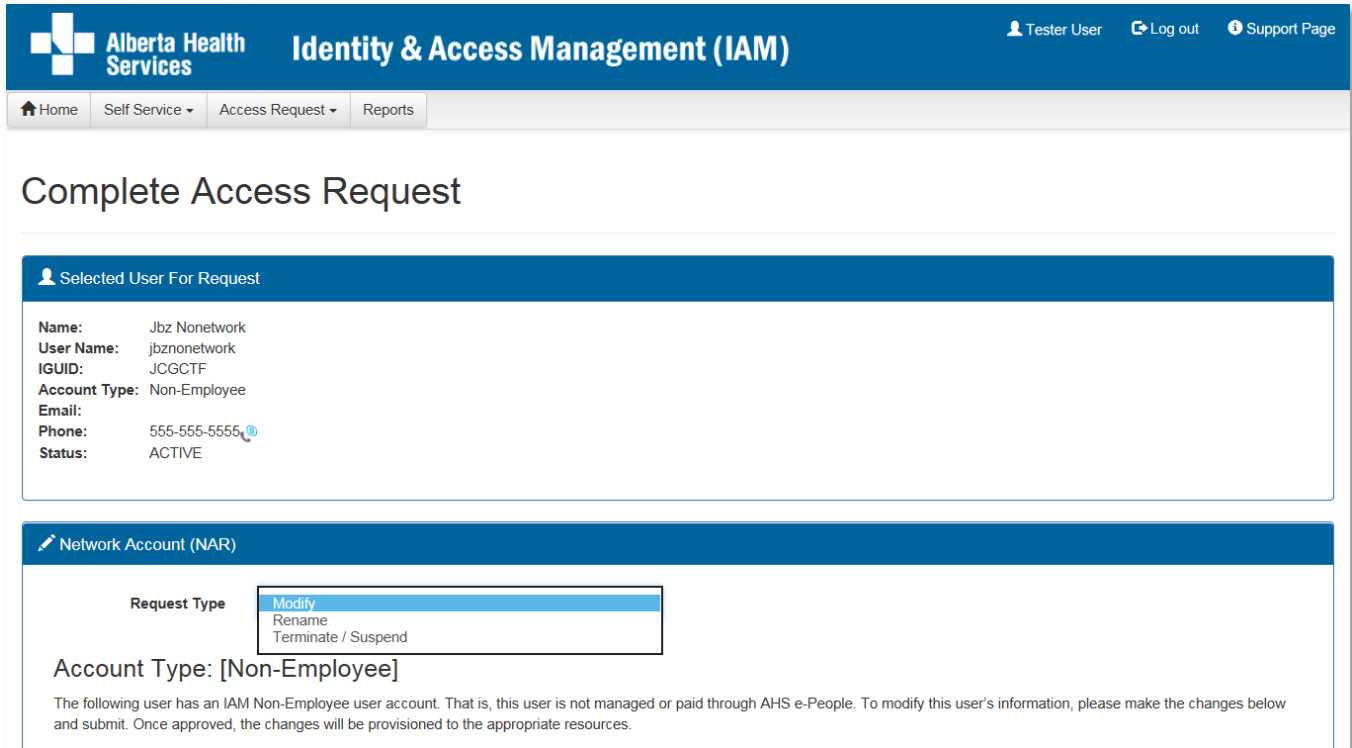
Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Remove from Request

Next Cancel

CLICK [Next](#)

The **Complete Access Request** screen appears



Alberta Health Services Identity & Access Management (IAM) Tester User Log out Support Page

Home Self Service Access Request Reports

## Complete Access Request

**Selected User For Request**

Name: Jbz Nonetwork  
User Name: jbznonetwork  
IGUID: JCGCTF  
Account Type: Non-Employee  
Email:  
Phone: 555-555-5555  
Status: ACTIVE

**Network Account (NAR)**


Request Type:   
Rename  
Terminate / Suspend

Account Type: [Non-Employee]

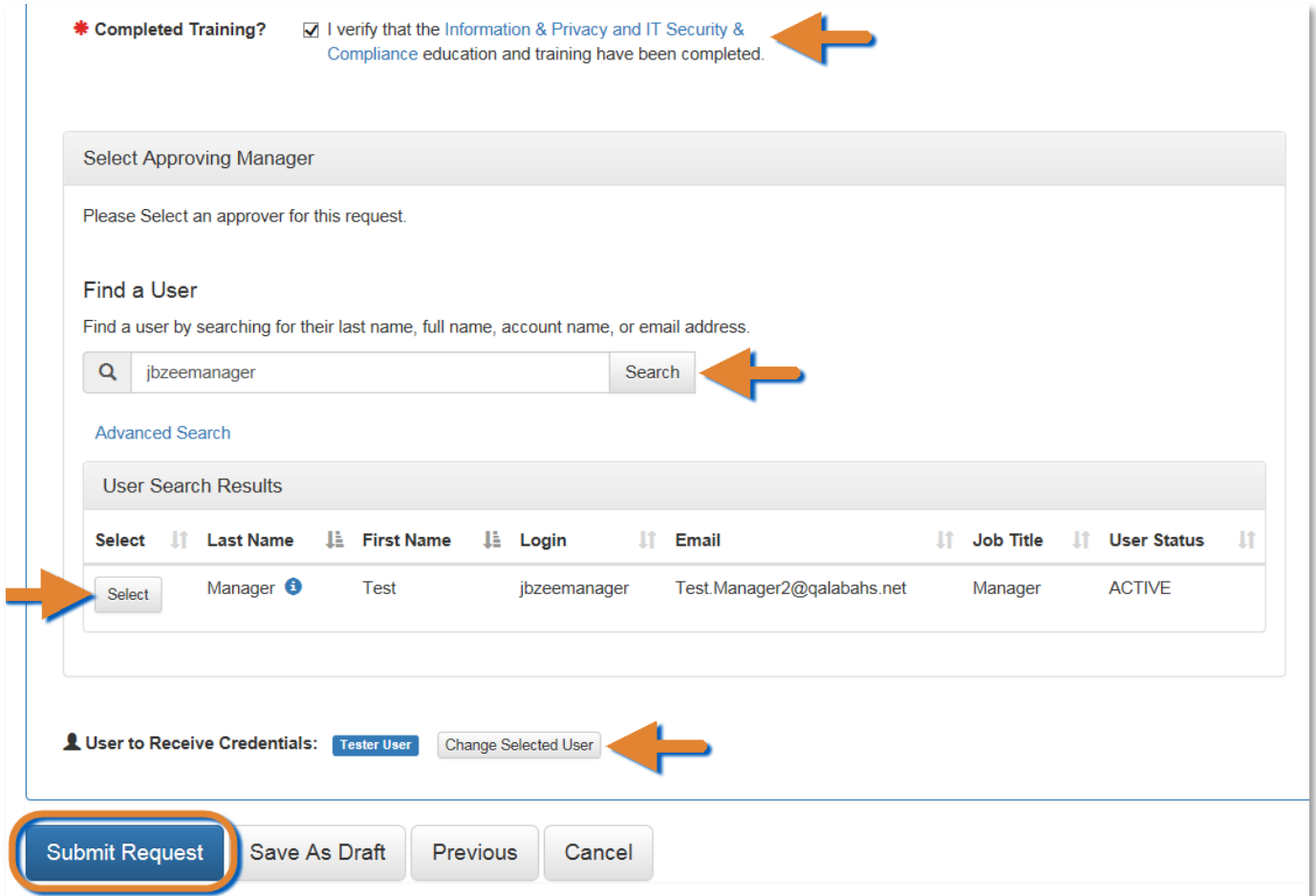
The following user has an IAM Non-Employee user account. That is, this user is not managed or paid through AHS e-People. To modify this user's information, please make the changes below and submit. Once approved, the changes will be provisioned to the appropriate resources.

At **Request Type**, SELECT **Modify** from the drop down list

COMPLETE any fields required

READ the on-screen directions and see the  **Tool Tips** on the next page

## Tool Tips



**\* Completed Training?**  I verify that the [Information & Privacy and IT Security & Compliance](#) education and training have been completed.

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

User Search Results

Select	Last Name	First Name	Login	Email	Job Title	User Status
<input type="button" value="Select"/>	Manager	Test	jbzeemanager	Test.Manager2@qalabahs.net	Manager	ACTIVE

User to Receive Credentials:

At **Completed Training?** CHECK the box to verify training has been completed

 Tool Tips continued

## SELECT an Authorized Approver

Every request in AHS IAM must be approved by an [Authorized Approver](#). CLICK [here](#) to consult the AHS IAM Authorized Approver list for AHS Affiliates.

If you are an Authorized Approver, you will not see the Select Authorized Approver pane. The request will be automatically approved once you submit it.

ENTER the name of the [Authorized Approver](#)

CLICK [Search](#)

[User Search Results](#) will appear

CLICK [Select](#) beside the correct [Authorized Approver](#)

## SELECT User to Receive Credentials

The Requester is the default recipient of the new user's access credentials.

To change the credential recipient, CLICK [Change Selected User](#)

SEARCH for and SELECT a different credential recipient

CLICK [Submit Request](#)

The **Request Status** screen will appear

Once the [Manager Approval](#) step is complete the remaining steps in the workflow will proceed.

If you are not an Authorized Approver, the submitted request will be sent to the Authorized Approver you identified in two ways. They will receive an automated message from "Identity Management Services notifying them a request requires their approval. When the log into AHS IAM, they will see the pending request in their Approval queue.

If you are an Authorized Approver, the **Request Status** screen will appear and you will see the workflow steps complete within seconds of you submitting the request.

CLICK  [Home](#)

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

In the [Request Status](#) pane, you will see the request displayed.

If you are not an Authorized Approver, the Status will be [Pending](#).

If you are an Authorized Approver, the Status will be [Completed](#).

Complete 

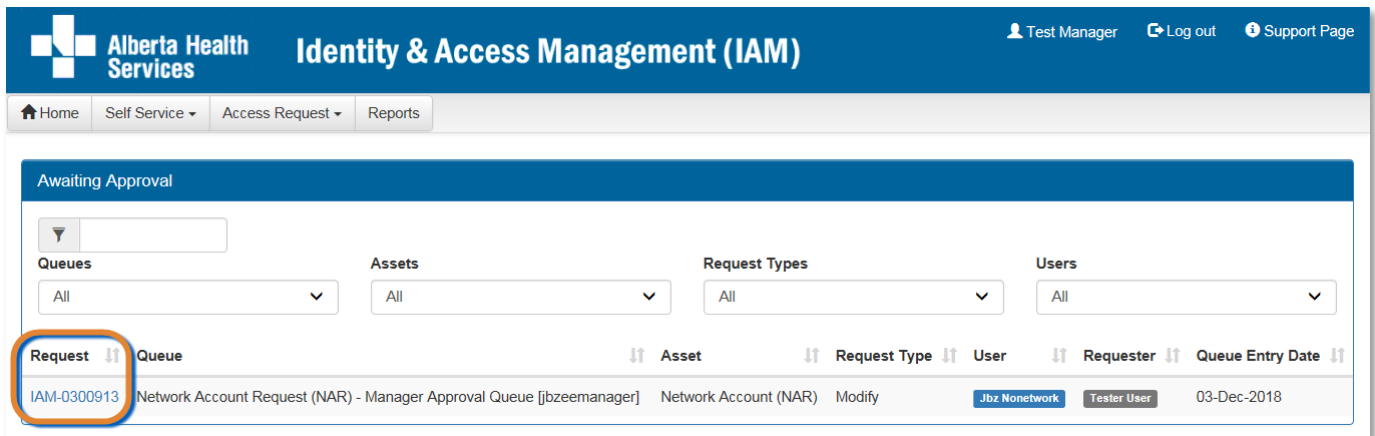
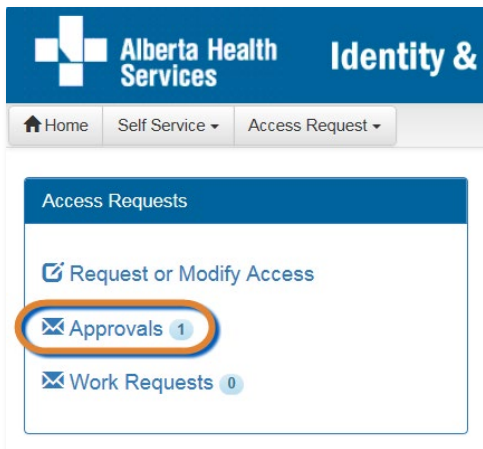
## Approve a Network Access Request for an existing end-user

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

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

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear



CLICK the [Request](#) number

The **Request Status** screen appears with the request details displayed

SCROLL down the screen to see the alert icon  displayed where field information has changed.



CLICK  [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

CLICK  [Home](#)

In the [Access Requests](#) pane, you will see one less work item requiring approval.  
In the [Request Status](#) pane, you will see the work item [Completed](#).

[Complete](#) 



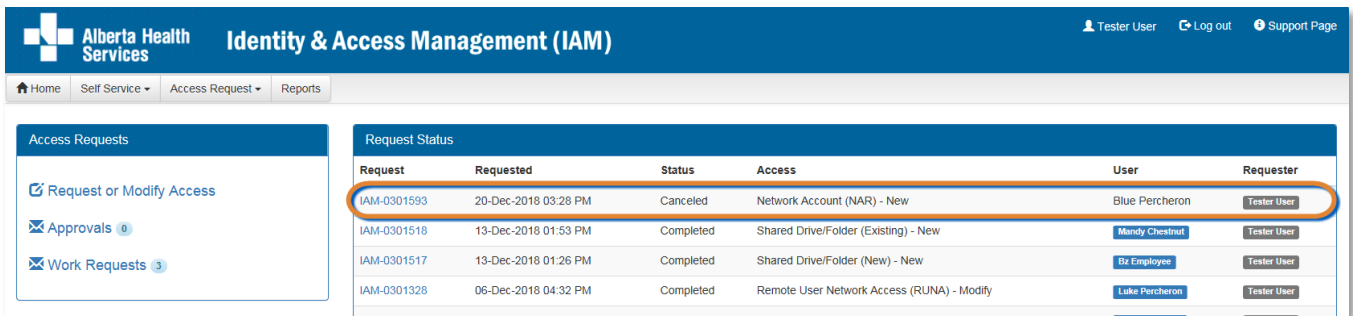
## Resubmit a Denied or Cancelled Request

This process can only be performed on a NAR request that has been submitted and then denied or cancelled.

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

LOGIN

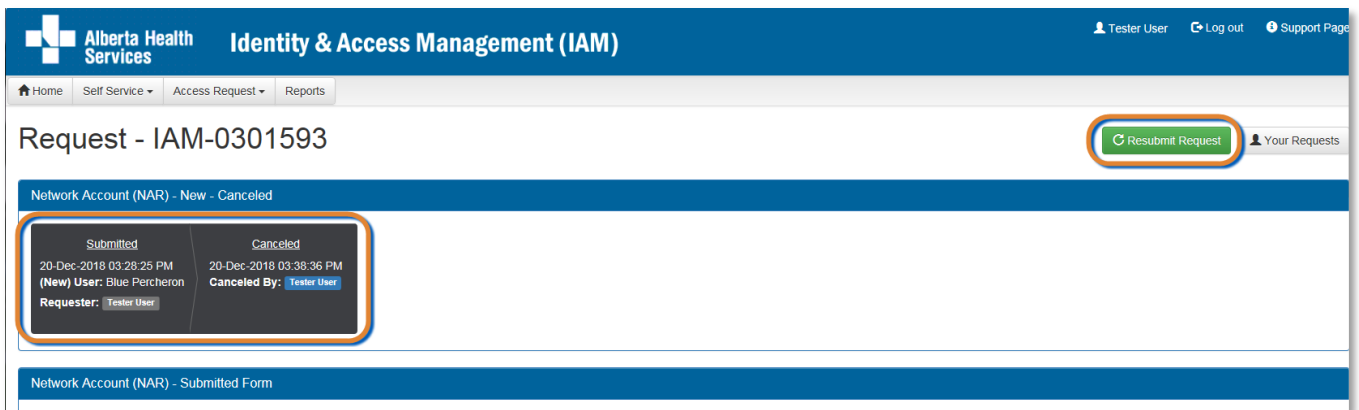
The **AHS IAM** Home screen appears



The screenshot shows the AHS IAM Home screen. The top navigation bar includes the Alberta Health Services logo, the title "Identity & Access Management (IAM)", and user information for "Tester User" with options for "Log out" and "Support Page". Below the navigation bar, there are tabs for "Home", "Self Service", "Access Request", and "Reports". The main content area is divided into two sections: "Access Requests" on the left with links for "Request or Modify Access", "Approvals", and "Work Requests"; and "Request Status" on the right, which contains a table of requests.

Request	Requested	Status	Access	User	Requester
IAM-0301593	20-Dec-2018 03:28 PM	Cancelled	Network Account (NAR) - New	Blue Percheron	Tester User
IAM-0301518	13-Dec-2018 01:53 PM	Completed	Shared Drive/Folder (Existing) - New	Mandy Chestnut	Tester User
IAM-0301517	13-Dec-2018 01:26 PM	Completed	Shared Drive/Folder (New) - New	Bz Employee	Tester User
IAM-0301328	06-Dec-2018 04:32 PM	Completed	Remote User Network Access (RUNA) - Modify	Luke Percheron	Tester User

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

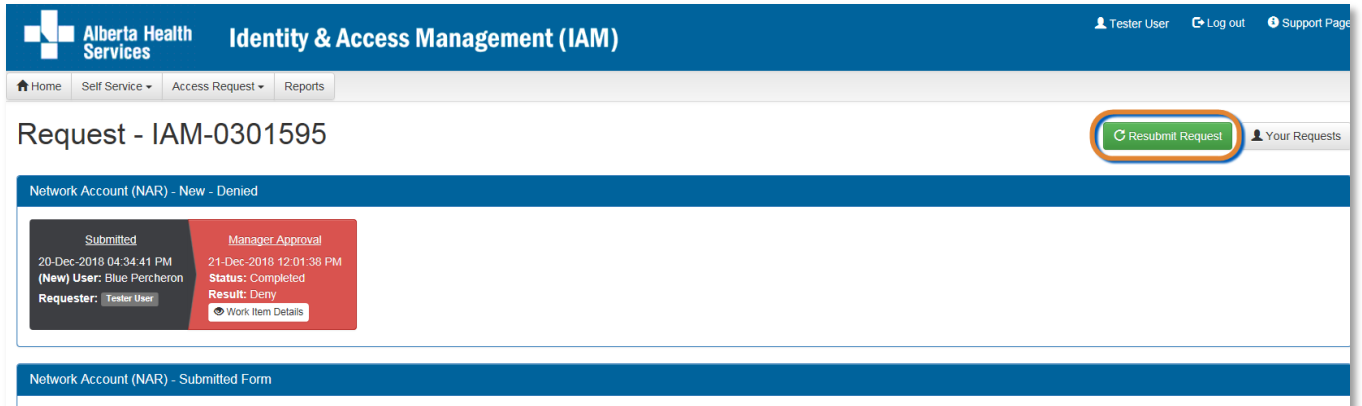


The screenshot shows the "Request - IAM-0301593" screen. The top navigation bar is the same as the previous screenshot. Below the navigation bar, there are tabs for "Home", "Self Service", "Access Request", and "Reports". The main content area shows the request details for "Network Account (NAR) - New - Canceled". A green "Resubmit Request" button is highlighted with a red circle. Below the request details, there is a table showing the request history:

Submitted	Cancelled
20-Dec-2018 03:28:25 PM (New) User: Blue Percheron Requester: Tester User	20-Dec-2018 03:38:36 PM Cancelled By: Tester User

Below the table, there is a section for "Network Account (NAR) - Submitted Form".

OR



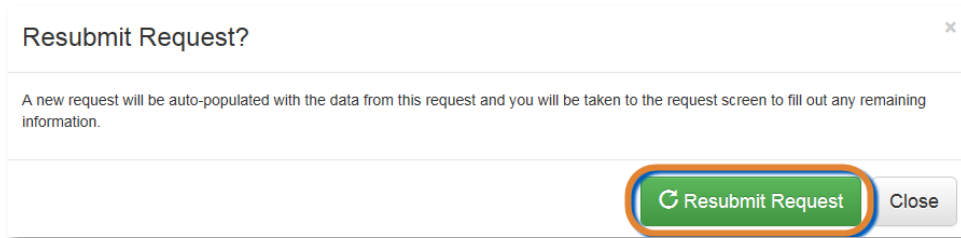
The screenshot displays the AHS Identity & Access Management (IAM) web interface. At the top, the header includes the Alberta Health Services logo and the text "Identity & Access Management (IAM)". Navigation links for "Home", "Self Service", "Access Request", and "Reports" are visible. The user is logged in as "Tester User" and can access "Log out" and "Support Page" options. The main content area shows a "Request - IAM-0301595" with a "Resubmit Request" button highlighted in a green box. Below this, a blue bar indicates the request status: "Network Account (NAR) - New - Denied". A detailed table shows the request history:

Submitted	Manager Approval
20-Dec-2018 04:34:41 PM (New) User: Blue Percheron Requester: Tester User	21-Dec-2018 12:01:38 PM Status: Completed Result: Deny <a href="#">Work Item Details</a>

At the bottom of the interface, another blue bar indicates the next step: "Network Account (NAR) - Submitted Form".


CLICK [Resubmit Request](#)

A verification message appears



CLICK [Resubmit Request](#)

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


**Identity & Access Management (IAM)**

[Home](#) | [Self Service](#) | [Access Request](#) | [Reports](#)

## Complete Access Request

Selected User For Request

Name: *Blue Percheron (New User)*

Network Account (NAR)

Request Type: New

**User Information**

Title: Select...

Legal First Name: Blue

Last Name: Percheron

Middle Initial:   No Middle Name

Preferred First Name:

Suffix:

DOB Day: 1

DOB Month: May

**User Type and Category**

User Type: Non-Employee

AHS Zone: Calgary

User Sub-category: Calgary Lab Services

User Category: AHS Employee / Wholly Owned Subsidiaries

Sunset Date: 2019-12-20  Modify Sunset Date

**Email**

Create Email Account:

External Email Address:

**Company / Location**

Job Title:

Company: Calgary Lab Services

Department:

Location:

Room Number:

**Address**

If you have an address, please provide it below.

