

Health Analytics Portal External Access Frequently Asked Questions

What are the sign-in steps?

Once you receive your AHS sign-on ID and FOB, these are the steps for logging into the Health Analytics Portal (HAP):

1. Navigate to HAP public page - <https://extranet.ahsnet.ca/hap/Pages/default.aspx>
2. Click on the "SIGN IN" icon
3. Click on the "SIGN IN" button
4. The page is re-directed to an AHS challenge page and to continue; AHS user name, password, and FOB PIN is provided
5. With a successful challenge, the page is redirected to <https://private.albertahealthservices.ca/hap/Pages/default.aspx>

I have received a notice that my HAP account is expiring. What do I do?

HAP accounts are valid for one year and must be renewed annually. 30 days prior to expiration, users will receive the following notice from AHS:

Action Required: Pending Network Account Expiration (30 days)

From: Identity.Management@AlbertaHealthServices.ca

<Identity.Management@AlbertaHealthServices.ca>

Hello,

The AHS network account will expire and be automatically disabled in **30** days. If an extension is required, the individual who previously authorized your account, must contact the [IT Service Desk](#) to request an extension. If you no longer share a reporting relationship with this individual, please advise your new AHS Manager or point of contact to follow-up with the IT Service Desk accordingly.

Once the expiration date passes, ability to logon to an AHS workstation, access AHS email and logon to any applications linked to the account, (**HEALTHY\ AHS User Name**) will be prohibited.

As lead time will be required to extend the account, action must be taken on this notice as soon as possible to minimize potential interruption in access.

To renew your account, simply contact us at HealthAnalyticsPortal.ServiceDesk@ahs.ca and let us know you've received an expiration notice and wish to renew your account.

My AHS password has expired. How do I reset it?

For password resets, contact the Edmonton Zone Service Desk:

780-735-4357

877-311-4300 (toll-free)

servicedesk.edm@ahs.ca