

AHS IAM I/Request Access Process

User Guide

• Effective September 2019, please use the AHS Identity & Access Management (AHS IAM) system to request access to the new I/Request system. Please do not use the former access request process.

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Prerequisite AHS IAM Security Profile

To use the AHS Identity & Access Management (AHS IAM) system, you must have completed your AHS IAM Security Profile. If you have not created your Security Profile, please use the **AHS IAM**

Security Profile User Guide available on the <u>AHS IAM Support Page</u> under ¹ Learning.

AHS IAM Terms & Definitions

These may or may not be the same as your organization's definitions.

AHS Employ	yee
	A person on-boarded and paid through AHS Human Resources e-People.
AHS Non-Er	nployee
	A person not on-boarded or paid through AHS Human Resources e-People.
Community	v End-User
	A person who works for a privately owned health delivery facility. Examples: physician, pharmacist, dentist, chiropractor.
Combinatio	on End-User
	A person who is more than one of the above types.
I/Request A	uthorized Approver
	A person who provides approval of an I/Request access request in AHS IAM.
	For I/Request <i>internal</i> facilities the approver must have the correct Delegation of Human Resources Authority (DOHRA).
	Have an <u>AHS DOHRA of 1 to 12</u> OR
	Have a <u>Covenant Health DOHRA of 1 to 6</u>
	For I/Request <i>external</i> facilities, the approver must be given the role of I/Request Authorized Approver for specified external facilities. They are granted that role by a Seniors Health I/Request Authorized Approver Admin and then only for certain external facilities.
I/Request P	rovisioning Administrator
	A person who performs final processing steps for all I/Request access requests made in AHS IAM. This role is in effect short-term: from June 2019 until further notice.



Understand I/Request Access Processes

Using AHS IAM to request access to the I/Request system is easy enough. But there are a few rules you should be aware of.

Please remember that AHS IAM may define employee, non-employee and community staff persons differently than your organization does. Refer to <u>AHS IAM Terms and Definitions</u> and use the hyperlinks on the terms below as needed.

All I/Request access requests are subject to final processing by the <u>I/Request Provisioning</u> <u>Administrator</u> until further notice.

Who can submit requests in AHS IAM?	At what type of I/Request facility – internal or external?	For what type of end- user?	Who can approve requests?
Employee Requester	Internal		AHS DOHRA / Covenant Health DOHRA
Non-Employee Requester	External	AHS Employee	I/Request Authorized Approver for that facility
Community Requester	External	AHS Non-Employee	I/Request Authorized Approver for that facility
Combination Requester	Internal and External	Community End-User	AHS DOHRA / Covenant Health DOHRA
		Combination End-User	or
			I/Request Authorized Approver for that facility



Remote Access for I/Request End-Users

SecurlD Tokens

If you or an end-user need to access the I/Request system from outside an AHS facility, a SecurID token will be needed to provide a second form of authentication at login. This is called Two-Factor Authentication. You will be able to request remote access to I/Request when completing the I/Request access request process in AHS IAM.

The SecurID token can be a hardware device that looks similar to this

or a software

1 /59 759.)

application that runs on your smartphone with an icon similar to this

When you are issued either type of SecurID token you will be required to create a 4 digit personal identification number (PIN). The token generates a number that changes every 60 seconds. Use your PIN and the digits displayed at the time of login to authenticate your identity.

If you need to return your hard token, use a bubble envelope and this mailing address:

AHS IT Remote Access CN Tower, 18th Floor 10004 - 104 Avenue, NW Edmonton, Alberta T5J 0K1



Log into AHS IAM Remotely

Accessing AHS IAM from outside an AHS facility will require remote access permission and a SecurID token. Your I/Request Authorized Approver can request these for you in AHS IAM using the Remote User Network Access (RUNA) process.

ENTER the AHS IAM URL into your internet web browser C <u>https://iam.albertahealthservices.ca</u> The **AHS Citrix Gateway** login screen appears

Albert	a Health es	
ou are logging into the Albert of this network is monito	rta Netcare computer network. Acces red.	is is restricted to authorized users only
Authorized Users Only		
User name:	† ~	
rasscode (riittiokencode).	Logon	

ENTER your Username

Tool Tip – this is your AHS Network UserId or your AHS IAM Username ENTER your Passcode

If using a hard <u>SecurID token</u>, enter your 4-digit PIN followed by the 6 numbers displayed on the SecurID token into the Passcode field

If using a soft SecurID token, enter the 8 numbers displayed in the app window

F If needed, see **Tool Tips for Soft Tokens** on the following pages



CLICK Logon

The AHS IAM Login screen appears

Alberta Health Services	dentity & Access Management (IAM)	9 Support
	Login	A Company of Margan Children and American Street St
	Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password.	The Contract of the Second Second
	Username jbzuser	The second secon
	Password	The second secon
	Forget Password or Locked Out?	✓ Quick Links
	AHS IAM is to be used by AHS and AHS Affiliate physicians, clinicians and staff, as well as community Custodians and Authorized Approvers. For information on what's new, Authorized Approvers, support contacts, and more, visit our AHS IAM Support Page	AHS IAM Insite page AHS IAM Support Page ANP Learning Centre Authorized Approvers List
	• AHS IAM Insite page	Clinical Research / Trials Personnel Password Reset / Account Unlock Set up your Security Profile

ENTER your Username and Password CLICK DLog in

The AHS IAM **†** Home screen appears



Tool Tips for soft SecurID tokens

A soft SecurID token is an application that runs on your Smartphone. These are tool tips for common functions. Additional help is available within the application or by contacting your local <u>AHS IT Service Desk</u>.

Generate a passcode

TAP the RSA app icon

The Enter PIN screen appears



TAP ? for help text (not shown)

ENTER your 4-digit PIN

TAP the blue arrow button

The **Tokencode** screen appears with an 8 digit passcode displayed. This number changes every 60 seconds.

To advance to the next passcode

TAP >

A different 8-digit passcode will display

To copy and paste the passcode to an application on your device

TAP 间

PASTE the code into the target application's Passcode field



See a list of soft tokens and settings

At the Tokencode screen



ТАР 🔚

The My Tokens screen appears

TAP ? for help text (not shown)



A menu displays. EXECUTE an action or CANCEL

TAP Edit to delete a token

TAP + to Scan QR Code or Enter LInk

TAP Done to return to the Enter PIN screen



Discover soft token Information

PIN Token 1	?	Done Inf	ormation (?
		APP	
		Version	2.4.6
9449 6238	8	Binding ID	48d0 7f59 2996 e2c0 b6a8 92ee
		ACTIVE SOFTWARE	TOKEN
24 seconds remaining		Name	Token 1
		Serial Number	000410722466
		Expiration Date	December 30, 2035 5:00:00 PM MST
		GMT	18:17:57
		Event Log	
	i	© 2009-2018 Dell Inc. or i	ts subsidiaries. All Rights Reserved.

