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## AHS IAM Security Profile User Guide

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### Topics in this User Guide

- [What is an AHS IAM Security Profile?](#)
- [First Login to AHS IAM](#)
- [Change your AHS IAM Password](#)
- [Create your AHS IAM Security Profile](#)
- [Change your AHS Network Password](#)
- [Review / Update your AHS IAM Security Profile](#)
- [Review / Update your AHS IAM Identity Account](#)



### What is an AHS IAM Security Profile?

All end-users of AHS IAM must set up their AHS IAM Security Profile. You will be prompted at first login to complete it. This one-time step takes only minutes to complete and gives you access to AHS IAM functions and features.

Completing an AHS IAM Security Profile also gives you the ability to:

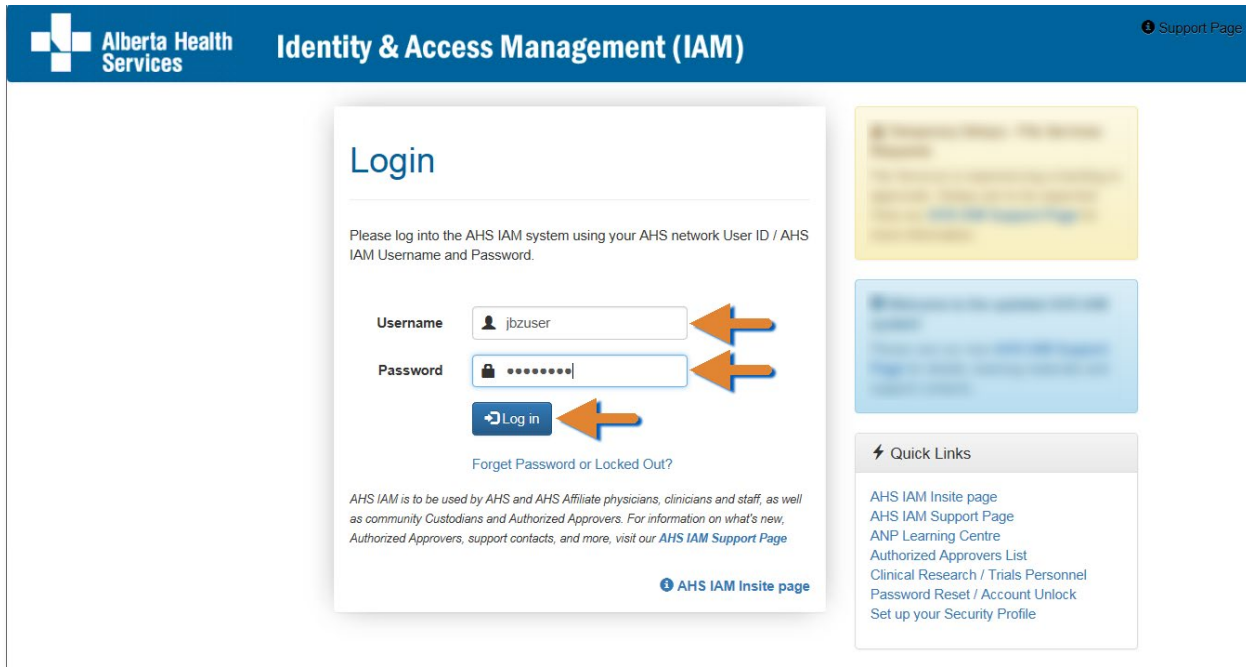
- Authenticate your identity with the AHS IT Service Desk and Alberta Health Provincial Help Desk by using your Secret Word.
- Unlock your own AHS Network account after too many unsuccessful login attempts by using the security questions and answers you set up.
- Reset your own forgotten AHS Network password by using the security questions and answers you set up.
- Change your AHS Network password if you believe it has been compromised or you just want to change it.

## First Login to AHS IAM

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

The **AHS IAM Login** screen appears

CREATE a browser favourite / bookmark



The screenshot shows the AHS Identity & Access Management (IAM) login page. The header includes the Alberta Health Services logo and the title 'Identity & Access Management (IAM)'. A 'Support Page' link is in the top right. The main content area is titled 'Login' and contains instructions: 'Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password.' Below this are input fields for 'Username' (containing 'jbzuser') and 'Password' (masked with dots). A 'Log in' button is below the password field. Three orange arrows point to the username field, the password field, and the 'Log in' button. Below the login fields is a link for 'Forgot Password or Locked Out?'. At the bottom of the login box is a link for 'AHS IAM Insite page'. To the right of the login box is a 'Quick Links' section with a list of links: 'AHS IAM Insite page', 'AHS IAM Support Page', 'ANP Learning Centre', 'Authorized Approvers List', 'Clinical Research / Trials Personnel', 'Password Reset / Account Unlock', and 'Set up your Security Profile'.


