
Alberta Wallet Reference Guide



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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, starting with 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

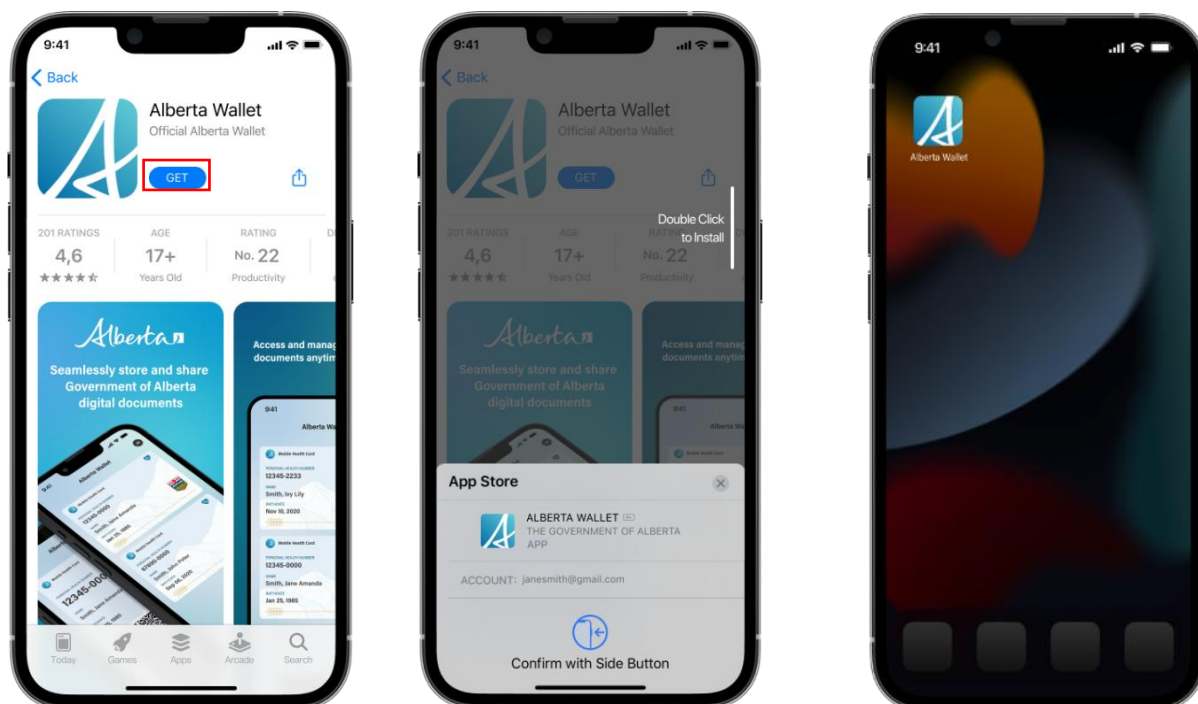
Initial Set-up

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.

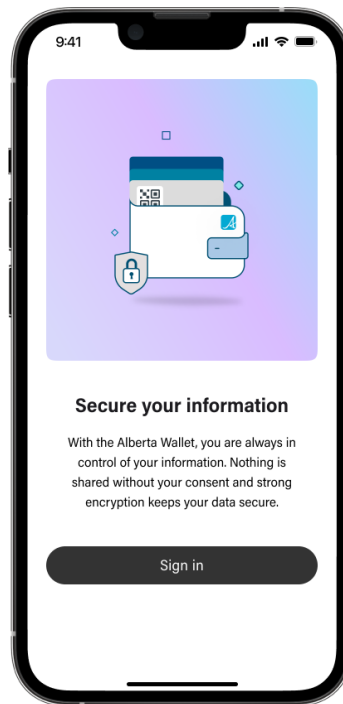
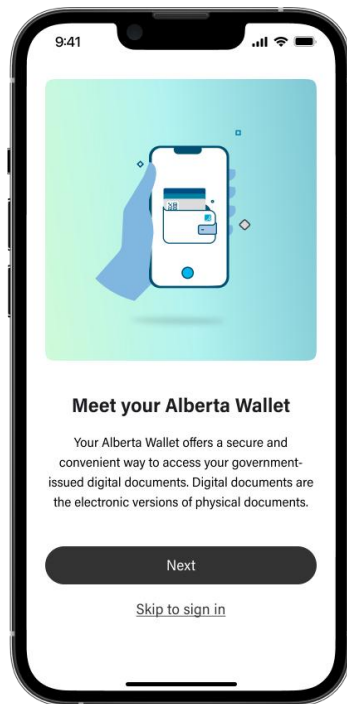
Downloading the Alberta Wallet app

