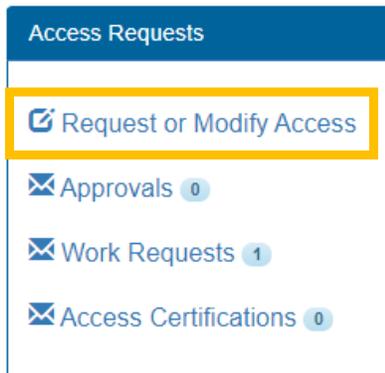


This quick reference provides instructions for

- [Requesting Connect Care Provider Portal \(CCPP\) access](#)
- [Amending existing CCPP user access](#)
- [Removing existing CCPP user access](#)

Requesting CCPP Access

1 Click **“Request or Modify Access”** from the AHS IAM homepage.

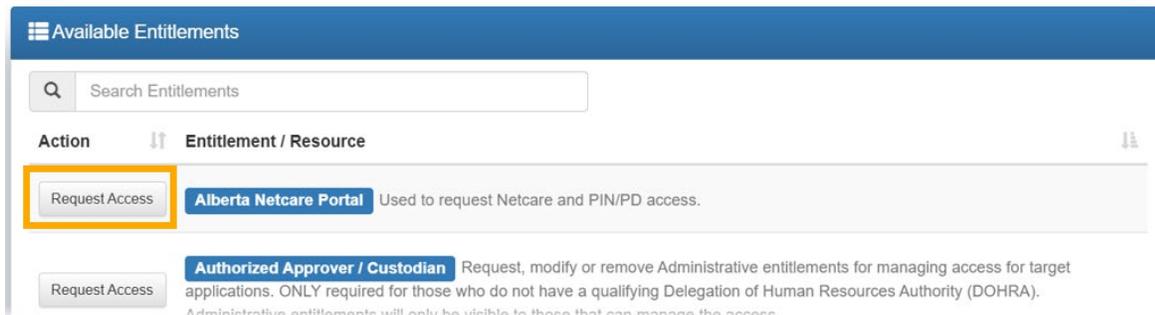


2 **Select a user**

- Click **“Myself”** to start a request for yourself
 Or
- Search for an existing user. If no match is found, click **“+ New User.”**

3 Click **“Request Access”** next to the **Alberta Netcare Portal entitlement**, then click **“Next.”**

(Note: It will appear as *Change Access* if the end-user has an active account.)



4 Complete the Access Request form, selecting the "Request Connect Care Provider Portal" checkbox.



Complete Access Request

The screenshot displays the "Alberta Netcare Portal - Community User One" form. The form includes the following fields and annotations:

- Request Type:** A dropdown menu set to "New".
- Facilities:** A search box with "search..." and a list item "Malcolm Chang Professional Corporation|GBP1". An arrow points to this section with the annotation: "Select the desired facility".
- Facility - Malcolm Chang Professional Corporation|GBP1:** A section containing several dropdown menus:
 - Profession:** "Licensed Practical Nurse". An arrow points to this dropdown with the annotation: "Select a profession and job role from the dropdown list. Provide an active college license ID if prompted." Below this dropdown is a **Note:** "If the college license ID or DOB entered is not valid and/or does not match the Provincial Provider Registry (PPR), an error message will display. If you require further assistance with this step, contact eHealth Services Provider Support at 1-855-643-8649."
 - Job Role:** "LPN".
 - Netcare Role:** "Clinical2". An arrow points to this dropdown with the annotation: "Select the appropriate Netcare role." A "Netcare Role" label is also visible next to the dropdown.
 - PD Access:** "Select..."
 - PIN Access:** "Select..."
 - Sunset Date:** "2026-03-21".
 - Pharmacy Batch Access:** An unchecked checkbox.
- Request Connect Care Provider Portal:** A checked checkbox. An arrow points to this checkbox with the annotation: "Select the Request CCPP checkbox." Below this is a **Note:** "Access is only available for facilities that are CCPP-live and for users with Clinical 1 or 2 access. If the user already has CCPP access, the checkbox will display as 'Modify or Remove Connect Care Provider Portal.'"
- Remote Access Required:** A checked checkbox.
- Authorized Approver:** "Community Authorized Approver".
- Request Notes:** A text area at the bottom of the form.

5 Complete the Remote User Network Access (RUNA) form

Remote User Network Access (RUNA)

Request Type:

* RUNA Request Type:

* Token Type:

Access Information

Remote Access Required

MyApps [Citrix] Netcare

search...

