

Fact sheet:

Alberta Wallet and Mobile Health Card

This fact sheet is designed to support users of the Alberta Wallet and Mobile Health Card.

Please refer to the [Alberta Wallet Reference Guide](#) for detailed instructions on how to set up and use your Alberta Wallet.

General Information

Alberta Wallet overview

The [Alberta Wallet](#) lets people store and manage their Government of Alberta-issued digital documents via web browser or mobile app. The Alberta Wallet builds on the [Alberta.ca Account](#), enabling Albertans to securely access their digital documents on the go.

Using the Alberta Wallet is voluntary and optional. You can continue to use physical cards if you prefer, or you can have both.

Benefits of digital documents

Digital documents are electronic versions of physical credentials, such as a health card. Digital documents offer many benefits:

- **Control:** You maintain complete authority over your digital documents and can remove them at any time.
- **Consent:** You decide when, how and with whom to share your digital documents.
- **Security:** Online digital documents are protected by advanced encryption, ensuring that personal data stays secure.
- **Confidentiality:** Only you know where and when information is shared. Issuers are not able to track or monitor where digital documents are used.
- **Flexibility:** You can access your digital documents both through the mobile app and web browser.

Alberta Wallet set-up instructions

Setup instructions are available [here](#).

Downloading the Alberta Wallet

You can access the Alberta Wallet through your Verified [Alberta.ca Account](#) or download the app from the [Apple App Store](#) or [Google Play Store](#).

Device requirements for the Alberta Wallet

To download the [Alberta Wallet](#) app, your device must have iOS 16+ or Android 9+ operating systems installed. Learn more about how to understand your device's operating system for [Apple](#) and [Google](#) devices.

At launch, the Alberta Wallet will be optimized for use for mobile phones, with plans to expand to support tablets in a future update so it's even easier to access your credentials where and when you need them.

Alberta Wallet support options

For help and support, call 1-844-743-1905 or email:

alberta-ca.account@gov.ab.ca.

Support is available Monday to Friday, 8:15 AM to 4:30 PM, excluding statutory holidays.

Alberta Wallet Functionality

Benefits of the Mobile Health Card

The [Mobile Health Card](#) is the first digital document available in the Alberta Wallet. The Government of Alberta plans to add more digital documents in the coming years as part of ongoing modernization of government services. You cannot add non-Government of Alberta digital documents, such as passports or permanent resident cards, to your [Alberta Wallet](#).

Navigating multiple sign-in attempts

After five failed sign-in attempts, your account will be locked for 24 hours for your protection. If you forget your [Alberta.ca Account](#) password, you can [reset it using this link](#).

Accessing the Apple and Google stores

The [Alberta Wallet](#) app is downloaded through the [Apple App Store](#) or [Google Play Store](#). If you've lost access to your Apple or Google account, you'll need to recover that sign-in information through [Apple](#) or [Google's](#) support before you can download or update the app on your device.

Storing other people's Mobile Health Cards

You can store [Mobile Health Cards](#) for anyone you choose, including those under your [Alberta Health Care Insurance Plan account](#) (dependents, spouses, interdependent partners).

Internet or mobile data requirements

Internet access is required for the initial setup, updates, and when accessing your digital documents. Offline features will be introduced in an upcoming release of the [Alberta Wallet](#).

Accidentally deleting the Alberta Wallet

You can reinstall the Alberta Wallet app from the [Apple App Store](#) or [Google Play Store](#), sign in to your [Alberta.ca Account](#), and re-add your digital documents at any time.

Signing in to Alberta.ca to access your Alberta Wallet

Your [Alberta Wallet](#) is tied to your [Alberta.ca Account](#). Whether using the mobile app or web browser version of the Alberta Wallet, you will be prompted to sign in to your Alberta.ca Account to use your Government of Alberta digital documents.

Using the Alberta Wallet without a Verified Alberta.ca Account

To use the [Alberta Wallet](#), you require a Verified [Alberta.ca Account](#) which requires Government of Alberta-issued identification.

For information on how to get an Alberta Identification card, please go to [Alberta.ca/get-id-card](#).

Alberta Wallet security

The [Alberta Wallet](#) is secured with advanced encryption. It was built to comply with the Freedom of Information and Protection of Privacy Act and *Health Information Act* and adheres to Government of Alberta, Pan-Canadian and International standards for data security.

Support from registry agents

Registry agents will not be able to set up your [Alberta Wallet](#). Learn more about how to set up your Alberta Wallet [here](#).

Sharing information with your Alberta Wallet

When sharing information using digital documents, your phone remains in your possession. You can scan or show digital documents contained within the [Alberta Wallet](#), without having to give your phone to service providers.

Lost or stolen phones

The [Alberta Wallet](#) is protected with multiple security measures, including authentication through your [Alberta.ca Account](#) and your device's passcode and biometrics.

Updating your personal information in the Alberta Wallet

If there are any changes to your personal information, such as a change of name, advise a registry agent so your [Alberta Wallet](#) and digital document can be updated.