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

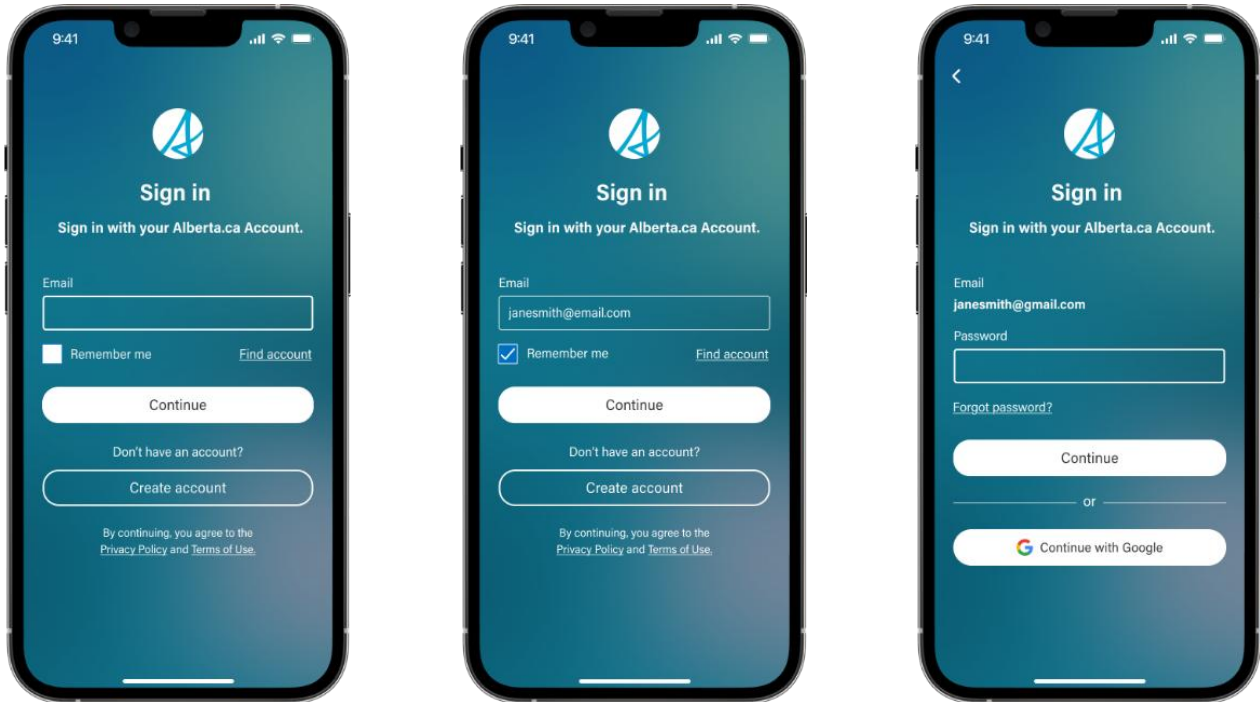
When you open the Alberta Wallet for the first time, you will be greeted with welcome screens to help you understand the app. Read these for more information, or **Skip to sign-in**.