- AH-ACCIS
- AH-AID
- AH-ARP/APP
- AH-BIE
- AH-DSR
- AH-HLINK
- AH-Imm/ARI /IDSM

Contact Information

NOTE: RSA Soft Tokens are only supported by Android and iOS Smartphones. For any other cellular device, please choose Hard Token.
Please enter an e-mail address that is setup on the user's smartphone (Personal E-mail for Soft Token).

* Personal E-mail:

* Confirm E-mail:

Please review the RSA SecurID Soft Token Prerequisites.

Additional Information

* State the reason the user needs Remote Access:

Additional Request Comments:

Select the appropriate RUNA request type and token type from the drop-down menus.

Note: If requesting a hard token, a delivery address is required. If requesting a soft token, a personal email address is required.

Note: For ANP and CCPP access, the "Remote Access Required" labels will default to MyApps [Citrix] and Netcare.

In the "State the reason the user needs remote access" field, ensure that "Netcare Access" is listed.

6 Complete the Epic (Connect Care) form

Epic (Connect Care)

Request Type:

Role Category (select to add an access criteria bundle): Connect Care Provider Portal Role Category

Select the **Connect Care Provider Portal Role Category** checkbox. This will open the **Access Criteria Bundle** panel.

User Guide: Epic (DMO,3M), Connect Care Provider Portal

Connect Care Provider Portal Role Category - Access Criteria Bundle Remove

* Facilities:

Select the desired facility code from the drop-down menu.

* Account Effective Date:

Accept or change the default account effective date and account expiry dates.

* Account Expiry Date:

* Position Designation:

Select the user's profession.

College License ID:

Enter active license ID, if required.

Connect Care Provider Portal Roles:

- CCPP Clinical 4
- CCPP Clinical 1
- CCPP Clinical 8
- Connect Care Provider Portal Clinical Support
- Connect Care Provider Portal Front Desk Staff
- Connect Care Provider Portal Interim Physician
- Connect Care Provider Portal Optometry

Select the default available role.

Required Training: Epic - Placeholder for required eLearning [999]

Entitlement Manager: Community Authorized Approver

Login Type Guide

This user already has Remote Access with Epic role.

Additional Request Comments:

Submit Request | Save As Draft | Previous | Cancel

Submit the request.

7 Complete the request and retrieve user credentials

Alberta Health Services Identity & Access Management (IAM)

Community Authorized Approver Log out Support Page

Home Self Service Access Request Access Certifications Reports

Access Requests

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

Request Status

Request	Requested	Status - Access - Type	User	Requester
IAM-0572960	21-Mar-2025 03:00 PM	Completed - Alberta Netcare Portal - New Pending - Epic (Connect Care) - New Pending - Remote User Network Access (RUNA) - New	Community User One	Community Authorized Approver

Self Service

- Change Password
- Update Security Questions
- View Profile

Your Entitlement List

To make a request for someone else, use Request or Modify Access

Action	Entitlement / Resource
Change Access	Authorized Approver / Custodian Request, modify or remove Administrative entitlements for managing access for target applications. ONLY required for those who do not have a qualifying Delegation of Human Resources Authority (DOHRA). Administrative entitlements will only be visible to those that can manage the access.
Change Access	Network Account (NAR) Request, modify, rename or reactivate AHS network access for AHS non-employees and community end-users. Perform a Standard or Emergency Termination of an AHS non-employee. Perform an Emergency Termination of an AHS employee.

Alberta Health Services Identity & Access Management (IAM)

Community Authorized Approver Log out Support Page

Home Self Service Access Request Access Certifications Reports

Work Requests

Search all of your Work Requests.

Request Number Enter the last 3 or more digits. Ex: 3286 Search Clear Filters

Queues: Assets: Request Types: Users:

Filter visible attributes Exclude

Request	Queue	Asset	Request Type	User	Requester	Queue Entry Date	Latest Comment
IAM-0572960	Credent			Community User One	Community Authorized Approver	21-Mar-2025	

Page Size: 50 Work Requests 1 - 1 (by oldest to most recent) Total of 1

Open and review the Epic (Connect Care) credential delivery notice.

