

---

# Alberta Wallet Reference Guide





# Contents

**Overview ..... iii**

**Alberta Wallet: Mobile App ..... 1**

    Downloading the Alberta Wallet app ..... 1

    Viewing the Alberta Wallet app welcome screens ..... 2

    Signing in to the Alberta Wallet app ..... 3

    2-Step Verification (optional) ..... 5

    Familiarizing yourself with the Alberta Wallet ..... 6

    Adding digital documents to your Alberta Wallet ..... 7

    Viewing digital documents in your Alberta Wallet ..... 8

    Presenting digital documents with the Alberta Wallet app ..... 9

    Removing digital documents from your Alberta Wallet app ..... 10

**Accessing the Alberta Wallet in your Alberta.ca Account (Browser) . 11**

    Navigating to your Alberta Wallet ..... 12

    Verifying your Alberta.ca Account ..... 13

    Familiarizing yourself with your Alberta Wallet ..... 14

    Adding digital documents to your Alberta Wallet ..... 15

    Viewing digital documents in your Alberta Wallet ..... 16

    Sharing information using digital documents in your Alberta Wallet .... 19

    Removing digital documents from your Alberta Wallet ..... 20

**Further assistance ..... 22**

**Appendix A: Terminology ..... 23**



# Overview

The [Alberta Wallet](#) streamlines your interactions with government services and offers a secure, private and convenient way to access your Government of Alberta-issued digital documents such as the Mobile Health Card.

Digital documents are the electronic versions of physical documents. They offer many benefits, including increased flexibility, security, and confidentiality.

The Alberta Wallet gives you control over your digital documents through the mobile app and online using your Verified [Alberta.ca Account](#).

This document outlines how to access and use the Alberta Wallet, both as an app and in your web browser.

## Before you start, you will need:

- **A personal, Verified Alberta.ca Account.** A personal, Verified Alberta.ca Account is available for Alberta residents only, and requires proof of identity. [Learn more here.](#)

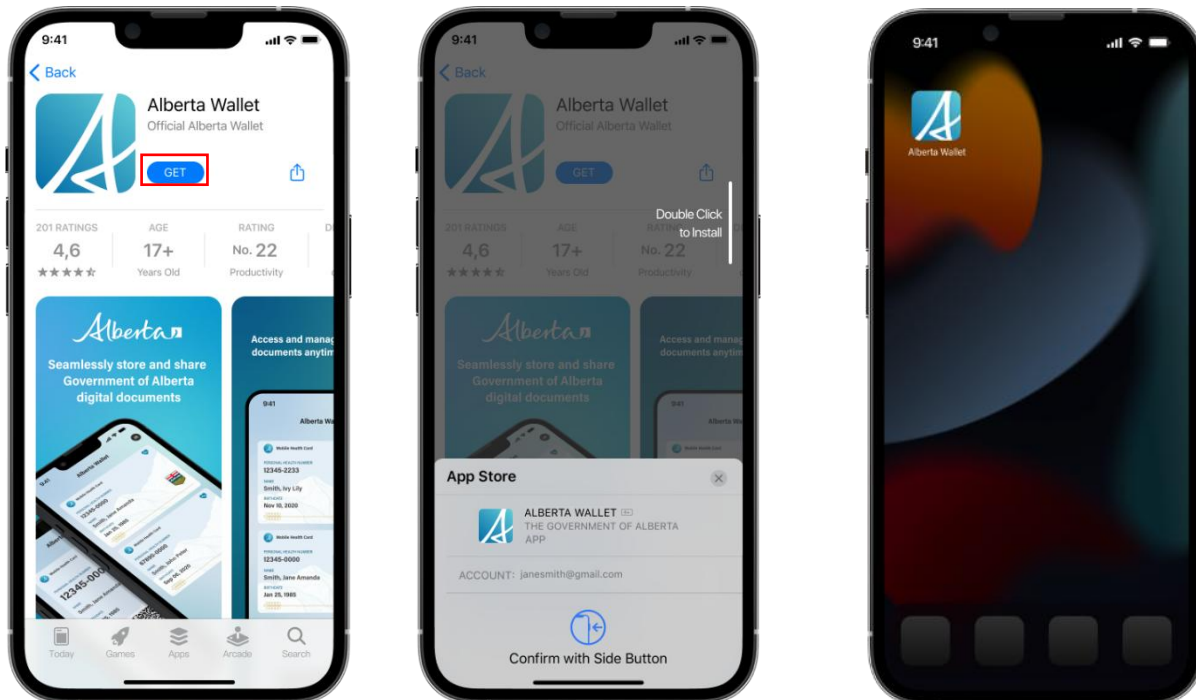
# Alberta Wallet: Mobile App

You can access the Alberta Wallet app from the [Apple App Store](#) or [Google Play Store](#).

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

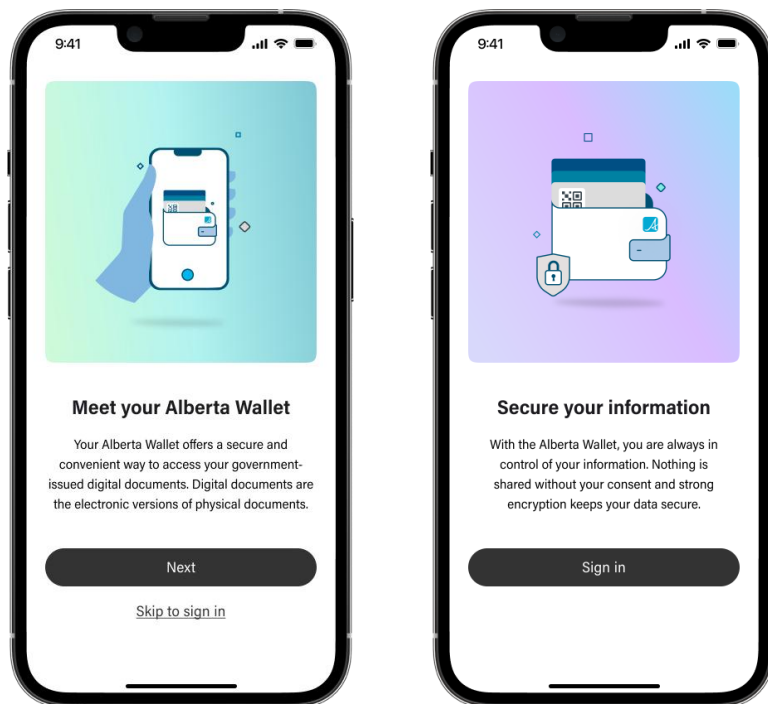
## Downloading the Alberta Wallet app

1. Visit the Apple App Store or Google Play Store and search “**Alberta Wallet.**”
2. Click “**Get**” or “**Install**” and follow the on-screen prompts to download the app to your device.