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

CLICK ➡ **Log in**

If the **Change Password** screen appears you must change your temporary password to a new one

CHANGE your AHS IAM Password – see next page for instructions

## Change your AHS IAM Password

 Some new end-users will be prompted to change their AHS IAM password at first login.



ENTER **New Password**

CONFIRM **New Password**

CLICK **Next**

The **AHS IAM Login** screen appears

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

CLICK  **Log in**


The **Update Security Questions** screen appears

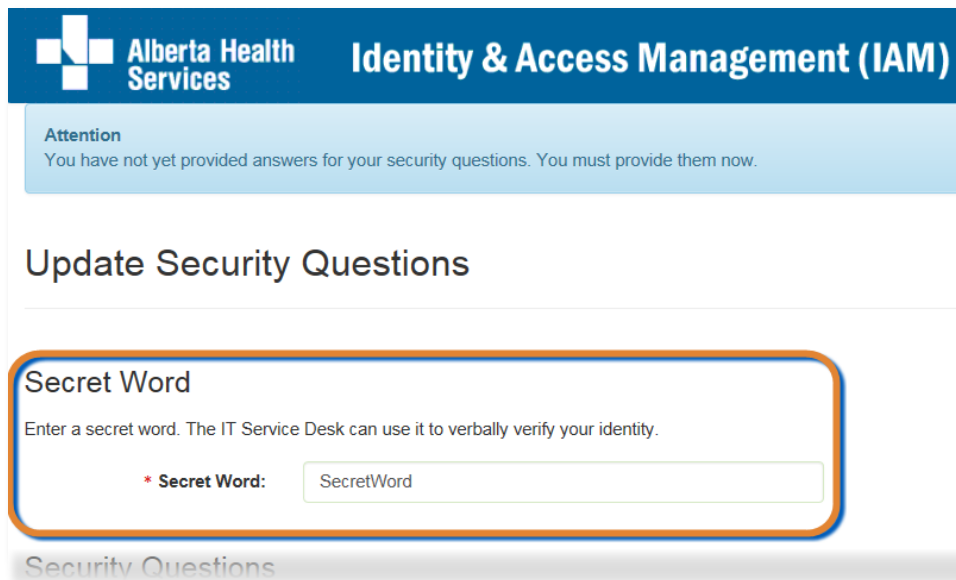
CREATE your AHS IAM Security Profile – see next page for instructions

Complete 

## Create your AHS IAM Security Profile

If you log into AHS IAM and are prompted to, complete your AHS IAM Security Profile.

 If you are not prompted, that means you have already completed your Security Profile. You can review your Secret Word and Security Questions / Answers anytime. See [Review / Update your AHS IAM Security Profile](#).



The screenshot shows the 'Identity & Access Management (IAM)' page. At the top is the Alberta Health Services logo. Below it is a blue banner with the text 'Identity & Access Management (IAM)'. Underneath the banner is a light blue box with the heading 'Attention' and the text 'You have not yet provided answers for your security questions. You must provide them now.' Below this is the heading 'Update Security Questions'. A rounded rectangle with an orange border highlights the 'Secret Word' section. This section contains the text 'Enter a secret word. The IT Service Desk can use it to verbally verify your identity.' and a label '\* Secret Word:' followed by a text input field containing the placeholder text 'SecretWord'. Below the highlighted section, the text 'Security Questions' is partially visible.


ENTER your [Secret Word](#)

