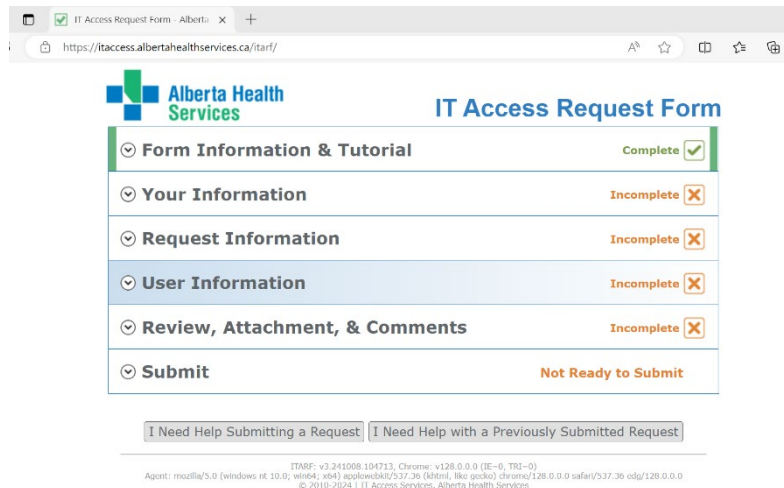


How to Submit a Download and Print Exception Request via ITARF (Information Technology Access Request Form)

Step 1: Navigate to the following link in your Internet browser (you must be inside the AHS network or connected via VPN to access):

<https://itaccess.albertahealthservices.ca/itarf>

The page looks like this:

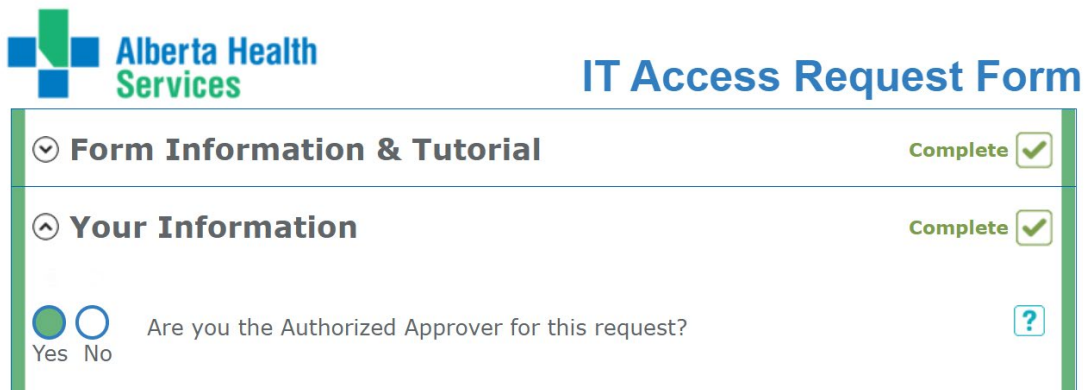


The screenshot shows a web browser window with the URL <https://itaccess.albertahealthservices.ca/itarf/>. The page header includes the Alberta Health Services logo and the title "IT Access Request Form". Below the header is a table with the following sections and their completion status:

Section	Status
Form Information & Tutorial	Complete ✓
Your Information	Incomplete ✗
Request Information	Incomplete ✗
User Information	Incomplete ✗
Review, Attachment, & Comments	Incomplete ✗
Submit	Not Ready to Submit

Below the table are two buttons: "I Need Help Submitting a Request" and "I Need Help with a Previously Submitted Request". At the bottom, there is a small footer with technical information: "ITARF: v3.241008.104713, Chrome: v128.0.0.0 (IE=0, TRI=0) Agent: mozilla/5.0 (windows nt.10.0; win64; x64) applewebkit/537.36 (KHTML, like Gecko) chrome/128.0.0.0 safari/537.36 edg/128.0.0.0 © 2010-2024 | IT Access Services, Alberta Health Services".

Step 2: Click on “Your Information”, check the Yes box that says “Are you the Authorized Approver for this request?”



The screenshot shows the "Your Information" section of the ITARF form. The section is titled "Your Information" and is marked as "Complete" with a green checkmark. Below the title, there is a question: "Are you the Authorized Approver for this request?". To the left of the question are two radio buttons: "Yes" (selected) and "No". To the right of the question is a blue question mark icon in a square box.

Step 3: Enter your email address, network logon, AHS ID, or Last Name, First Name and Click on “Click here to search for your information”. When you click it will automatically fill the fields below the blue button:

Lookup account by Email, Network Logon, AHS ID, or Name (Last, First)

?