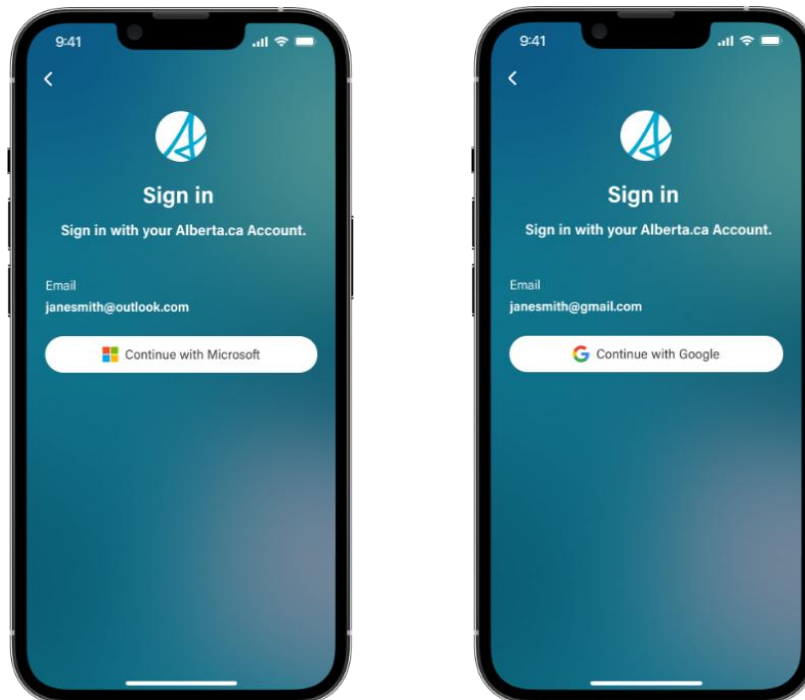
Signing in to the Alberta Wallet app

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

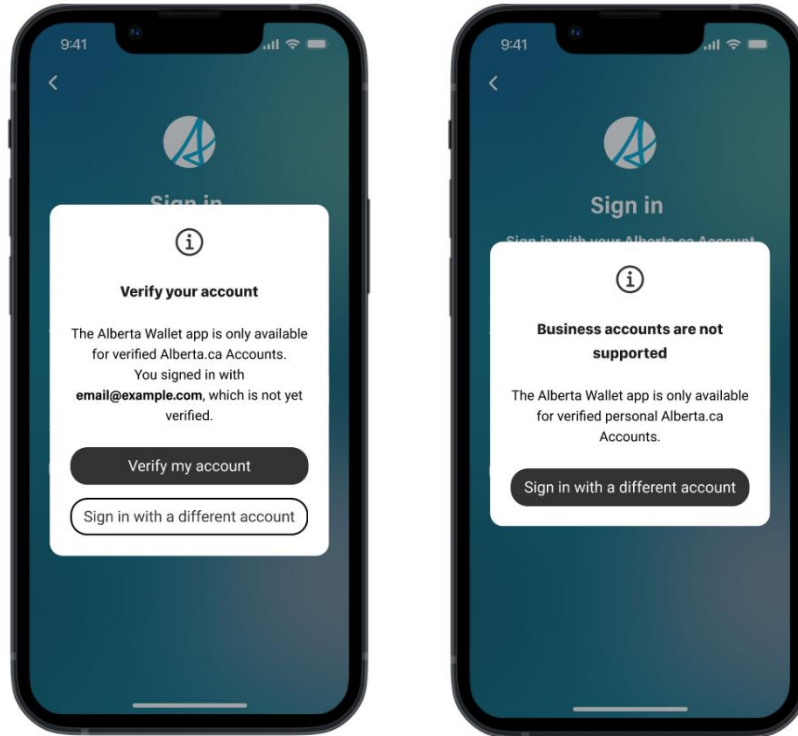
1. To sign in, enter the email address associated with your Alberta.ca Account and click “Continue.”
2. Select the “**Remember me**” checkbox if you want to save this email address for your next sign in (not recommended on shared devices).
3. If your account uses a **password**, you’ll be prompted to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



Quick Sign-in (optional)

You can streamline the process of signing-in to your Alberta Wallet app by enabling quick sign-in. Quick sign-in uses your device's built-in security features to grant you safe, secure access to your app in seconds.

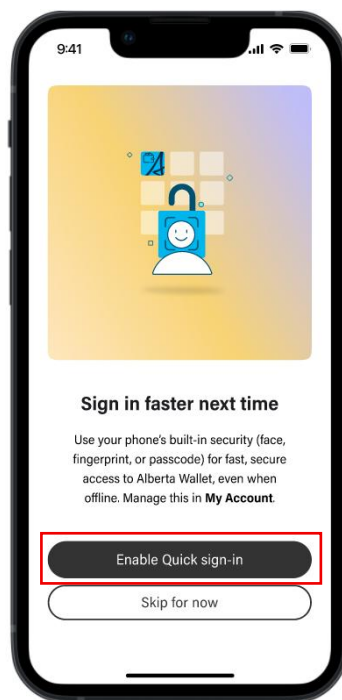
To use quick sign-in, you must have one of the following security features enabled on your device:

- Face ID
- Fingerprint ID
- Pattern
- Passcode
- Passkey

Note: Every device requires different steps to enable these features. Follow guidance for your specific device to enable your preferred security feature in your device's settings.

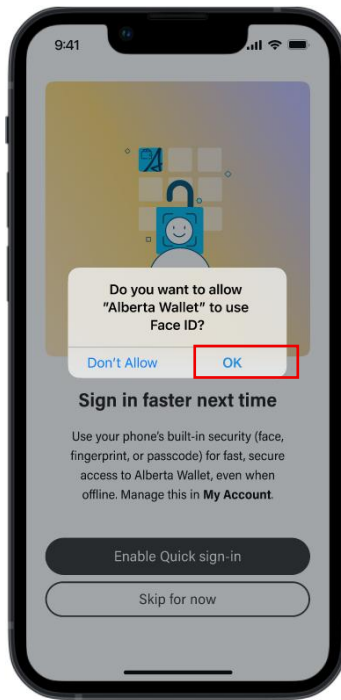
Enabling quick sign-in when you set up the Alberta Wallet

1. When you access your Alberta Wallet app for the first time, you will see a screen prompting you to set up quick sign-in. To proceed, click **“Enable Quick sign-in.”**

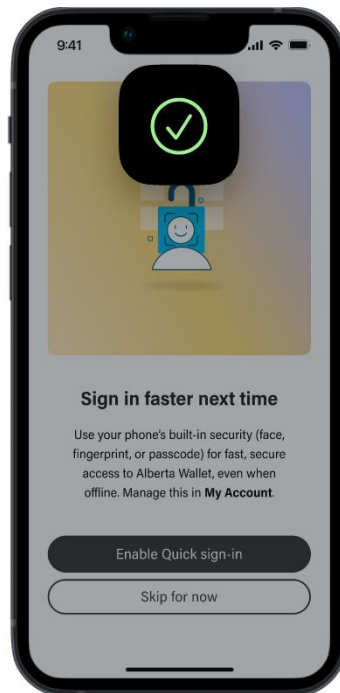
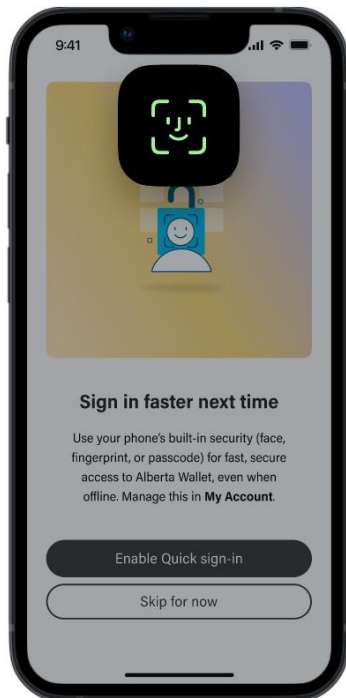