At the Tokencode screen, TAP (i)

The **Information** screen for that token appears with application and token information displayed, including: Version, Serial Number, Expiration Date, etc.

TAP ? for help text (not shown)

TAP Done to return to the Enter PIN screen



Request I/Request

Further information about this process is available at: <u>Understanding I/Request Access</u> <u>Processes.</u>

ENTER the AHS IAM URL into your internet web browser C <u>https://iam.albertahealthservices.ca</u> The **AHS IAM Login** screen appears

Alberta Health Identity & Services	Access Management (IAM)	Support Page
	Login	▲ Temporary Delays - File Services Requests File Services is experiencing a backdog in approvals. Delays are to be expected. View our AHS IAM Support Page for more information
	Please log into the AHS IAM system using your AHS network User ID / AHS IAM Usemame and Password. Username I iremployee09	Welcome to the updated AHS IAM system! Please see our new AHS IAM Support Page for details, learning materials and support contacts.
	Password Password Password Password or Locked Out?	Quick Links AHS IAM insite page AHS IAM Support Page ANP Learning Centre Authorized Approvers List Clinical Research / Tatla Personnel
	Arts IAM is to be used by Arts and Arts Annuel physicalini, cliniciana and stain, is were as community Custodiana and Authorized Approvers. For information on what's new, Authorized Approvers, support contacts, and more, was our AMS IAM Support Page	Password Reset / Account Unlock Set up your Security Profile

ENTER your Username and Password



The AHS IAM **f** Home screen appears



	iccess management (IAM)		Condition	e support rage
Home Self Service - Access Request - Access Cert	fications Reports			
Access Requests	Request Status			
C Request or Modify Access	No Pending or Completed Requests			
⊠ Approvals () ⊠ Work Requests ()	Your Entitlement List To make a request for someone else, use Request or Modily Access			
Self Service	Network Account (NAR) Request the creation, amendment, reactivation, rename, termination of an AHS non-employee account or request an emergency termination of an AHS employee.	Change	Access	
F Change Password				
E Update Security Questions				

CLICK Request or Modify Access

The **Request Access** screen appears with ✓ Existing User selected You can create a request for Myself, Existing User (default) or a New User. Directions follow.

-	Alberta Health Identity & Access Management (IAM) Services	L II Employee	C+ Log out	Support Page
ft Home	Self Service + Access Request + Access Certifications Reports			
Req	uest Access			
Q Use	Soarch			
(13 My	elf 🛩 Existing Liser 🕂 New User			
Us	rr Search			
Fir	d a User 5 a user by searching for their last name, full name, account name, or email address.			
(Find a User Search			
A	Vanced Search			

Cancel



Request I/Request for Myself

If the request is for yourself

CLICK CLICK Myself

The **Request Access** screen refreshes. Your information appears in the Selected User For Request pane

Alberta Health Identity & Access Management (IAM)	
✿Home Self Service Access Request Access Certifications Reports	
Request Access	
L Selected User For Request	
User Name: iremployee09 IGUID: PWSTXP Account Type: Employee Email: Ir.Employee7@qalabahs.net Name: Ir Employee Phone: None Status: ACTIVE	
Available Entitlements	
Alberta Neteare Portal	
I/Request Request, modify, or remove access to I/Request	Request Access
Network Account (NAR)	
Cancel	

Under Available Entitlements, at I/Request, CLICK Request Access

The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with I/Request displayed



Eselected Entitlements	
I/Request Request, modify, or remove access to I/Request	Remove from Request
Next Cancel	

CLICK Next

The Complete Access Request screen appears

SKIP to Complete Access Request Screen instructions



Request I/Request Access for an Existing User

If the request is for an existing end-user

CLICK ✓ Existing User

The User Search screen pane appears

Alberta H Services	lealth	dentity 8	Access Ma	nagement (IAM)				👤 ir Emp
ome Self Service -	Access Req	uest - Access	Certifications Report	s				
equest A	ccess							
User Search	ng User	ew User						
User Search Find a User								
Find a user by sear	rching for their la	st name, full name	account name, or ema	il address.				
User Search R	lesults							
Select ⊥î La	st Name 💵	First Name 👃	Login 🎝	Job Title	It Healthy Account		↑ DOB Match	
Select Ch	estnut 🚯	Caffe	caffechestnut	Assistant Horsemanship Trainer - Flat	Yes	ACTIVE	N/A	
Select Ch	estnut 😆	Katelyn	katelynchestnut	Registered Nurse	No	DISABLED	N/A	
Select Ch	estnut 🕚	Mandy	mandychestnut	Assistant Horsemanship Trainer - Flat and Jump	Yes	ACTIVE	N/A	
Select Ch	estnut 🕄	Zena	zenachestnut	Lead Horsemanship Trainer	Yes	ACTIVE	N/A	

SEARCH for the existing end-user using the simple or Advanced Search functions

User Search Results appear

SELECT the end-user

The **Request Access** screen refreshes with the end-user's details displayed in the Selected User For Request pane



	Alberta He Services	^{alth} Iden	tity & Acces	s Man	age	eme	ent (IAN	I)					
A Home	Self Service +	Access Request -	Access Certifications	Reports]									
Req	uest Ac	cess												
👤 Sele	cted User For F	Request	•											
User Na IGUID: Accoun Email: Name: Phone: Status: Select	me: zenache XXWCD t Type: Non-Em Zena W 587-555 ACTIVE a Different User	stnut T ployee Chestnut -8877												
Availab	le Entitlements													
Allerer	ka Makaana	Destal												
E Sele	cted Entitlemer	its												
I/Req Request,	uest modify, or remove	e access to I/Request									Remove	from Re	quest	-
Next	Cancel													

Under Available Entitlements, at I/Request, CLICK Request Access

The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with I/Request displayed

CLICK Next

The Complete Access Request screen appears

SKIP to Complete Access Request Screen instructions



Request I/Request for a New User

If the request is for a new end-user

✓ Tool Tip: Always search for the end-user to check if they have a pre-existing record in AHS IAM.

CLICK + New User

The User Search screen refreshes to include data entry fields for the new end-user

	Alberta He Services	^{alth} Iden	tity & Acces	s Management (IAM)						
A Home	Self Service -	Access Request -	Access Certifications	Reports						
Req	Request Access									
Q Use	r Search									
11 My	t3 Myself ✓ Existing User + New User									
e i	Enter new user in	formation:								
	쁒 Legal I	First Name Per	iny							
	*	Last Name Che	estnut							
	Preferred F	First Name								
		DOB Day 5		~						
	* D	OB Month Ma	у	~						
Create	e New User									
Cance	I									

ENTER the new end-user's information

CLICK Create New User

The **Request Access** screen appears with the new end-user's name displayed at the top and Available Entitlements listed below.