Business Address:

City:

Province: Alberta

Postal Code:

**Phone / Contact**

Phone or mobile number required.  
Format for Phone Numbers: telephone number + extension (555-555-1212, 12345)  
Note: These numbers will be published to the AHS directory.

Telephone:

Mobile Phone:

Other Telephone:

Fax:

Pager:

**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: [Air Roles](#) | [Change Selected User](#)

User to Receive Credentials: [Select User](#) | [Change Selected User](#)

Submit Request
Save As Draft
Previous
Cancel

REVIEW the  [Network Account \(NAR\)](#) form information

If needed, CHANGE any request details

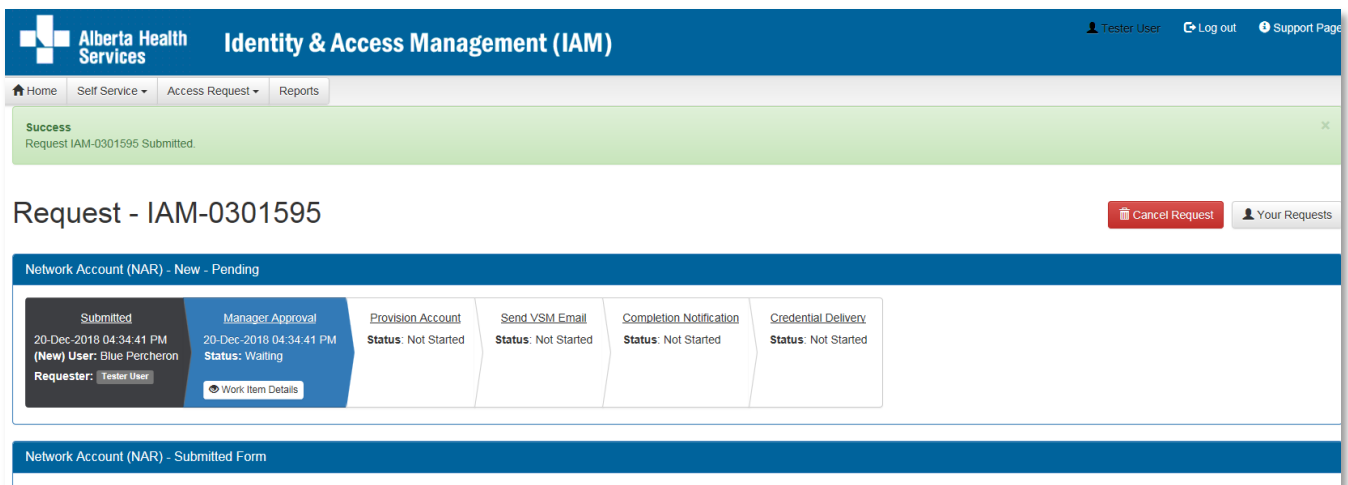
If needed, CHANGE the [NAR Authorized Approver](#)

If needed, CHANGE the [User to Receive Credentials](#)

CLICK [Submit Request](#)

The **Request Status** screen appears with the message, “[Success Request IAM-##### Submitted.](#)” displayed in the top left corner.

If you are not an Authorized Approver, the request will be displayed as [Waiting for Manager Approval](#)



**Success**  
Request IAM-0301595 Submitted.

**Request - IAM-0301595** Cancel Request Your Requests

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

Submitted	Manager Approval	Provision Account	Send VSM Email	Completion Notification	Credential Delivery
20-Dec-2018 04:34:41 PM (New) User: Blue Percheron Requester: Tester User	20-Dec-2018 04:34:41 PM Status: Waiting	Status: Not Started	Status: Not Started	Status: Not Started	Status: Not Started

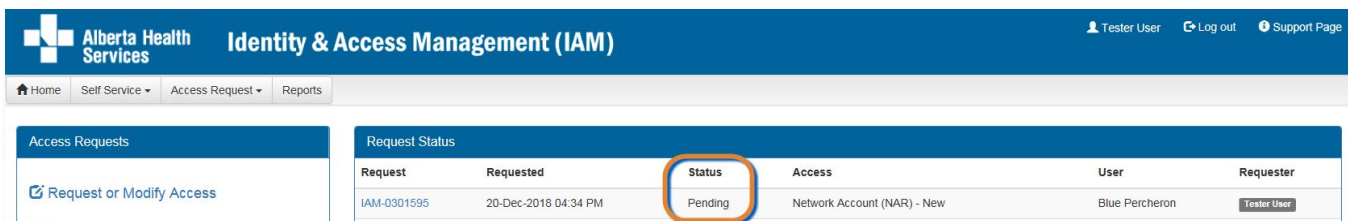
[Work Item Details](#)

Network Account (NAR) - Submitted Form

CLICK  [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request [Waiting for Manager Approval](#).



**Request Status**

Request	Requested	Status	Access	User	Requester
IAM-0301595	20-Dec-2018 04:34 PM	Pending	Network Account (NAR) - New	Blue Percheron	Tester User

Complete 

## Set email preferences on an end-user's AHS IAM account

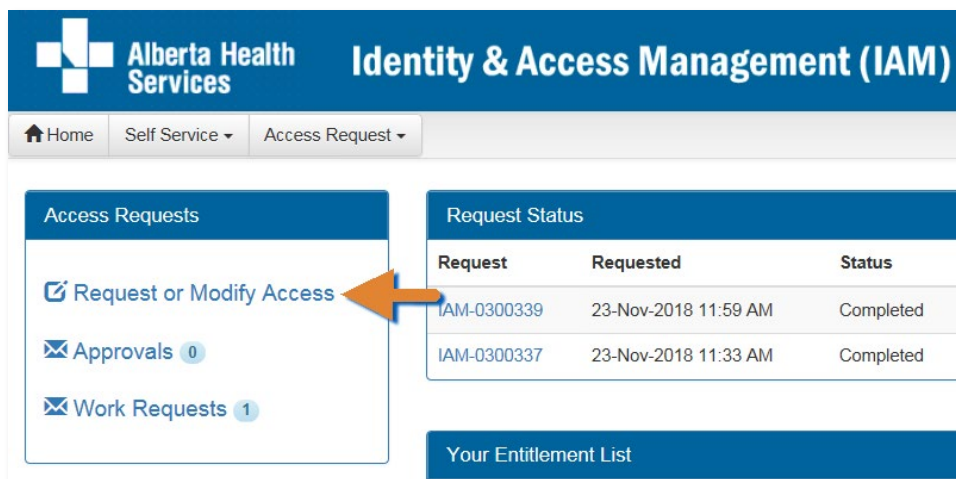
- ❗ The end-user must already have an AHS IAM account and AHS Network access (NAR).
- ❗ The end-user must have an existing external email account recorded in their AHS IAM Account.

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

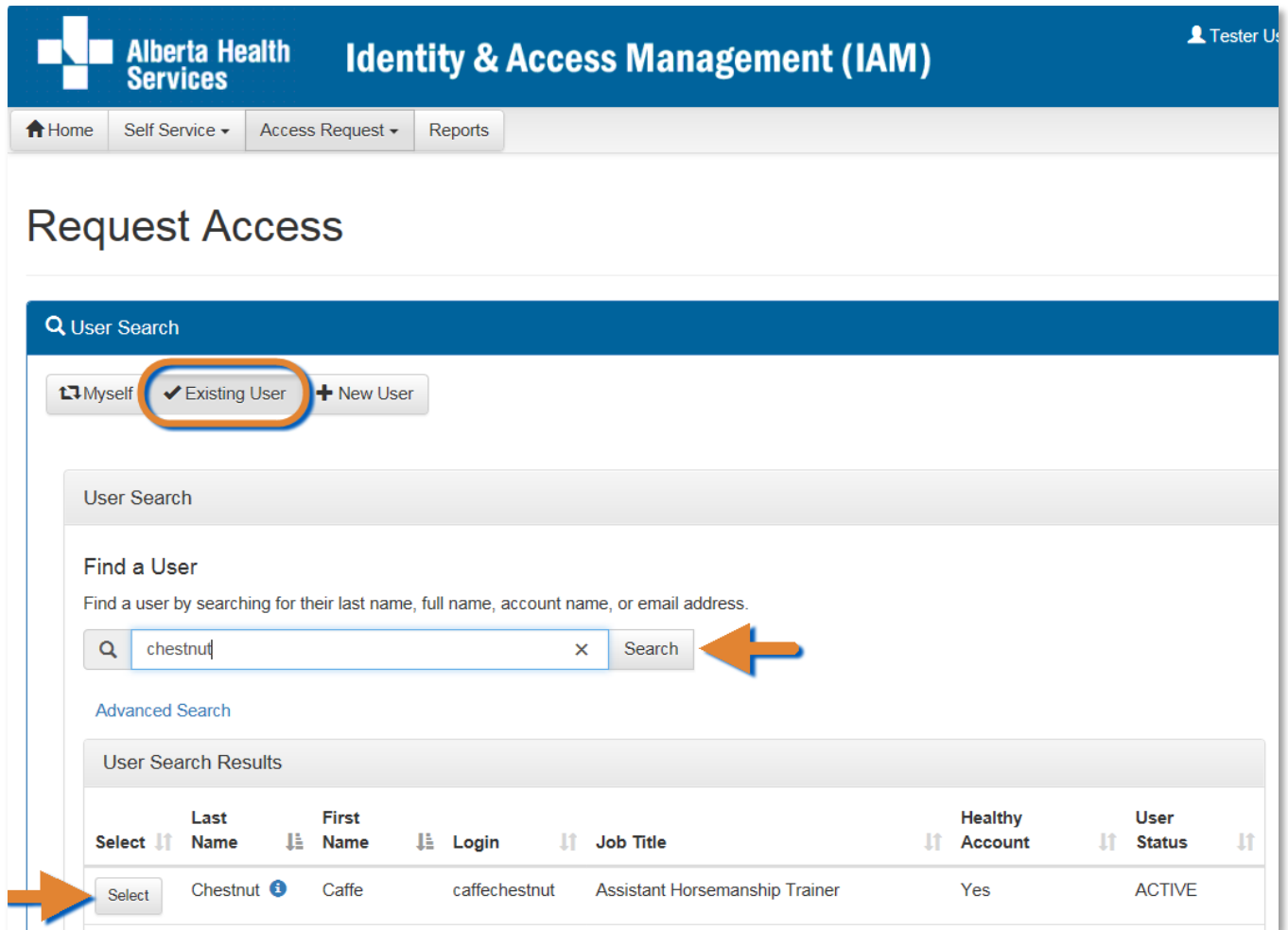
The **AHS IAM** 🏠 **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



Alberta Health Services Identity & Access Management (IAM) Tester User

Home Self Service Access Request 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 X Search

Advanced Search

User Search Results


Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer	Yes	ACTIVE

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 appears with the end-user's details displayed


Identity & Access Management (IAM)
👤

🏠 Home Self Service ▾ Access Request ▾ Reports

## Request Access

👤 Selected User For Request

**Name:** Caffe Chestnut  
**User Name:** caffechestnut  
**IGUID:** DJFLVB  
**Account Type:** Non-Employee  
**Email:** janitasb@gmail.com  
**Phone:** 587-888-5577 📞  
**Status:** ACTIVE

Available Entitlements

Available Entitlements

Network Account (NAR)

AHS NETWORK

☰ Selected Entitlements

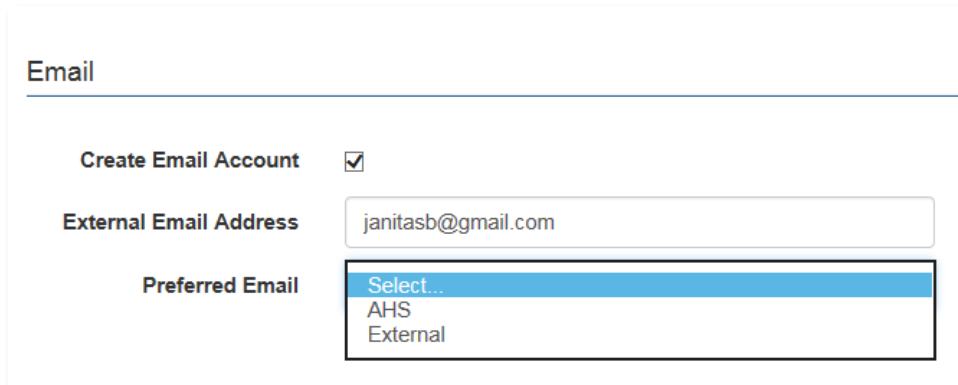
**Network Account (NAR)**

Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Next
Cancel

- Under [Available Entitlements](#), LOCATE [Network Access \(NAR\)](#) and CLICK [Change Access](#)
- The [Selected Entitlements](#) pane appears at the bottom of the screen with [Network Access \(NAR\)](#) selected.
- CLICK [Next](#)
- The **Complete Access Request** screen appears with the end-user's details displayed
- SCROLL down to the [Email](#) section
- The end-user's existing external email address is displayed





Email

Create Email Account

External Email Address

Preferred Email Select...  
AHS  
External

CHECK [Create Email Account](#) to acquire an AHS email account

The screen refreshes and a [Preferred Email](#) field appears

SELECT the [Preferred Email](#) type

ENTER the name of the [Authorized Approver](#)

If you are an Authorized Approver, you will not see the [Select Authorized Approver for Approval](#) pane. The request will be automatically approved once you submit it.

The **Request Status** screen will appear and you will see the workflow steps complete within seconds of you submitting the request.

CLICK [Search](#)

[User Search Results](#) will appear

CLICK [Select](#) beside the correct [Authorized Approver](#)

CLICK [Submit Request](#)

The **Request Status** screen will appear

Once the [Manager Approval](#) step is complete the remaining steps in the workflow will proceed.

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request displayed.

If you are not an Authorized Approver, the Status will be [Pending](#).

If you are an Authorized Approver, the Status will be [Completed](#).

Complete 

## Approve a request to set email preferences

This process must be completed by an [Authorized Approver](#).

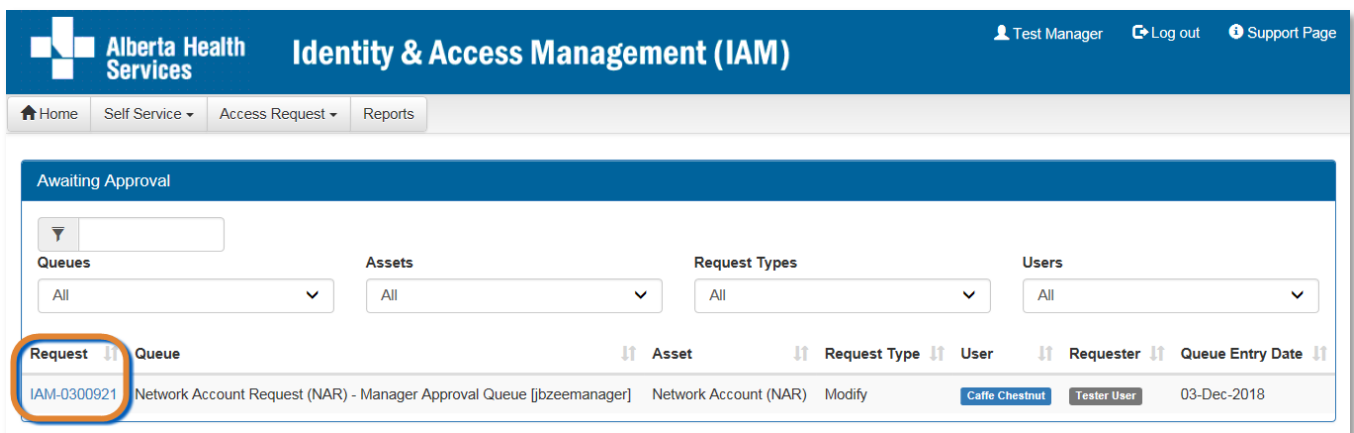
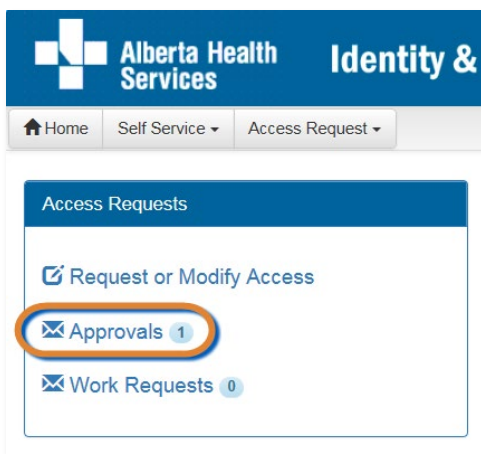
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>

LOGIN

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

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear



CLICK the [Request](#) number

The **Request Status** screen appears with the request details displayed

SCROLL down the screen to see the alert icon  displayed where field information has changed.



CLICK  [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

CLICK  [Home](#)

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

In the [Access Requests](#) pane, you will see one less work item requiring approval.

In the [Request Status](#) pane, you will see the work item [Completed](#).

[Complete](#) 

## Modify an existing end-user's AHS IAM Account details

**i** The end-user must have an existing AHS IAM account and AHS Network access (NAR).

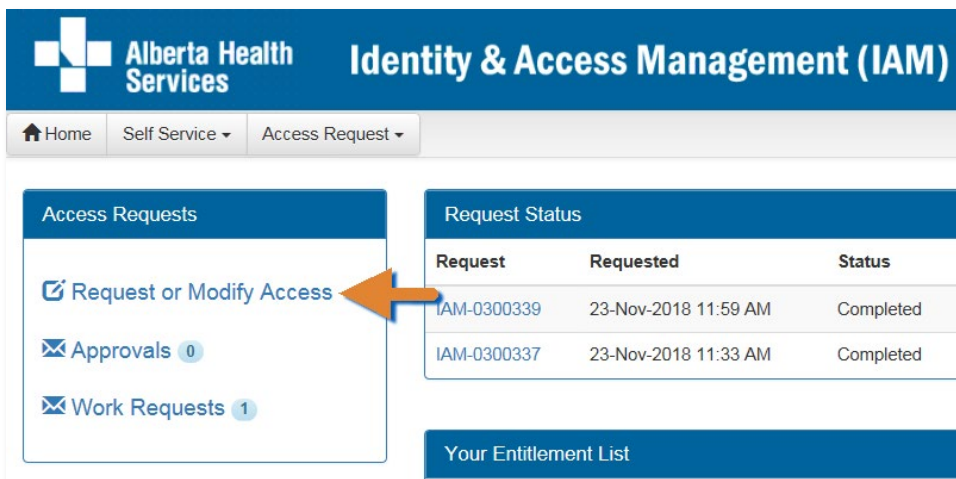
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>

LOGIN

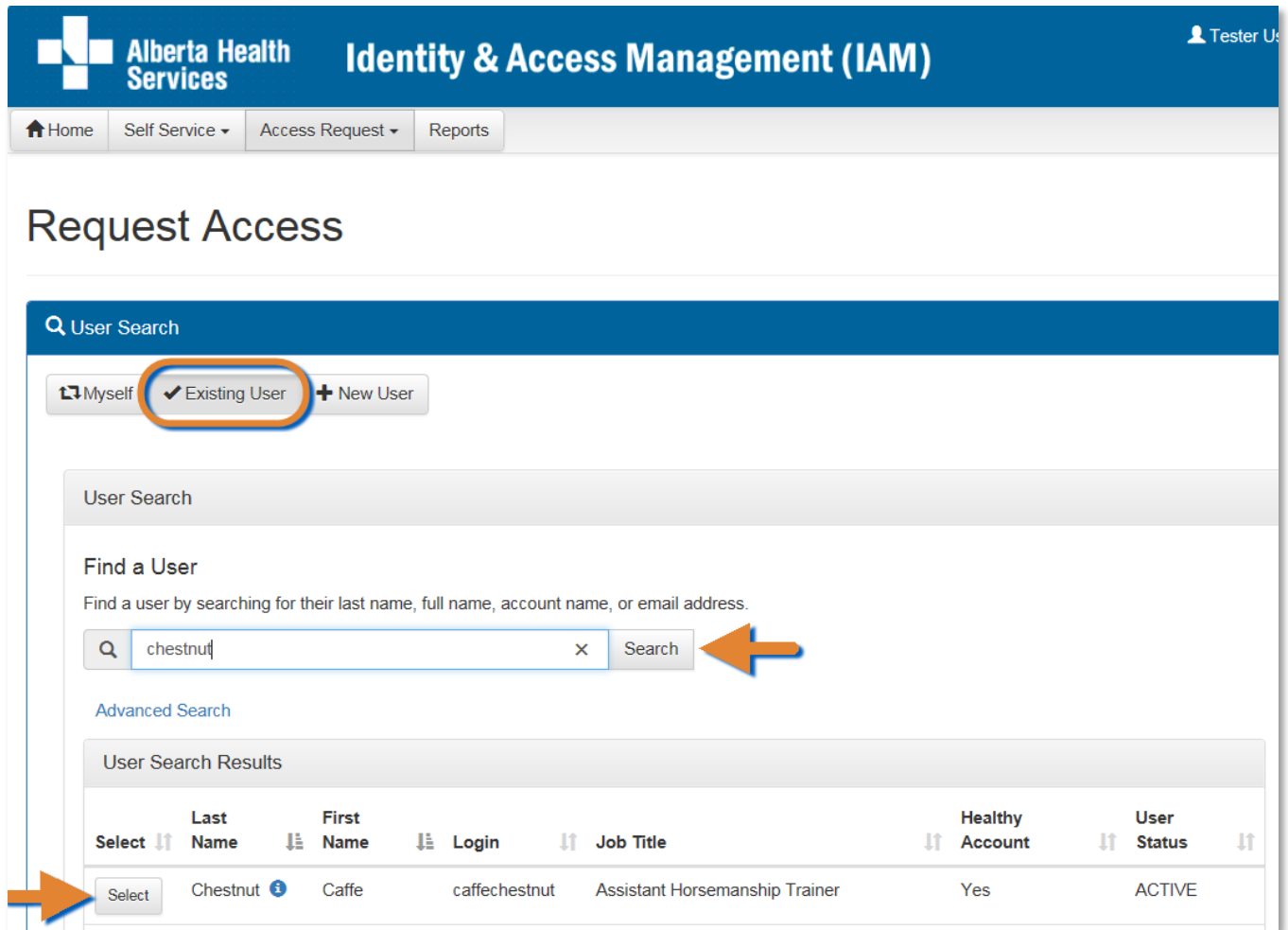
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