Accidental deletion of the Mobile Health Card

You can add the digital document back to your [Alberta Wallet](#) by signing in to MyHealth Records.

Accessing the Mobile Health Card

The [Mobile Health Card](#) is only available through the [Alberta Wallet](#).

Paying for government services with the Alberta Wallet

The [Alberta Wallet](#) is used to store and share your Government of Alberta-issued cards and certificates. You cannot add payment information or purchase services at this point in time.

Alberta Wallet and Mobile Health Card

Mobile Health Card overview

The [Mobile Health Card](#) is a digital version of the paper health card that can be downloaded to the [Alberta Wallet](#).

It provides a secure and convenient way to carry your personal health number.

Information in the Mobile Health Card

The [Mobile Health Card](#) contains your name, your date of birth and your personal health number.

Health care facilities can scan a QR code in the Mobile Health Card to quickly access your personal information. The QR code contains your full credentials and a digital signature that proves the credential was issued by the Ministry of Primary and Preventative Health Services.

The Mobile Health Card as photo ID

The [Mobile Health Card](#) and health cards in general are not intended to be used as a form of photo identification. To confirm your identity, you'll also need to present photo identification (e.g., driver's licence).

Printing the Mobile Health Card

No, you cannot print or screenshot the [Mobile Health Card](#). Only live QR codes displayed in the Alberta Wallet or the Alberta Wallet app will be accepted.

Alberta Organ and Tissue Donation Registry choice on the Mobile Health Card

At present, the Alberta Organ and Tissue Donation Registry choice can only appear on the driver's licence or identification card. It cannot be displayed on the [Mobile Health Card](#).

Mobile Health Card eligibility

All Alberta residents aged 14 and older who are currently enrolled in, or eligible for, the Alberta Health Care Insurance Plan can obtain a [Mobile Health Card](#). Information about Alberta Health Care Insurance Plan eligibility requirements is [available online](#).

Currently, the Mobile Health Card is only available to Canadian citizens, permanent residents of Canada and those physically present in Alberta.

Shared access to children's Mobile Health Card

Both guardians can store copies of their dependents' [Mobile Health Cards](#) in their [Alberta Wallets](#). In some instances, additional documentation may be required. Learn more [here](#).

Location and activity tracking

The [Alberta Wallet](#) does not collect any location information, and your activity within the Alberta Wallet is not tracked.

Mobile Health Card and access to MyHealth Records

Health services providers do not have access to their patients' MyHealth Records accounts. Service providers only have access to the information you choose to share with them.

Children accessing their own Mobile Health Card

When a child becomes eligible to get their own [Mobile Health Card](#), their card will remain in the guardian's [Alberta Wallet](#). You can choose to remove it at any time. Guardians and children can both store copies of the child's Mobile Health Card at the same time, if desired.

Scanning the Mobile Health Card

All health care providers will accept the [Mobile Health Card](#). Locations without scanning technology will manually check your digital document as they would today with a paper card along with a form of photo identification (e.g., driver's licence) when accessing health services.

Benefits of the Mobile Health Card

The [Mobile Health Card](#) allows you to keep your card secure on your phone and decide exactly when and with whom you share it. It's private, secure and stays in your control at all times.

How to use the Mobile Health Card

Like the paper health card, you will need to show your Mobile Health Card on your phone when accessing health services. To confirm your identity, you'll also need to present photo identification (e.g., driver's licence).

Continued acceptance of the paper health card

If you do not have a smartphone, you may use your paper health card to access insured health services in both Alberta and when travelling to other parts of Canada. The paper card remains valid and is accepted by health care providers as proof of health insurance.

No decision has been made regarding how long the current paper health cards will continue to be accepted by health providers.

Accessing health records with the Mobile Health Card

The Mobile Health Card does not provide direct access to your health records. It is a digital version of your paper health card. Visit Access your health information or contact HIAHelpDesk@gov.ab.ca for more information about obtaining your health records.

Mobile Health Card data protection

Health information, including your Mobile Health Card, provided to health services providers is protected by the *Health Information Act*.

When verifying your Mobile Health Card, health service providers may store a copy of your health information in accordance with the *Health Information Act*. Questions about information storage practices should be discussed directly with your health services providers.

Responding to a suspected Mobile Health Card breach

If you have reason to believe there has been a breach of your Mobile Health Card, please contact the MyHealth Records Support Team at 1-844-401-4016 or myhealthrecords@gov.ab.ca.

Interprovincial and Future Development

Using the Alberta Wallet outside of Alberta

Currently, the Alberta Wallet is designed to be used when accessing services within Alberta. The Government of Alberta is working with other Canadian jurisdictions on acceptance of the Mobile Health Card.

Other provincial government wallet programs

Several jurisdictions across Canada are exploring the use of digital/mobile wallets to better enable digital services. Currently, British Columbia, Ontario, Quebec, Manitoba and Nova Scotia have either made mobile wallets and digital documents available or have committed to their development.