## Viewing the Alberta Wallet app welcome screens

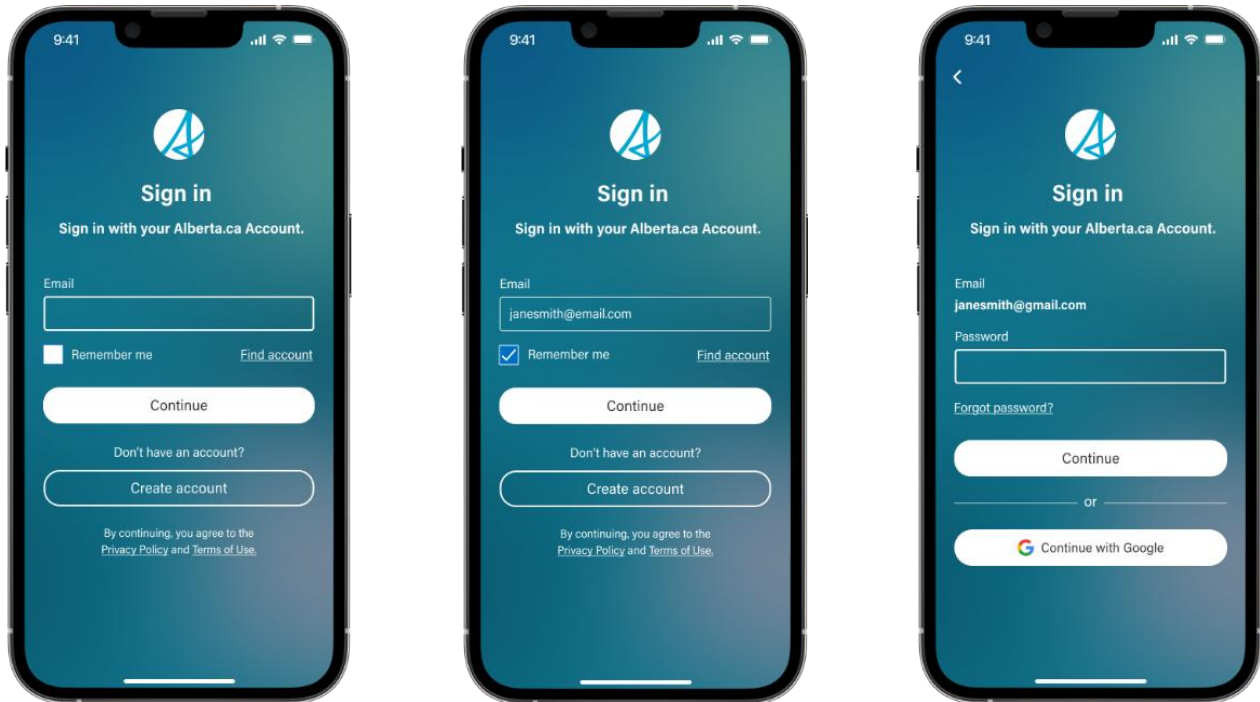
When you open the Alberta Wallet for the first time, you will be greeted with welcome screens to help you understand the app. Read these for more information, or **Skip to sign-in**.



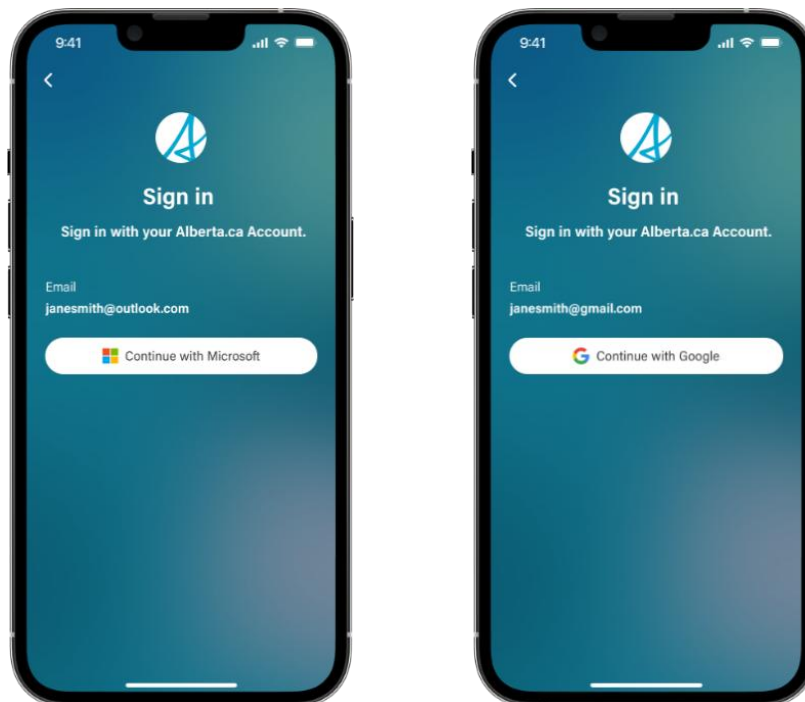
## Signing in to the Alberta Wallet app

Sign in to the Alberta Wallet app using your Verified Alberta.ca Account information.

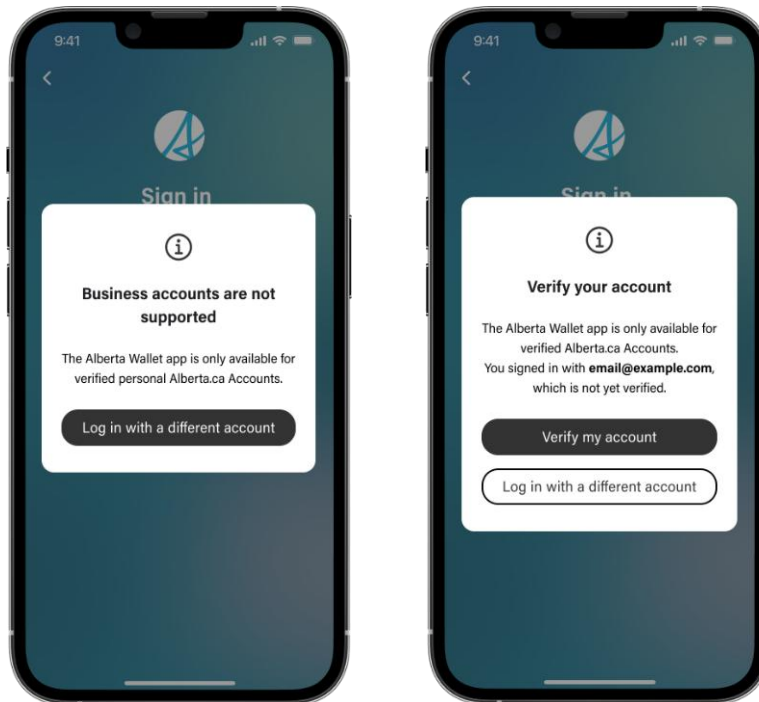
1. To sign in, enter the email address associated with your Alberta.ca Account and click “Continue.”
2. Select the “**Remember me**” checkbox if you want to save this email address for your next sign in (not recommended on shared devices).
3. If your account uses a **password**, you’ll be prompted to enter it next.



4. If your account is linked to a **federated sign-in option** (such as Microsoft or Google), you’ll be directed to sign in with that provider.
5. Some accounts may support both options—you can choose the method that works for you.



6. If you sign in with a **Basic Alberta.ca Account**, you'll be asked to verify your account before you can access the Alberta Wallet. Learn more about verifying your Alberta.ca Account [here](#).
7. If you sign in with a **Business Account**, you'll be asked to sign in with a personal account instead. Learn more about personal Alberta.ca Accounts [here](#).

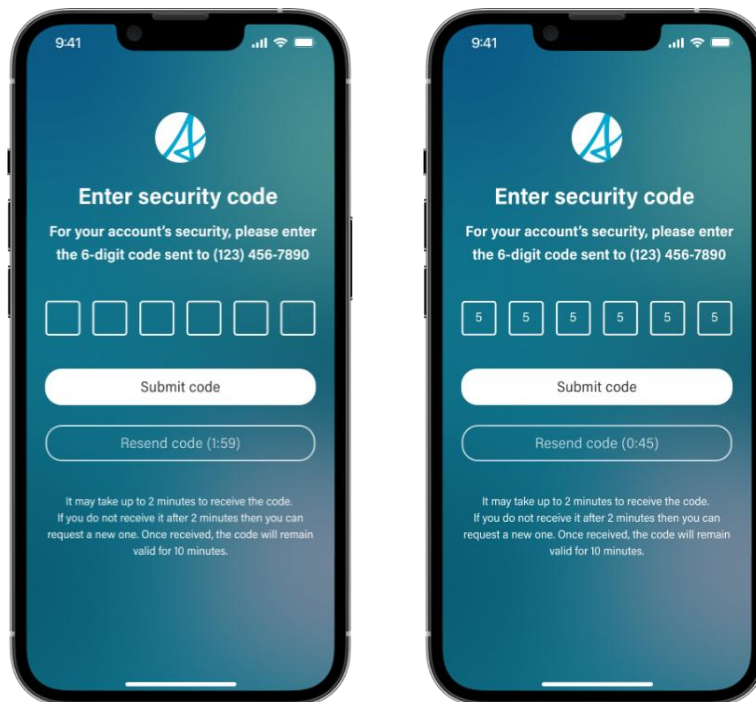


## 2-Step Verification (optional)

If your Alberta.ca account has 2-Step verification enabled, you will be asked to enter the security code sent to your mobile device. The security code will only be sent to the phone number registered to your Alberta.ca Account. Learn more [here](#).