Home Self Service Access Request Access Certifications Reports	
equest Access	
Selected User For Request	
Name: Penny Chestnut (New User)	
Select a Different User	
Available Entitlements	
Monto Materia Dortal	
report the closelon of a new removie shared using or a new restricted state to an example star	
/Request	Remove from Request

Under Available Entitlements, at I/Request, CLICK Request Access

The screen refreshes and the Selected Entitlements pane appears at the bottom of the screen with I/Request displayed

CLICK Next

The Complete Access Request screen appears

Since this is both a New User and an I/Request access request, AHS IAM will automatically present the new user's Network Access Request (NAR) portion first and the I/Request access request portion next. If the new end-user also requires remote access to I/Request, you can indicate that in the I/Request portion of the **Complete Access Request** screen.

CONTINUE to Complete Access Request Screen instructions



Complete Access Request Screen

If the *Network Access Request (NAR)* pane is displayed, COMPLETE this pane, the end-user required AHS Network Access.

See the *F* Tool Tips for the Network Access (NAR) pane

COMPLETE the ✓ I/Request pane. See the ✓ <u>Tool Tips for the I/Request pane</u>

If the Remote User Network Access (RUNA) pane is displayed, COMPLETE this pane, the end-user requires remote access to I/Request with a SecurID token.

See the 🗡 Tool Tips for the Remote User Network Access (RUNA) pane

Tool Tips for the Network Access Request (NAR) pane

COMPLETE all mandatory * fields and as many optional fields as possible. READ the on-screen information and field tips.

At User Information

ENTER a Middle Initial OR CHECK No Middle Name

At User Type and Category

CHOOSE the new end-user's AHS Zone from the drop down list CHOOSE the new end-user's Sub-category

User Type and Category	Select	
	AHS Employee	\sim
	AHS LTC Affiliates	
User Type	Academic Institutions	
31	Alberta Public Laboratories	
* 4110 7	The Bethany Group	
🖛 AHS Zone	CAMIS (RD) MIC (EDM)	
	Calgary Lab Services	
# User Sub-category	Capital Care	
	Carewest	
	Community Clinics	
User Category	Contractors	
	Controlled Foundations	
Sunset Date	Covenant Health (Custodian)	
	Student (Covenant Health)	
	Dynalife Lab	
	Educator	
	External Clinics	
	Lamont Health Care Centre	
=mail	Lloydminster Hospital	
	Medical Doctor Students	
	Midwives	
Create Email Account	Northern Lights Health Foundations	
Greate Email Account	Primary Care Network	
	Physicians	
External Email Address	Royal Alexander Health Foundations	
	Research [Government Partnership]	
	Researcher	
	Residents and Fellows	~
	Stollen, Kids Foundations	



ACCEPT or CHANGE Sunset Date

When you choose a User Sub-category, a Sunset Date of one year will automatically appear If needed, CHECK Modify Sunset Date to modify the Sunset Date to less than one year

At Email

If the new end-user requires an AHS email account, CHECK Create Email Account If the new end-user [also] wants to use an external email address, ENTER it in External Email Address

At Company / Location

CHOOSE the new end-user's Company from the drop down list

Create Email Account	Alberta Public Laboratories - Calgary Health Region	
	Alberta Public Laboratories - Capital Health Region (Edmonton)	^
Esternal Essell Address	Alberta Public Laboratories - Chinook Health Region	
External Email Address	Alberta Public Laboratories - David Thompson Health Region	
	Alberta Public Laboratories - East Central Health Region	
	Alberta Public Laboratories - HBAS (Health Board)	
	Alberta Public Laboratories - Northern Lights Health Region	
	Alberta Public Laboratories - Palliser Health Region	
	Alberta Public Laboratories - Peace Country Health Region	
Company / Location	Alberta Public Laboratories - Provi abs	
	Alberta Public Laboratories - RSHIP	H
	Aspen Health Region	
	Calgary	
Job Title	Calgary Health Trust	
	Calgary Lab Services	
Company	Capital Health Region (Edmonton)	
- Company	Capital Health Region (Edmonton)	
	Capital Health Region (Edmonton) – Exclude	
🍀 Department	Chinook Health Region	
-	Chinook NM	
	Covenant Health Aspen Health Persion	
* Location	Covenant Health Calgany Health Region	
	Covenant Lealth Capital Lealth Degion (Edmonton)	
Room Number	Covenant Health - Capital Health Region (Eurifoniton)	
rtoon rtamber	Covenant Health - Chinook Health Region	
	Covenant Health - David Thompson Health Region	
	Covenant Health - East Central Health Region	
	Devid Thempson Lighth Device	
	David Thompson Health Region	
Address	David Thompson Health Region – Exclude	\sim
Aug 633	East Central Health Region	

At Additional Information

CHECK I verify that the Information & Privacy and IT Security & Compliance education and training have been completed.

At Select Approving Manager

Further information about approvers is available at: <u>Understanding I/Request Access</u> <u>Processes.</u>



Select Approving Manager					
Please Select an approver for this request.					
Find a User Find a user by searching for their last name. full n	name, account name, or email address,				
Q csmanager	Search				
Advanced Search					
User Search Results					
Select 🕼 Last Name 👫 F	First Name ↓≟ Login ↓↑	Email 1	Job Title	User Status	lt
Select Manager 3 C	CS csmanager	CS.Manager@qalabahs.net	Staff Nurse	ACTIVE	

ENTER the name of the Approving Manager CLICK Search

User Search Results will appear CLICK Select beside the correct Approving Manager

> When you submit the request, the Approving Manager you identify will be notified in two ways. They will receive an automated message from "Identity Management Services" notifying them a request requires their approval. When they log into AHS IAM, they will see the pending request in their Approvals queue.

> They have 10 business days to process the request before it will be returned to you to resubmit or choose another Approving Manager. You will receive an automated message from "Identity Management Services" if the request is returned to you.

Once the Approving Manager has approved the request, it will be automatically sent to the I/Request Provisioning Administrator to perform final processing.

At User to Receive Credentials

The Requester is the default recipient of the new end-user's access credentials. If the end-user has an internal AHS email address, their access credentials will be emailed directly to them.

To change the credential recipient, CLICK Change Selected User SEARCH for and SELECT a different credential recipient



Tool Tips for the I/Request pane

COMPLETE all mandatory * fields and as many optional fields as possible. READ the on-screen information and field tips

At Remote Access Required

If the end-user needs to access I/Request outside an AHS facility, CHECK Remote Access Required.

If checked, the *Remote User Network Access (RUNA)* pane will appear. See *F* <u>Tool Tips</u> <u>for Remote User Network Access (RUNA)</u> pane.