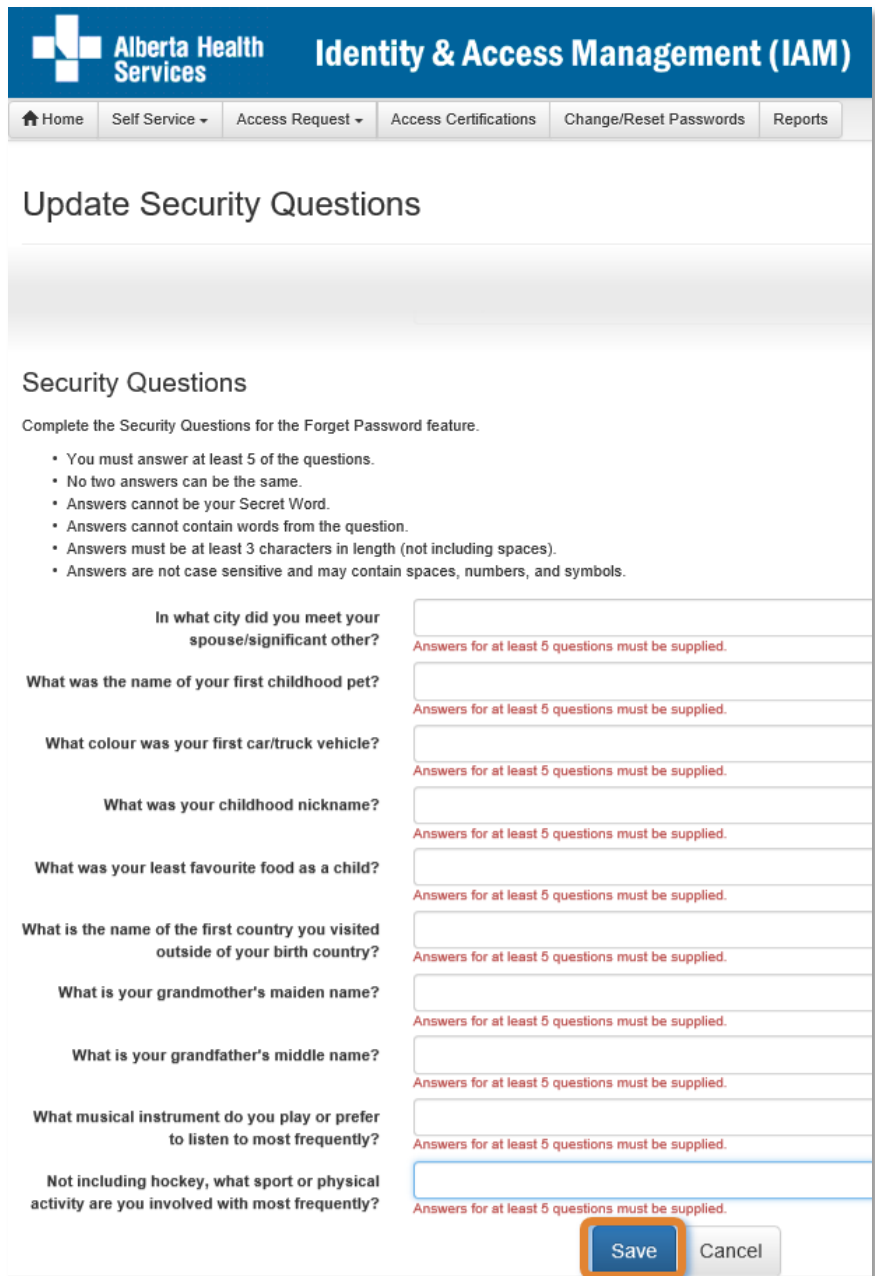
Should you need to call the AHS IT Service Desk or the Alberta Health Provincial Help Desk, your Secret Word will authenticate your identity more quickly.

CHOOSE a minimum of five (5) [Security Questions](#) that are meaningful to you

Read the rules to help you set up your answers

ENTER your answers  
CLICK [Next](#)

The **AHS IAM**  **Home** page appears  
You can begin using AHS IAM



**Update Security Questions**

### Security Questions

Complete the Security Questions for the Forget Password feature.

- You must answer at least 5 of the questions.
- No two answers can be the same.
- Answers cannot be your Secret Word.
- Answers cannot contain words from the question.
- Answers must be at least 3 characters in length (not including spaces).
- Answers are not case sensitive and may contain spaces, numbers, and symbols.

In what city did you meet your spouse/significant other?

What was the name of your first childhood pet?

What colour was your first car/truck vehicle?

What was your childhood nickname?

What was your least favourite food as a child?

What is the name of the first country you visited outside of your birth country?

What is your grandmother's maiden name?

What is your grandfather's middle name?

What musical instrument do you play or prefer to listen to most frequently?

Not including hockey, what sport or physical activity are you involved with most frequently?

Answers for at least 5 questions must be supplied.

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**Save** **Cancel**

Complete 

## Change your AHS Network Password



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

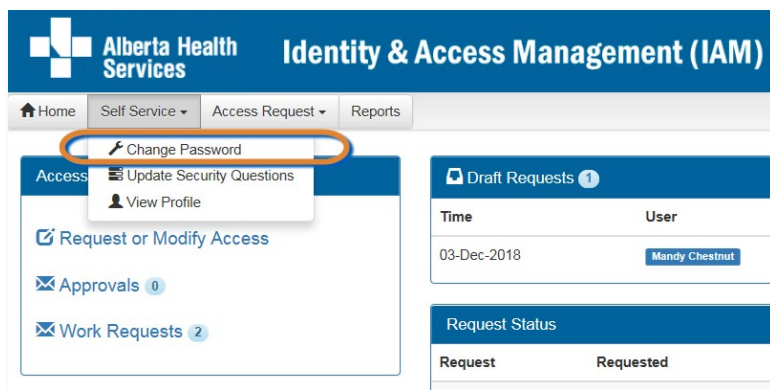
**i** If you don't remember your AHS Network Password, you can also reset it yourself in AHS IAM and save a call to the AHS IT Service Desk.

