Keep your remote access working

Use your RSA SecurID token regularly

Login remotely at least once every 180 days.

This applies to Hard tokens and Soft tokens on smart phones and computers.

Unused tokens expire in 180 days

Tokens unused for 180 days (approximately 6 months) will be disabled and you'll have to request a new one. If your token expires, you won't be able to log into the AHS network / systems remotely.

Check your token's expiry date

Hardware Token expiry date and serial number are on the back.

If your address hasn't changed since you got it, and you've used it within the last 180 days, you'll be sent a replacement token. If your address has changed, or you're worried you won't get a replacement in time, call the AHS IT Service Desk at 1-877-311-4300 and log a ticket for AHS Remote Access.

Software Token

Call the AHS IT Service Desk at 1-877-311-4300. They can verify your token's expiry date. Please provide your token's Serial Number for faster service.
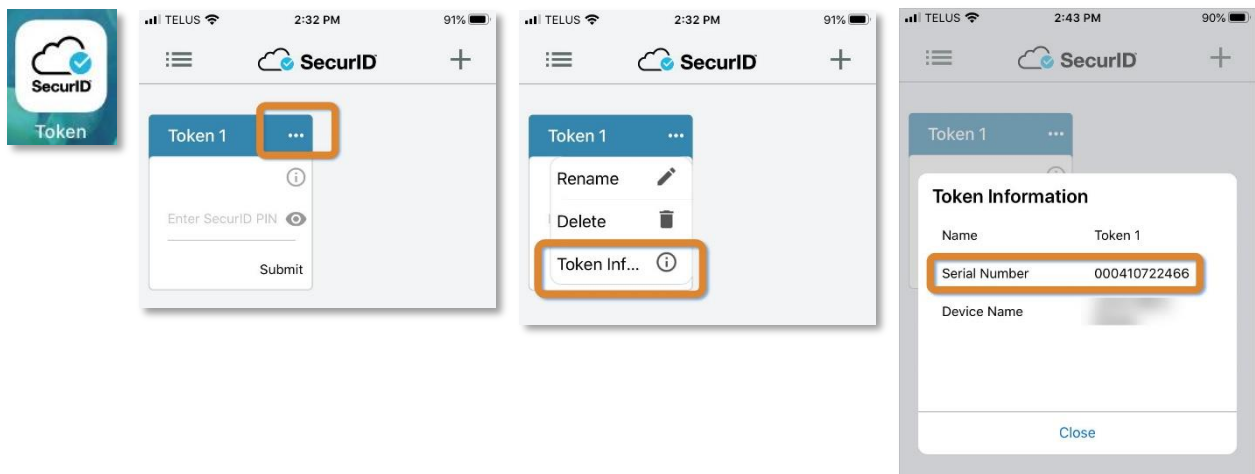
My token is expiring within 45 days, what do I do?

Login remotely to keep your remote token active. Do this at least once every 180 days.

Did you get an email from AHS Remote Access?

If you received an email from AHS Remote Access / RSA Admin <remoteaccess@albertahealthservices.ca> follow the directions in that email.

Did you see an expiration warning on your soft token?

There are some situations when you will see an expiration notice on your smart device similar to this →→→

It will appear at 30, 15 and 5 days prior to the date your software token will expire.

Login remotely to keep your remote access current. Do this at least every 180 days.

My token has expired, what do I do?

You will have to request a new token.
> GO TO the Identity & Access Management (IAM) application: https://iam.ahs.ca
> LOGIN with your AHS network Username and Password
> CLICK Request or Modify Access
> CLICK For Myself
> At Remote User Network Access (RUNA) CLICK Request Access / Change Access
> REVIEW and UPDATE your information as necessary
> > Soft tokens are recommended
> IDENTIFY an Authorizing Manager if needed
> CLICK Submit Request
> LOGOUT of IAM

More detailed instructions and info can be found in the RUNA User Guide. It is available to you anytime on the AHS IAM Support Page under Learning.

✖ I don't need my token anymore, what do I do?

1. Allow it to expire. **OR**
2. You can return a hard token to your local Eco Station or mail it to AHS in a padded or bubble envelope to: AHS IT Remote Access, CN Tower, 18th Floor, 10004 – 104 Avenue NW, Edmonton, Alberta T5J 0K1. **OR**
3. You can also, proactively, remove your remote access using the AHS Identity & Access Management (IAM) system using these steps.

> GO TO the Identity & Access Management (IAM) application: https://iam.ahs.ca
> LOGIN with your AHS network Username and Password
> CLICK Request or Modify Access
> CLICK For Myself
> CLICK Request Access / Change Access at Remote User Network Access (RUNA)
> SELECT Remove
> IDENTIFY an Authorizing Manager if needed
> CLICK Submit Request
> LOGOUT of IAM

More detailed instructions and info can be found in the RUNA User Guide. It is available to you anytime on the AHS IAM Support Page under Learning.

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References

AHS Identity & Access Management
AHS IT Service Desk   1-877-311-4300
AHS Strong Authentication Device User Policy
Remote User Network Access (RUNA) User Guide
RSA SecurID Token Fact Sheet

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