2. Your Alberta Wallet app will prompt you to allow use of the security feature you have enabled on your device.

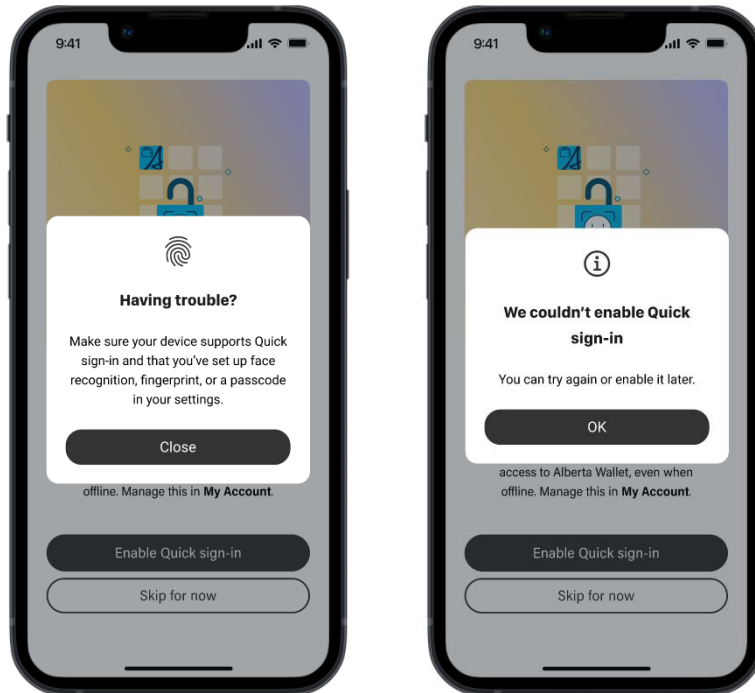
For example, if you use facial recognition, you will be asked “Do you want to allow Alberta Wallet to use FaceID?” To proceed, click “OK”.



3. Your Alberta Wallet app will leverage your chosen security feature before proceeding. In this example, your device would scan your face to confirm your identity before enabling quick sign-in.
4. Once complete, a check mark will appear. Quick sign-in has been enabled for your Alberta Wallet app.



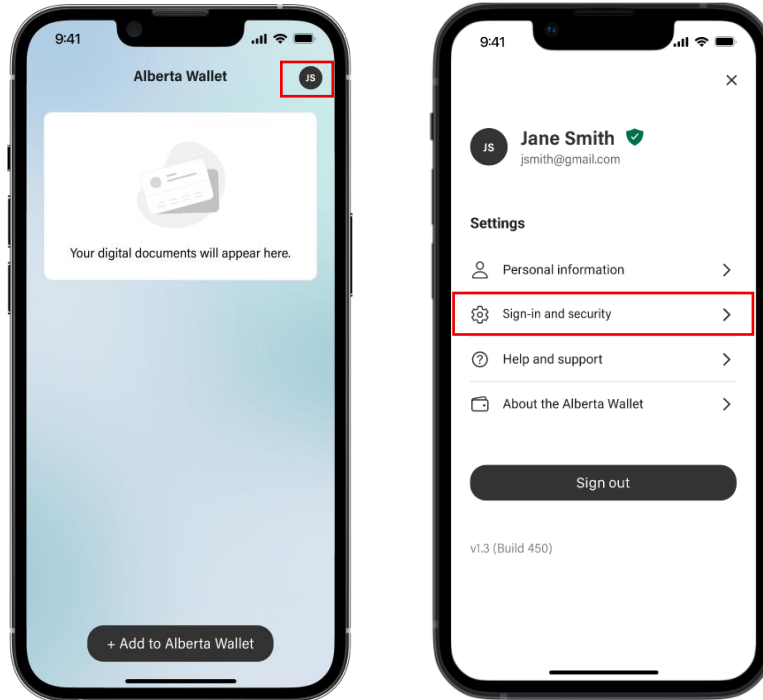
5. If an error message appears, confirm your chosen security feature is properly enabled on your device and try again.



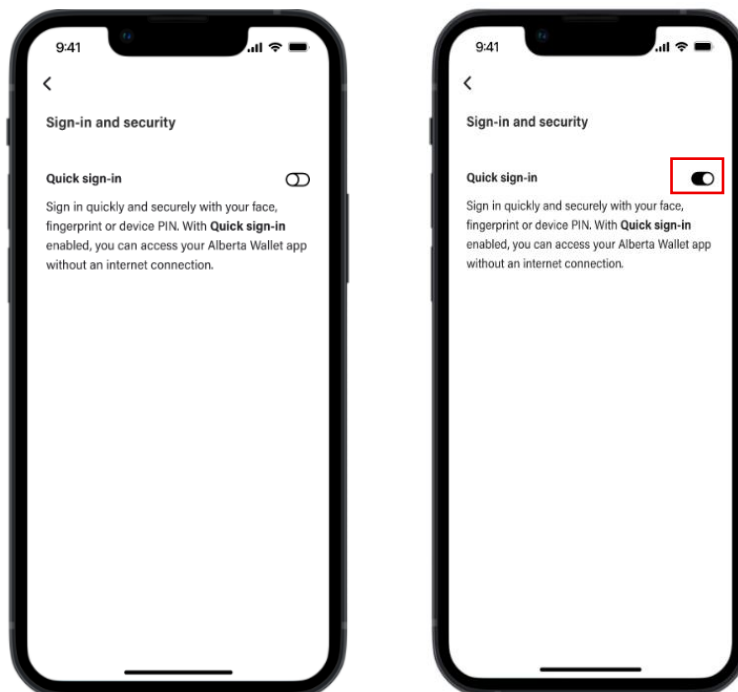
Enabling Quick sign-in after initial Alberta Wallet set-up