1. Enter the security code sent to your mobile device and click “**Submit code.**”  
**Note:** It may take up to two minutes to receive your code. Codes remain valid for 10 minutes.
2. If you do not receive a code within two minutes, you can request a new one by clicking “**Resend code.**”

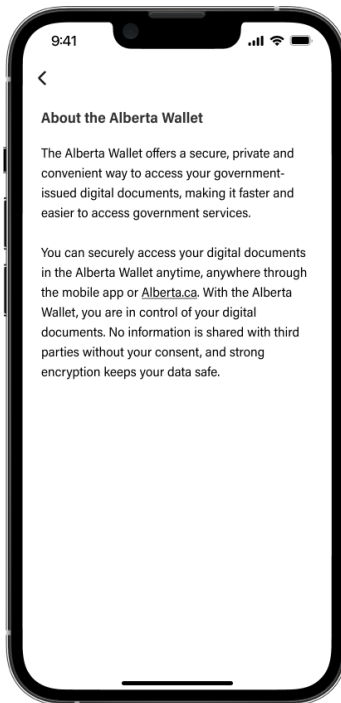
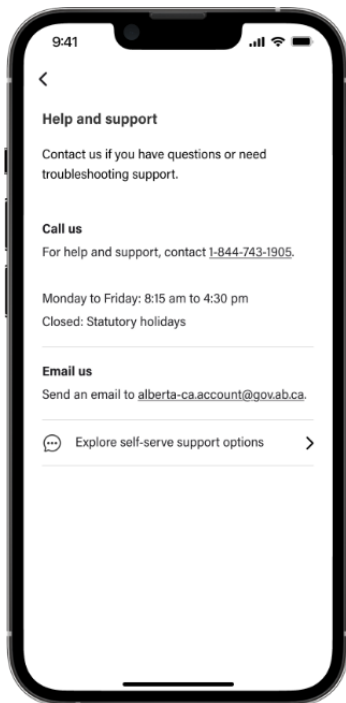
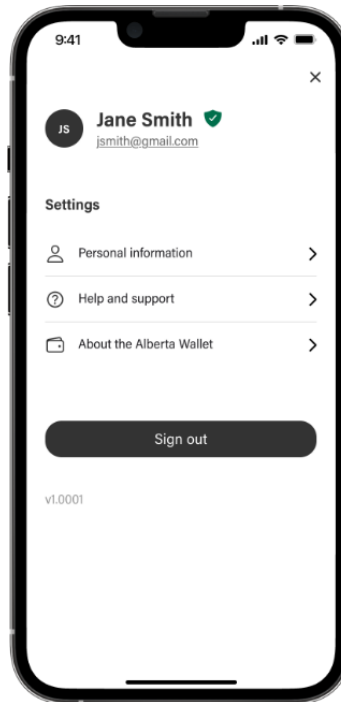
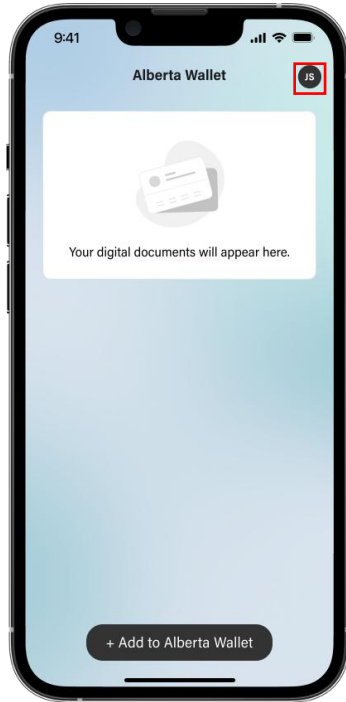
If your information has changed, you can change the phone number associated with your Alberta.ca Account by [signing in](#) to your account and visiting “**Security Settings.**”





## Familiarizing yourself with the Alberta Wallet

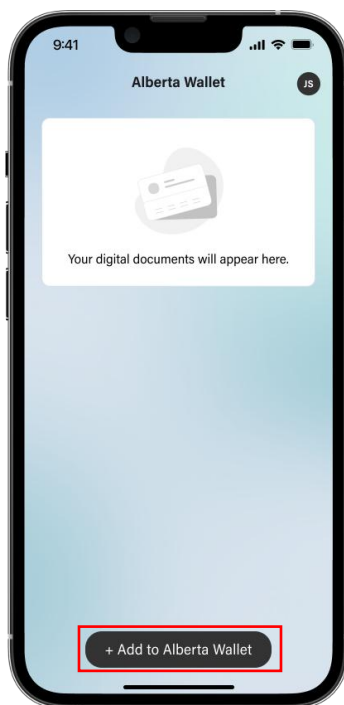
Click the **circle with your initials** in the top right corner of your screen to view your Alberta Wallet settings, read more about the app, and see support options.



## Adding digital documents to your Alberta Wallet

You will be notified of available digital documents within the Alberta Wallet app.

To add digital documents to your Alberta Wallet app, click “**Add to Alberta Wallet**” and follow the prompts or **visit the issuer’s website**.



You only need to add digital documents to your Alberta Wallet once. Digital documents added in your Alberta Wallet app will also appear when you access your Alberta Wallet through the browser.

For more detailed instructions, visit the websites below.

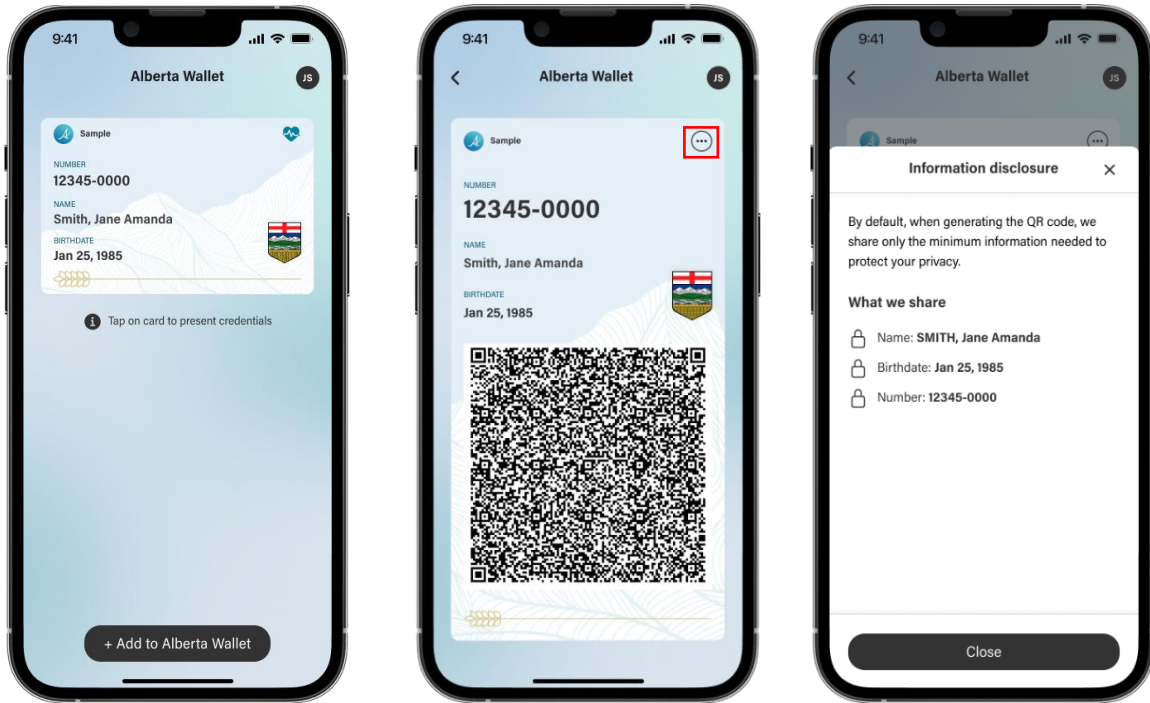
Available digital documents:

- [Mobile Health Card](#)

## Viewing digital documents in your Alberta Wallet

To view your digital documents, sign in to your Alberta Wallet app. Your digital documents will display on the home screen.

1. Click on the desired digital document to see a **detailed view**.
2. Click on the **ellipses (⋮)** in the top right corner of your digital document and click **“Information Disclosure”** to review the information contained in your digital document.