At I/Request Locations

Further information about facilities is available at: <u>Understanding I/Request Access</u> <u>Processes.</u>

CHOOSE one or more facilities for the end-user

Add liReque	t Locations	search.						
		CANADIAN CENTRE FOR HEAR	ATTACK AND STROKE PREVE	INTION (CALGARY)				
		CANMORE GENERAL HOSPITAL				-		
		CAPITALCARE - CHOICE MENT	L HEALTH (EDMONTON)					
		CARDSTON HEALTH CENTRE						
		CAREWEST COLONEL BELCHE	R (CALGARY)					
		CAREWEST DR VERNON FANN	NG CENTRE (CALGARY)					
		IN CAREWEST GARRISON GREEN	(CALGARY)			Ý		
	ENTAL HEALTH							1
CAPTIOLCOME - CHUICE I	Entre nere in							
	Sunset Date	2020-05-29						
Select Manager for Approva	l.							
Find a User	last some 6.8 sto	ne accordiname or email address						
Find a user by searching for their	Contract Property of the Prope							
Find a user by searching for theil	r less riderne, suit ride	Search						
Find a user by searching for thei Q, csmanager	r kess nærne, sva nær	Search						
Pind a user by searching for thei Q. camanager Advanced Search	ransi name, nai nar	Search	-					
Find a user by searching for their Q_ csmanager Advanced Search User Search Results	r ans norre, tai nor	Search	-					
Pind a user by searching for their Q: camanager Advanced Search User Search Results Select II	t Name	Search	li Login	Ernal	31 Job Title	11 User Status	ii.	
Find a user by searching for their Q_ csmanager Advanced Search User Search Results Select II Lac Select Me	t Name	Search ji First Name C3	Là Login camanager	11 Email CS Monager@galebohs.net	II Job Title Staff Nurse	IT User Status	n.	
Pind a user by searching for their Q. caminager Advanced Search User Search Results Select II La Total Me	t Name nagor I and the state of	Search 13 First Name CS CAPITALCARE - CHOICE MENTAL 1	Li Login carmanger #64.TH (#DMONTON)	II Email CS Managar@paidobha.net	II Job Title Staff Nutre	IT User Statue	a	

For each I/Request location selected, a Sunset Date for the access must be identified. You can accept the default of one year or change to a date less than one year. You must select a default location.

If presented with Select Manager for Approval, SEARCH for and SELECT an Approving Manager



Tool Tips for the Remote User Network Access (RUNA) pane

More information about remote access and SecurID tokens is available in this guide at: <u>Login to</u> <u>AHS IAM Remotely</u>.

RUNA Request Type

Existing	Select this if the staff member has a token on hand (this is for staff who are moving between community facilities, AHS staff do not need to submit a new RUNA if they move locations, their remote access remains in place for the term of their employment and is available province-wide).
New	Select this for a new token to be sent.
Transfer	Select this if you have an unassigned and unexpired hardware token on hand – check the back of the token for an expiration date.

At Access Information

If you are choosing a hard token, COMPLETE the delivery address information.

If you are choosing a soft token for your smart phone, identify the operating system and provide your personal email address. Instructions for setting up the soft token will be sent to that device.

VERIFY that you have read and agree to the RUNA Soft Token prerequisites.

At Additional Information

VERIFY that the end-user has read and agrees to the Alberta Health Services Strong Authentication Device User Policy.

Option – Save Request as Draft

You can, at any time, save an in-progress request as a Draft. You can complete it later without losing any of the information already entered. You can also change any of the entered information when you resume the request.

At the bottom of the **Complete Access Request** screen CLICK Save as Draft

You can Cancel the request by CLICKING on Cancel. This will erase the request completely.



The **Complete Access Request** screen refreshes with message, "Success Draft Saved" displayed in the top left corner.



Open a draft request

CLICK **A Home** screen

In the Draft Requests pane the saved draft is listed

CLICK Resume or Delete

ty & Access	s Management (IAM		L Ir Employee	C+Log out	 Support Pag
ccess Certifications	Reports				
Draft	Requests (1)				
Time	User	Entitlement(s)	Action		
24-Jun-20	19 Penny Chestnut	Network Account (NAR) URequest Remote User Network Access (RUNA)	(🛱 Delete	
	ty & Access ccess Certifications	ty & Access Management (IAM ccess Certifications Reports Draft Requests Time User 24-Jun-2019 Penny Chestnut	ty & Access Management (IAM) ccess Certifications Reports	L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee L Ir Employee	Lir Employee Co.og out ty & Access Management (IAM) ccess Certifications Reports Draft Requests Time User Entitement(s) Action 24-Jun-2019 Penny Chestnut Network Access (RUNA) Remote User Network Access (RUNA)

Submit Request

If you have finished the request to your satisfaction you can submit it

CLICK Submit Request

The Request Status Viewer screen appears



Alberta Health Identity & Access Management (IAM)	L Ir Employee	C Log out	Support Pag-
Arcess Request - Access Certifications Reports			
Success Request IAM-0307143 Submitted.			
Request - IAM-0307143	🛱 Cancel F	equest	L Your Requests
Network Account (NAR) - New - Pending			
Submitted Manager Approval Provision Account Send VSM Email Consoletion Notification Credential Delivery 24-Jun 2019 03:59:48 PM (New) User: Penny Chestnut Requester: Interduced 24-Jun 2019 03:59:48 PM Status: Wailing Status: Not Started Status: Not Started Status: Not Started Status: Not Started			
URequest - New - Pending			
Submitted Manager Approval Provision Access Lifeguest Workstern Completion Notification 24-Jun 2019 03:59:48 PM (New) User: Pony Chestnut Status: Not Started Status: Not Started Status: Not Started Requester: Lifeguester: Lifeguest Lifeguest Workstern Status: Not Started Status: Not Started			
Remote User Network Access (RUNA) - New - Pending			
Submitted Manager Approval IT-Access Workitem RUNA-Provision RUNA Request Completion Notification Credential Delivery			
(New) User: Penny Cheshut Requester: # Knower			

Note the, "Success Request IAM-####### Submitted." message in the top left corner highlighted in green.

Our example included three portions, NAR, I/Request, RUNA. Each appears as "New – Pending".

Once the Approving Manager provides their approval to all portions of the request, the <u>I/Request Provisioning Administrator</u> will be automatically notified.

Once the <u>I/Request Provisioning Administrator</u> performs the final processing steps, the request will complete and the end-user's credentials will be provided to the person identified for Credential Delivery.

If the end-user has an internal AHS email address they will receive the credentials directly by email. Credentials cannot be sent to external non-AHS email access for Security and Privacy reasons.



CLICK **A** Home to return to the **AHS IAM A** Home screen

In the Request Status pane, the pending requests appear

Alberta Health Identity	& Access Mana	gement (IAM)		L Ir Employee	C+Log out 🚯 Support Pa
Home Self Service - Access Request - Acce	ess Certifications Reports				
Access Requests	Request Status	ia -			
	Request	Requested	Status - Access - Type	User	Requester
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You can monitor the progress and status of your request in the Request Status pane of your **AHS IAM Home** screen. This is what it will look like when complete.