**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| x Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer	Yes	ACTIVE

SEARCH for the existing end-user using the simple or Advanced Search functions

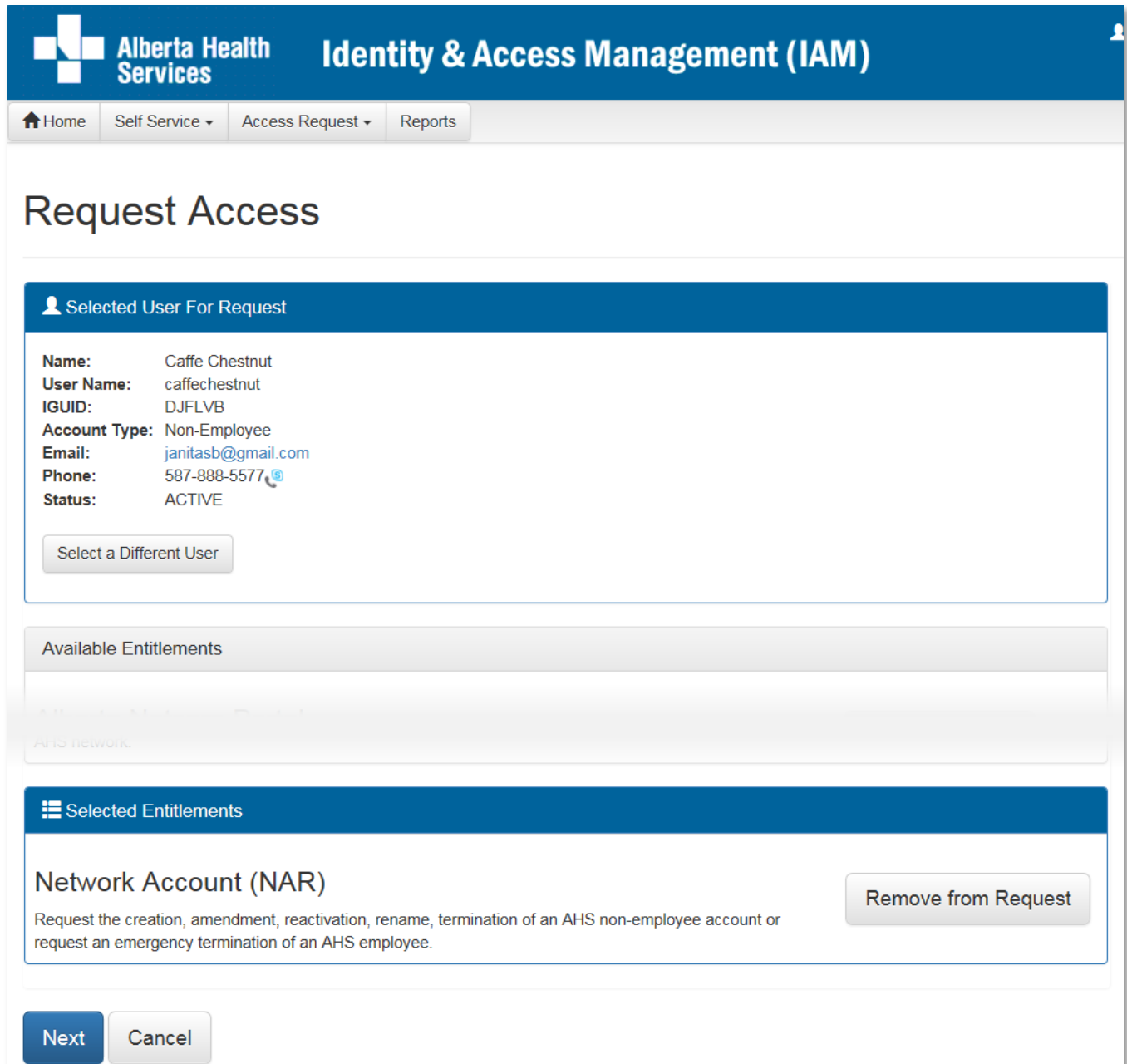
User Search Results appear

SELECT the end-user

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

Under **Available Entitlements**, LOCATE **Network Access (NAR)** and CLICK **Change Access**

The **Selected Entitlements** pane appears with **Network Access (NAR)** selected



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

**Name:** Caffe Chestnut  
**User Name:** caffechestnut  
**IGUID:** DJFLVB  
**Account Type:** Non-Employee  
**Email:** janitasb@gmail.com  
**Phone:** 587-888-5577  
**Status:** ACTIVE

Select a Different User

Available Entitlements

Selected Entitlements

**Network Account (NAR)** Remove from Request

Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Next Cancel

CLICK [Next](#)

The **Complete Access Request** screen appears with the end-user's details displayed  
MODIFY the end-user's AHS IAM Account information as needed

If needed, CHANGE the name of the [Authorized Approver](#))

If you are an Authorized Approver, you will not see the [Select Authorized Approver for Approval](#) pane. The request will be automatically approved once you submit it.

The **Request Status** screen will appear and you will see the workflow steps complete within seconds of you submitting the request.

CLICK [Search](#)

[User Search Results](#) will appear

CLICK [Select](#) beside the correct [Authorized Approver](#)

If needed, CHANGE the [User to Receive Credentials](#)

CLICK [Submit Request](#)

The **Request Status** screen will appear with the request [Waiting](#) for [Manager Approval](#)

Once the [Manager Approval](#) step is complete the remaining steps in the workflow will proceed.

If needed, SCROLL through the AHS IAM Account information to see the alert icon displayed where field information has changed

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request displayed.

If you are not an Authorized Approver, the Status will be [Pending](#).

If you are an Authorized Approver, the Status will be [Completed](#).

Complete 

## Approve a request to modify an existing end-user's AHS IAM Account details

! This process must be completed by an [Authorized Approver](#).

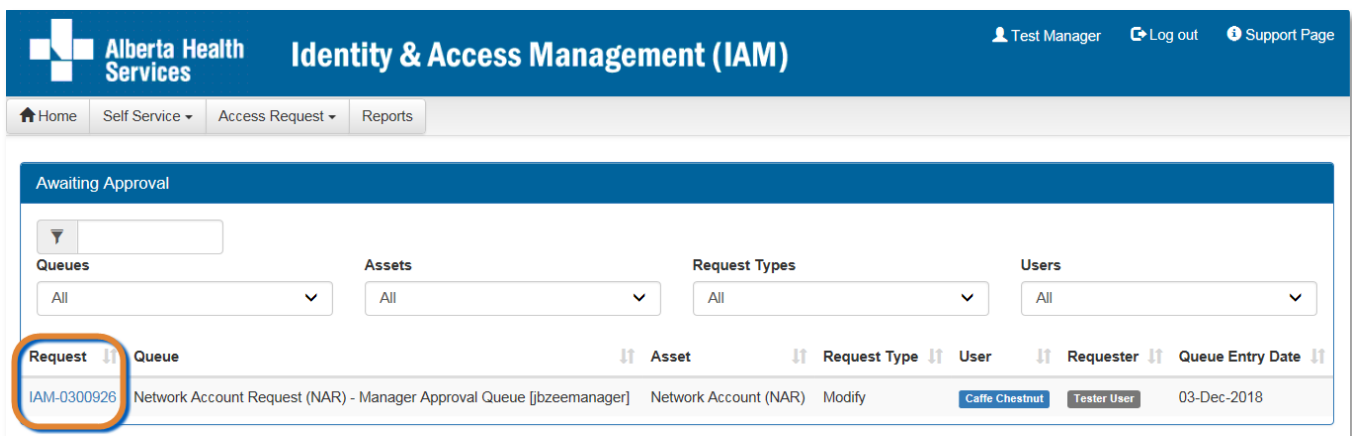
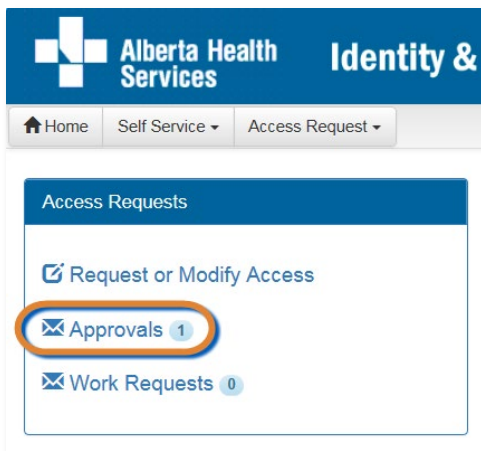
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>

LOGIN

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

CLICK [Approvals](#)

The **Awaiting Approval** screen will appear



CLICK the [Request](#) number

The **Request Status** screen appears with the request details displayed



SCROLL down the screen to see the alert icon  displayed where field information has changed.



CLICK  [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

CLICK  [Home](#)

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

In the [Access Requests](#) pane, you will see one less work item requiring approval.

In the [Request Status](#) pane, you will see the work item [Completed](#).

[Complete](#) 

## Modify the name of an existing end-user

- ❗ The end-user must already have an AHS IAM account and AHS Network access (NAR).
- ❗ This process can ONLY be completed by an [Authorized Approver](#).

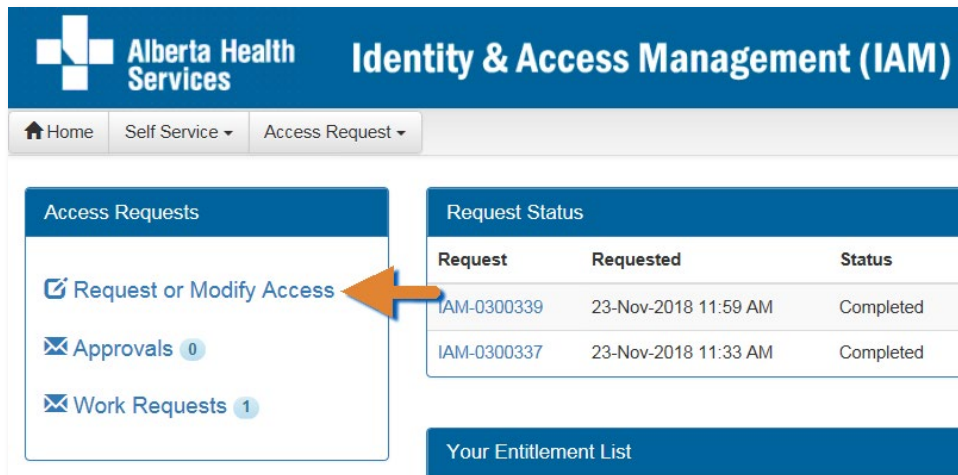
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>

LOGIN

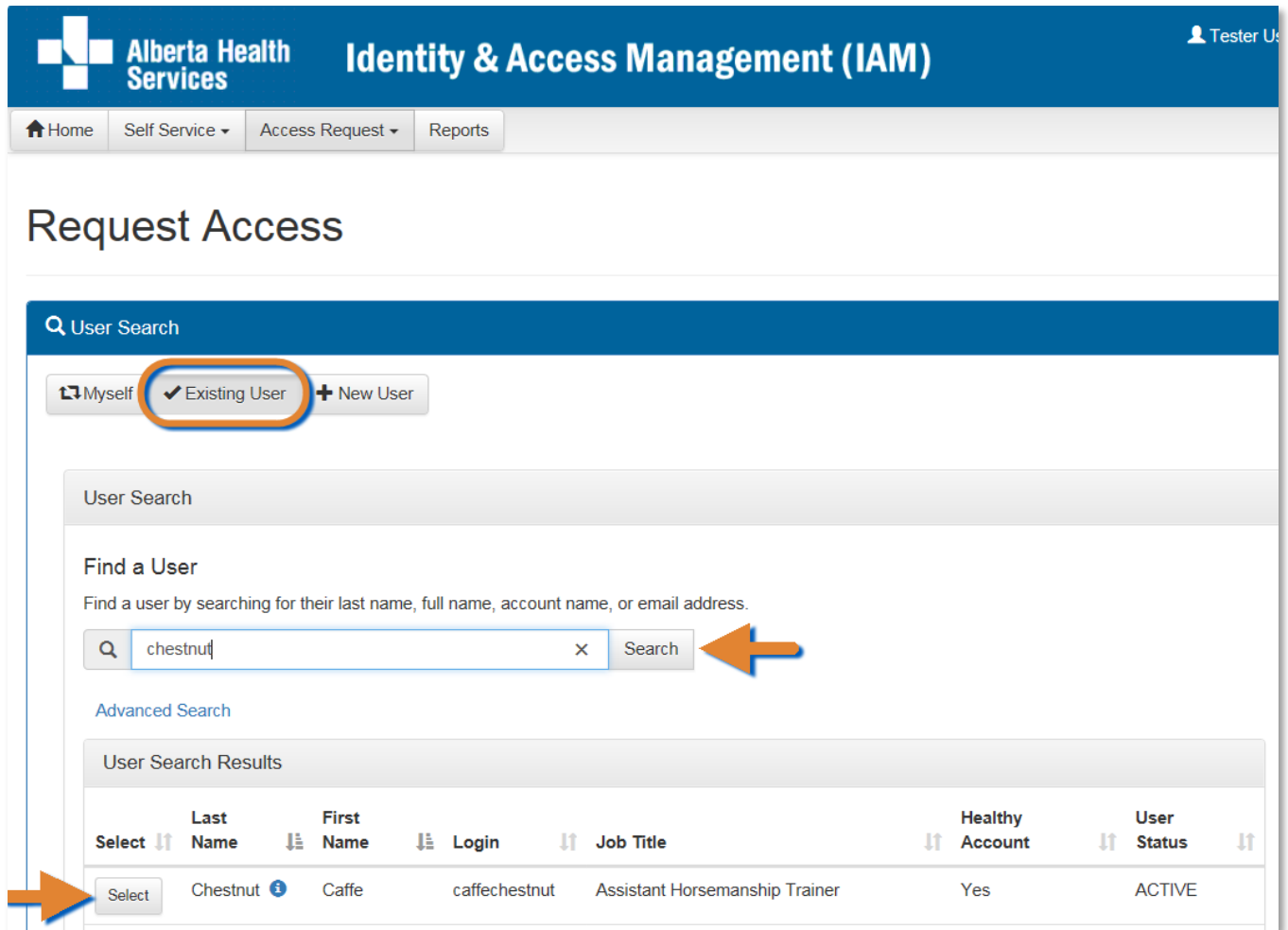
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

The Request Access screen appears with  Existing User checked



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



**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| x Search

Advanced Search

**User Search Results**

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer	Yes	ACTIVE

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 appears with the end-user's details displayed

Under **Available Entitlements**, LOCATE **Network Access (NAR)** and CLICK **Change Access**

The **Selected Entitlements** pane appears with **Network Access (NAR)** selected

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

[Home](#) | [Self Service](#) | [Access Request](#) | [Reports](#)

## Request Access

**Selected User For Request**

**Name:** Caffe Chestnut  
**User Name:** caffechestnut  
**IGUID:** DJFLVB  
**Account Type:** Non-Employee  
**Email:** janitasb@gmail.com  
**Phone:** 587-888-5577  
**Status:** ACTIVE

Select a Different User

Available Entitlements

AHS NETWORK

**Selected Entitlements**


**Network Account (NAR)** Remove from Request

Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

[Next](#) [Cancel](#)

CLICK [Next](#)

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

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

---

Home | Self Service | Access Request | Reports

## Complete Access Request

Selected User For Request

**Name:** Caffe Chestnut  
**User Name:** caffechestnut  
**IGUID:** DJFLVB  
**Account Type:** Non-Employee  
**Email:** janitasb@gmail.com  
**Phone:** 587-888-5577  
**Status:** ACTIVE

Network Account (NAR)

**Request Type** Rename

Please validate the DOB for the user before submitting a rename request.

➔ **\* DOB Month** May

➔ **\* DOB Day** 1

To request an account rename, please complete the form and submit. After submission, the work item will be sent to the appropriate groups to complete.

**Rename User**

**\* Update Legal First Name** Charles

**\* Update Last Name** Chestnut

**Update Middle Initial** C

**Update Preferred First Name** Caffe

**User Type and Category**

**User Type:** Non-Employee  
**AHS Zone:** Calgary  
**User Sub-category:** Contractors  
**User Category:** Contracted Affiliate Service Provider  
**External Email Address:** janitasb@gmail.com

Submit Request
Save As Draft
Previous
Cancel
➔

At [Request Type](#) SELECT [Rename](#) from the drop down list

The screen refreshes

ENTER the end-user's (Date of Birth) [DOB Month](#) and [DOB Day](#)

MODIFY the end-user's name information


CLICK [Submit Request](#)

As an [Authorized Approver](#), the request will be automatically approved.

The **Request Status** screen appears.

Because you are an Authorized Approver, the request is automatically approved and completed.

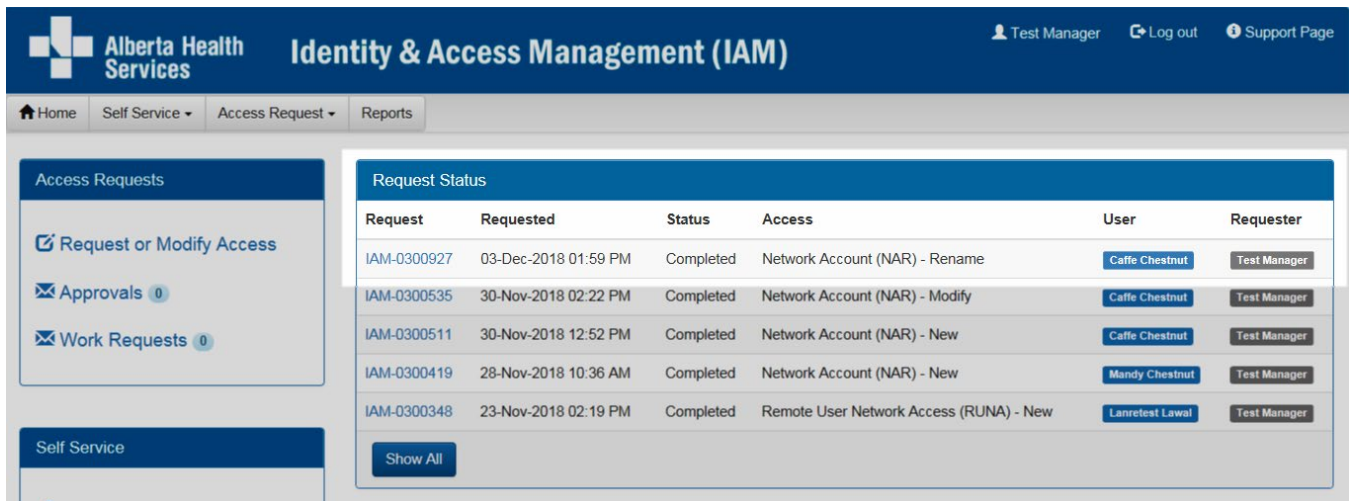
SCROLL through the [Network Account \(NAR\) – Submitted Form](#) to review the end-user's information.

Alert icons  appear where field information has changed.

CLICK  [Home](#)

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

In the [Request Status](#) pane, you will see the work item [Completed](#).



Alberta Health Services Identity & Access Management (IAM)

Test Manager Log out Support Page

Home Self Service Access Request Reports

Access Requests

- Request or Modify Access
- Approvals 0
- Work Requests 0

Self Service

Request	Requested	Status	Access	User	Requester
IAM-0300927	03-Dec-2018 01:59 PM	Completed	Network Account (NAR) - Rename	Caffe Chestnut	Test Manager
IAM-0300535	30-Nov-2018 02:22 PM	Completed	Network Account (NAR) - Modify	Caffe Chestnut	Test Manager
IAM-0300511	30-Nov-2018 12:52 PM	Completed	Network Account (NAR) - New	Caffe Chestnut	Test Manager
IAM-0300419	28-Nov-2018 10:36 AM	Completed	Network Account (NAR) - New	Mandy Chestnut	Test Manager
IAM-0300348	23-Nov-2018 02:19 PM	Completed	Remote User Network Access (RUNA) - New	Lanretest Lawal	Test Manager

Show All

Complete 

## Reactivate an end-user's AHS Network Access account

! This process is used to reactivate AHS network access for an end-user who left AHS and is returning.

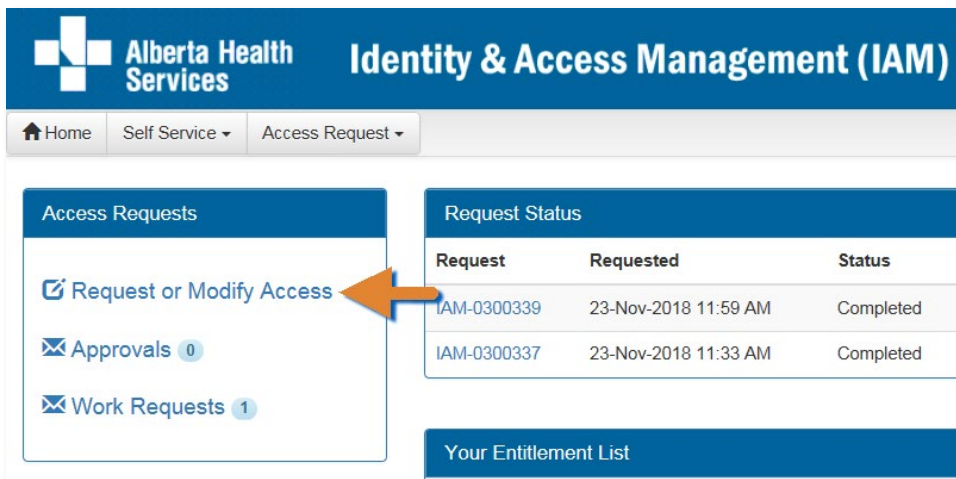
! This process can only be completed by an [Authorized Approver](#).