You can enable and disable quick sign-in at any time in your security settings with your Alberta Wallet app.

1. Click your initials in the top right corner to access the Settings menu. From here, click “Sign-in and security.”

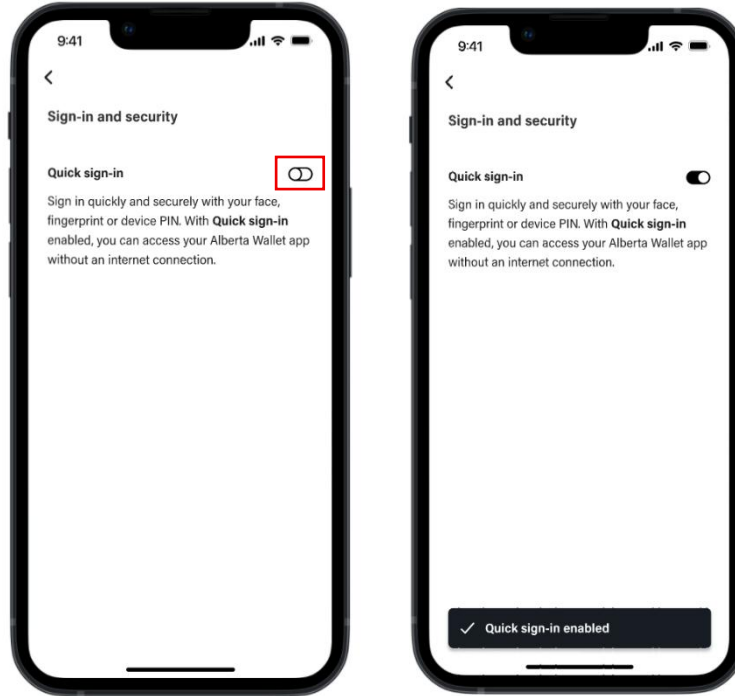


2. Click on the toggle button to enable quick-sign in.



3. Your Alberta Wallet app will prompt you to allow use of the security feature you have enabled.

For example, if you use facial recognition, when asked “Do you want to allow Alberta Wallet to use FaceID?” click OK.



4. Your Alberta Wallet app will leverage your chosen security feature before proceeding. In this example, your device would scan your face to confirm your identity before enabling quick sign-in.

Accessing your Alberta Wallet using quick sign-in

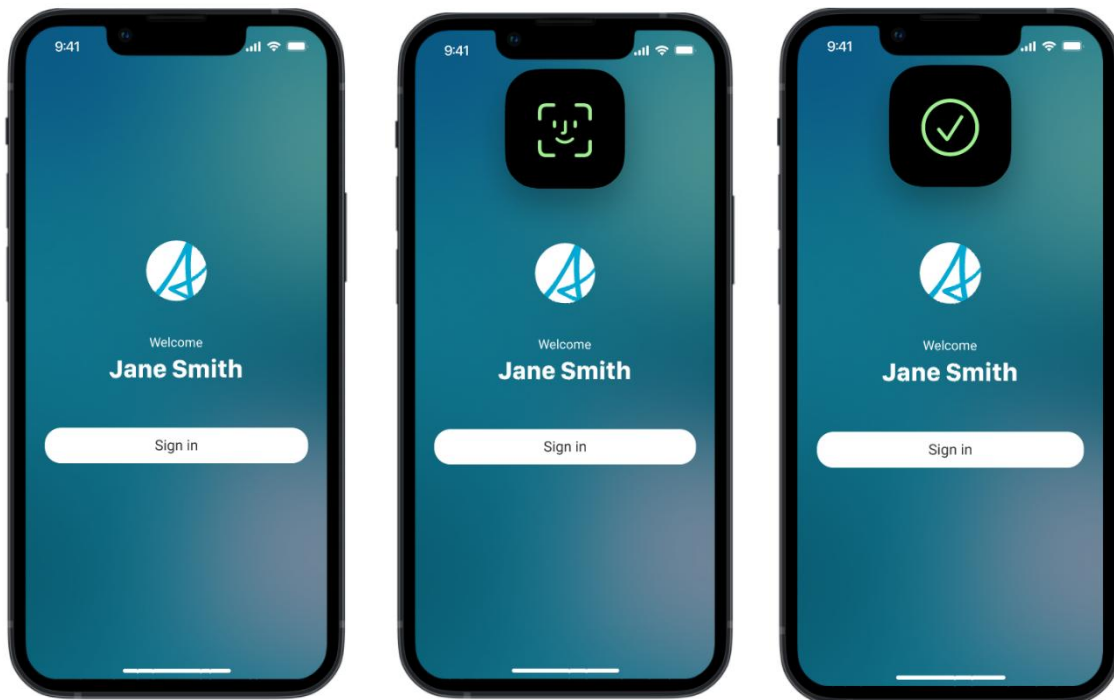
Sign in to the Alberta Wallet app quickly and securely using your preferred quick-sign in option.

