

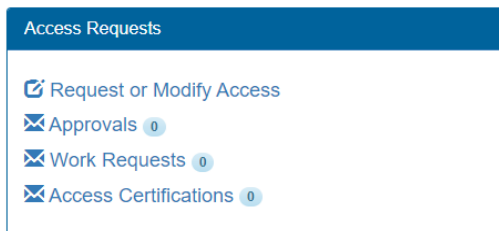
This quick reference outlines how Primary Custodians can add or remove an Alberta Netcare AA/Authorized Approver in the Alberta Health Services (AHS) Identity & Access Management (IAM) application.

NOTE Netcare AAs can add, amend or remove ANP users via AHS IAM. Learn more about Netcare AA roles and responsibilities on the [Alberta Netcare Learning Centre](#).

How to Add a Netcare AA/Authorized Approver

Log In

- 1 Access the AHS IAM remote login page: iam.albertahealthservices.ca
- 2 Enter your **username** and **RSA SecurID token code**.
- 3 The AHS IAM login page displays, requiring entry of your AHS IAM **username** and **password**.
- 4 On the AHS IAM homepage click **Request or Modify Access**.



Select Netcare AA/Authorized Approver Custodian Entitlement

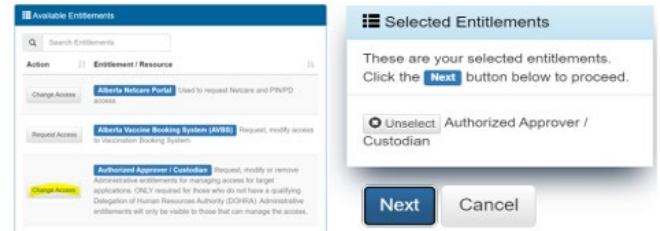
- 1 Under **Existing User Search**, click **Advanced Search**.

TIP Using the advanced search functionality helps minimize duplication errors.

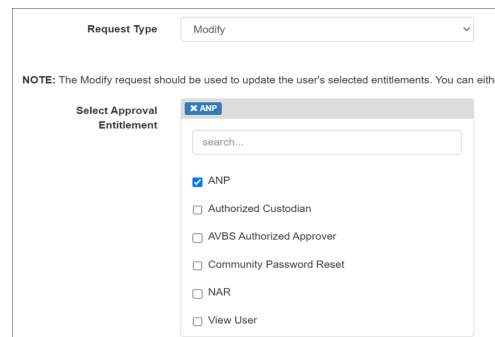
- 2 Enter the user's first and last name, and their day and month of birth. Click **Search**.

Possible matches, including users with similar names will display.

- 3 Click **Select** next to the name if the user exists and has a DOB match (in green) or click the **+ New User** button if no match is found.
- 4 Once you have selected or created a new profile, click **Request or Change Access** beside the Authorized Approver/Custodian entitlement, then click **Next**.

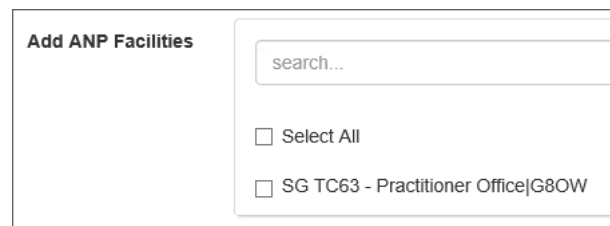


- 5 Scroll down to **User Information** and enter the required details.
- 6 In the Request Type drop-down select **New, Modify, or Remove**. If several approval entitlement options appear, select **only ANP**.



Add the Netcare AA/Authorized Approver Entitlement to Your Facility

- 1 In the **Assigned ANP Facilities** section, select your facility from the list provided.



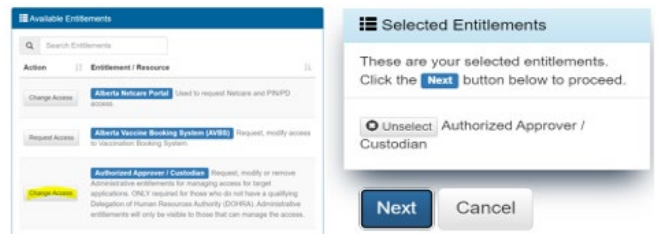
- Enter the Netcare AA/Authorized Approver's email address, then check the box below to open the **Remote User Network Access (RUNA)** section. If the checkbox is disabled, the RUNA is already active, skip to step 6.

- Select the appropriate RUNA request type and token type from the drop-down menus. If requesting a hard token, a delivery address is required. If requesting a soft token, a *personal* email address is required.
- In the **State the reason the user needs remote access** box type "Authorized Approver access."
- Click **Submit Request**.
For successful requests, a green status bar will appear at the top of the page.

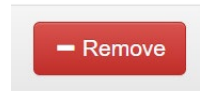
How to Remove a Netcare AA/Authorized Approver Entitlement From Your Facility

- Under **Existing User Search**, click **Advanced Search**.

TIP Using the advanced search functionality helps minimize errors.
- Enter the user's first and last name, and their day and month of birth. Click **Search**.
Possible matches, including users with similar names will display.
- Click **Select** next to the user's name.
- Click **Request or Change Access** beside the Authorized Approver/Custodian entitlement, then click **Next**.



- On the Complete Access Request page, click **Remove** next to the desired facility.



- Scroll to the bottom of the page and click **Complete**.

For successful requests, a green status bar will appear at the top of the page.

If you have questions, contact eHealth Services Provider Support at **1-855-643-8649**, eHealthProviderSupport@gov.ab.ca; Monday to Friday 8:15 am - 4:30 pm, or visit the [Alberta Netcare Learning Centre Contact Us page](#).