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

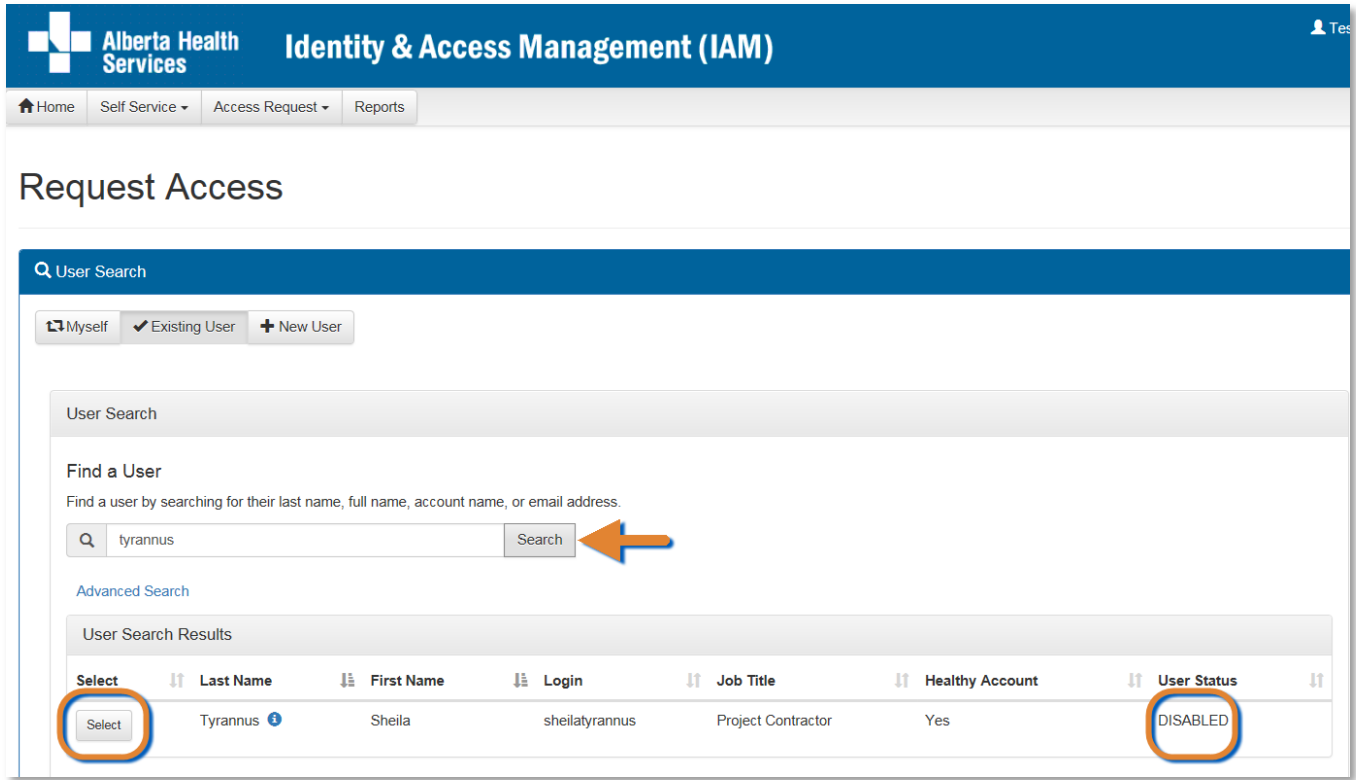
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request 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 tyrannus Search

Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Tyrannus	Sheila	sheilatyannus	Project Contractor	Yes	DISABLED

SEARCH for and SELECT the end-user

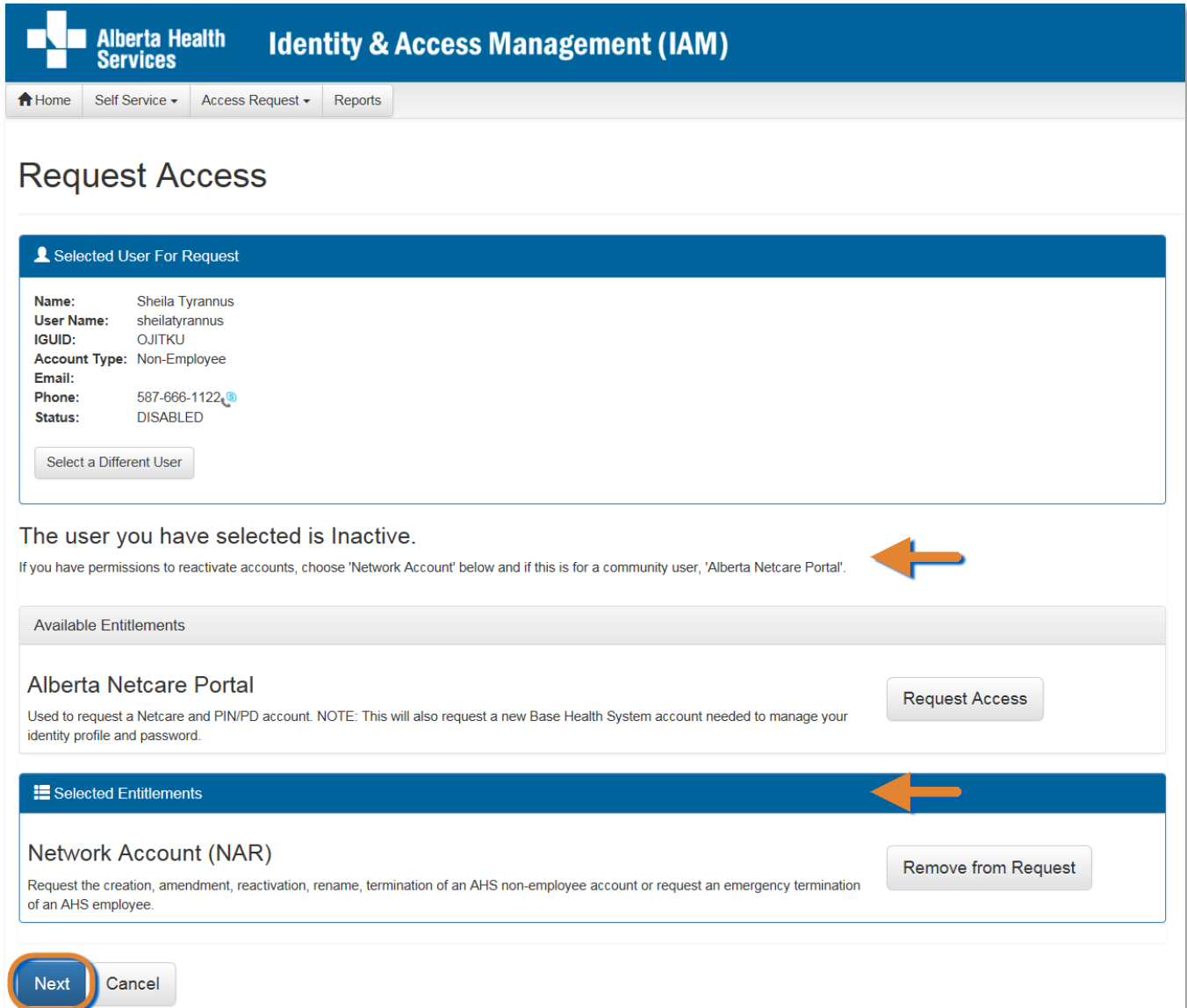
User Search Results display

The User Status must be **DISABLED**

CLICK **Select**

The **Request Access** screen displays





**Identity & Access Management (IAM)**

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

**Name:** Sheila Tyrannus  
**User Name:** sheilatyrannus  
**IGUID:** OJITKU  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-666-1122  
**Status:** DISABLED

Select a Different User

The user you have selected is Inactive.  
 If you have permissions to reactivate accounts, choose 'Network Account' below and if this is for a community user, 'Alberta Netcare Portal'.

**Available Entitlements**

**Alberta Netcare Portal** Request Access  
 Used to request a Netcare and PIN/PD account. NOTE: This will also request a new Base Health System account needed to manage your identity profile and password.

**Selected Entitlements**

**Network Account (NAR)** Remove from Request  
 Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Next Cancel

NOTE the on-screen message about this end-user's current status and NOTE the [Available Entitlements](#) list is appropriately limited.


At [Available Entitlements](#), [Network Account \(NAR\)](#), SELECT [Change Access](#)

The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [Network Access \(NAR\)](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears with the end-user's details displayed and the [Request Type](#) set to [Enable](#)

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

[Home](#) | [Self Service](#) | [Access Request](#) | [Reports](#)

## Complete Access Request

**Selected User For Request**

**Name:** Sheila Tyrannus  
**User Name:** sheilatyrannus  
**IGUID:** OJITKU  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-666-1122\_@  
**Status:** DISABLED

**Network Account (NAR)**

**Request Type**

Please validate the DOB for the user before submitting an enable request.

**\* DOB Month**   
**\* DOB Day**

**User Type and Category**

**\* User Type**  Community  
 Employee  
 Non-Employee

**\* AHS Zone**

**\* User Sub-category**

**User Category** Contracted Affiliate Service Provider

**Sunset Date**  Modify Sunset Date

**Additional Information**

**Additional Notes**

**\* Completed Training?**  I verify that the [Information & Privacy](#) and [IT Security & Compliance](#) education and training have been completed.

**User to Receive Credentials:** [Test Manager](#) [Change Selected User](#)

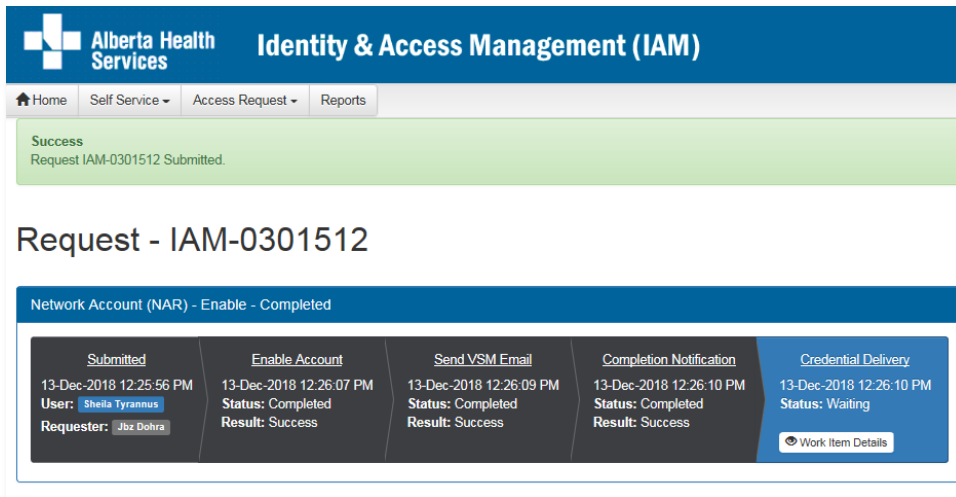
ENTER the end-user's (Date of Birth) [DOB Month](#) and [DOB Day](#)  
 SELECT the end-user's new [User Type](#)

## Tool Tip – User Type

Was	Is becoming	Actions you should take
<b>AHS Employee</b>		
	<a href="#">AHS Employee</a>	Contact AHS Human Resources
	<a href="#">AHS Non-Employee</a>	Choose Non-Employee
	<a href="#">AHS Non-Employee</a> and a <a href="#">Community end-user</a>	Choose Non-Employee and Community
<b>AHS Non-Employee</b>		
	<a href="#">AHS Employee</a>	Contact AHS Human Resources
	<a href="#">AHS Non-Employee</a>	Choose Non-Employee
	<a href="#">AHS Non-Employee</a> and a <a href="#">Community end-user</a>	Choose Non-Employee and Community
<b>Community End-User</b>		
	<a href="#">AHS Employee</a>	Contact AHS Human Resources
	<a href="#">AHS Non-Employee</a>	Choose Non-Employee
	<a href="#">AHS Non-Employee</a> and a <a href="#">Community end-user</a>	Choose Community

REVIEW all populated data and change as needed  
 SELECT correct values for the end-user's situation now  
 CLICK [Submit Request](#)

The **Request Status** screen appears and within seconds the process is complete with [Credential Delivery Waiting](#).



CLICK [Home](#)

The **AHS IAM Home** screen appears

In the **Request Status** pane, you will see the work item **Completed**.

Complete 

## SECTION 2 – TERMINATION WORKFLOWS

### Perform a Standard Termination for an AHS non-employee

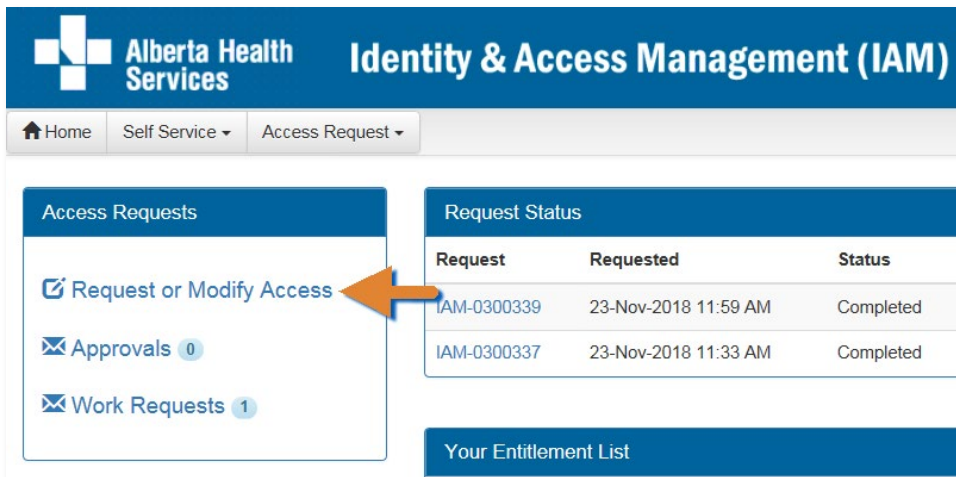
- ❗ Consult with your AHS Human Resources Advisor first.
- ❗ Refer to [Suspension & Terminations Processes](#) for complete details.
- ❗ This process can only be completed by an [Authorized Approver](#).

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

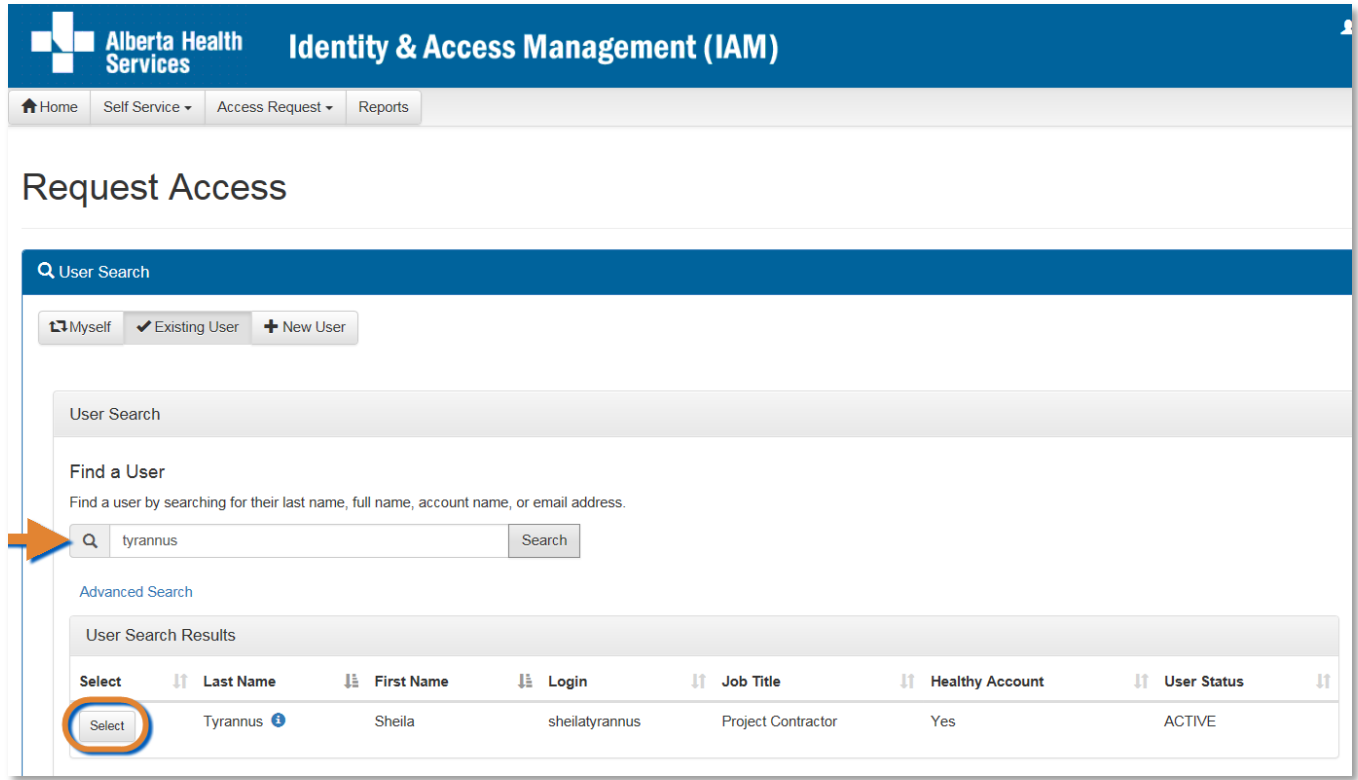
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request 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 tyrannus Search

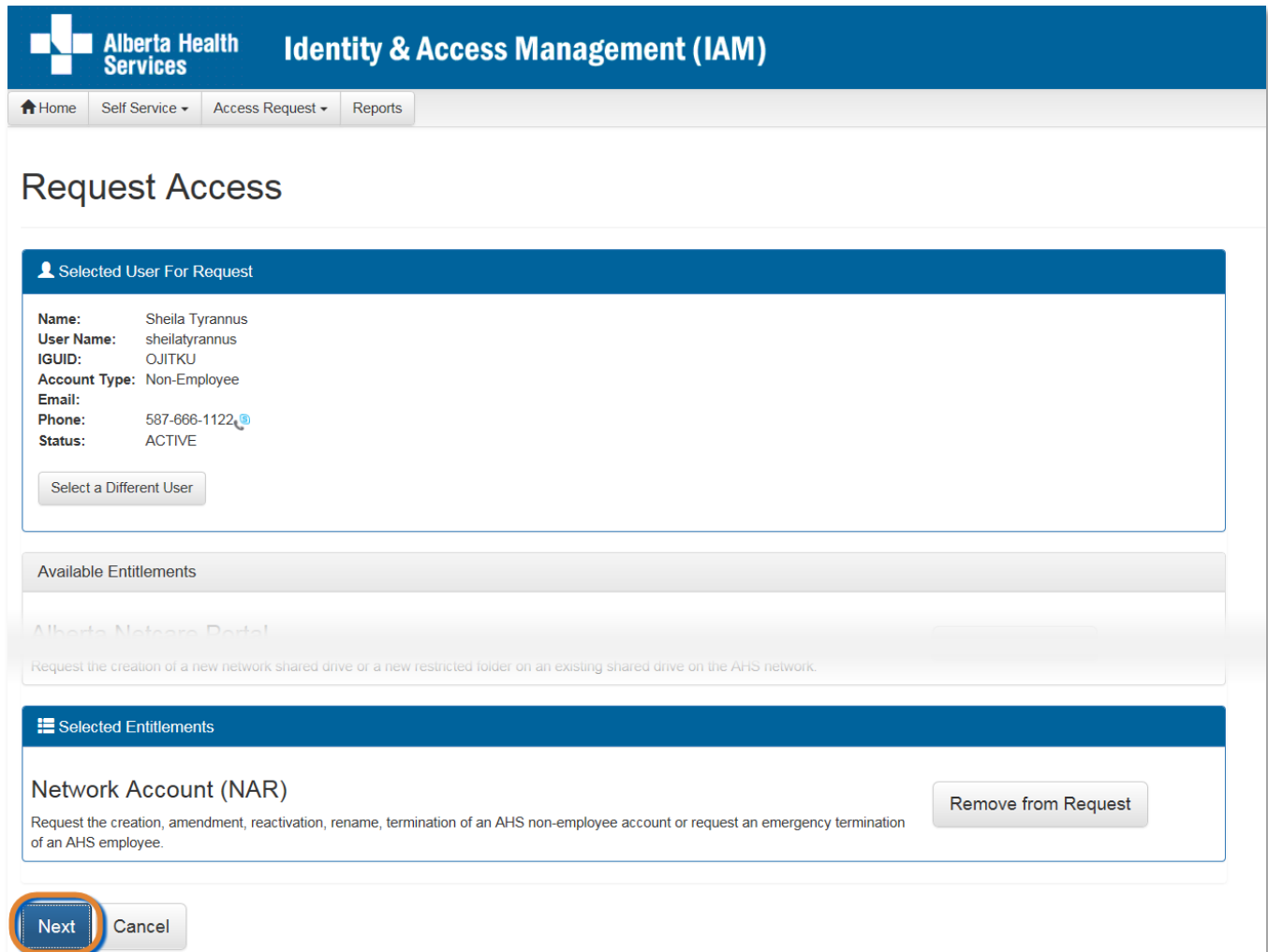
Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Tyrannus	Sheila	sheilatyranus	Project Contractor	Yes	ACTIVE

SEARCH for and SELECT the end-user to be terminated

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



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

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

Name: Sheila Tyrannus  
User Name: sheilatyranus  
IGUID: OJITKU  
Account Type: Non-Employee  
Email:  
Phone: 587-666-1122  
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**

**Network Account (NAR)** Remove from Request  
Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Next Cancel


At **Available Entitlements**, **Network Account (NAR)**, SELECT **Change Access**

The screen refreshes

The **Selected Entitlements** pane appears at the bottom of the screen with **Network Access (NAR)** 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](#) | [Reports](#)

## Complete Access Request

**Selected User For Request**

**Name:** Sheila Tyrannus  
**User Name:** sheilatyrannus  
**IGUID:** OJITKU  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-666-1122  
**Status:** ACTIVE

**Network Account (NAR)**

**Request Type** Terminate / Suspend

**User Information**

**Title**

**Legal First Name** Sheila  
**Last Name** Tyrannus  
**Middle Initial**  
**Preferred First Name**  
**Suffix**

**User Type and Category**

**User Type** Non-Employee  
**AHS Zone** Calgary  
**User Sub-category** Contractors  
**User Category** Contracted Affiliate Service Provider  
**External Email Address**

**Request Type**  Non-Employee Termination  Emergency Termination

**Effective Date** 2019-01-04

**Effective Hour / Minute** 04 : 15  AM  PM

**Submit Request** | Save As Draft | Previous | Cancel



At [Request Type](#), SELECT [Terminate / Suspend](#) from the drop down list

The screen refreshes

At [User Type and Category](#), at [Request Type](#), SELECT [Non-Employee Termination](#)

The screen refreshes

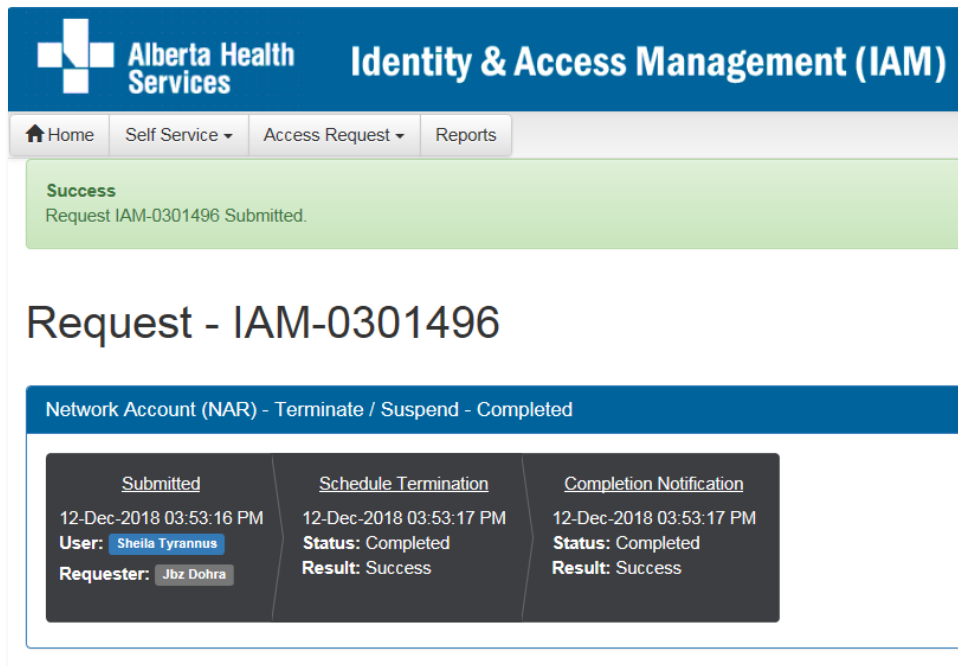
ENTER an [Effective Date](#)

ENTER an [Effective Hour / Minute](#)

SELECT [AM](#) or [PM](#)

CLICK [Submit Request](#)

The **Request Status** screen appears and within seconds the process is complete



The screenshot shows the AHS Identity & Access Management (IAM) interface. At the top, there is a navigation bar with 'Home', 'Self Service', 'Access Request', and 'Reports'. Below this is a green success message: 'Success Request IAM-0301496 Submitted.' The main heading is 'Request - IAM-0301496'. Underneath, a blue bar indicates 'Network Account (NAR) - Terminate / Suspend - Completed'. A table below provides details for three stages: Submitted, Schedule Termination, and Completion Notification. All three stages show a status of 'Completed' and a result of 'Success'.