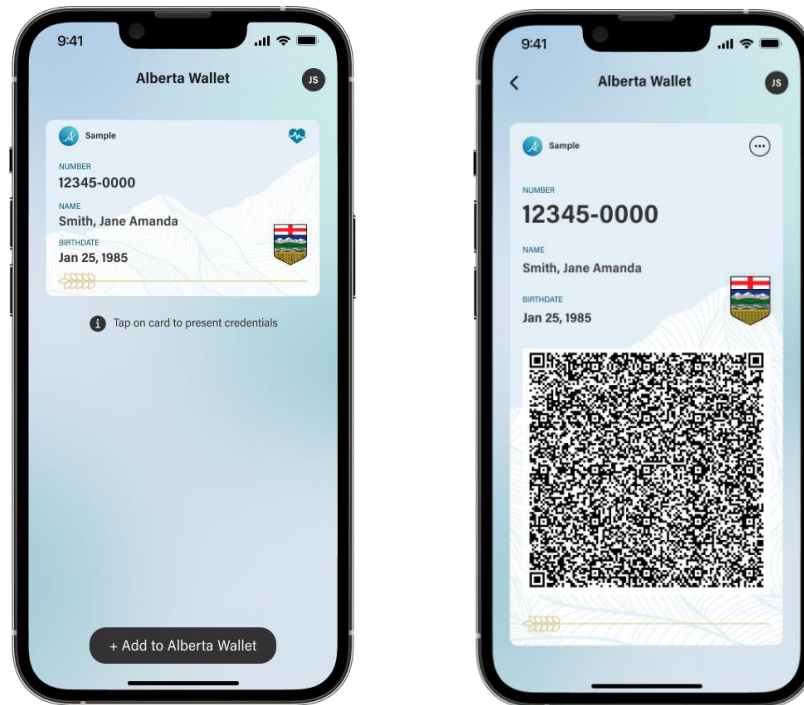


## Presenting digital documents with the Alberta Wallet app

Digital documents in your Alberta Wallet app are a safe, secure method for storing and sharing information.

To share information using your digital documents, follow the steps below.

1. Click on the desired digital documents to see a **detailed view**.
2. At locations with a scanner, you can **present the QR code** in your digital documents. The verifier will scan your QR code to retrieve the necessary information.
3. At locations without a scanner, simply **show your digital documents**. The verifier will manually review and enter the necessary information.

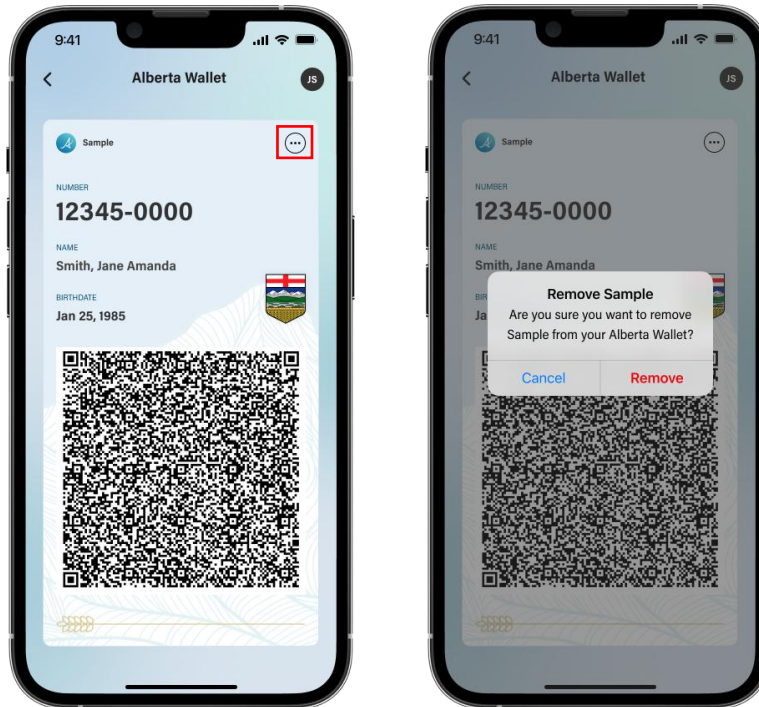


## Removing digital documents from your Alberta Wallet app

To remove digital documents from your Alberta Wallet, follow the steps below.

1. Click on the digital documents you'd like to remove to see a detailed view.
2. Click on the **ellipses** (⋮) in the top right corner of your digital document and click **"Remove."**
3. A pop-up screen will confirm that you want to remove this digital document. Click **"Remove"** to remove your digital document.

If you remove a digital document by mistake, you can click **"Add to Alberta Wallet"** or visit the issuers website to download your digital document again.



# Accessing the Alberta Wallet in your Alberta.ca Account (Browser)

You can also access the Alberta Wallet from your Verified Alberta.ca Account.  
Signing in to your Alberta.ca Account.

1. To sign in, enter the username or email address associated with your Alberta.ca Account and click **“Continue.”**
2. Enter your password and click **“Continue.”**
3. If you registered your Alberta.ca Account with a federated account (Microsoft, Google, etc.), you will be prompted to sign in with this account.

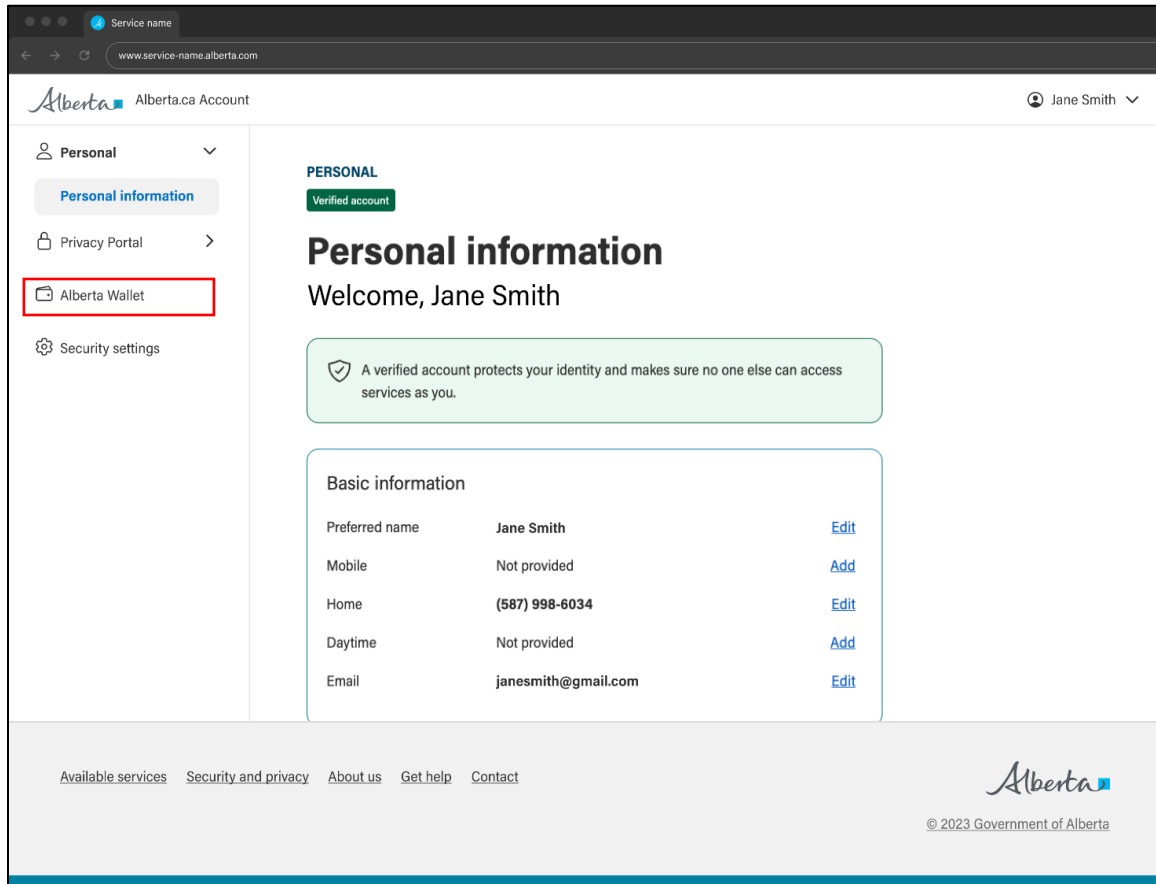
The screenshot shows a web browser window with the address bar displaying "www.service-name.alberta.com". The page header includes the "Alberta" logo and "Alberta.ca Account". The main content area features a sign-in form titled "Sign in to Alberta.ca Account". The form has a text input field labeled "Email address or username", a blue "Continue" button, and a separator line with the word "or". Below the separator are two buttons: "Sign in with Google" and "Sign in with Microsoft". At the bottom of the form, there is a link "Don't have an account?" and a "Create account" link with a dropdown arrow. The footer contains links for "Available services", "Security and privacy", "About us", "Get help", and "Contact", along with the "Alberta" logo and the text "© 2023 Government of Alberta".