Credentials to be Delivered

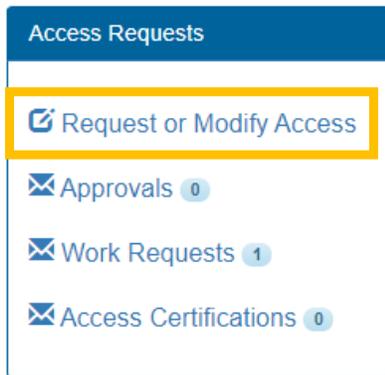
AHS User Id	
AHS Password	
ANP User Id	
PIN/PD User Id	

Your Comments

Complete Save Return to Queue

Modifying or Removing Existing CCPP Access

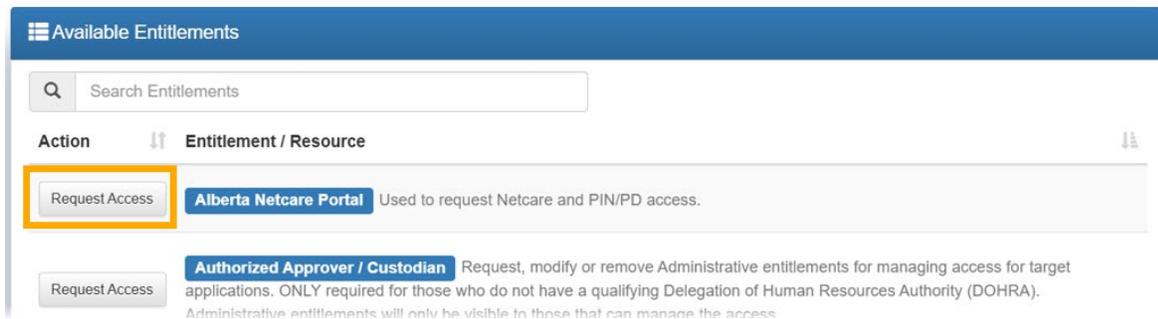
1 Click “Request or Modify Access” from the AHS IAM homepage.



2 Select a user

- Click “*Myself*” to start a request for yourself
Or
- Search for an existing user. If no match is found, click “+ *New User*.”

3 Click “Change Access” next to the *Alberta Netcare Portal* entitlement, then click “Next.”



4 Complete the Access Request form, selecting the “Modify or Remove Connect Care Provider Portal” checkbox.



Complete Access Request

Request Type: Modify

Facilities

- Kwan Mountain View Medical Office|GBP3
- Malcolm Chang Professional Corporation|GBP1

Facility - Malcolm Chang Professional Corporation|GBP1

Profession: Licensed Practical Nurse

Job Role: LPN

Netcare Role: Clinical2

PD Access: Select...

PIN Access: Select...

Sunset Date: 2026-03-18

Pharmacy Batch Access:

Modify or Remove Connect Care Provider Portal:

Remote Access Required:

This user already has Remote Access with Netcare role.

Authorized Approver: Community Authorized Approver

Request Notes

Annotations:

- If the correct facility does not appear in the panel below, select the desired facility.
- Select a profession and job role from the dropdown list. Provide an active college license ID if prompted.
Note: If the college license ID or DOB entered is not valid and/or does not match the Provincial Provider Registry (PPR), an error message will display. If you require further assistance with this step, contact eHealth Services Provider Support at 1-855-643-8649.
- Select the appropriate Netcare role.
- Accept or change the sunset date.
- Select the “Modify or Remove CCPP” checkbox.
Note: Access is only available for facilities that are CCPP-live and for users with Clinical 1 or 2 access. If the user does not have CCPP access, the checkbox will display “Request Connect Care Provider Portal.”

5 Complete the Remote User Network Access (RUNA) form

Remote User Network Access (RUNA)

Request Type:

* RUNA Request Type:

* Token Type:

Access Information

Remote Access Required

MyApps [Citrix] Netcare

search...

- AH-ACCIS
- AH-AID
- AH-ARP/APP
- AH-BIE
- AH-DSR
- AH-HLINK
- AH-Imm/ARI (IDSM)

Contact Information

NOTE: RSA Soft Tokens are only supported by Android and iOS Smartphones. For any other cellular device, please choose Hard Token.
Please enter an e-mail address that is setup on the user's smartphone (Personal E-mail for Soft Token).

* Personal E-mail:

* Confirm E-mail:

Please review the RSA SecurID Soft Token Prerequisites.

Additional Information

* State the reason the user needs Remote Access:

Additional Request Comments:

Select the appropriate RUNA request type and token type from the drop-down menus.