Submitted	Schedule Termination	Completion Notification
12-Dec-2018 03:53:16 PM	12-Dec-2018 03:53:17 PM	12-Dec-2018 03:53:17 PM
User: <a href="#">Sheila Tyrannus</a>	Status: Completed	Status: Completed
Requester: <a href="#">Jbz Dohra</a>	Result: Success	Result: Success

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request [Completed](#)

Complete 

## Perform an Emergency Termination for an AHS non-employee or AHS employee

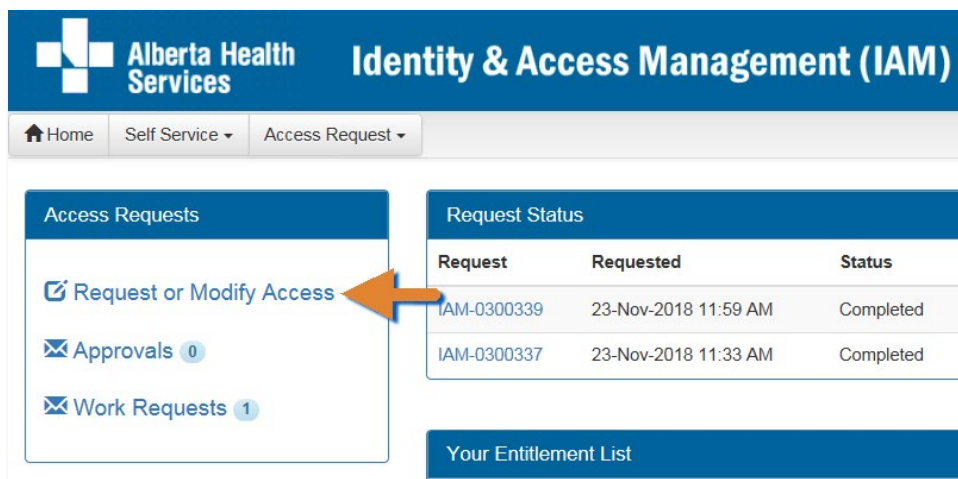
- ❗ Consult with your AHS Human Resources Advisor first.
- ❗ Refer to [Suspension & Terminations Processes](#) for complete details.
- ❗ This process can only be completed by an [Authorized Approver](#).

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

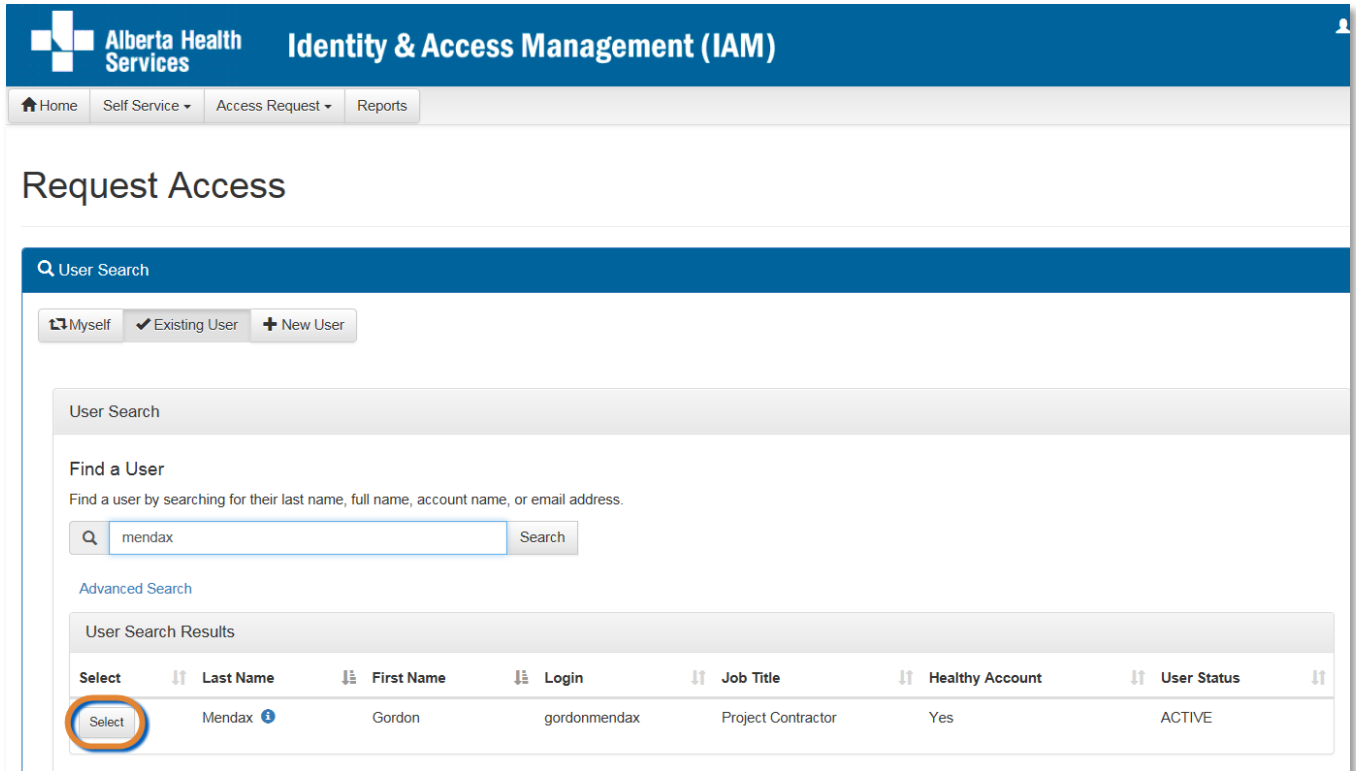
The **AHS IAM** 🏠 **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested	Status
IAM-0300339	23-Nov-2018 11:59 AM	Completed
IAM-0300337	23-Nov-2018 11:33 AM	Completed



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request 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 mendax Search

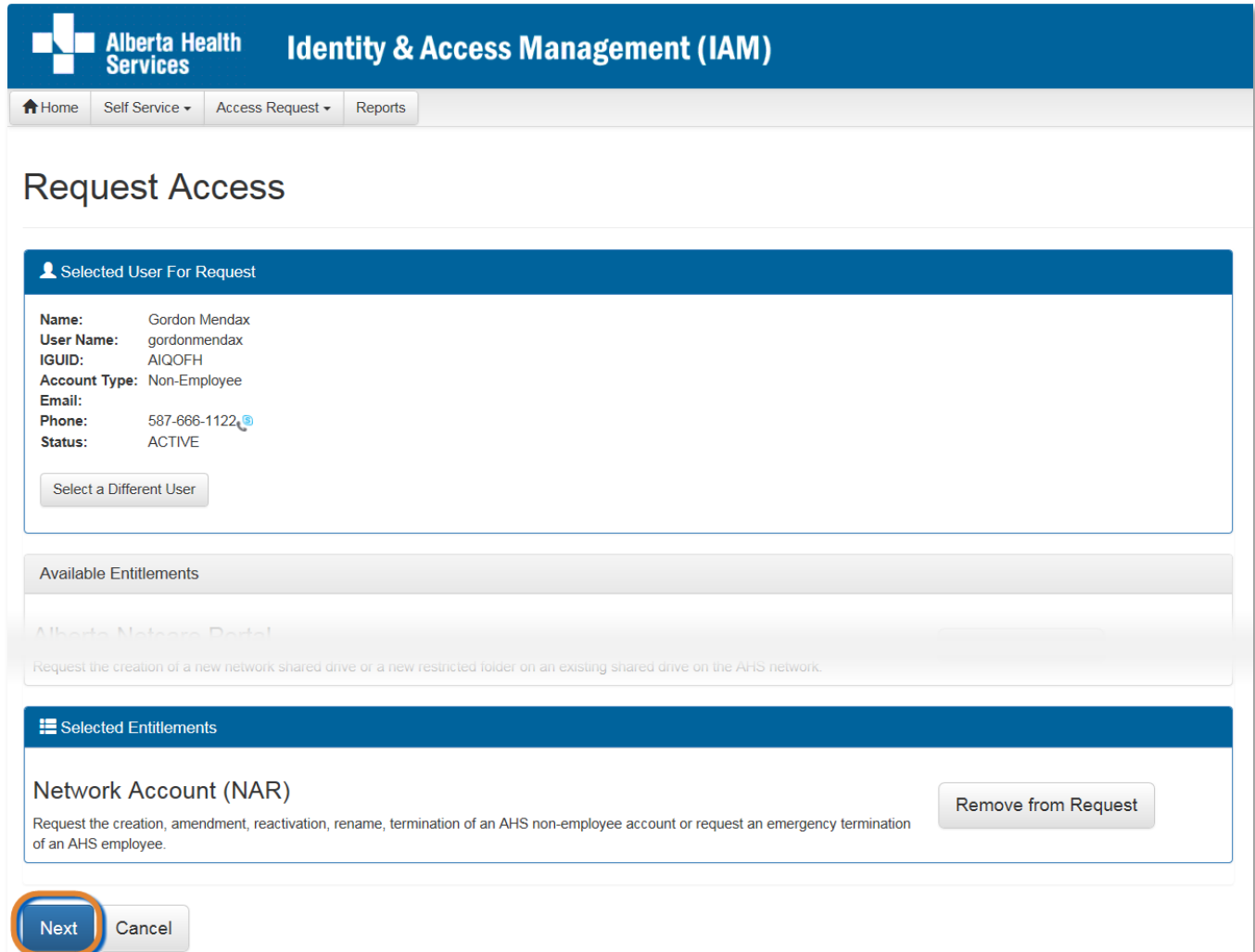
Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Mendax	Gordon	gordonmendax	Project Contractor	Yes	ACTIVE

SEARCH for and SELECT the end-user to be terminated

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



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

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

**Name:** Gordon Mendax  
**User Name:** gordonmendax  
**IGUID:** AIQOFH  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-666-1122  
**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**

**Network Account (NAR)** Remove from Request  
Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.

Next Cancel


At [Available Entitlements](#), [Network Account \(NAR\)](#), SELECT [Change Access](#)

The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [Network Access \(NAR\)](#) displayed

CLICK [Next](#)

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


Identity & Access Management (IAM)

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## Complete Access Request

Selected User For Request

**Name:** Gordon Mendax  
**User Name:** gordonmendax  
**IGUID:** AIQOFH  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-666-1122  
**Status:** ACTIVE

Network Account (NAR)

**Request Type** Terminate / Suspend

**User Information**

**Title**

**Legal First Name** Gordon

**Last Name** Mendax

**Middle Initial**

**Preferred First Name**

**Suffix**

**User Type and Category**

**User Type** Non-Employee

**AHS Zone** Calgary

**User Sub-category** Contractors

**User Category** Contracted Affiliate Service Provider

**External Email Address**

**Request Type**  Non-Employee Termination  
 Emergency Termination

**Effective Date** 2018-12-13

**Effective Hour / Minute** 09 15  AM  PM

**HR Representative** KimberlyE UATNAR

**Investigatory?**  No  Yes

**Does Manager require Access to Personal/Home Drive?**  No  Yes

Submit Request
Save As Draft
Previous
Cancel

At [Request Type](#), SELECT [Terminate / Suspend](#) from the drop down list

The screen refreshes

At [User Type and Category](#), at [Request Type](#), SELECT [Emergency Termination](#)

The screen refreshes

ENTER an [Effective Date](#)

ENTER an [Effective Hour / Minute](#)

SELECT [AM](#) or [PM](#)

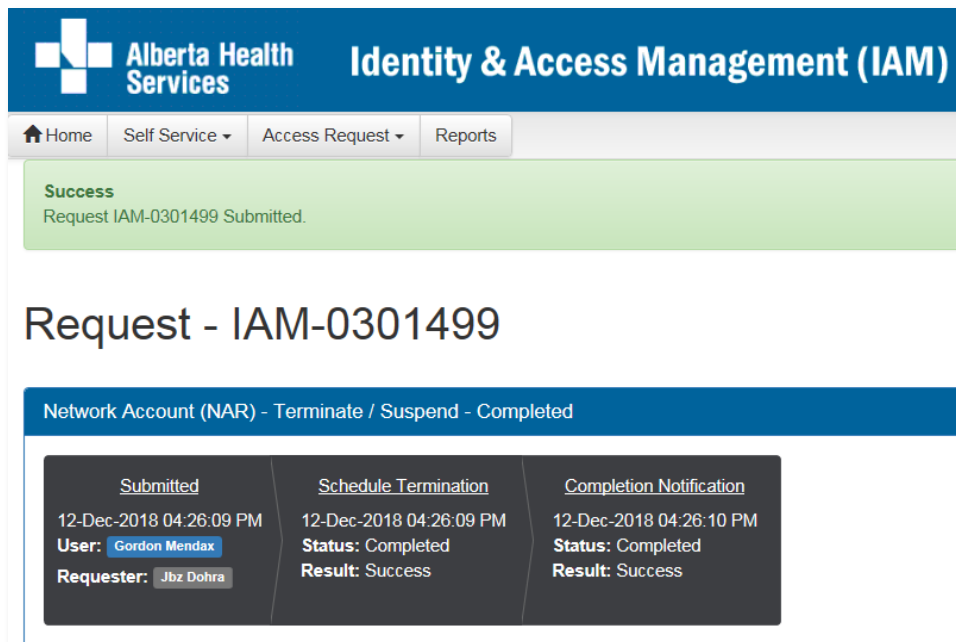
SELECT [HR Representative](#)

SELECT [Investigatory?](#) [No](#) or [Yes](#)

SELECT [Does Manager require Access to Personal/Home Drive?](#) [No](#) or [Yes](#)

CLICK [Submit Request](#)

The **Request Status** screen appears and within seconds the process is complete



Submitted	Schedule Termination	Completion Notification
12-Dec-2018 04:26:09 PM	12-Dec-2018 04:26:09 PM	12-Dec-2018 04:26:10 PM
User: <a href="#">Gordon Mendax</a>	Status: Completed	Status: Completed
Requester: <a href="#">Jbz Dohra</a>	Result: Success	Result: Success

CLICK [Home](#)

The **AHS IAM Home** screen appears

In the [Request Status](#) pane, you will see the request [Completed](#)

Complete 

## SECTION 3 – SHARED DRIVE / FOLDER WORKFLOWS

Request a new Shared Drive / Folder

OR

Request a new Restricted Folder on an existing  
Shared Drive / Folder

**i** Before you begin, identify two [AHS Employees](#) with a [DOHRA level of 1 – 12](#) who will own the new Shared Drive / Folder. One person will be the Primary Owner, this is mandatory. The other person will be the Secondary Owner, this is recommended.

**i** For your information, two approvals are needed for every Shared Drive / Folder request. First: the end-user's Authorized Approver must approve of the end-user having access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

Second: the owner of the Shared Drive / Folder must approve of the end-user having access. This is done by AHS IT Access Services who receive a work item from AHS IAM in the vFire system. They will coordinate the task completion with the Shared Drive / Folder owner.

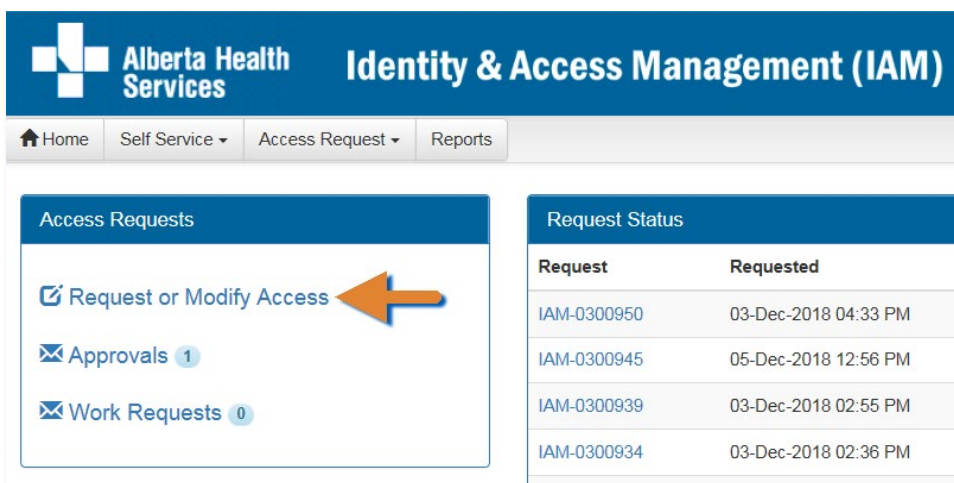
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>

LOGIN

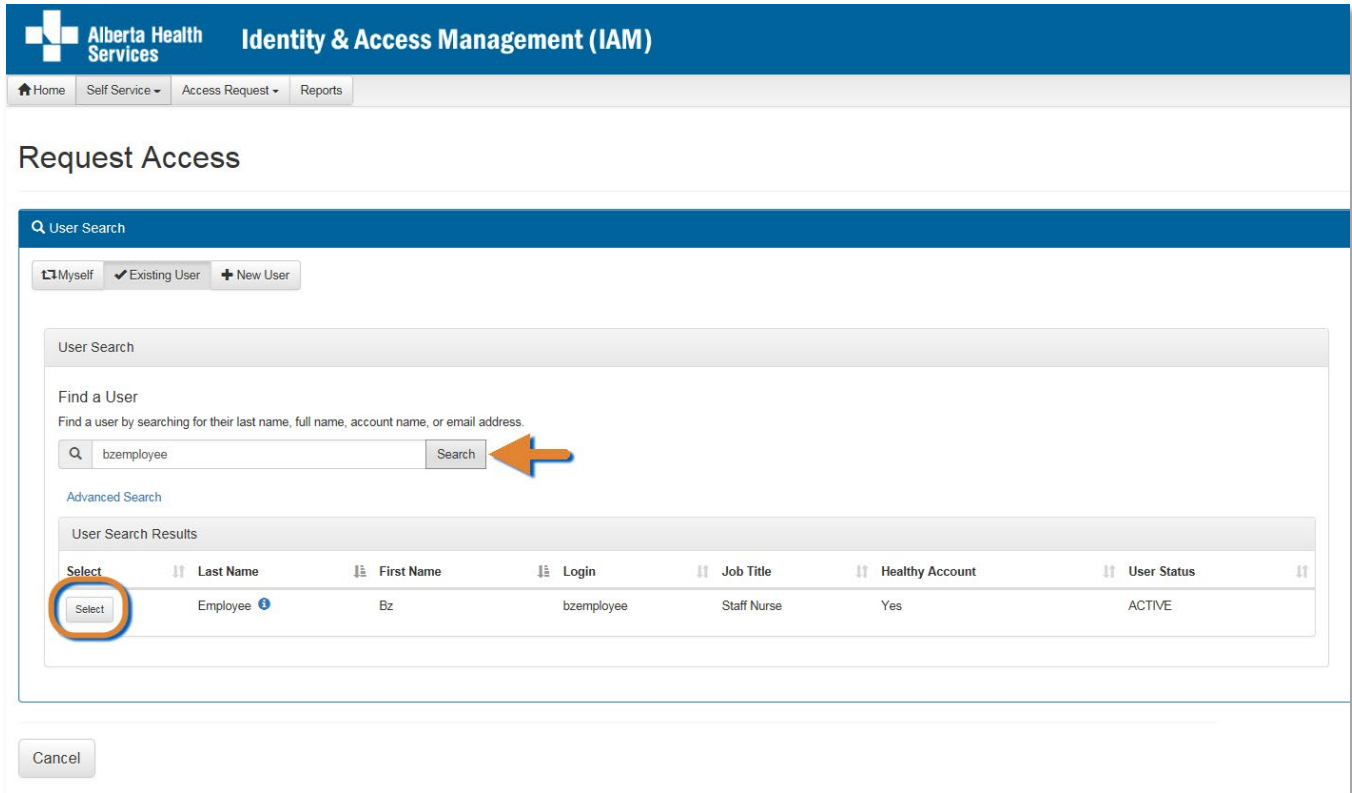
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested
IAM-0300950	03-Dec-2018 04:33 PM
IAM-0300945	05-Dec-2018 12:56 PM
IAM-0300939	03-Dec-2018 02:55 PM
IAM-0300934	03-Dec-2018 02:36 PM