- Use the AHS desktop icon [Forgot Password?](#), or
- Use the [Forgot Your Password?](#) link on the [AHS.ca Staff Portal page](#), [Internal Staff Tools](#).
- For more information and how-to steps, please see the [AHS IAM Self-Serve Password Reset User Guide](#).

At the **AHS IAM**  **Home** page  
CLICK [Self Service](#)

CLICK  [Change Password](#)

The **Change Password** screen appears





ENTER your  
Current Password

ENTER your  
New Password

CONFIRM your  
New Password

CLICK [Save](#)

The **AHS IAM**   
**Home** page  
appears



Complete 


# Review / Update your AHS IAM Security Profile

At the **AHS IAM**  **Home** page  
CLICK [Self Service](#)

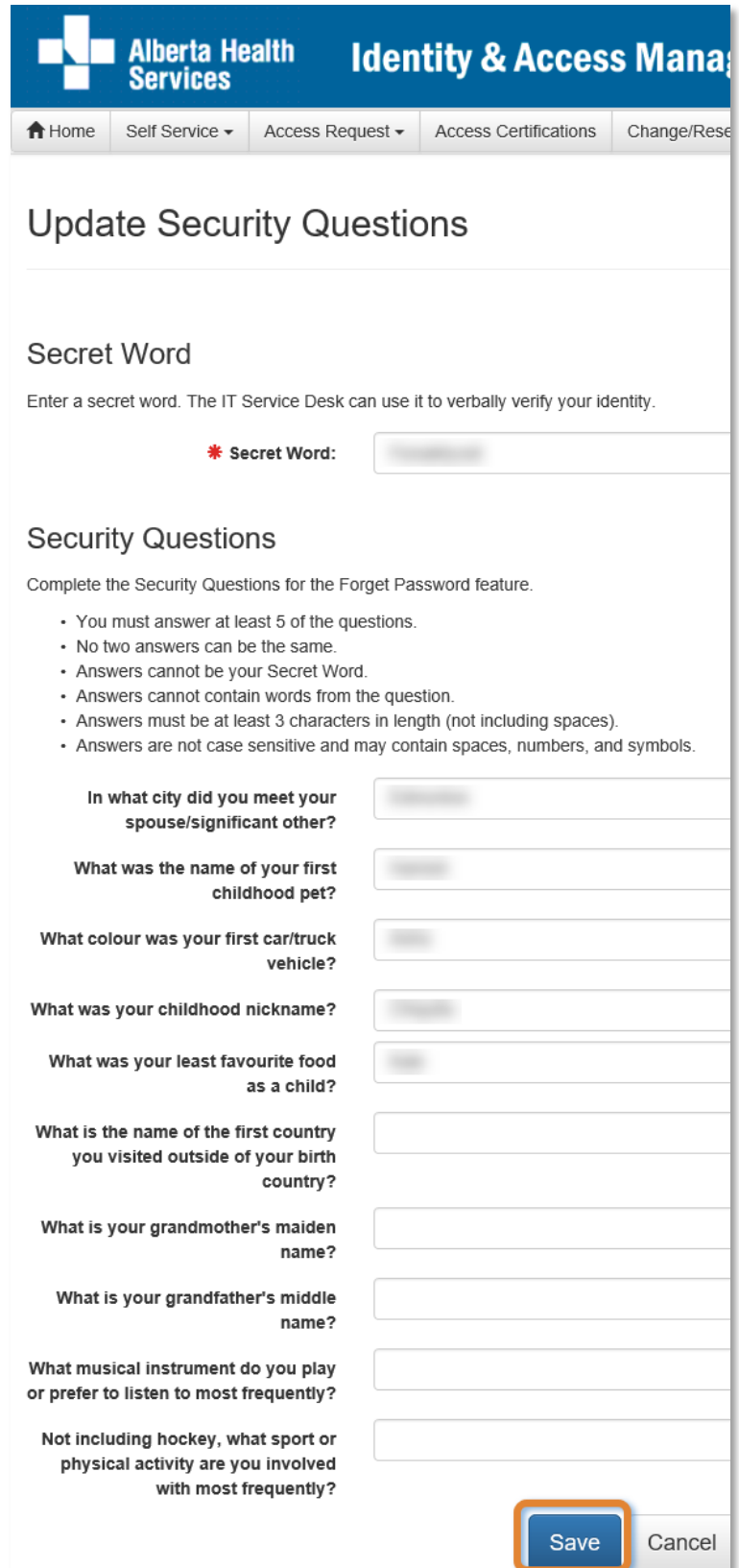
CLICK  [Update Security Questions](#)  
The **Update Security Questions**  
screen appears

