

This quick reference outlines the process for remote access to Alberta Netcare applications.

Remote access to Alberta Netcare applications requires two-factor (2FA) authentication using an RSA SecurID token code. Software (soft) tokens are the default token type, while hardware (hard) tokens can be issued on exception, provided there is a business justification.

Additionally, to access most applications, such as Alberta Netcare Portal (ANP), the Citrix Workspace application is required. Citrix Workspace is available for download on the [Citrix Website](#).

TIP

For more information on remote access, visit the [Alberta Netcare Learning Centre](#).

RSA SecurID Soft Token



The default 2FA method for Alberta Netcare application access.

Upon being granted access to Alberta Netcare applications, users receive an email containing soft token installation instructions.

Benefits of Using a Soft Token

- Quickly available, free of shipping costs and delays
- Eliminates the risk of forgetting or losing a hard token
- Enhances security and prevents token sharing
- Renewed by the AHS Remote team upon expiration, ensuring no interruption of service or need for physical replacement

The soft token is a simple-to-use mobile app for smartphones and tablets (Android and iOS). The RSA SecurID app generates an 8-digit passcode at regular intervals, which is used in conjunction with your user name to securely log into Alberta Netcare applications. For example, to access ANP log into Citrix by entering your user name and the passcode generated by the mobile app.

REMINDER

Log in with your soft token at least every 6 months to keep it active.

The RSA SecurID soft token app can be installed on a personal device, or a device issued by your organization.

- Check your organization's privacy and security/operations manual or consult with your privacy and security officer (if available) before deciding to use an RSA SecurID soft token on your mobile device.
- If your organization prohibits the use of personal phones, you may be able to obtain a security exception upon consideration of risks and mitigating controls by your organization. Note, this guidance applies to using your personal phone to run the RSA SecurID soft token app to gain access to Alberta Netcare network applications, not to retrieving health information in ANP or other applications using a personal phone.

RSA SecurID Hard Token



Can be requested on exception when a soft token is not suitable

Hard tokens generate a passcode at regular intervals, which is used in conjunction with your user name to securely log into Alberta Netcare applications. For example, to access ANP, log into Citrix by entering your user name and your self-created PIN, followed by the 6 digits on the token display screen.

Your hard token has an expiry date on the back. When it expires you must order a replacement. Keep your email address up to date on your ANP "My Details" page to receive advance email notification when your hard token expiry is upcoming.

Hard tokens can be recycled or disposed of when screen or battery life ends.