**Request Access**

Q 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 bzemployee Search

Advanced Search

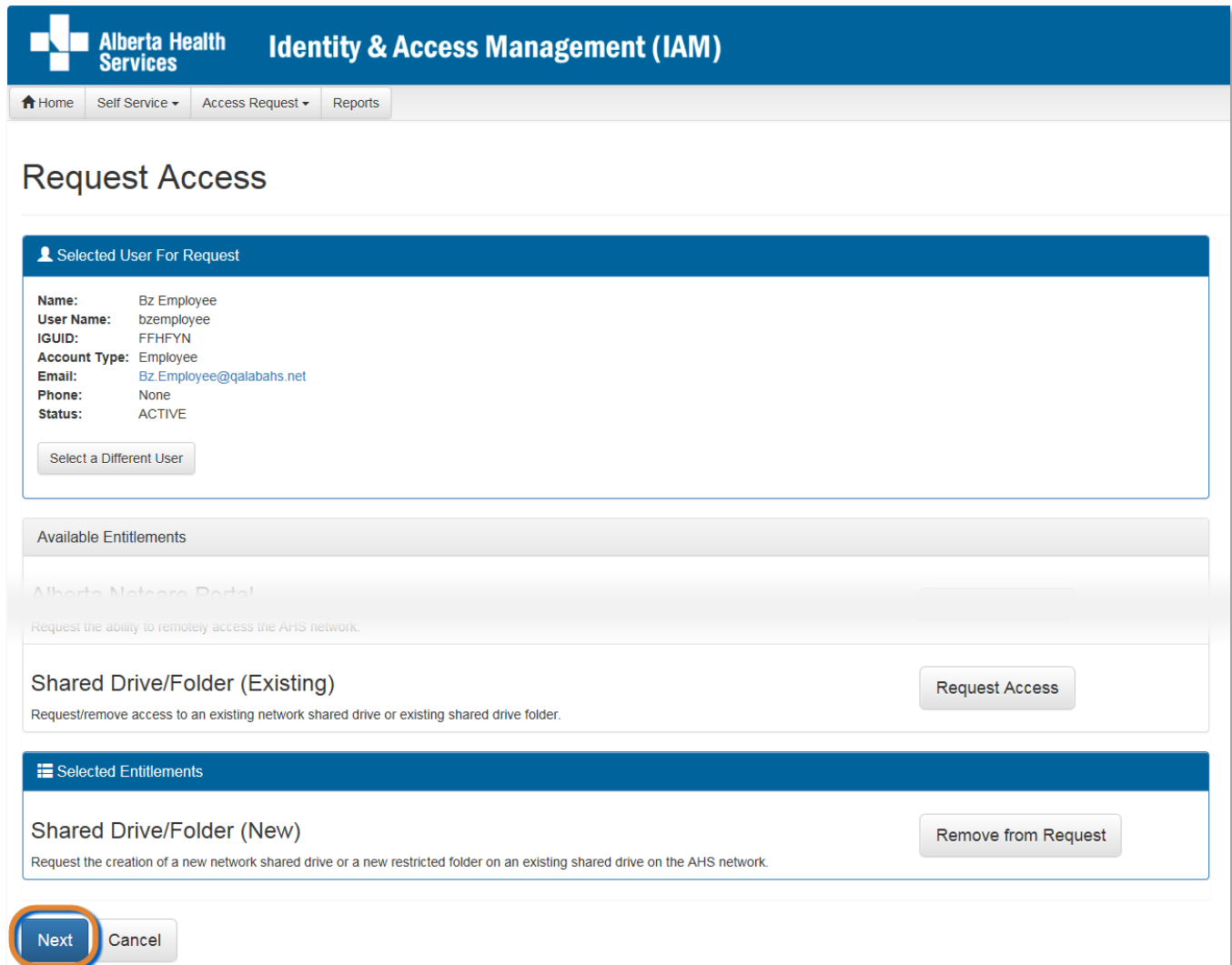
User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Employee	Bz	bzemployee	Staff Nurse	Yes	ACTIVE

Cancel

SEARCH for and SELECT the end-user who will be the primary owner of the new Shared Drive / Folder  
The **Request Access** screen appears. In the [Selected User For Request](#) pane, the end-user's information is displayed.





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

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

Name: Bz Employee  
 User Name: bzemployee  
 IGUID: FFHFYN  
 Account Type: Employee  
 Email: Bz.Employee@qalabahs.net  
 Phone: None  
 Status: ACTIVE

Select a Different User

**Available Entitlements**

Alberta Network Portal  
 Request the ability to remotely access the AHS network.

Shared Drive/Folder (Existing) Request Access  
 Request/remove access to an existing network shared drive or existing shared drive folder.

**Selected Entitlements**

Shared Drive/Folder (New) Remove from Request  
 Request the creation of a new network shared drive or a new restricted folder on an existing shared drive on the AHS network.

**Next** Cancel

Under **Available Entitlements**, at **Shared Drive/Folder (New)**, CLICK **Request Access**

The screen refreshes, the **Selected Entitlements** pane appears at the bottom of the screen with **Shared Drive/Folder (New)** displayed


CLICK **Next**

The **Complete Access Request** screen appears with a **Request Type** of **New** displayed

COMPLETE the  **Shared Drive / Folder (New)** pane

READ the on-screen information and field tips

SEE the  **Tool Tips** on the next page


**Alberta Health Services**

 Identity & Access Management (IAM)
 
[Home](#)
[Self Service](#)
[Access Request](#)
[Reports](#)

[Log out](#)

[Support Page](#)

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## Complete Access Request

**Selected User For Request**

**Name:** Bz Employee  
**User Name:** bzemployee  
**IGUID:** FFFHFVW  
**Account Type:** Employee  
**Email:** Bz.Employee@qalabaha.net  
**Phone:** None  
**Status:** ACTIVE

**Shared Drive/Folder (New)**

Request Type: New

**NAR: Create New Share/Restricted Folder Request**

NOTE: This form is used to request the creation of a new shared drive or a new restricted folder on an existing shared drive on the AHS network. Files stored in these shared drives should be restricted to patient or work related information.

### New Share/Restricted Folder Details

**Suggested Share/Folder Name:**   
**Program / Department Name:**   
 Is this a restricted folder within an existing share?   
**Type of Information:**  Patient Data  Department Information  Other  
**Estimated Number of Files:**   
**Retention Requirements:**   
**Projected Growth Per Year (in GB):**   
 Will Share Be Larger Than 500GB?   
 Backup not Required?

### Share Owner / User Information

Note: A share owner is one who is responsible for approving future share access requests. If the share owner requires access, please ensure they are entered on the access lists. Share owners/requestors do not get access if not listed in access list. At least 2 share owners are recommended and must have an appropriate DCHRA level.  
Note: If this is a restricted folder within an existing share, the owner may be changed to the existing share owner.

**Share Owners:**

By Employee

Remove User

By Employment

Remove User

**Add Share Owner**  
Search for a share owner to add them to the list. It is recommended you have at least two and each must have an appropriate DCHRA level.  
**Find a User**  
Find a user by searching for their last name, full name, account name, or email address.  
   
Advanced Search

If you have a large number of users, you have the option to provide the list of users in a spreadsheet format containing at minimum the user's name, email address, and access level (additional information would be appreciated). The Access team will then follow up with you to obtain the spreadsheet.

**Have Spreadsheet of Users?**

**Users Needing Modify Access:**

**Users Needing View Only Access:**

Please Enter any Additional Information:

Submit Request
Save As Draft
Previous
Cancel

## Tool Tips for the Complete Access Request Screen

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

## At New Share/Restricted Folder Details

ENTER all mandatory and as much optional information as possible

## At Share Owner / User Information

SEARCH for and SELECT at least one AHS Employees with AHS DOHRA 1 – 12 to be the Primary Owner of the new Shared Drive / Folder. A second owner is recommended.

If the owner(s) also need access to the Shared Drive / Folder, they must be added to an access list.

## End-users who will need access to the new Shared Drive / Folder

ENTER the names of end-users that will need [Modify Access](#) or [View Only Access](#)

## SELECT Authorized Approver

If you are not an [Authorized Approver](#) you will have to identify one

If you are an Authorized Approver, the request will be automatically approved when you submit the request.

SEARCH for and SELECT an [Authorized Approver](#)

CLICK [Submit Request](#)

The **Request Status** screen will appear showing the request status [Completed](#)

CLICK [Home](#)

The **AHS IAM Home** screen appears

If you are not an Authorized Approver, in the [Request Status](#) pane, you will see the request as [Pending](#)

If you are an Authorized Approver, In the [Request Status](#) pane, you will see the request as [Complete](#)

Complete 

## Approve a new Shared Drive / Folder request

**i** Two approvals are needed for every Shared Drive / folder request.

First: the end-user's [Authorized Approver](#) must approve of the end-user having access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

Once approved, AHS IAM will send a notification through vFire to the AHS IT Access File Services team. They will coordinate the [dis]approval from the Shared Drive / Folder owner.

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

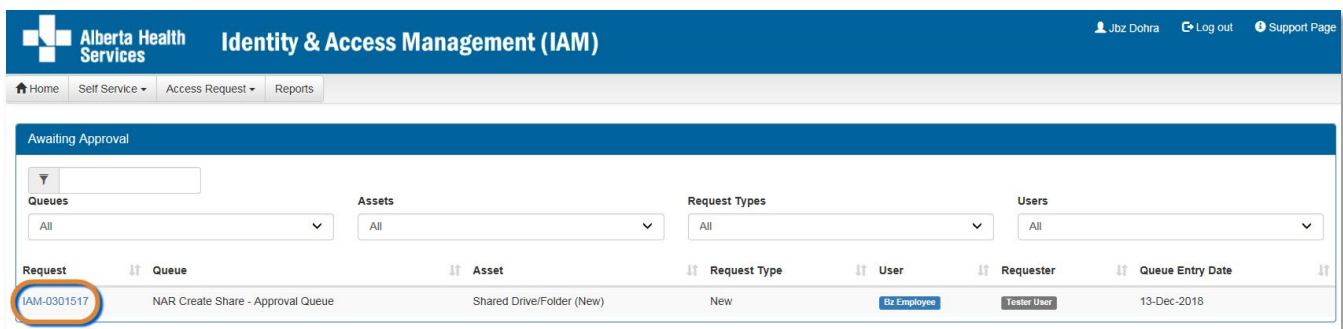
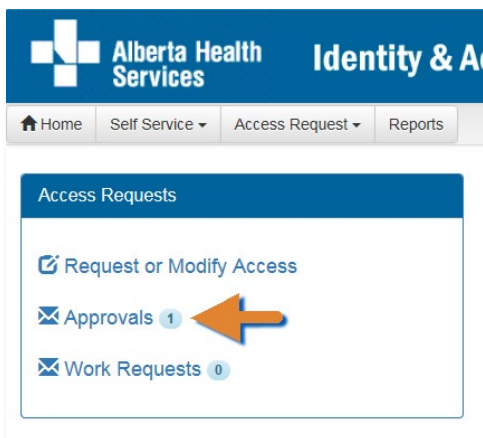
LOGIN

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

At the [Access Requests](#) pane, at [Approvals](#), notice an item is waiting for your approval

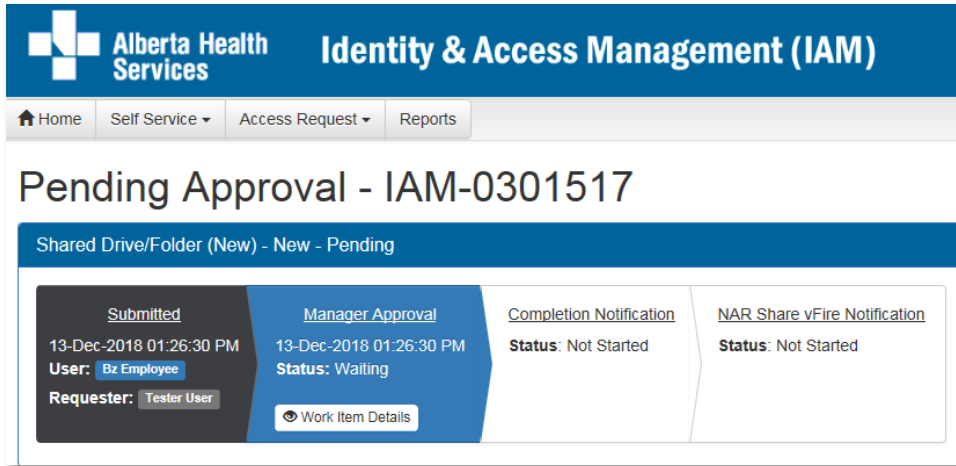
CLICK [Approvals](#)

The **Awaiting Approvals** screen appears



CLICK on the IAM request needing your approval

The **Pending Approval** screen appears with the request [Waiting at Manager Approval](#)



REVIEW the request



CLICK  [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

The **Awaiting Approval** screen appears. The “[Success Work Item Processed.](#)” message is displayed in the top left corner.

CLICK  [Home](#)

The **AHS IAM  Home** screen appears

In the [Access Requests](#) pane, you will see one less work item requiring approval.

In the [Request Status](#) pane, you will see the work item [Completed](#).

Complete 

## Request access to an existing Shared Drive / Folder

**i** Two approvals are needed for every Shared Drive / folder request.

First: the end-user's Authorized Approver must approve of the end-user having access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

Second: the owner of the Shared Drive / Folder must approve of the end-user having access. This is done by AHS IT Access Services who receive a work item from AHS IAM to vFire. They will coordinate the task completion with the Shared Drive / Folder owner.

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

LOGIN

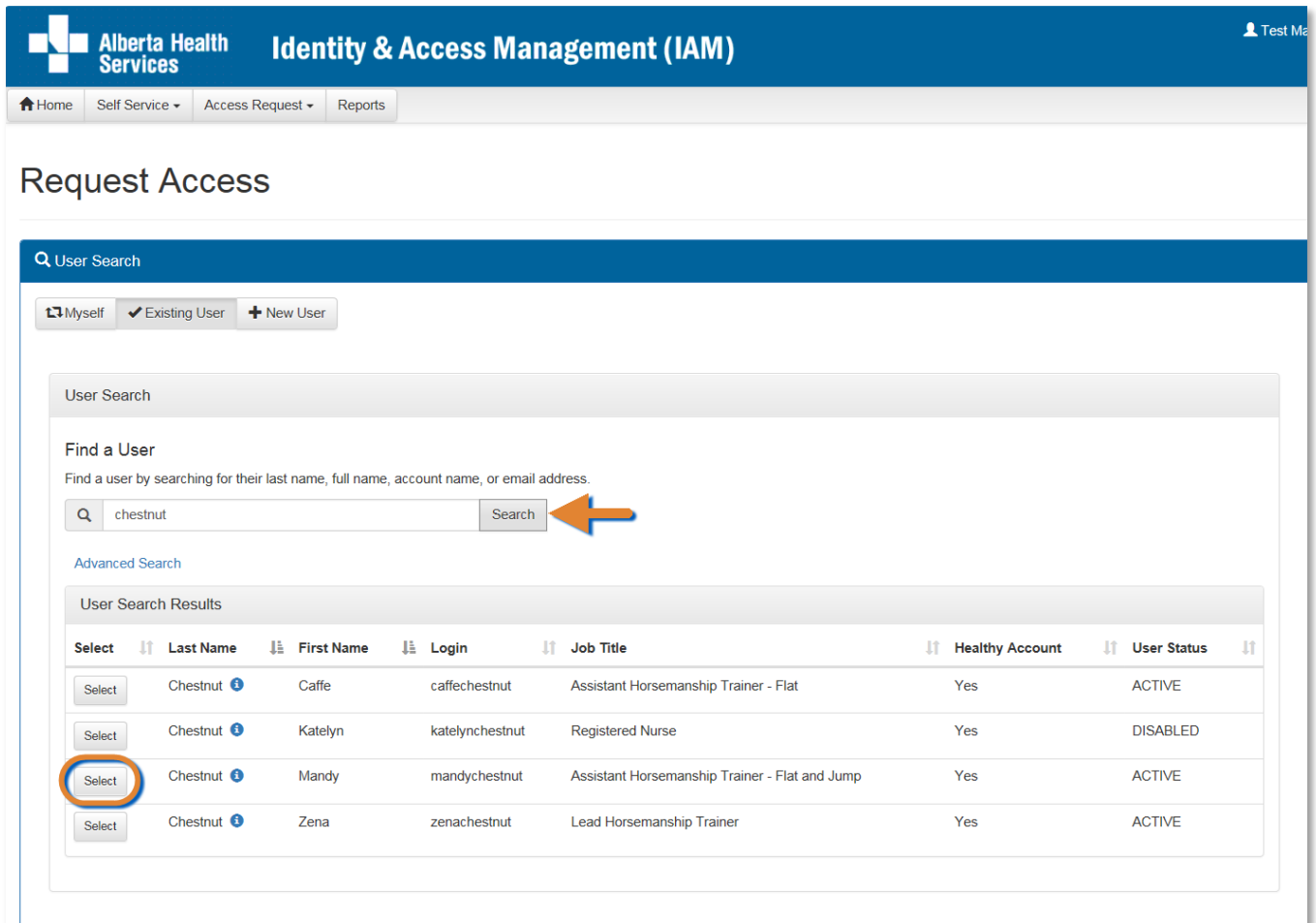
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested
IAM-0300950	03-Dec-2018 04:33 PM
IAM-0300945	05-Dec-2018 12:56 PM
IAM-0300939	03-Dec-2018 02:55 PM
IAM-0300934	03-Dec-2018 02:36 PM



Alberta Health Services Identity & Access Management (IAM) Test Ma

Home Self Service Access Request 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

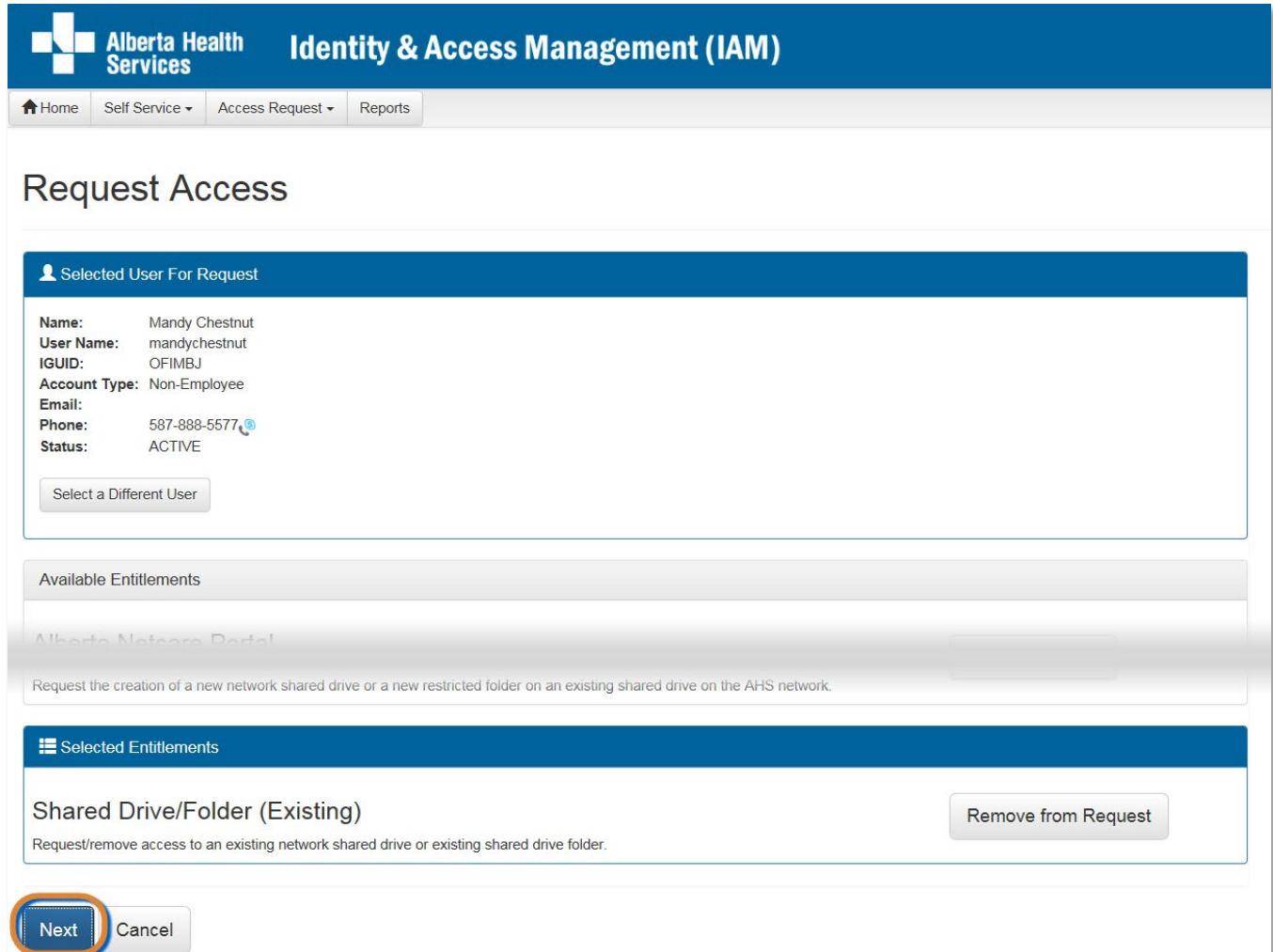
User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer - Flat	Yes	ACTIVE
Select	Chestnut	Katelyn	katelynchestnut	Registered Nurse	Yes	DISABLED
Select	Chestnut	Mandy	mandychestnut	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE
Select	Chestnut	Zena	zenachestnut	Lead Horsemanship Trainer	Yes	ACTIVE

## Access for an Existing End-User

SEARCH for and SELECT the end-user who needs access to a Shared Drive / Folder

The **Request Access** screen appears. In the **Selected User For Request** pane, the end-user's information is displayed.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Reports

## Request Access

**Selected User For Request**

**Name:** Mandy Chestnut  
**User Name:** mandychestnut  
**IGUID:** OFIMBJ  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 587-888-5577  
**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**

**Shared Drive/Folder (Existing)** Remove from Request

Request/remove access to an existing network shared drive or existing shared drive folder.