## Navigating to your Alberta Wallet

After signing in to your Alberta.ca Account, you'll see a page with your personal information.

To access the Alberta Wallet:

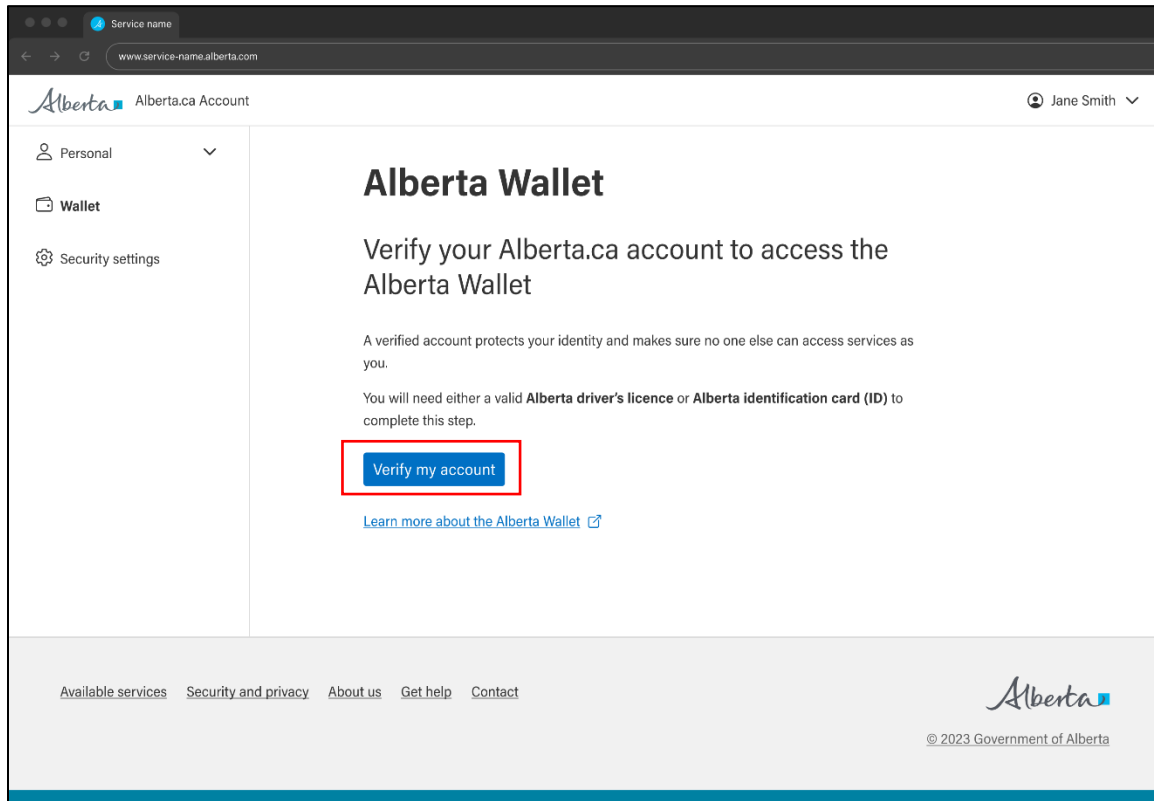
- On **desktop browser**, use the side menu on the left and click "**Alberta Wallet**."
- On a **mobile device**, tap the menu button in the top-right corner to open the navigation, then select "**Alberta Wallet**."



## Verifying your Alberta.ca Account

If your Alberta.ca Account is not yet verified, you will be prompted to verify your account to access your Alberta Wallet.

Click “**Verify my Account**” and follow the prompts. For further information and guidance, read the [Alberta.ca Account reference guide](#).

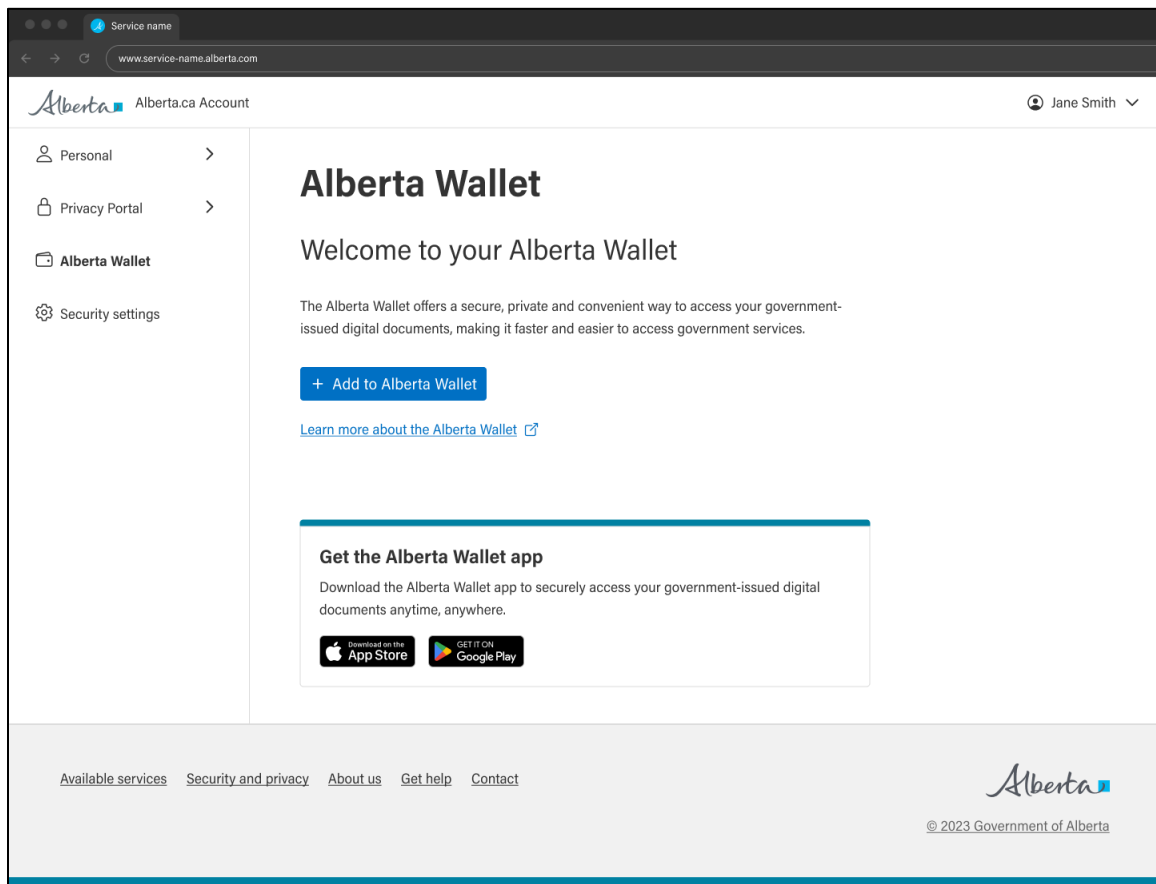




## Familiarizing yourself with your Alberta Wallet

With a Verified Alberta.ca Account, you can access your Alberta Wallet.