To use quick sign-in, you must have one of the following security features enabled on your device:

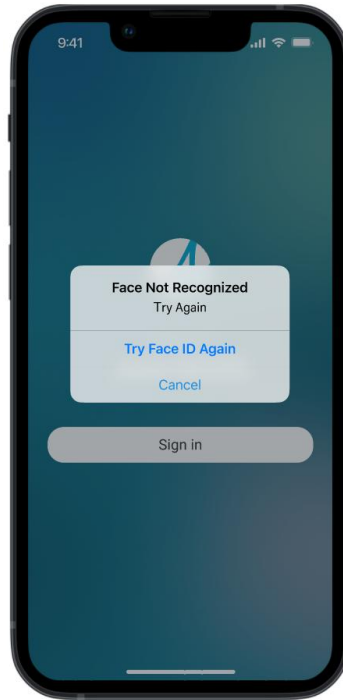
- Face ID
- Fingerprint ID
- Pattern
- Passcode
- Passkey

You must have enabled quick sign-in following the steps above to use this feature. Face ID is used in the example below, but the screens will look different depending on your device and chosen security feature.

1. Open your Alberta Wallet app
2. Glance at your phone to authenticate with Face ID.
3. If the Face ID scan is successful, you will automatically be signed in to your Alberta Wallet app.



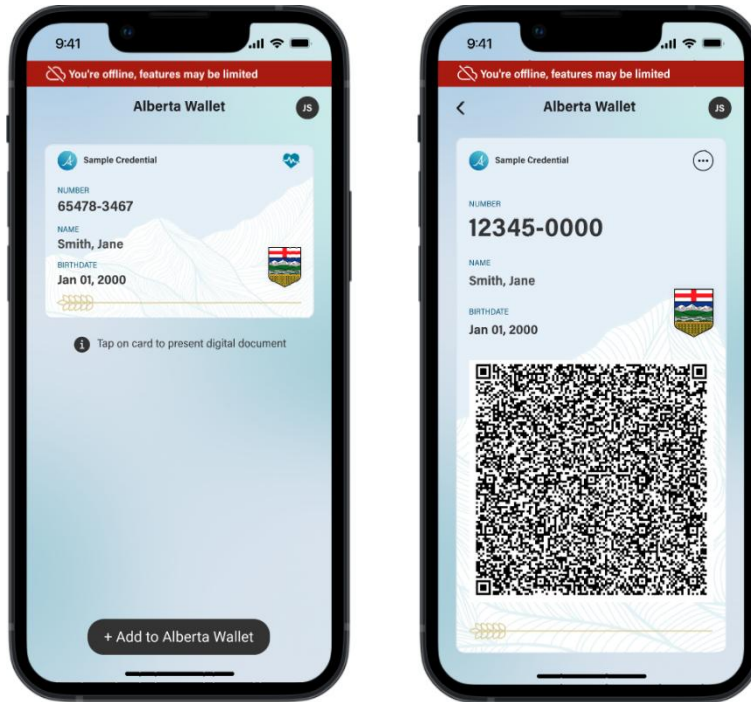
4. If your Face ID scan doesn't work the first time, try scanning again.



Offline Access to your Alberta Wallet

To use your Alberta Wallet while offline, you must enable quick sign-in. With this feature enabled, you will have access to select features, even without an internet connection.

1. Enable quick sign-in using following the instructions above.
2. Sign in to your Alberta Wallet app using your preferred quick sign-in method (face ID, fingerprint, pattern, etc.).
3. You will be able to view and present your digital documents.