[Click here to search for your information](#)

When searching, the user data is retrieved from ahsLDAP and Active Directory. If this data is incorrect, you can contact the [HR Contact Centre](#) or the [Service Desk](#) to assist you in changing it (IT Access has no ability to change this information).

Your Information [Clear Your Information](#)

Richard Henderson
richard.henderson@ahs.ca
Telephone Number
Executive Director / Executive Director, CISO
IT SVP & CIO

Step 4: Click on “Request Information”:

Request Information Incomplete X

Type of Request ?

Standard Request ?

Select Access [Clear Access Filter](#) ?

Type here to filter access list

Step 5: Under “Type of Request”, select “New”:

Request Information Incomplete X

Type of Request ?

New ?

Modify ?

Remove ?

Type here to filter access list

Step 6: Under “Select Access”, type “download”. The system will automatically filter the list of choices to “Download to Unmanaged Device”

Request Information

Type of Request
New

Standard Request

Select Access Clear Access Filter
download

Step 7: Click the button that corresponds to the zone or zones applicable to you:

Select Access 1 Selected Clear Access Filter
download

	Calgary	Central	Edmonton	North	South
Download to Unmanaged Device	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 8: Click on User Information, and under Employee Type, select Physician:

User Information Incomplete


Employee Type


- AHS Employee
- AHS Subsidiary Employee (incl. CLS)
- Board Member
- Clinical Assistant
- Consultant
- Contracted Affiliate
- Contracted Service (EMS)
- Contracted Service (LTC)
- Contractor (incl. Temp Staff)
- Covenant Health
- Educator
- Fellow
- Government of Alberta Health Ministry
- Medical Staff
- Medical Student
- Midwife
- Physician**
- Researcher
- Resident

Account Effective Date
2024-10-08

You must select at least one site in each of the following categories:
✗ Calgary Zone
✗ Central Zone

Step 9: Accept the Terms and Conditions:

⬆ **User Information** Incomplete 

Employee Type
Physician 

Selected: Download to Unmanaged Device + Physician

Please confirm your name and email are correct and click the button below.
If they are incorrect, return to the *Your Information* section above and update.

Your Name: Richard Henderson
Your Email: richard.henderson@ahs.ca

TERMS AND CONDITIONS

You agree and acknowledge that:

- You will only download and store the *Content* on the device only as long as absolutely necessary for completing the *Purpose*;
- You will not transmit, send or use the *Content* except on the *Device(s)* you have identified above and you will not otherwise copy the *Content* onto another *Device(s)* or any type of portable storage device such as a memory stick or permit the *Content* to be backed up, archived, synced or otherwise copied and stored on a "cloud" service such as iCloud, Google Drive, or Samsung Cloud;
- As soon as you no longer need to use the *Content* you will delete the *Content* and all copies of the *Content* permanently and in a manner such that it cannot be retrieved from the *Device(s)*;
- You will comply at all times with applicable laws, regulations, rules and orders in force ("Applicable Laws") including the Freedom of Information and Protection of Privacy Act (Alberta) ("FOIP") and the Health Information Act (Alberta) ("HIA");
- You will cooperate with any security or privacy audit or investigation involving the *Content* or as otherwise required to demonstrate your compliance with the AHS Policies, Applicable Laws and this acknowledgement;
- You will comply with AHS' policies, procedures, processes and directives as amended from time to time ("AHS Policies") located at <https://www.ahs.ca/about/Page210.aspx> and any additional directives or instructions AHS may implement from time to time;
- You have completed the AHS's mandatory privacy training and any additional competency training required by AHS and have signed Confidentiality and User Access Agreement;
- You will safeguard the security and confidentiality of the *Content* on your *Device(s)* at all times, which includes maintaining the confidentiality of your passwords to prevent unauthorized access to the *Content*;
- You will immediately report any loss or theft of your *Device(s)* if any *Content* is stored on your *Device(s)* to the AHS IT Service Desk [1-877-311-4300](tel:1-877-311-4300);
- You will be responsible for any damage to your *Device(s)* caused by downloading the *Content* and you will not contact AHS IT to assist you with any problems you encounter in relation to downloading the *Content* onto your *Device(s)*; and
- You agree you are liable for and will indemnify and hold harmless AHS and those for whom AHS is responsible ("Others") from all damages, costs, claims, expenses and liabilities which AHS or the Others may incur or pay resulting from any act, omission or error by You in connection with downloading the *Content* onto your *Device(s)* (whether arising by breach, tort, indemnity, strict liability, negligence or otherwise).

Once you accept the terms and conditions, the request will automatically be submitted and it will move to IT for processing. **No additional work is required to submit the request.**

REQUEST SUBMITTED!

ServiceNow Request: REQ001047249

You **do not** need to proceed any further and may close this window.