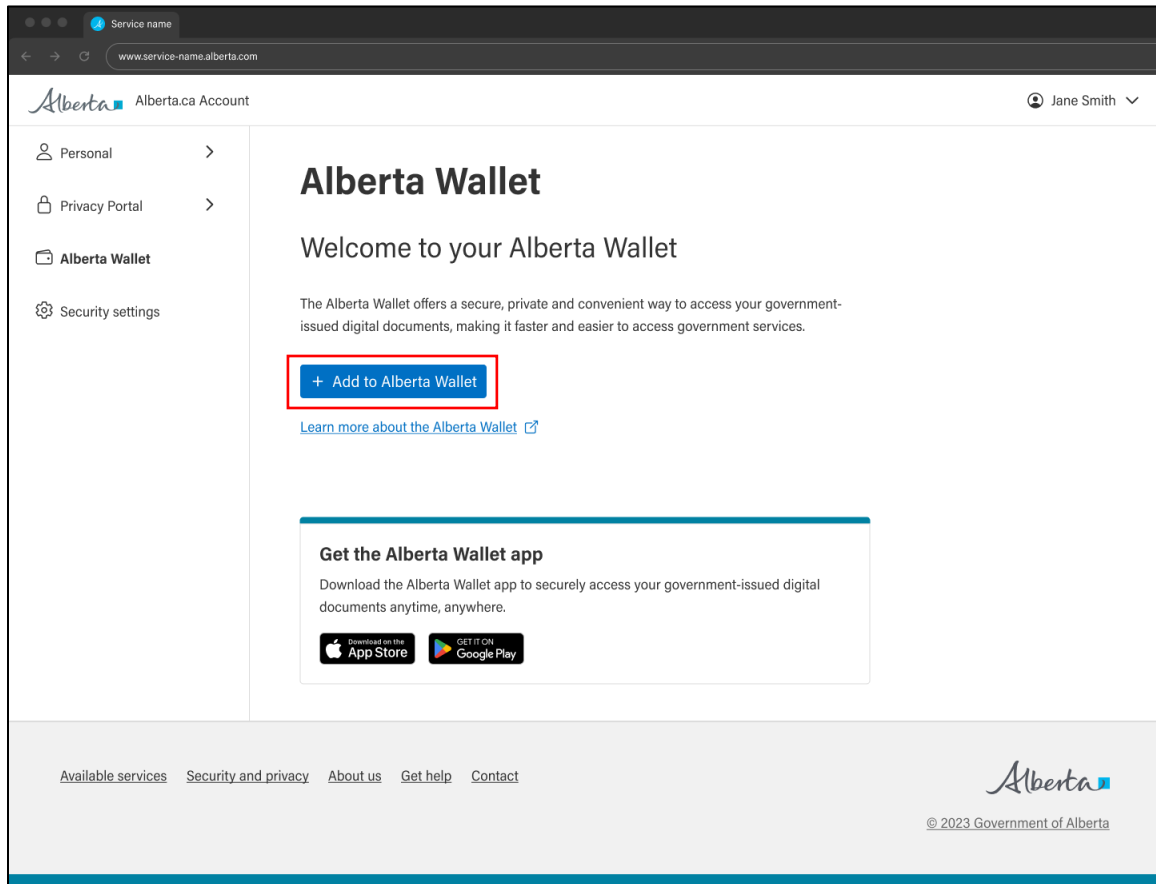
A prompt at the bottom of the screen will direct you to download the Alberta Wallet mobile app.



## Adding digital documents to your Alberta Wallet

When using your Alberta Wallet, a notification will be displayed to inform you of new digital documents available.

To add digital documents to your Alberta Wallet, click “**Add to Alberta Wallet**” and follow the prompts or **visit the issuer’s website**. You only need to add digital documents to your Alberta Wallet once. Digital documents added in your Alberta Wallet will also appear when you access your Alberta Wallet app on your mobile device, if you choose to use it.



For more detailed instructions, read the digital document reference guides below.

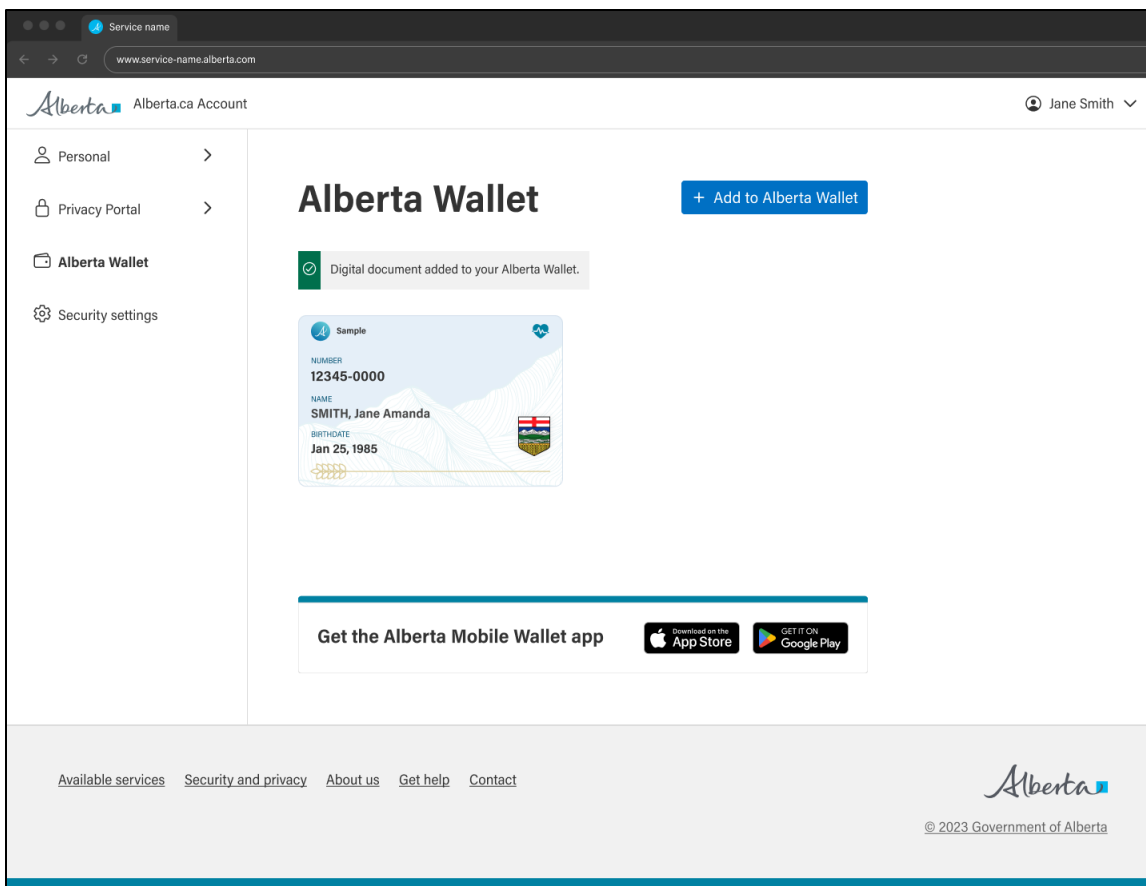
Available digital documents

- [Mobile Health Card](#)

## Viewing digital documents in your Alberta Wallet

To view your digital documents, sign in to your Alberta.ca Account and click on the Wallet tab in the side menu. Your digital documents will display on the home screen.

1. Click on the desired digital document to see a detailed view.
2. Click on the **ellipses** (⋮) in the top right corner of your digital documents and click “**Information Disclosure**” to review the information contained in your digital documents.



Service name

www.service-name.alberta.com

Alberta

Alberta.ca Account

Jane Smith

Personal

Privacy Portal

Alberta Wallet

Security settings

< Back to Wallet

Sample

View information disclosure

Remove

NUMBER

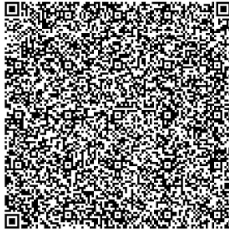
123

NAME

Smithy, JANE PETERSON

BIRTHDATE

Jan 25, 1985



1

Digital documents must **not be printed or saved as a screenshot**. Only live QR codes displayed in the Alberta Wallet or Alberta Wallet app will be accepted.