Security Features

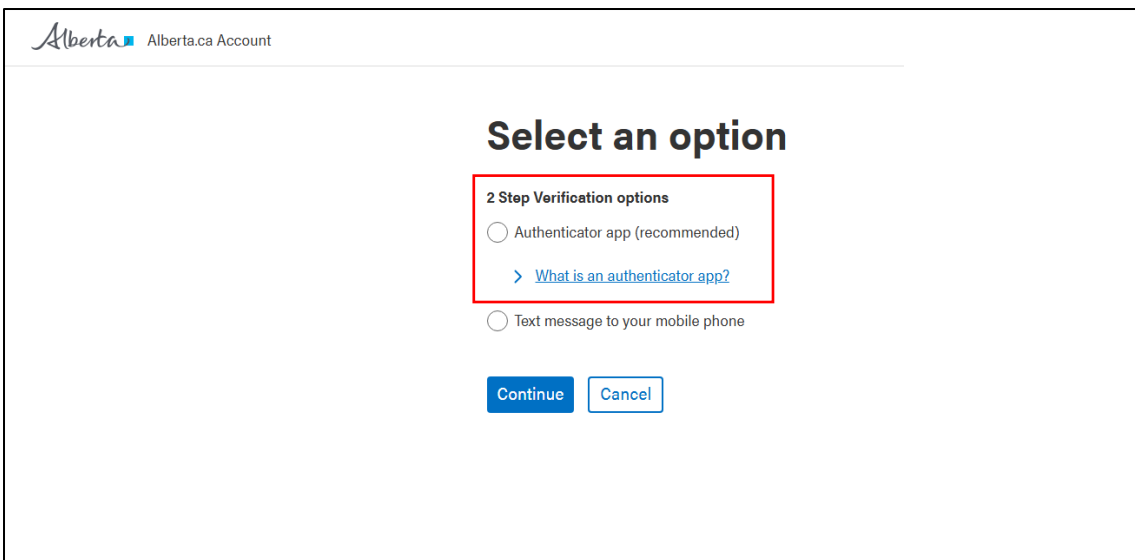
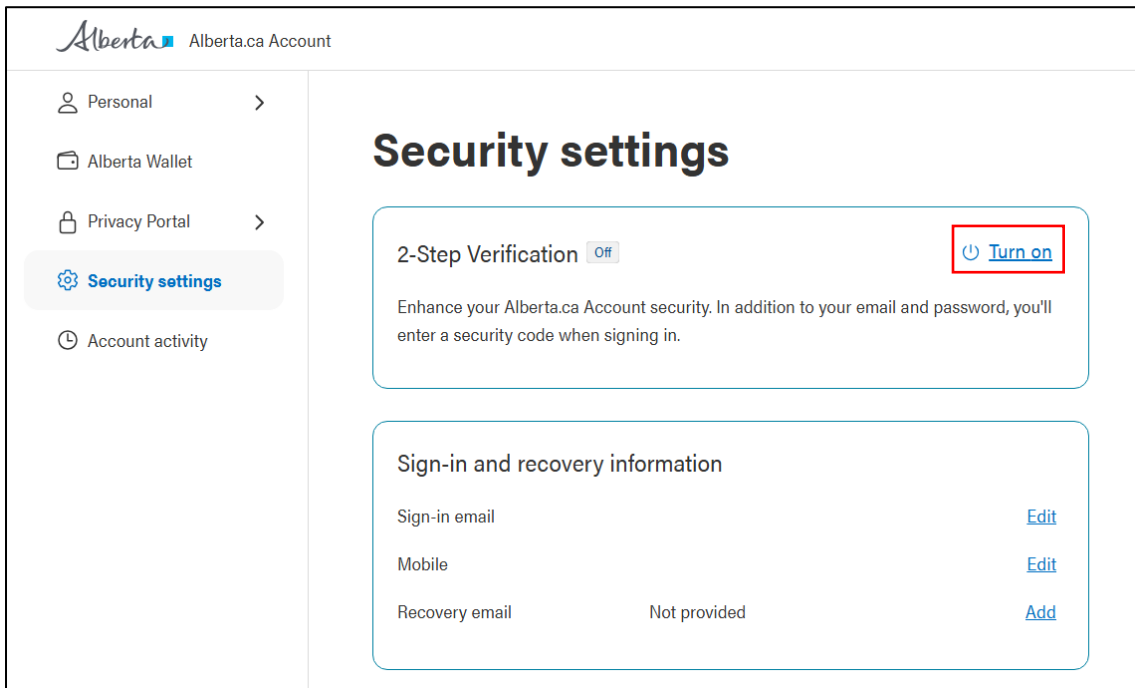
2-Step Verification (optional)

You can choose to enable 2-step verification to keep your Alberta Wallet and your Alberta.ca Account more secure. There are two options available: an authenticator app or text message (SMS).

Enabling 2-step verification for your Alberta Wallet app (authenticator)

To enable authenticator app 2-step verification:

1. Sign-in to your Alberta.ca Account.
2. Navigate to **Security Settings** in the menu on the left of your screen.
3. Click **“turn on”** 2-step verification.
4. Choose **“Authenticator app (recommended).”**





5. Follow the instructions on screen to set up your authenticator app. Scan the QR using your authenticator app or connect your account with a pairing code. Enter the 6-digit code that appears in your authenticator app to finish setup.


Alberta Alberta.ca Account

Setup your authenticator app

1. If you haven't already, download and install your preferred authenticator app. Make sure it's updated to the latest version.


 

2. Scan the QR code or enter the code into your authenticator app.



OR

FPA7DMBTFOBIVJGGJM5RO5YSY52VIINE

[Copy code](#) 

3. Enter the 6-digit code from your authenticator app.

Authenticator app code

[Setup complete](#) [Back](#) [Cancel](#)

6. You will see a one-time backup code to use in case you have issues accessing your Alberta.ca Account in the future. **Be sure to save this code in a safe place.**

Save this one-time backup code

This is your **one-time** backup code. Save it securely to regain access to your account if you have trouble signing in. Never share it with anyone.

Your one-time backup code:

72DEB84C-90AB-47B9-A224-B6E471444BE6

[Print code](#)  [Copy code](#) 

This code cannot be provided to you again.

