

Alberta Netcare Portal

Provider Self Service Portal (PSSP)

The **Provider Self-Serve Portal (PSSP)** is a centralized contact information source for regulated health care providers. The portal will make it easier for healthcare providers to connect with each other, share information and provide timely patient care – in the event of *critical test results* or *public health emergency*.

Who can have access to the PSSP?

Physician Providers can access the PSSP to update key information about their practice (Ex. Clinic Address, Contact Information)

HOW TO REGISTER: NEW ALBERTA NETCARE USER

Alberta Health Services users and affiliates.

1. Log into [Identity & Access Management \(IAM\) system](#) using your *AHS network User Name and Password*.
2. On the IAM home page, click **Access Requests** and select *Request or Modify Access to Entitlements*.
3. Select *Request Access to*:
 - o Alberta Netcare Portal
 - o PSSP access
4. Complete each Request process by following the screen instructions.

EXISTING ALBERTA NETCARE USER

Community Users who have an IAM User ID:

1. Log into [Identity & Access Management \(IAM\) system](#) using your *IAM User Name and Password*.
2. Select **Request Access to**:
 - o PSSP access
3. Complete each Request process by following the screen instructions.

Community users accessing outside of AHS:

[Contact](#) the *eHealth Support Team* at 1-855-643-8649 or email eHealthSupport@cgi.com

HOW TO UPDATE YOUR CONTACT INFORMATION

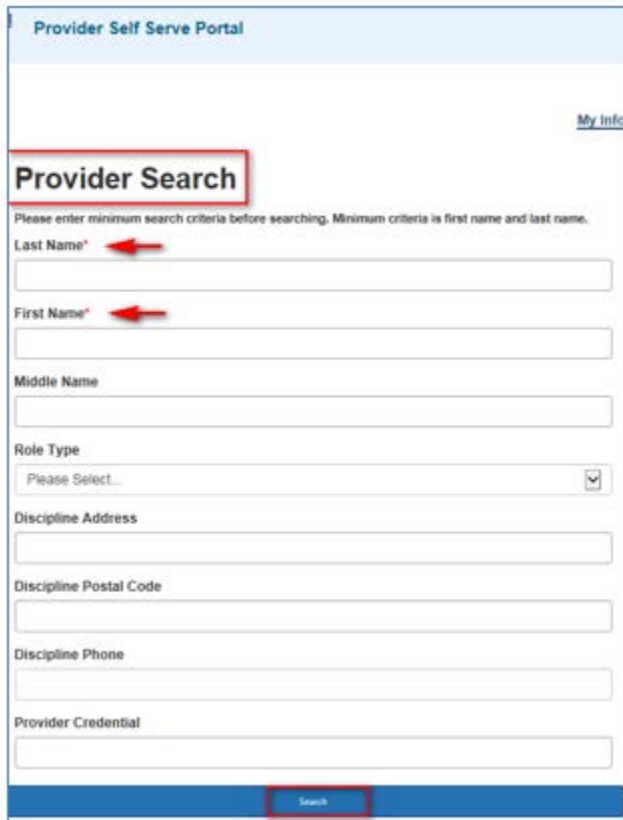
1. Log in to PSSP
Provider Search page launched,
2. On the top right hand corner of the screen, **click** on “*My Info*”. The **Provider Portal** page displayed
3. Enter your contact information in the **Provider Demographics, Provider Status, Provider Contact and Provider Address** sections.

The screenshot shows the 'Provider Portal' form with four sections highlighted by red boxes: 'Provider Demographics', 'Provider Status', 'Provider Contact', and 'Provider Address'. The 'Provider Demographics' section includes fields for Last Name, First Name, Suffix, and Preferred Name. The 'Provider Status' section includes fields for Role Type, HSPD, Status, Status Res, License #, Start Date, and Credentials. The 'Provider Contact' section includes a note: 'Note: At least 1 Business Contact, 1 Critical Results Contact, and 1 Emergency Contact is required.' The 'Provider Address' section is partially visible. An 'Update' button is located at the bottom right of the form.

4. Once you have entered your information. Click **Update**.

HOW TO SEARCH FOR ANOTHER PROVIDER

1. Launch the *Provider Search* page by sign in to PPSP
2. Enter the *Providers' First and Last Name* into the "First Name" and "Last Name"
3. Click *Search*.



The screenshot shows the 'Provider Self Serve Portal' interface. At the top right, there is a 'My info' link. The main heading is 'Provider Search', which is highlighted with a red box. Below the heading, a note states: 'Please enter minimum search criteria before searching. Minimum criteria is first name and last name.' The form contains several input fields: 'Last Name*' (with a red arrow pointing to it), 'First Name*' (with a red arrow pointing to it), 'Middle Name', 'Role Type' (a dropdown menu with 'Please Select...' and a checkmark icon), 'Discipline Address', 'Discipline Postal Code', 'Discipline Phone', and 'Provider Credential'. At the bottom of the form, there is a 'Search' button, also highlighted with a red box.

Please note the minimum search criteria is the Providers First and Last Name.