REVISE as needed your  
[Secret Word](#)

REVISE as needed your  
[Security Questions](#) choices and / or  
answers

CLICK [Save](#)  
The **AHS IAM**  **Home** page  
appears – look for a confirmation  
message in the top left corner

Complete 



**Update Security Questions**

**Secret Word**

Enter a secret word. The IT Service Desk can use it to verbally verify your identity.

\* **Secret Word:**

**Security Questions**

Complete the Security Questions for the Forget Password feature.

- You must answer at least 5 of the questions.
- No two answers can be the same.
- Answers cannot be your Secret Word.
- Answers cannot contain words from the question.
- Answers must be at least 3 characters in length (not including spaces).
- Answers are not case sensitive and may contain spaces, numbers, and symbols.

In what city did you meet your spouse/significant other?

What was the name of your first childhood pet?

What colour was your first car/truck vehicle?

What was your childhood nickname?

What was your least favourite food as a child?

What is the name of the first country you visited outside of your birth country?

What is your grandmother's maiden name?

What is your grandfather's middle name?


What musical instrument do you play or prefer to listen to most frequently?

Not including hockey, what sport or physical activity are you involved with most frequently?

[Save](#) [Cancel](#)



## Review / Update your AHS IAM Identity Account

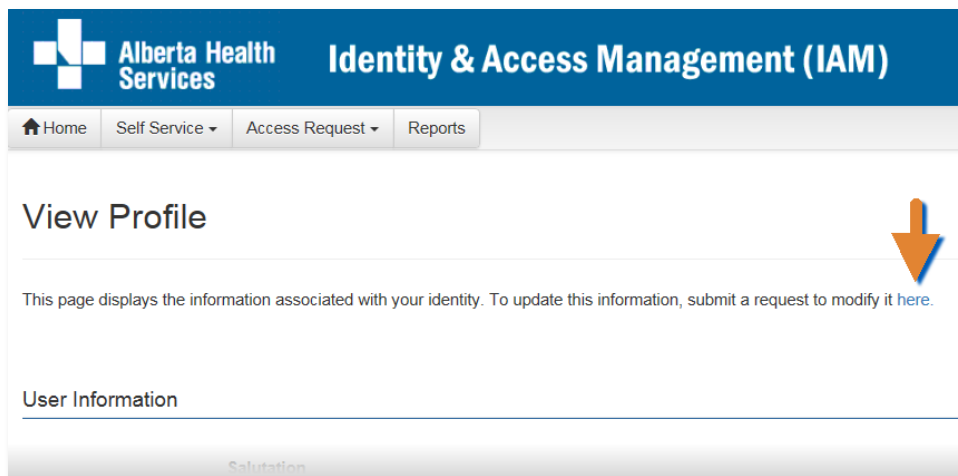
 We have included the following information and directions about your AHS IAM Identity Account because [View Profile](#) is on the same drop down menu as [Change Password](#) and [Update Security Profile](#).

Your AHS Identity Account is not your AHS IAM Security Profile. Your AHS IAM Identity Account is your identity record within the AHS IAM system; your entitlements and resources are attached to this identity record. You are welcome to review it and make changes if needed, but this is not a requirement when completing your AHS IAM Security Profile.

At the **AHS IAM**  **Home** page  
CLICK [Self Service](#)


CLICK  [View Profile](#)

The **View Profile** screen appears





In the **View Profile** screen  
REVIEW the details for information and accuracy

If changes are needed, CLICK [here](#) on the screen

This will take you to the Network Account (NAR) modification process. For support, use the [AHS IAM Network Access Request \(NAR\) User Guide](#) available on [AHS IAM Support Page](#) under  [Learning](#). The directions provided here are an excerpt of the complete instructions.

The **Complete Access Request** screen appears  
REVISE information as needed  
SELECT [Approving Manager](#) (also known as an Authorized Approver)  
CLICK [Submit Request](#)

The request to modify your AHS IAM Identity Account information will be sent to the [Approving Manager](#) (Authorized Approver) you identified

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

In the [Request Status](#) pane your request will appear with a Status of [Pending](#)

[Complete](#) 