Available services

Security and privacy

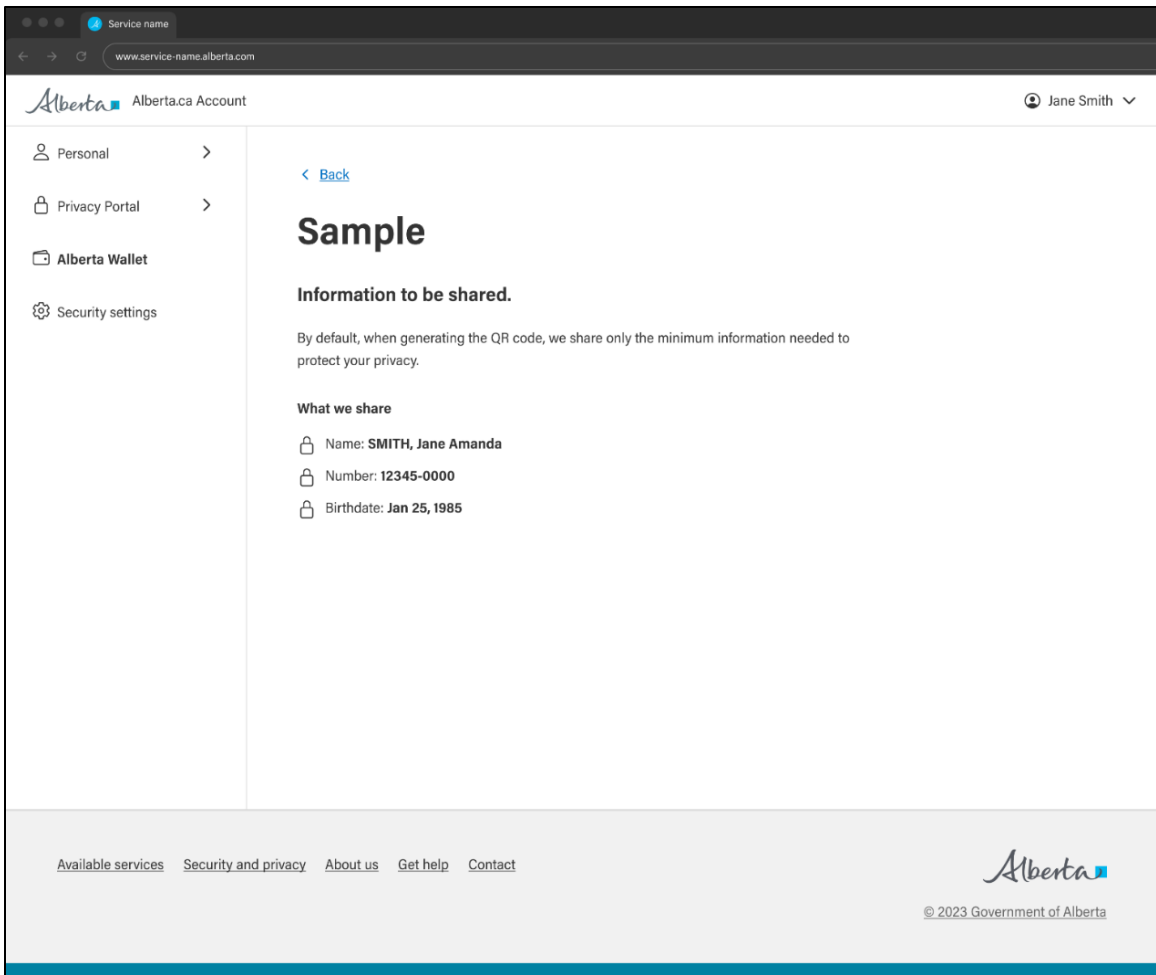
About us

Get help

Contact

Alberta

© 2023 Government of Alberta



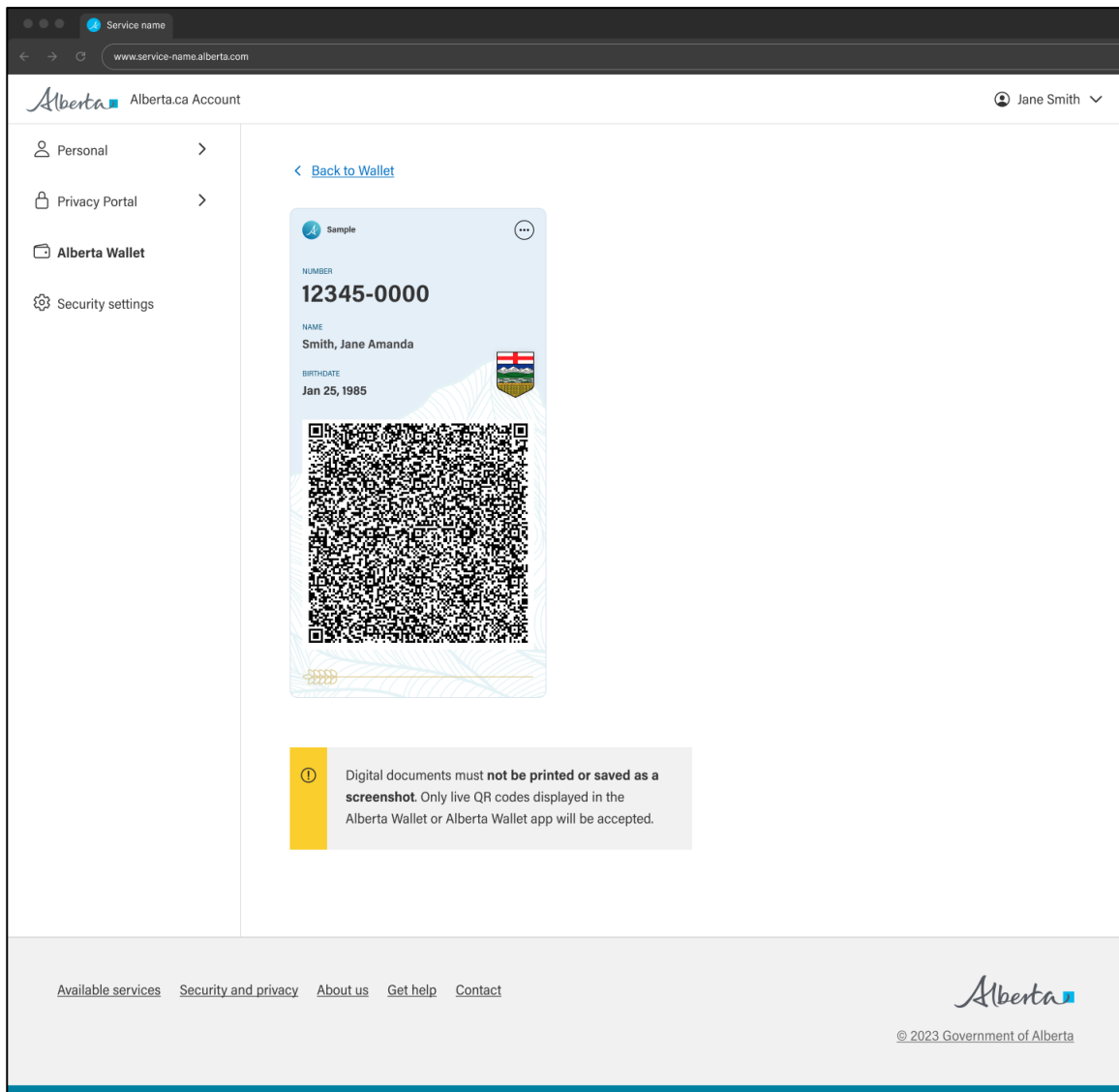
## Sharing information using digital documents in your Alberta Wallet

Digital documents in your Alberta Wallet are a safe, secure method for storing and sharing information.

To share information using your digital documents, follow the steps below.

1. Click on the desired digital document to see a detailed view.
2. At locations with a scanner, you can **present the QR code** in your digital document. The verifier will scan your QR code to retrieve the necessary information.
3. At locations without a scanner, simply **show your digital document**. The verifier will manually review and enter the necessary information.

**Please note:** Digital documents **must not be printed or saved as a screenshot**. Only live QR codes displayed in the Alberta Wallet or Alberta Wallet app will be accepted.