**Next** Cancel

At [Available Entitlements](#), at [Shared Drive/Folder \(Existing\)](#), CLICK [Request Access](#)

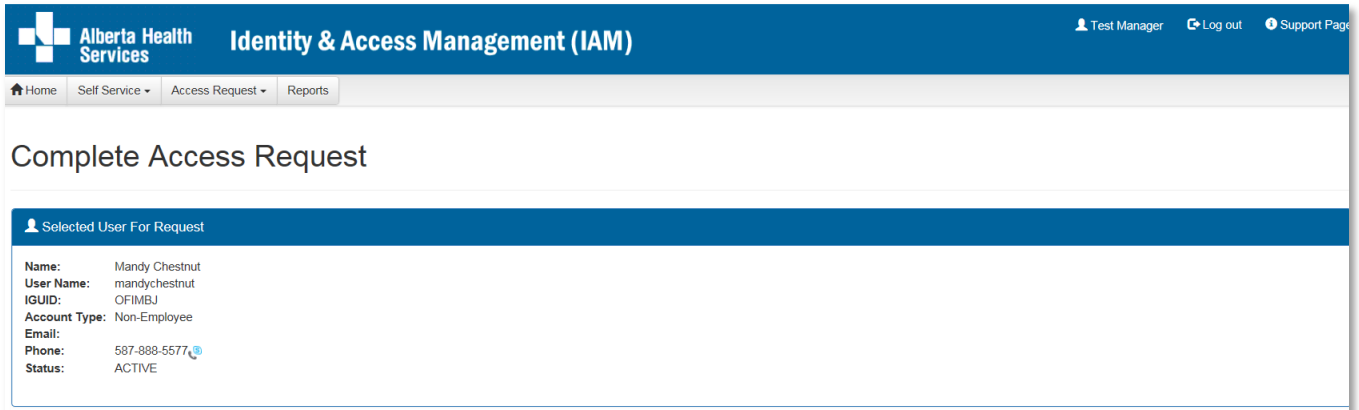
The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [Shared Drive/Folder \(Existing\)](#) displayed

CLICK [Next](#)

The **Complete Access Request** screen appears





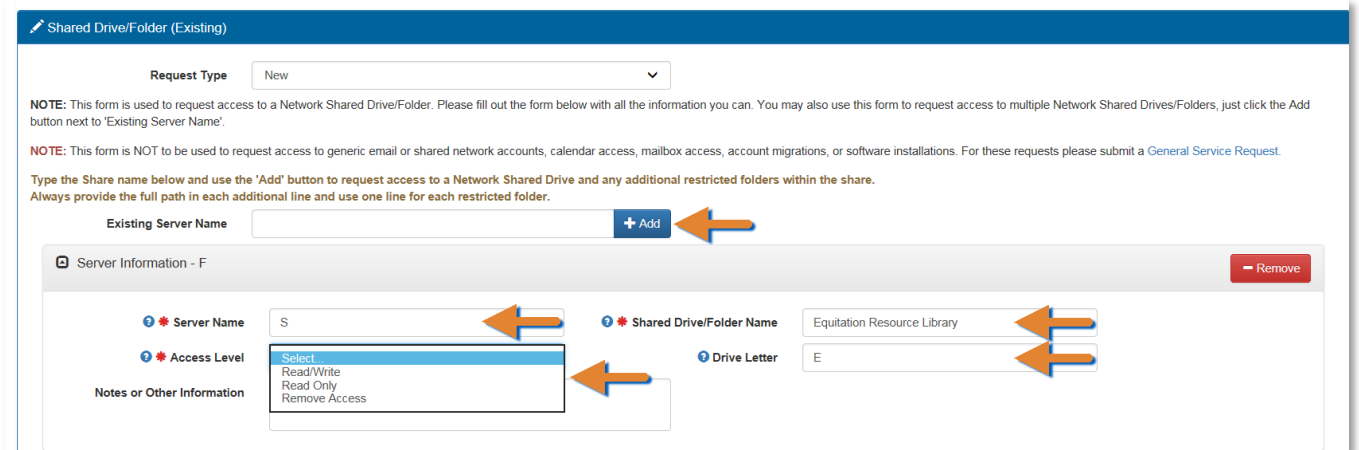
**Alberta Health Services Identity & Access Management (IAM)**

Home | Self Service | Access Request | Reports

## Complete Access Request

**Selected User For Request**

**Name:** Mandy Chestnut  
**User Name:** mandychestnut  
**IGUID:** OFIMBJ  
**Account Type:** Non-Employee  
**Email:**  
**Phone:** 597-888-5577  
**Status:** ACTIVE



**Shared Drive/Folder (Existing)**

**Request Type:** New

**NOTE:** This form is used to request access to a Network Shared Drive/Folder. Please fill out the form below with all the information you can. You may also use this form to request access to multiple Network Shared Drives/Folders, just click the Add button next to 'Existing Server Name'.

**NOTE:** This form is NOT to be used to request access to generic email or shared network accounts, calendar access, mailbox access, account migrations, or software installations. For these requests please submit a General Service Request.

Type the Share name below and use the 'Add' button to request access to a Network Shared Drive and any additional restricted folders within the share. Always provide the full path in each additional line and use one line for each restricted folder.

**Existing Server Name:**  **+ Add**

**Server Information - F** **Remove**

**Server Name:** S  
**Shared Drive/Folder Name:** Equitation Resource Library  
**Access Level:** Read/Write  
**Drive Letter:** E

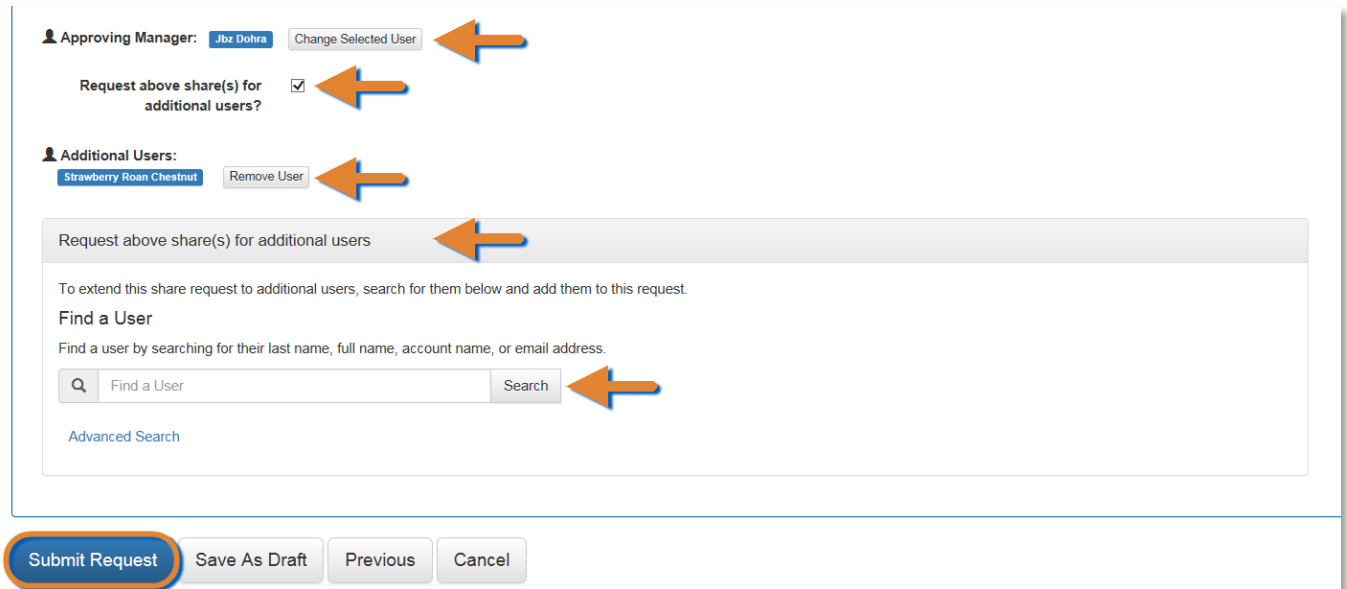
**Notes or Other Information:**

At  **Shared Drive/Folder (Existing)**

ENTER Existing Server Name

The screen refreshes

ENTER Server Name, Shared Drive/Folder Name, Access Level, Drive Letter



**Approving Manager:** Jbz Dohra [Change Selected User](#)

Request above share(s) for additional users?

**Additional Users:** Strawberry Roan Chestnut [Remove User](#)

Request above share(s) for additional users

To extend this share request to additional users, search for them below and add them to this request.

**Find a User**

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

[Search](#)

[Advanced Search](#)

[Submit Request](#) [Save As Draft](#) [Previous](#) [Cancel](#)

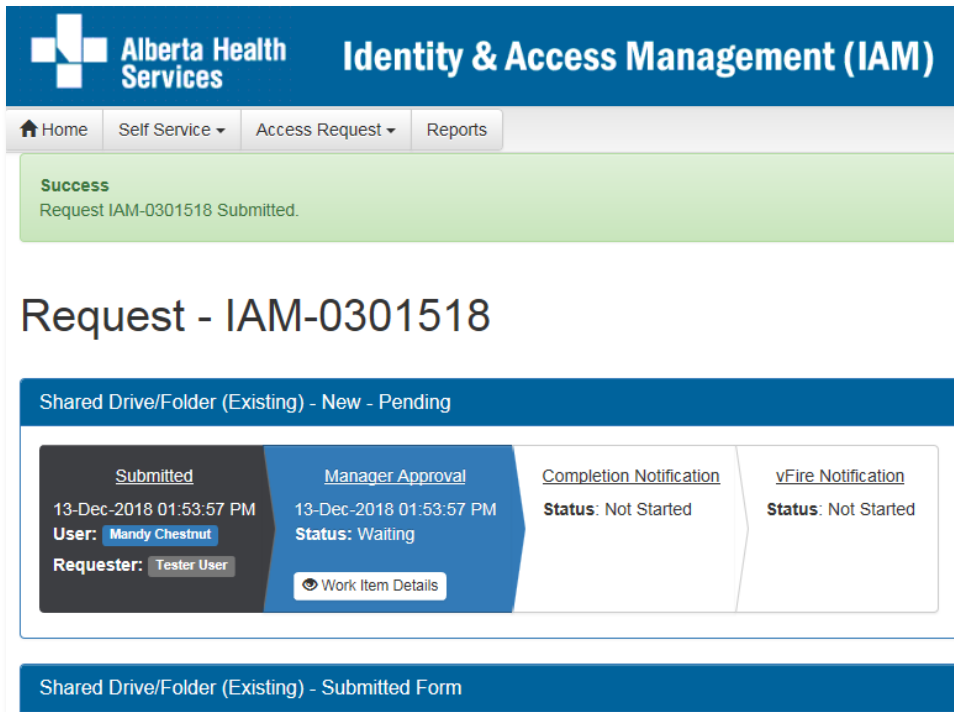
SEARCH for and SELECT the [Authorized Approver for Approval](#)

If the identical Shared Drive/Folder (Existing) is needed by another end-user  
CLICK [Request above share\(s\) for additional users?](#)  
SEARCH for and SELECT the additional users

CLICK [Submit Request](#)

The **Request Status** screen appears with the request [Waiting for Manager Approval](#).

The message, "[Success Request IAM-##### Submitted.](#)" Is displayed in the top left corner.



The screenshot shows 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 this is a menu with 'Home', 'Self Service', 'Access Request', and 'Reports'. A green success message states: 'Success Request IAM-0301518 Submitted.' The main content area displays 'Request - IAM-0301518' and a blue header for 'Shared Drive/Folder (Existing) - New - Pending'. Below this is a detailed view of the request with four columns: 'Submitted' (13-Dec-2018 01:53:57 PM, User: Mandy Chestnut, Requester: Tester User), 'Manager Approval' (13-Dec-2018 01:53:57 PM, Status: Waiting, with a 'Work Item Details' button), 'Completion Notification' (Status: Not Started), and 'vFire Notification' (Status: Not Started). At the bottom, another blue header indicates 'Shared Drive/Folder (Existing) - Submitted Form'.

If you are not an [Authorized Approver](#), the request, the status will show as [Waiting](#) for [Manager Approval](#).

If you are an [Authorized Approver](#), the request will be automatically approved, and the [Status](#) will be [Completed](#).

The [Shared Drive/Folder \(Existing\) – Submitted Form](#) is displayed for review.

CLICK [Home](#)

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

In the [Request Status](#) pane, you will see the request displayed.

If you are not an Authorized Approver, the Status will be [Pending](#).

If you are an Authorized Approver, the Status will be [Completed](#).

Complete 

## Approve a request to access an existing Shared Drive / Folder

**!** Two approvals are needed for every Shared Drive / folder request.  
First: the end-user's [Authorized Approver](#) must approve of the end-user having access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

Once approved, AHS IAM will send a notification through vFire to the AHS IT Access File Services team. They will coordinate the [dis]approval from the Shared Drive / Folder owner.

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

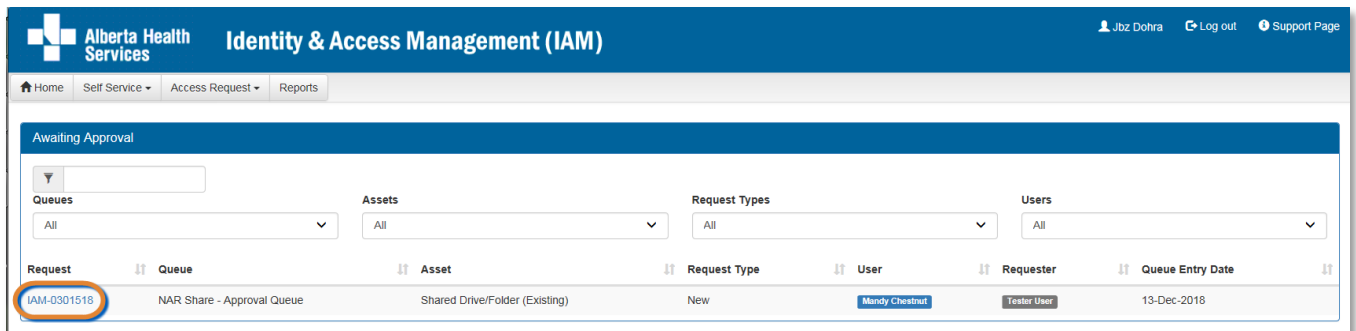
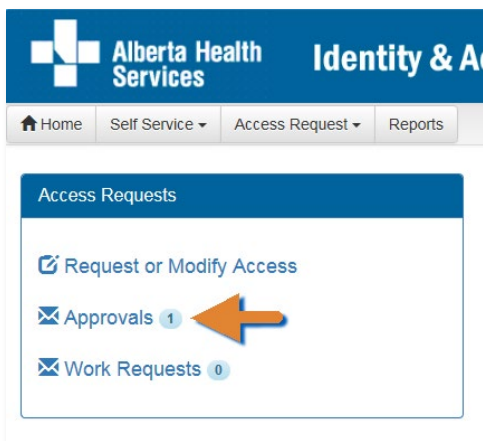
LOGIN

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

At the [Access Requests](#) pane, at [Approvals](#), notice an item is waiting for your approval

CLICK [Approvals](#)

The **Awaiting Approvals** screen appears



CLICK on the IAM request needing your approval

The **Pending Approval** screen appears showing the **Request Status** screen [Waiting for Manager Approval](#).

REVIEW the request



CLICK ✓ [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

The **Awaiting Approval** screen appears

CLICK 🏠 [Home](#)

The **AHS IAM 🏠 Home** screen appears

In the [Access Requests](#) pane, you will see one less work item requiring approval.

In the [Request Status](#) pane, you will see the work item [Completed](#).

Complete 

## Modify or Remove access to an existing Shared Drive / Folder

**!** Two approvals are needed for every Shared Drive / folder modify or remove request. First: the end-user's Authorized Approver must approve the modification or removal of access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

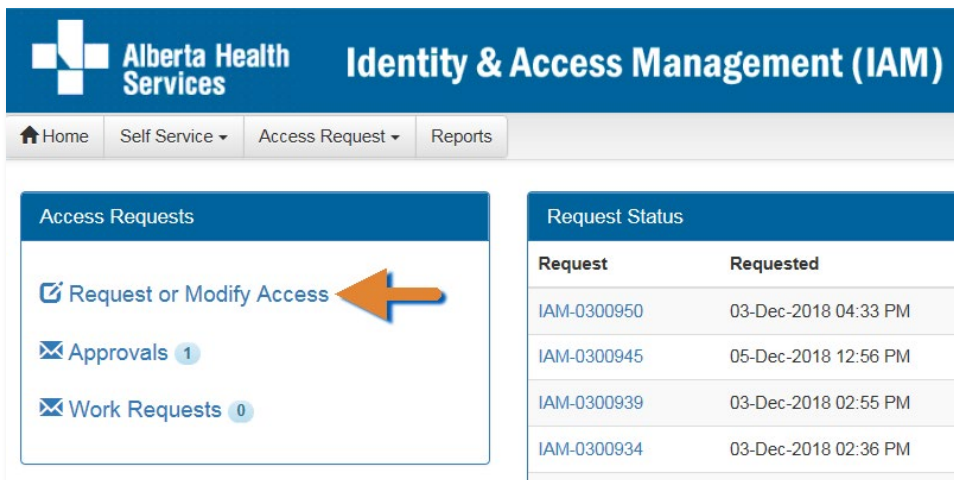
Second: the owner of the Shared Drive / Folder must approve the modification or removal of access to the Shared Drive / Folder. This is done by AHS IT Access Services who receive a work item from AHS IAM in the vFire system. They will coordinate the task completion with the Shared Drive / Folder owner.

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

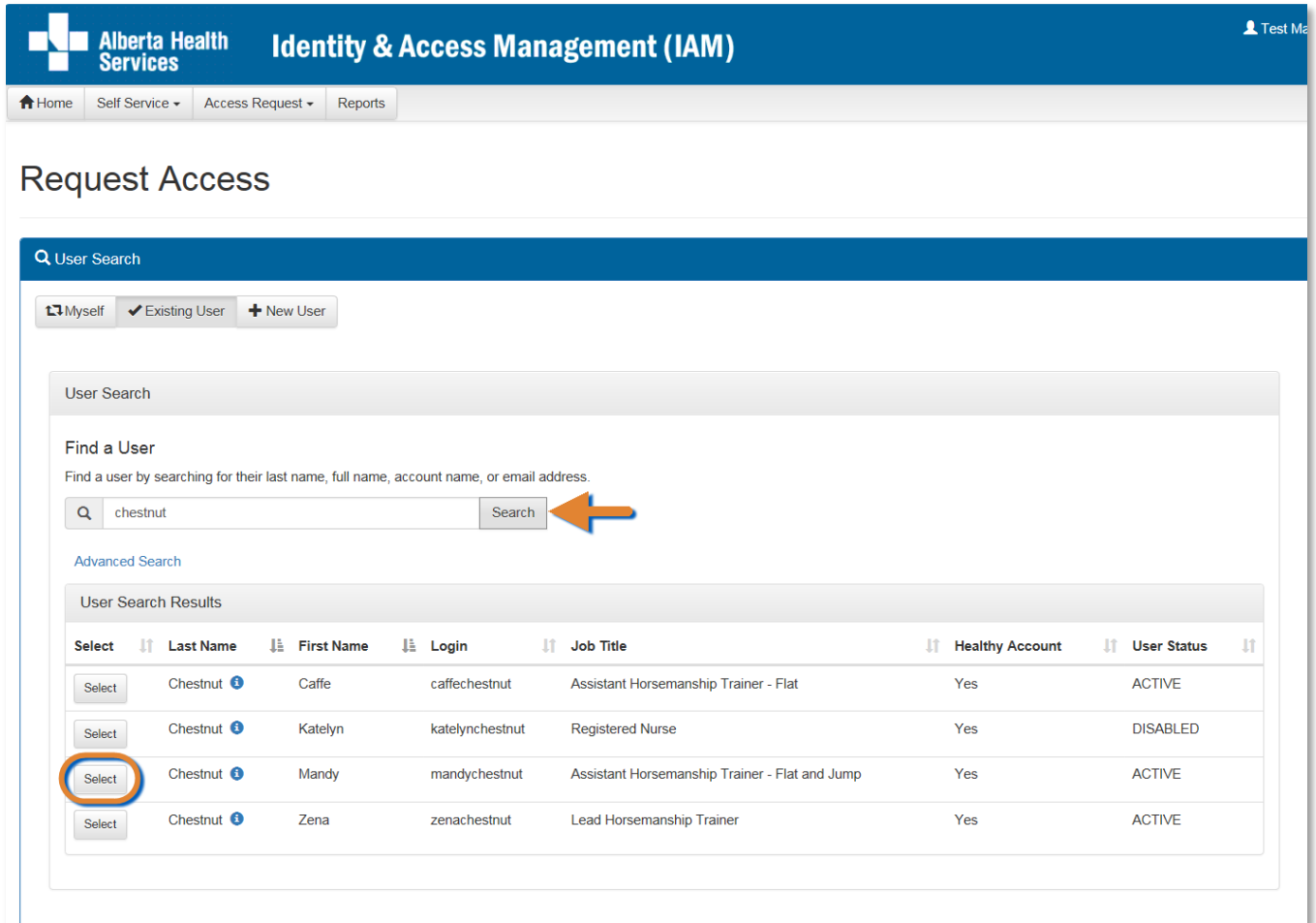
The **AHS IAM**  **Home** screen appears