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Approve Request for I/Request

Further information about who can approve requests is available at: <u>Understanding</u> <u>I/Request access processes.</u>

ENTER the AHS IAM URL into your internet web browser 🕤 https://iam.albertahealthservices.ca LOGIN

In the Access Requests pane, notice a new Approvals item is waiting



CLICK Approvals

The Awaiting Approval screen will appear



Approve Network Account Request (NAR)

In our example, the new end-user requires AHS Network Access (NAR). So that is the first approval that will display and be required. If this does not apply, skip to the <u>Approve I/Request</u> steps.

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CLICK the Request number

The **Pending Approval – IAM-#######** screen displays showing the request for review and approval



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User Guide screen data are fictitious Version July 2019



REVIEW the Network Account Request (NAR) request information CHANGE information as needed and permitted ENTER Comments as needed

Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the end-user or Requester. If you see this comment icon **F** on work item, it means an Approver has left a comment.

CLICK Approve

The **Awaiting Approval** screen appears with the work item no longer displayed Note the "Success Work Item Processed." message displayed in the top left corner highlighted in green.

CLICK **†** Home

The AHS IAM **†** Home screen appears

In our example, the request included three portions, NAR, I/Request and RUNA. You approved the NAR and RUNA portions in the steps above. While the NAR approval was obvious, the RUNA is coincidental behind the scenes.

You will notice that the number of items in you Approvals queue reduces by one momentarily. Within seconds, you will see the I/Request portion of the request come through for your approval. See the steps to approve the I/Request portion on the next page in this User Guide.



Approve I/Request

CLICK Approvals

The Awaiting Approval screen will appear

The Asset requested is I/Request

Alberta Health Identity & Acc	ess Management (IAM)			🔔 CS Manage	r 🕞 Log out	Support Pag
Home Self Service - Access Request - Access Certification	ons Reports						
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				Page Si	ze 50 V Approvals 1 - 2 (by oldest to most i	ecent) Total of 2

CLICK the Request number

The **Pending Approval – IAM-#######** screen displays showing the request for review and approval



Alberta Health Identity & Access Management (IAM)	LCS Manager C+Log out O Support Pag-
Home Self Service + Access Request + Access Certifications Reports	
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/Request - New - Pending	
Submitted 24 Jun-2019 03 59 48 PM User: Requester: Remainder Approval Requester: Remainder Provision Access Status: Not Started Status: Not Started Status: Not Started Status: Not Started	
I/Request Locations CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON)	
Sunset Date 2020-06-23	
Selected Manager: C: Manager Change Selected User	
Default Location CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON) Request Notes	
Your Comments 🖬 🤉	
Approve Save	← Return to Queue

REVIEW the *I*/Request request information CHANGE information as needed and permitted ENTER Comments as needed

Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the user or Requester. If you see this comment icon I on work item, it means an Approver has left a comment.

CLICK Approve

The **Awaiting Approval** screen appears with the work item no longer displayed. Note the "Success Work Item Processed." message displayed in the top left corner highlighted in green.

Our example included three portions, NAR, I/Request and RUNA.

When you approved the NAR portion, the RUNA portion was automatically approved.



When you approved the I/Request portion, a notification was sent to the <u>I/Request Provisioning</u> <u>Administrator</u> to perform their final processing tasks. When complete, an automated notification will be sent to AHS IT Access Remote Services to provide the SecurID token requested.

All three portions of the access request will then be complete.

CLICK **†** Home

The **AHS IAM A Home** screen appears In the Access Requests pane, you will see one less Approval item requiring action





I/Request Provisioning Administrator – Process an I/Request Work Request

• These steps can only be performed by an <u>I/Request Provisioning Administrator</u>. Before following these steps in AHS IAM, please complete the I/Request access account provisioning processes. Further information about the I/Request Provisioning Administrator is available at: <u>Understanding I/Request access processes</u>.

ENTER the AHS IAM URL into your internet web browser 🗘 https://iam.albertahealthservices.ca LOGIN

In the Access Requests pane, notice a new Work Requests item is waiting

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CLICK Work Requests

The Work Requests screen appears

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SELECT the Request number for action

The Pending Manual Action - IAM-####### screen appears

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CAPITALCARE - CHOICE MENTAL REALTH (EDMONTON)		
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Default Location CAPITALCARE - CHOICE MENTAL HEALTH (EDMONTON) Request Notes		
Your Comments 🕮 🖗		
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REVIEW the *I*/Request request information CHANGE information as needed and permitted ENTER Comments as needed

Comments you enter can only be seen by other approvers during the request. Comments cannot be seen by the end-user or Requester. If you see this comment icon **F** on work item, it means an Approver has left a comment.

CLICK Complete

The **Work Requests** screen appears with the work item no longer displayed. Note the "Success Work Item Processed." message displayed in the top left corner highlighted in green.



CLICK **†** Home

The **AHS IAM A** Home screen appears There will be one less item in your Work Requests queue





Pick up I/Request Access Credentials

If you have been identified as the person to pick up someone's I/Request access credentials follow these steps.

ENTER the AHS IAM URL into your internet web browser 🕤 https://iam.albertahealthservices.ca LOGIN

In the Access Requests pane, notice a new Work Request is waiting

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	rk Requests	2

CLICK Work Requests

The Work Requests screen appears

SELECT the Request number

The Pending Manual Action screen appears

The **Request Status Viewer** screen shows all steps in the workflow as complete and the last step, Credential Delivery as Waiting

SEE 🖍 I/Request pane, Credentials to be Delivered

PROVIDE the I/Request User ID and Password to the end-user

CLICK ✓ Complete

The Work Requests screen appears

The request is no longer displayed

CLICK **†** Home

The AHS IAM **A** Home screen appears

In the Access Requests pane, you will see one less Work Request item requiring action





Resubmit a Denied or Cancelled Request

• This process can only be performed on an I/Request request that has been submitted by you and then denied or cancelled.