Note: If requesting a hard token, a delivery address is required. If requesting a soft token, a personal email address is required.

Note: For ANP and CCPP access, the "Remote Access Required" labels will default to **MyApps [Citrix]** and **Netcare**.

In the "State the reason the user needs remote access" field, ensure that "Netcare Access" is listed.

6 Complete the Epic (Connect Care) form

Epic (Connect Care)

Request Type:

Role Category (select to add an access criteria bundle): Connect Care Provider Portal Role Category

Select the **Connect Care Provider Portal Role Category** checkbox. This will open the **Access Criteria Bundle** panel, enabling you to add an additional role or facility.

Connect Care Provider Portal Role Category - Access Criteria Bundle

Facilities:

Account Effective Date:

Account Expiry Date:

Position Designation:

College License ID:

Connect Care Provider Portal Roles:

- CCPP Clinical 4
- CCPP Clinical 1
- CCPP Clinical 8
- Connect Care Provider Portal Clinical Support
- Connect Care Provider Portal Front Desk Staff
- Connect Care Provider Portal Interim Physician
- Connect Care Provider Portal Otolaryngology

Required Training: No training requirements have been detected for this request.

Entitlement Manager:

Select desired facility code from the drop-down menu.

Accept or change default account effective date and account expiry dates.

Select the user's profession

Enter active license ID, if required

Select the default available role.

Existing CCPP access may be displayed under the current Authorized Approver, which can be amended or removed.

Connect Care Provider Portal Role Category - Access Criteria Bundle Remove

Facilities:

Account Effective Date:

Account Expiry Date:

Position Designation:

College License ID:

Connect Care Provider Portal Roles:

- CCPP Clinical 4
- CCPP Clinical 1
- CCPP Clinical 8
- Connect Care Provider Portal Clinical Support
- Connect Care Provider Portal Front Desk Staff
- Connect Care Provider Portal Interim Physician
- Connect Care Provider Portal Otolaryngology

Required Training: No training requirements have been detected for this request.

Entitlement Manager:

Login Type Guide

This user already has Remote Access with Epic role.

Additional Request Comments:

Submit Request Save As Draft Previous Cancel

Submit the request.

Removing CCPP Access for a Facility

Epic (Connect Care)

Request Type: Modify

Role Category: Connect Care Provider Portal Role Category

Select a role category to add an access criteria bundle. An Access Criteria Bundle is bound by the role category, for a timeframe (launch), for the chosen roles, and the approver. One or more bundles can be added of the same or different role type.

User Guide: Epic (DMO,3M), Connect Care Provider Portal

Connect Care Provider Portal Role Category - Access Criteria Bundle Remove

Facilities: Malcolm Chang Professional Corporation|GBP1

Account Effective Date: 2025-03-21

Account Expiry Date: 2026-03-21

Position Designation: Licensed Practical Nurse

College License ID: [Empty]

Connect Care Provider Portal Roles

- CCPP Clinical 4
- CCPP Clinical 1
- CCPP Clinical 8
- Connect Care Provider Portal Clinical Support
- Connect Care Provider Portal Front Desk Staff
- Connect Care Provider Portal Interim Physician
- Connect Care Provider Portal Otolaryngology

Required Training: No training requirements have been detected for this request.

Entitlement Manager: Community Authorized Approver

Connect Care Provider Portal Role Category - Access Criteria Bundle Remove

Facilities: Kwan Mountain View Medical Office|GBP3

Account Effective Date: 2025-03-21

Account Expiry Date: 2025-12-31

Position Designation: Licensed Practical Nurse

College License ID: [Empty]

Connect Care Provider Portal Roles

- CCPP Clinical 4
- CCPP Clinical 1
- CCPP Clinical 8
- Connect Care Provider Portal Clinical Support
- Connect Care Provider Portal Front Desk Staff
- Connect Care Provider Portal Interim Physician
- Connect Care Provider Portal Otolaryngology

Required Training: No training requirements have been detected for this request.

Entitlement Manager: Community Authorized Approver

Login Type Guide

This user already has Remote Access with Epic role.

Additional Request Comments: [Text Area]

Submit Request | Save As Draft | Previous | Cancel | **Submit the request.**

To remove a user's access, follow the **Request or Modify Access steps** above. When you reach the Epic (Connect Care) panel, click "**Remove**" next to the facility for which you want to remove access.

Note: If you are removing the last listed facility, you will be prompted to enter a disable reason.