CLICK [Request or Modify Access](#)

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



Request	Requested
IAM-0300950	03-Dec-2018 04:33 PM
IAM-0300945	05-Dec-2018 12:56 PM
IAM-0300939	03-Dec-2018 02:55 PM
IAM-0300934	03-Dec-2018 02:36 PM



**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

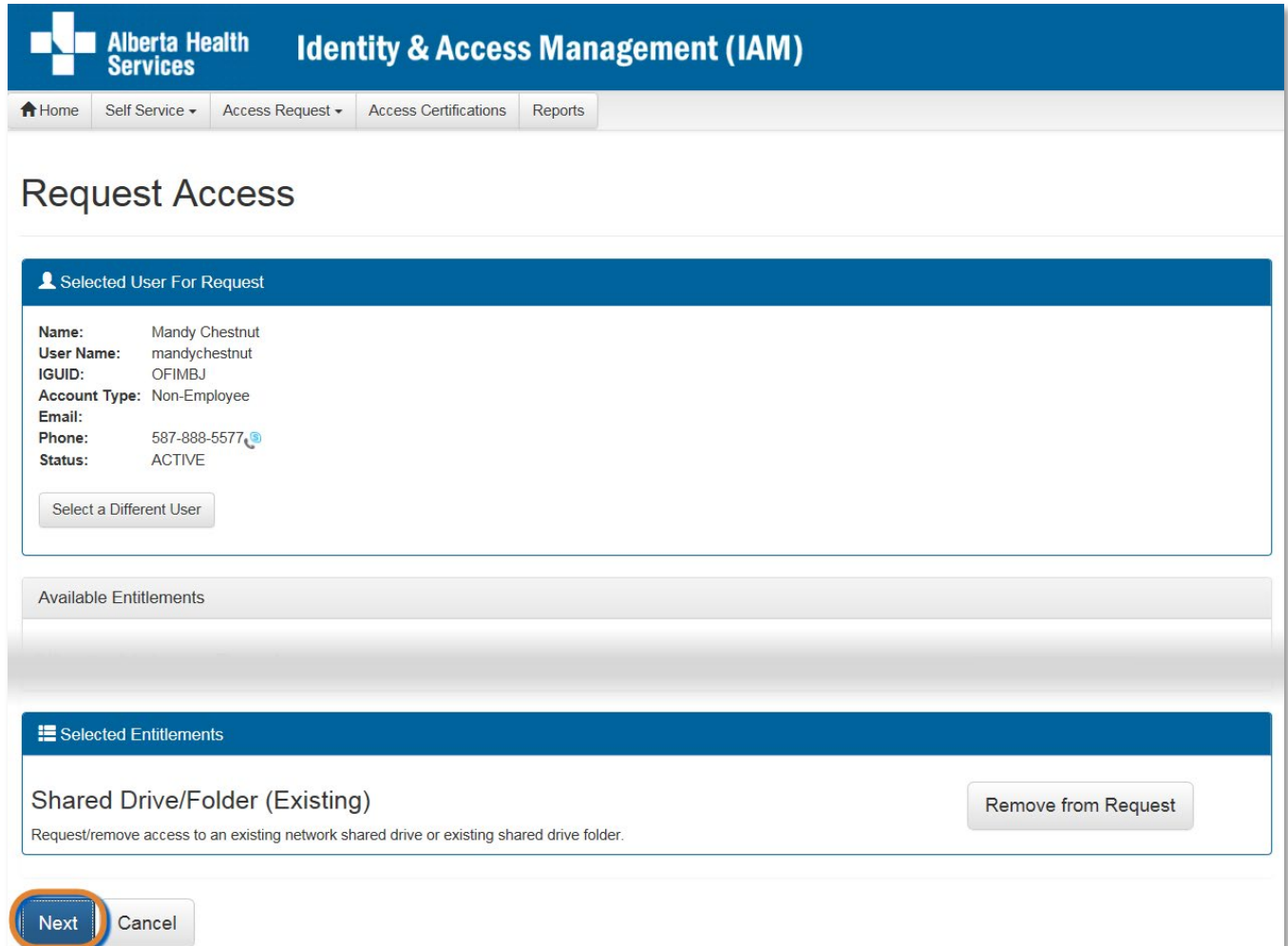
Advanced Search

User Search Results

Select	Last Name	First Name	Login	Job Title	Healthy Account	User Status
Select	Chestnut	Caffe	caffechestnut	Assistant Horsemanship Trainer - Flat	Yes	ACTIVE
Select	Chestnut	Katelyn	katelynchestnut	Registered Nurse	Yes	DISABLED
Select	Chestnut	Mandy	mandychestnut	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE
Select	Chestnut	Zena	zenachestnut	Lead Horsemanship Trainer	Yes	ACTIVE

SEARCH for and SELECT the end-user whose access is being modified or removed

The **Request Access** screen appears. In the [Selected User For Request](#) pane, the end-user's information is displayed.



Alberta Health Services Identity & Access Management (IAM)

Home Self Service Access Request Access Certifications Reports

## Request Access

**Selected User For Request**

Name: Mandy Chestnut  
User Name: mandychestnut  
IGUID: OFIMBJ  
Account Type: Non-Employee  
Email:  
Phone: 587-888-5577  
Status: ACTIVE

Select a Different User

Available Entitlements

**Selected Entitlements**

Shared Drive/Folder (Existing) Remove from Request

Request/remove access to an existing network shared drive or existing shared drive folder.

Next Cancel

At [Available Entitlements](#), at [Shared Drive/Folder \(Existing\)](#), CLICK [Request Access](#)

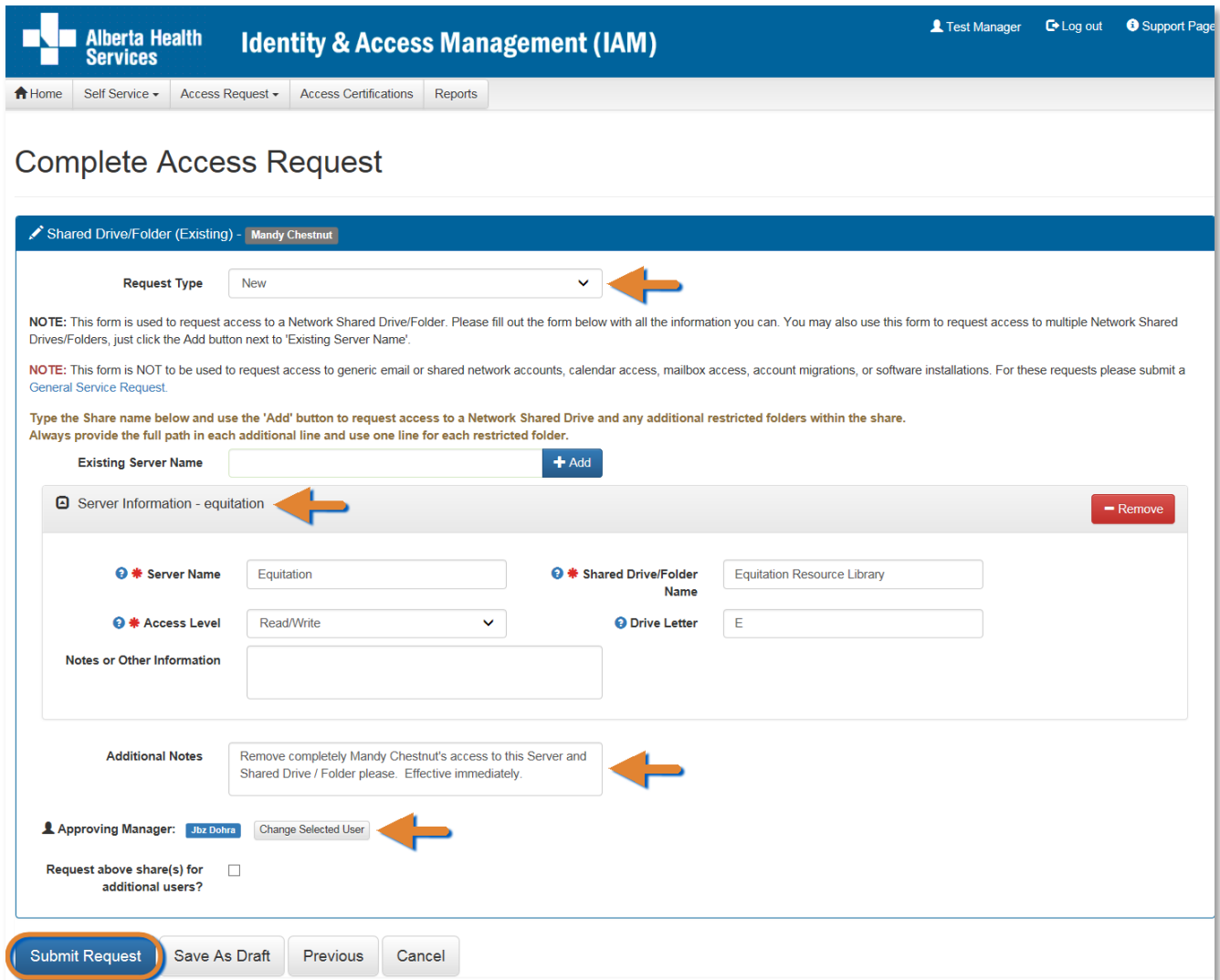
The screen refreshes

The [Selected Entitlements](#) pane appears at the bottom of the screen with [Shared Drive/Folder \(Existing\)](#) displayed


CLICK [Next](#)

The **Complete Access Request** screen appears





At  **Shared Drive/Folder (Existing)**

 Note that the Request Type is “New” even though you are requesting a modification or removal of access. This is correct as is.

ENTER **Existing Server Name**

The screen refreshes

ENTER **Server Name, Shared Drive/Folder Name, Access Level, Drive Letter**

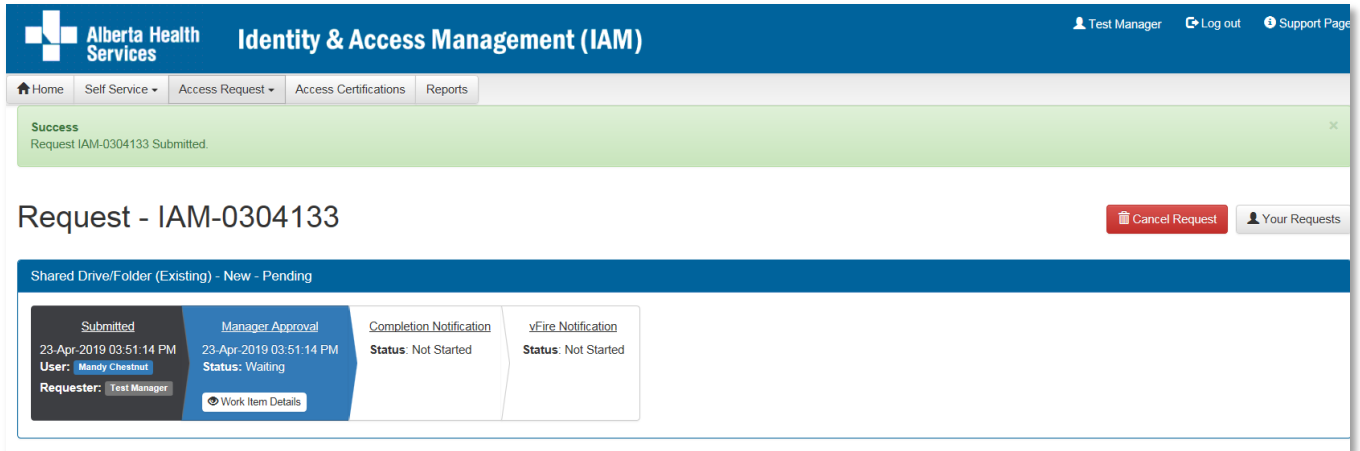
ENTER the modification or removal instructions into the **Notes or Other Information** and / or the **Additional Notes** freetext fields.

SEARCH for and SELECT the **Authorized Approver for Approval**

CLICK **Submit Request**

The **Request Status** screen appears with the request **Waiting** for **Manager Approval**.

The message, “**Success Request IAM-##### Submitted.**” Is displayed in the top left corner.



If you are not an [Authorized Approver](#), the request, the status will show as [Waiting](#) for [Manager Approval](#).

If you are an [Authorized Approver](#), the request will be automatically approved, and the [Status](#) will be [Completed](#).

The [Shared Drive/Folder \(Existing\) – Submitted Form](#) is displayed for review.

CLICK [Home](#)

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

In the [Request Status](#) pane, you will see the request displayed.

If you are not an Authorized Approver, the Status will be [Pending](#).

If you are an Authorized Approver, the Status will be [Completed](#).

Complete 

## Approve a request to modify or remove access to a Shared Drive / Folder

**!** Two approvals are needed for every Shared Drive / folder modify or remove request. First: the end-user's Authorized Approver must approve the modification or removal of access to the Shared Drive / Folder. This is done in AHS IAM. These are the instructions for this first approval step.

Second: the owner of the Shared Drive / Folder must approve the modification or removal of access to the Shared Drive / Folder. This is done by AHS IT Access Services who receive a work item from AHS IAM in the vFire system. They will coordinate the task completion with the Shared Drive / Folder owner.

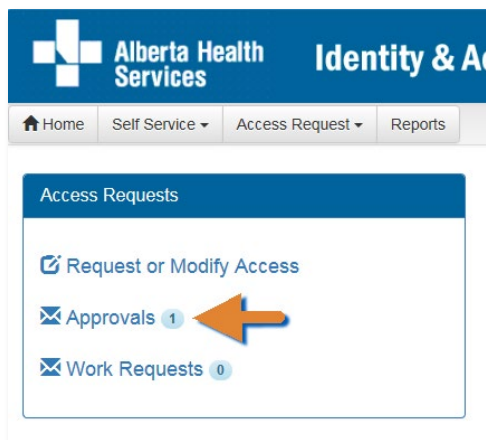
ENTER the AHS IAM URL into your internet browser → <https://iam.ahs.ca>  
LOGIN

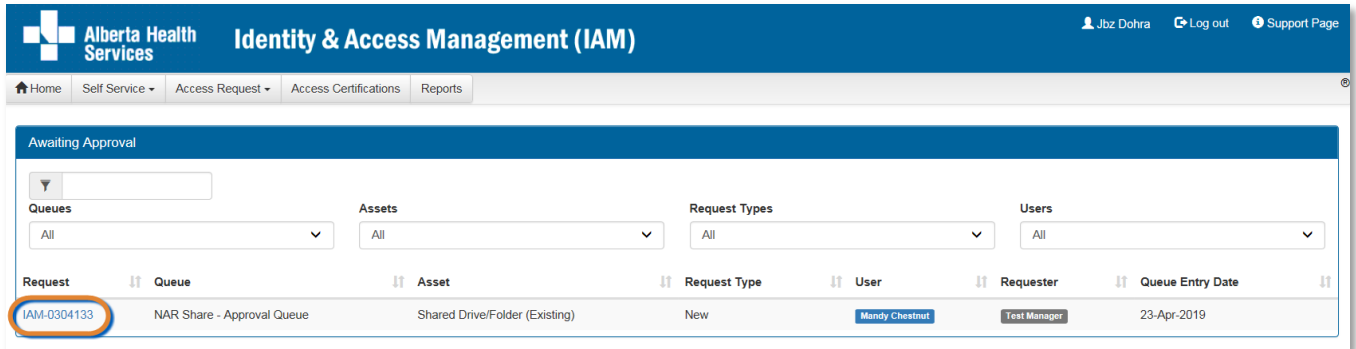
The **AHS IAM**  **Home** screen appears

At the [Access Requests](#) pane, at [Approvals](#), notice an item is waiting for your approval

CLICK [Approvals](#)

The **Awaiting Approvals** screen appears





Alberta Health Services Identity & Access Management (IAM)

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

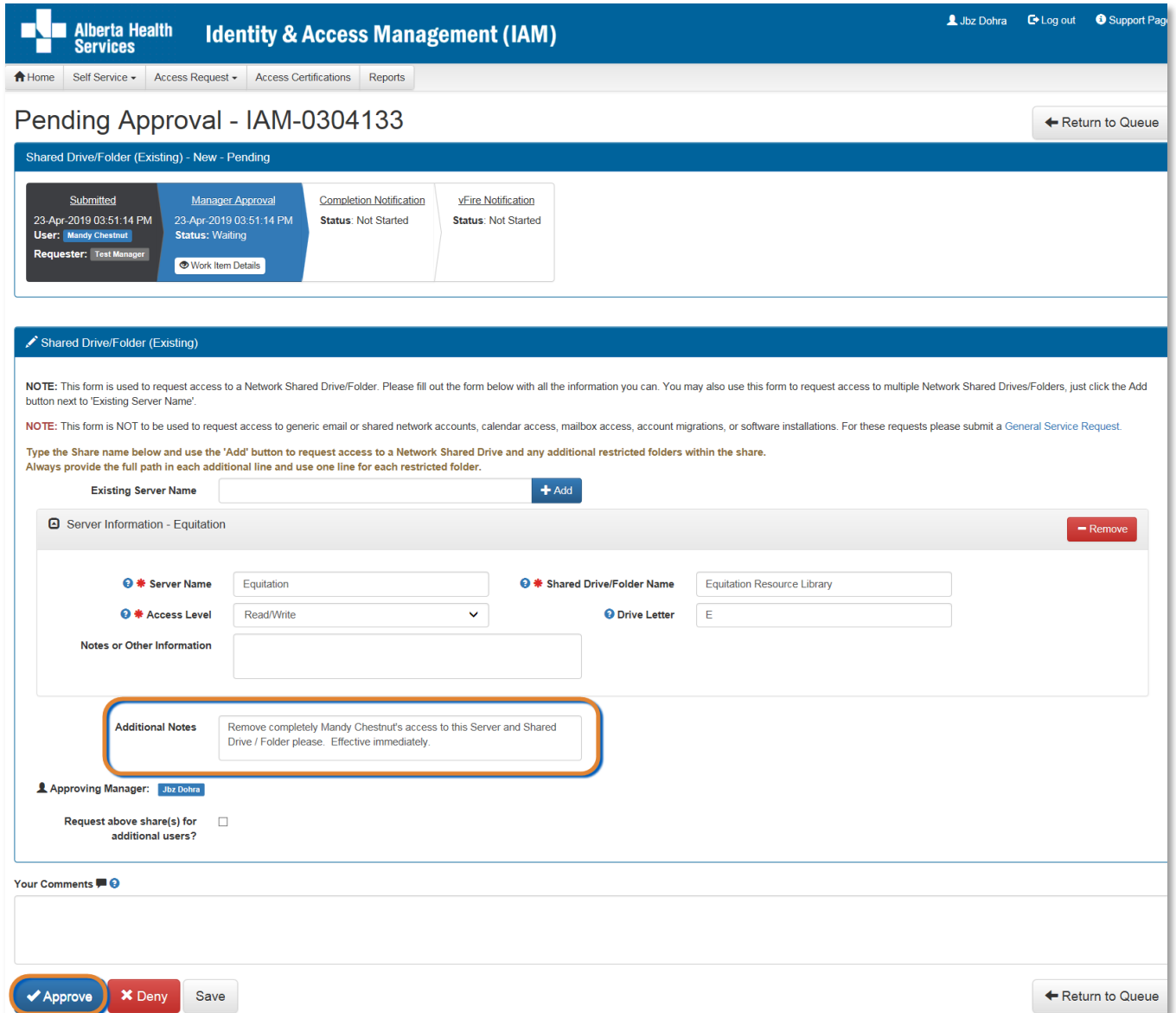
Awaiting Approval

Queues: All | Assets: All | Request Types: All | Users: All

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date
IAM-0304133	NAR Share - Approval Queue	Shared Drive/Folder (Existing)	New	Mandy Chestnut	Test Manager	23-Apr-2019

CLICK on the IAM request needing your approval

The **Pending Approval** screen appears showing the **Request Status** screen [Waiting for Manager Approval](#).



**Submitted**  
23-Apr-2019 03:51:14 PM  
User: Mandy Chestnut  
Requester: Test Manager

**Manager Approval**  
23-Apr-2019 03:51:14 PM  
Status: Waiting  
[Work Item Details](#)

**Completion Notification**  
Status: Not Started

**vFire Notification**  
Status: Not Started

**Shared Drive/Folder (Existing) - New - Pending**

**Shared Drive/Folder (Existing)**

**NOTE:** This form is used to request access to a Network Shared Drive/Folder. Please fill out the form below with all the information you can. You may also use this form to request access to multiple Network Shared Drives/Folders, just click the Add button next to 'Existing Server Name'.

**NOTE:** This form is NOT to be used to request access to generic email or shared network accounts, calendar access, mailbox access, account migrations, or software installations. For these requests please submit a [General Service Request](#).

Type the Share name below and use the 'Add' button to request access to a Network Shared Drive and any additional restricted folders within the share. Always provide the full path in each additional line and use one line for each restricted folder.

Existing Server Name  [+ Add](#)

**Server Information - Equitation** [- Remove](#)

**Server Name**  **Shared Drive/Folder Name**

**Access Level**  **Drive Letter**

**Notes or Other Information**

**Additional Notes**

Approving Manager: [Jbzd Dohra](#)

Request above share(s) for additional users?

Your Comments

[Approve](#) [Deny](#) [Save](#) [Return to Queue](#)

## REVIEW the request

**!** Look for instructions from the Requester that describe the modification or removal for this end-user. Add comments if needed.

Once you approve this request, it will trigger a request to IT Access File Services and the Shared Drive / Folder owner to take these actions.

CLICK ✓ [Approve](#)

For a complete explanation of Approve, Deny and Save, please refer to [Approve a NAR Request](#) in this guide.

The **Awaiting Approval** screen appears

The message, “[Success Work Item Processed](#).” is displayed in the top left corner.

CLICK 🏠 [Home](#)

The **AHS IAM 🏠 Home** screen appears

In the [Access Requests](#) pane, you will see one less work item requiring approval.

In the [Request Status](#) pane, you will see the work item [Completed](#).

Complete 