Further information about this process is available at: <u>Understanding I/Request Access</u> <u>Processes.</u>

ENTER the AHS IAM URL into your internet web browser 🕤 https://iam.albertahealthservices.ca The AHS IAM Login screen appears

Alberta Health Identity Services	& Access Management (IAM)	🖲 Sup
	Login	Delays - IT Access File Services Requests File Services is experiencing a backlog in approvals. Delays are to be expected. View our AHS IAM Support Page for more information.
	Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password. Username Username Username	Welcome to the updated AHS IAM system! Please see our new AHS IAM Support Page for details, learning materials and support contacts.
	Password 🕒 ••••••••	Quick Links AHS IAM Insite page AHS IAM Support Page
	Forget Password or Locked Out? AHS IAM is to be used by AHS and AHS Atfliete physicians, clinicians and staff, as well as community Custodians and Authorized Approvers. For Information on what's new, Authorized Approvers, support Contacts, and more, visit our AHS IAM Support Page	ANP Learning Centre Authorized Approvers List Clinical Research / Trials Personnel Self-Serve Password Resel / Account Unlock Set up your Security Profile
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ENTER your Username and Password CLICK CLICK CLICK

The AHS IAM **f** Home screen appears



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At the Request Status pane, CLICK on the IAM-####### of the access request you want to resubmit The **Request Status Viewer** screen appears with the request status Canceled or Denied

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Remote User Network Access (RUNA) - New - Canceled			
Submitted Canceled 06-Jun-2019 06:30:00 PM D6-Jun-2019 06:33:38 PM (New) User: Strawberry Chestnut Requester: Internetione			

CLICK Resubmit Request

A verification message appears





CLICK Resubmit Request

The **Complete Access Request** screen appears with the end-user's details displayed



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User Guide screen data are fictitious Version July 2019



REVIEW the Network Account (NAR) portion if presented, as in this example If needed, CHANGE any request details

REVIEW the *I*/Request form information If needed, CHANGE any request details

Review the *Remote User Network Access (RUNA)* portion if presented, as in this example If needed, CHANGE any request details

CLICK Submit Request

The **Request Status Viewer** screen appears with the message, "Success Request IAM-####### Submitted." displayed in the top left corner.

Ham Self Service V Access Request V Access Certifications Reports Success Request UMA 3306861 Submitted Success Request VAA 3306861 Submitted Request UMA 3306861 Submitted Certain Set Service V Access Request V Access Certifications Reports		
Success Request - IAM-0306861 Network Account (NAR)- New - Pending Submitted D6-Jun-2019 06-47-42 PM (New) User: Stanberg Chestruk Manager Approval Status: Not Started Send VSM Email Status: Not Started Completion Notification Status: Not Started Credential Deliver: Status: Not Started VRequest - New - Pending Manager Approval Status: Not Started Send VSM Email Status: Not Started Completion Notification Status: Not Started Credential Deliver: Status: Not Started VRequest - New - Pending Manager Approval Status: Not Started Status: Not Started Status: Not Started VRequest - New - Pending Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started		
Submitted Di-Jun-2019 06:47:42 PM (New User: Strandering Chestruc) Request - New - Pending Envision Account Status: Not Started Sem VSM Email Status: Not Started Completion Notification Status: Not Started Credential Deliver/ Status: Not Started Very User: Strandering Chestruc) Di-Jun-2019 06:47:42 PM (New User: Strandering Wurk Item Datable Status: Not Started Status: Not Started Status: Not Started Very User: Strandering Chestruc) Di-Jun-2019 06:47:42 PM (New User: Strandering Manager: Approx Manager: Approx Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started Status: Not Started		
Network Account (NAR) - New - Pending Submitted Manager Accound OG-Jun-2019 06-47-42 PM (New) User: Stankborny Checktruk Manager Accound Status: Not Started Send VSM Email Status: Not Started Completion Notification Status: Not Started Credential Delivan: Status: Not Started ViRequest - Now - Pending Wanager Accound Status: Not Started Manager Accound Status: Not Started Status: Not Started Status: Not Started Submitted 06-Jun-2019 06-47-42 PM (New) User: Statuborny Checktruk Manager Accound Status: Not Started Provision Access Status: Not Started Completion Notification Status: Not Started Status: Not Started	Request	L Your Requests
Submitted (06-Jun-2019 06-47-42 PM (New) User: Strawbory Chestrut Requester: Kowinger Manager Approval UStatus: Not Started Provision Account Status: Not Started Send VSM Email Status: Not Started Completion Notification Status: Not Started Credential Deliver: Status: Not Started VRequest - New - Pending Manager Approval Status: Not Started Manager Approval Status: Not Started Provision Access Status: Not Started Completion Notification Status: Not Started Credential Deliver: Status: Not Started VRequest - New - Pending Manager Approval Status: Not Started Provision Access Status: Not Started Completion Notification Status: Not Started Completion Notification Status: Not Started		
URequest - New - Pending Submitted Manager Approval I/Request Worklem Provision Access Completion Notification 06-Jun-2019 06-47-42 PM (New) User: Strawbury Chiedhal Requester: Uninformed Main sear Approval I/Request Worklem Status: Not Started Status: Not Started		
Submitted Manager Approval I/Request Workdem Provision Access Completion Notification 06-Jun 2019 05-47-42 PM (New) User: Strankomy Chestman Status: Not Started Status: Not Started Status: Not Started Status: Not Started		
Remote User Network Access (RUNA) - New - Pending		
Submitted Manager Approval IT Access Workitem BUNA Provision BUNA Request Completion Notification Credential Delivery		
06-Jun 2019 05:47:42 PM Status: Not Started St		

If you are not a person who has the correct <u>Delegation of Human Resources Authority</u> or are an <u>I/Request Authorized Approver</u>, the resubmit request will need approval by the Approving Manager you identified and final steps performed by the <u>I/Request Provisioning Administrator</u>.



Alberta Health Services	Identity & Ac	cess Managem	ent (IAM)			1 Ir Employee	C+Log out	Support Page
A Home Self Service - Acce	ss Request - Access Certific	ations Reports						
Request - IAN	1-0306861							Your Requests
Network Account (NAR) - Nev	w - Completed							
Submitted 06-Jun-2019 06-47-42 PM User: Threetern Non Chesterd Requester: In Employee	Manager Approval 07-Jun-2019 09:35:12 AM Status: Completed Result: Approve Work item Details	Provision Account 07-Jun-2019 09:35:46 AM Status: Completed Result: Success	<u>Send VSM Email</u> 07-Jun-2019 09:36:06 AM Status: Completed Result: Success	Completion Notification 07-Jun-2019 09:36:08 AM Status: Completed Result: Success	Cradential Delivory 17-Jun-2019 09:36:09 AM Istusa: Completed Result: Stapport			
l/Request - New - Completed	(
Submitted 06-Jun-2019 06:47-42 PM User: Standary Roan Chesteal Requester: Eninglayee	Manager Approval 07-Jun-2019 0946-27 AM Status: Completed Reprove Work Rem Details	I/Request Workitem 07-Jun-2019 09:48:28 AM Status: Completed Recomplete Work item Details	Provision Access 07-Jun-2019 09-48-31 AM Status: Completed Result: Success	Completion Notification 07-Jun-2019 09:48:32 AM Status: Completed Result: Success				
Remote User Network Access	s (RUNA) - New - Completed	1						
Submitted 06-Jun-2019 06-47-42 PM User: threatenry Nam Chartent Requestor: transieve	Manager Approval 07-Jun-2019 09:35:53 AM Status: Completed Result: Skipped	II Access Workitem 07-Jun-2019 09:56:35 AM Status: Completed Result: Complete Work item Details	RUNA Provision 07-Jun-2019 09:56:39 AM Status: Completed Result: Success	BUNA Request Completion Notif 07-Jun-2019 09-56 40 AM Status: Completed Result: Success	kation Credential Delivery 07-Jun 2019 08 55 42 AM Status: Completed Result: ♥Skipse3			

Once all the approvals have been given and work items processed, the **Request Status Viewer** screen will show all processes Completed.