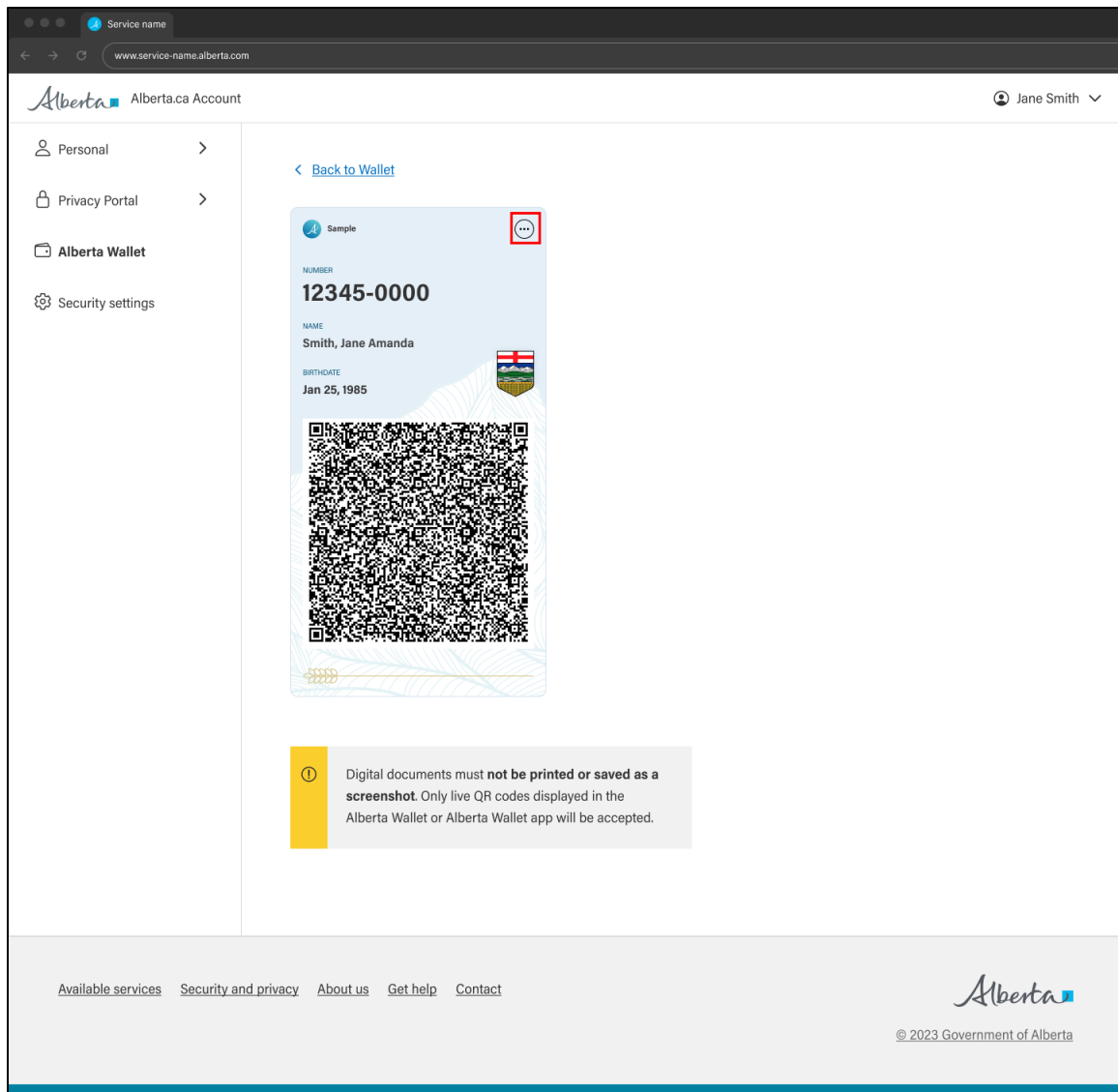


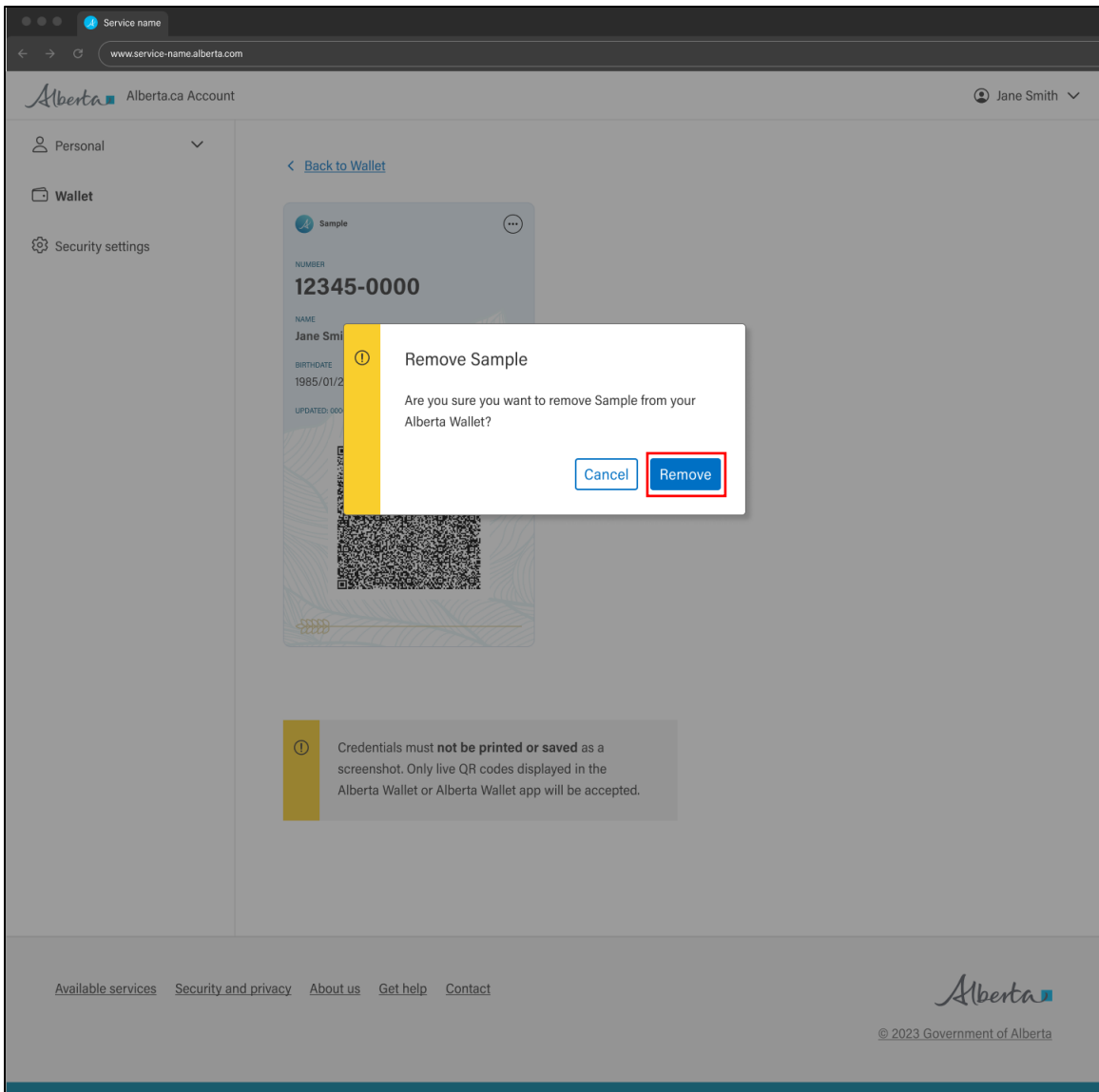
## Removing digital documents from your Alberta Wallet

To remove digital documents from your Alberta Wallet, follow the steps below.

1. Click on the digital document you'd like to remove to see a detailed view.
2. Click on the **ellipses** (⋮) in the top right corner of your digital document and click **"Remove."**
3. A pop-up screen will confirm that you want to remove this digital document. Click **"Remove"** to remove your digital document.

If you delete the digital document by mistake, you can add it again by following the prompts in the digital document announcement in your Alberta Wallet or by visiting the issuer's website.







## Further assistance

To receive technical assistance or ask questions about your Alberta Wallet, contact us.

**Phone:** 1-844-743-1905

**Email:** [alberta-ca.account@gov.ab.ca](mailto:alberta-ca.account@gov.ab.ca)

**Website:** <https://www.alberta.ca/alberta-wallet-support>

**Hours:** 8:15 am to 4:30 pm (open Monday to Friday, closed statutory holidays)

## Appendix A: Terminology

**(Digital) Digital document:** A secure, electronic version of physical documents, such as a health card.

**Issuer:** The ministry or organization that creates and distributes digital documents.

**Holder:** The person who receives the digital documents.

**Verifier:** The person, ministry or organization that checks digital documents.

**Alberta Wallet (app):** The Alberta Wallet lets people store and manage digital documents issued by the Government of Alberta via their web browser or with a mobile app.