CLICK **†** Home

The **AHS IAM A Home** screen appears In the Request Status pane, you will see the request Completed





Modify I/Request Access

Further information about this process is available at: <u>Understanding I/Request access</u> Processes.

ENTER the AHS IAM URL into your internet web browser O https://iam.albertahealthservices.ca The AHS IAM Login screen appears

Alberta Health Identity & A	Access Management (IAM)		Support Page
	Login	▲ Delays - IT Access File Services Requests File Services is experiencing a backlog in approvals. Delays are to be expected. View our AHS IAM Support Page for more information.	
	Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password. Username	Welcome to the updated AHS IAM system! Please see our new AHS IAM Support Page for details, learning materials and support contacts.	
	Password -log in	Quick Links AHS IAM Insite page AHS IAM Support Page	
	Forget Password or Locked Out? AHS IAM is to be used by AHS and AHS Afflixee physicians, clinicians and staff, as well as community Cuelodians and Authorized Approvers. For information on what's new, Authorized Approvers, support contacts, and more, wait our AHS IAM Support Page	ANP Learning Centre Authorized Approvers List Clinical Research / Trulas Personnel Self-Serve Password Reset / Account Unlock Set up your Security Profile	
	O AHS IAM Insite page		

ENTER your Username and Password CLICK 🔁 Log in

The AHS IAM **†** Home screen appears **CLICK Request or Modify Access**

The **Request Access** screen appears with ✓ Existing User selected



	Alberta He Services	^{alth} Iden	tity & Acces	s Mar	M)
A Home	Self Service -	Access Request -	Access Certifications	Reports	
Pog		20055			

Request Access

User Search						
Myself ✓ Existing User + New User						
User Search						
Find a User						
Find a user by searching for their last name	, full name, account name,	or email address.				
Q ircommunity02		Search				
Advanced Search						
User Search Results						
Select 👫 Last Name 👫	First Name	Login	Job Title	Healthy Account	11 User Status	DOB Match
Community 3	Ir	ircommunity02	Test	No	ACTIVE	N/A

SEARCH for and SELECT the end-user

The Request Access screen appears with the end-user's details displayed

At Available Entitlements, under I/Request CLICK Change Access

The screen refreshes

The Selected Entitlements pane appears at the bottom of the screen with I/Request displayed



Alberta Health Identity & Access Mai	nagement (IAM)
✿ Home Self Service Access Request Access Certifications Reports	
Request Access	
Selected User For Request	
Name: Ir Community User Name: ircommunity02 IGUID: BPIMCW Account Type: Community Email: Phone: Status: ACTIVE	
Available Entitlements	
Alberta Notaara Dartat	
Request the creation of a new network shared give or a new resulcted locer on an	xisting shared drive on the Arios network.
Selected Entitlements	
I/Request	Remove from Request
Request, modify, or remove access to I/Request.	
Next Cancel	

CLICK Next

The Complete Access Request screen appears with the end-user's details displayed



Alberta Health Ide	entity & Access Management (IAM)	L JBZ IRequest	C+Log out	Support Pa
Access Request	Access Certifications Reports			
Complete Access	Request			
VRequest - Ir Community				
Request Type	Modify			
Remote Access Required				
This user already has Remote Access with	the l/Request role.			
Request Role. All Location Access?				
I/Request Locations				
Add I/Request Locations				
	CITA GRAVELLE (EDMONTON)			
	AGECARE SUNRISE GARDENS (BROOKS)			
ALLEN GRAY CONTINUING C	ARE CENTRE (EDMONTON)			Remove
Sunset Date	2020-06-05			
Manager	Location Authorized Approver			
LIFESTYLE OPTIONS - RIVER	IBEND (EDMONTON)		C	Remove
Sunset Date	2020-06-06			_
Manager	Location Authorized Approver			
* Default Location	LIFESTYLE OPTIONS - RIVERBEND (EDMONTON)			
Request Notes				
Submit Request Save As Draft	Previous Cancel			

MODIFY the VI/Request pane as needed READ the on-screen information and field tips SEE the V Tool Tips on the following page



Tool Tips for Complete Access Request screen

At I/Request Locations

ADD locations if needed REMOVE current locations if needed MODIFY the access Sunset Date for a location if needed MODIFY the Default Location if needed If needed, IDENTIFY an Approving Manager CLICK Submit Request

The Request Status Viewer screen appears

Alberta Heal Services	th Identity & /	Access Manage	ment (IAM)		L JBZ IRequest	G+Log out	Support Page
Home Self Service + A Success	ccess Request + Access Ce	rtifications Reports					×
Request - IA	M-0306857				Ê Cancel	Request	Your Requests
I/Request - Modify - Pendi	ing			1			
Submitted 06-Jun-2019 05:11:50 PN User: In Community	Manager Approval 06-Jun-2019 05:11:51 PM Status: Completed Recut:	(Request Workitem 06-Jun-2019 05:11:51 PM Status: Waiting	Provision Access Status: Not Started	Completion Notification Status: Not Started			

Final processing steps must be performed by the <u>I/Request Provisioning Administrator</u>. A notification has been sent informing them a Work Request is in their queue. Once complete, the request's status will be updated in the Request Status pane on your **AHS IAM Home** screen.

Alberta Health Identity	& Access Mar	nagement (IAM)		1 JBZ IRequest	C• Log out 🛛 🕒 Support Page
✿ Home Self Service - Access Request - Acc	ess Certifications Reports				
Access Requests	Request Statu	S			
	Request	Requested	Status - Access - Type	User	Requester
C Request or Modify Access	IAM-0306857	06-Jun-2019 05:11 PM	Completed - I/Request - Modify	& Community	JB2 (Request

CLICK Request number

The Request Status Viewer screen appears



Mome Self Service - Access Request - Access Certifications Reports Encourse - IAM - 0306857 IRequest - IAM-0306857 IRequest - Modily - Completed Submitted 06-Jun 2019 05:11:50 PM User: Incommenty Requester: INClinement Manager Approval 06-Jun 2019 05:11:50 PM Status: Completed Result: Success Completion Modification 06-Jun 2019 05:11:50 PM Status: Completed Result: Success Completion Modification 06-Jun 2019 05:11:50 PM Status: Completed Result: Success	•	Alberta Healt Services	^h Iden	tity & Acc	ess Mana	gement (IAM)				L JBZ IRequest	🕒 Log out	Support Page
Examples - IAM-0306857 Interpretation of the status completed Submitted Od-Jun: 2019 05:11:50 PM Od-Jun: 2019 05:11:50 PM Od-Jun: 2019 05:11:50 PM Submitted Od-Jun: 2019 05:11:50 PM Status: Completed	A Home	Self Service • Ar	ccess Request +	Access Certificat	ons Reports							
Submitted Manager Approval L/Request. Worklem Provision Access Completion Notification 06-Jun-2019 05:11:50 PM 06-Jun-2019	Req	uest - IA	M-0306	857								1 Your Requests
Subantificity Status: Completed Colume 2019 05:11:50 PM OS-Lun: 2019 05:10:06 PM OS-Lun: 2019 05:10:06 PM User: **Comment/ **Comment/ Status: Completed Status: Completed Reguester: #Status: Completed Result: Success Result: Success **Outpetide Result: Success Result: Success	in oque	Cubmitted	Managar Ar		Dominat Werkitem	Denvicion Assocra	Completion Medification					
	06-Jun User: Reque	Economics 2019 05:11:50 PM FCommunity rster: JBZIRoquest	06-Jun-2019 05 Status: Comple Result: Skip	ct1:51 PM 06 ted Sta pod Re	Jun-2019 05:18:04 P itus: Completed suit: Complete Work Item Details	M 06-Jun-2019 05-18:07 PM Status: Completed Result: Success	06-Jun-2019 05:18:08 PM Status: Completed Result: Success					

The modify request is complete.

CLICK **†** Home

The AHS IAM A Home screen appears





Remove I/Request Access

Further information about this process is available at: <u>Understanding I/Request Access</u>
 Processes.

ENTER the AHS IAM URL into your internet web browser C <u>https://iam.albertahealthservices.ca</u> The **AHS IAM Login** screen appears

Alberta Health Identity &	Access Management (IAM)		Support Page
	Login	▲ Delays - IT Access File Services Requests File Services is experiencing a backlog in approvals. Delays are to be expected. View our AHS IAM Support Page for more information.	
	Please log into the AHS IAM system using your AHS network User ID / AHS IAM Username and Password. Username	Welcome to the updated AHS IAM system! Please see our new AHS IAM Support Page for details, learning materials and support contacts.	
	Password DLog in	Quick Links AHS IAM Insite page AHS IAM Support Page Multi-Links	
	Forget Password or Locked Out? AHS IAM is to be used by AHS and AHS Affiliate physicians, clinicians and staff, as well as community Custodians and Authorized Approves. For information on what's new, Authorized Approvers, support contacts, and more, visit our AHS IAM Support Page	Authored Approvers List Clinical Research / Trials Personnel Self-Serve Password Reset / Account Unlock Set up your Security Profile	
	AHS IAM Insite page		

ENTER your Username and Password CLICK CLICK CLICK

The AHS IAM **f** Home screen appears CLICK Request or Modify Access

The **Request Access** screen appears with ✓ Existing User selected



	Alberta He Services	^{alth} Iden	tity & Acces	s Mar	
A Home	Self Service -	Access Request -	Access Certifications	Reports	
Dec					

Request Access

User Search								
Myself < Exis	ting User + New	User						
User Search								
Find a User								
Find a user by sea	arching for their last r	name, full name, acco	unt name, or email address.					
Q ircommur	nity02		Search					
Advanced Searc	ch							
User Search	Results							
Select 1	Last Name	👫 📕 First Name	<u>∥≞</u> Login	1 Job Title	Healthy Account	1 User Status	1 DOB Match	łt
Select	Community 3	Ir	ircommunity02	Test	No	ACTIVE	N/A	

SEARCH for and SELECT the end-user

The **Request Access** screen appears with the end-user's details displayed

At Available Entitlements, under I/Request CLICK Change Access

The screen refreshes

The Selected Entitlements pane appears at the bottom of the screen with I/Request displayed



Alberta Health Identity & Access Management	(IAM)
Home Self Service • Access Request • Access Certifications Reports	
Request Access	
L Selected User For Request	
Name: Ir Community User Name: ircommunity02 IGUID: BPIMCW Account Type: Community Email: Phone: 555-555-5555_@ Status: ACTIVE Select a Different User	
Available Entitlements	
Alberta Noteora Dortal	
Request the creation of a new network shared drive or a new restricted loider on an existing shared drive of	
I≣ Selected Entitlements	
I/Request	Remove from Request
Request, modify, or remove access to I/Request.	
Next Cancel	

CLICK Next

The Complete Access Request screen appears with the end-user's details displayed



Alberta Health Identity & Access Management (IAM)	L JBZ IRequest	🕒 Log out	Support Page
A Home Self Service - Access Request - Access Certifications Reports			
Complete Access Request			
✓ I/Request			
Request Type Remove V			
I/Request Remove Request			
This user already has Remote Access with the liRequest role.			
IRequest Role: All Location Access?			
I/Request Locations			
ALLEN GRAY CONTINUING CARE CENTRE (EDMONTON)			
Sunset Date 2020-06-05			
Manager Location Authorized Approver			
Default Location ALLEN GRAY CONTINUING CARE CENTRE (EDMONTON)			
Request Notes			
Submit Request Save As Draft Previous Cancel			

At Request Type SELECT Remove from the drop down list

The screen refreshes

If needed, IDENTIFY an Approving Manager

CLICK Submit Request

The Request Status Viewer screen appears



•	Alberta He Services	^{ealth} Iden	ntity & Acces	s Management (IAM)	🛓 JBZ IRequest	🕒 Log out 🛛 Su	ipport Paj
A Home	e Self Service -	Access Request -	Access Certifications	Reports			×
Requ	est IAM-0306858 St		2050		_		
Re	quest - I	AIVI-0306	0808		Cancel	Request 9 & Your P	Requests

If needed, when the Approving Manager provides approval, a notification will automatically be sent to the <u>I/Request Provisioning Administrator</u>. I/Request access will not be removed until the I/Request Provisioning Administrator performs final processing steps.

If this request has been made in error, and you do not want to remove access for this end-user, CLICK Cancel Request

Once complete, the request status will be updated in your Request Status pane.

Alberta Health Identity & Access Management (IAM)						1 JBZ IRequest	C+Log out 🛛 Supp	oort Page	
A Home	Self Service -	Access Request •	Access Certification	ns Reports					¢
Access	s Requests			Request Status					
	C Request or Modify Access		R	equest	Requested	Status - Access - Type	User	Requester	
C Rec			L/	M-0306858	06-Jun-2019 05:33 PM	Completed - I/Request - Remove	Ir Community	JB2 Request	1

CLICK Request number

The Request Status Viewer screen appears.





The remove request is complete

If the end-user needs I/Request access at an external facility in the future, a new request will have to be submitted.

CLICK **†** Home

The AHS IAM **†** Home screen appears