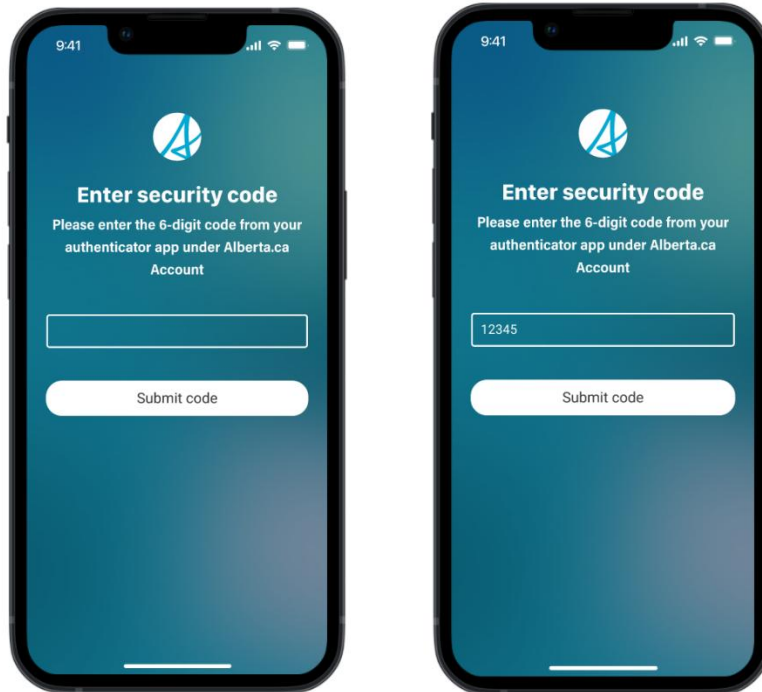
I have saved my one-time backup code securely.

[Continue](#)

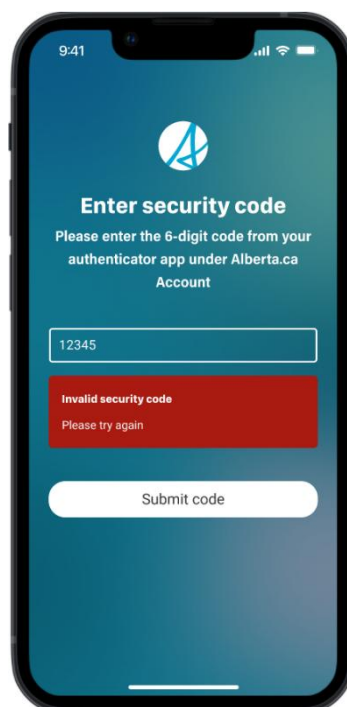
Using 2-step verification for your Alberta Wallet app (authenticator)

You can opt to use an authenticator app as your 2-Step verification through your Alberta.ca Account. With this option enabled, you will enter a time-sensitive code from your authenticator app to access Alberta Wallet app following the steps below.

1. When you sign in to the Alberta Wallet, input the 6-digit authenticator app.
2. If the code is correct, you will be signed in to your Alberta Wallet.



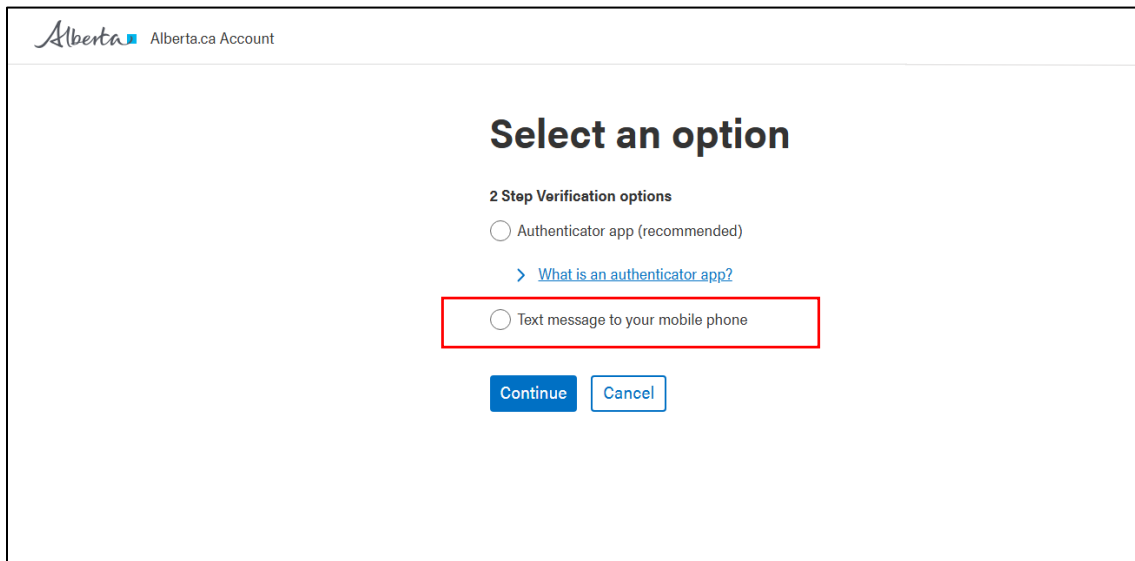
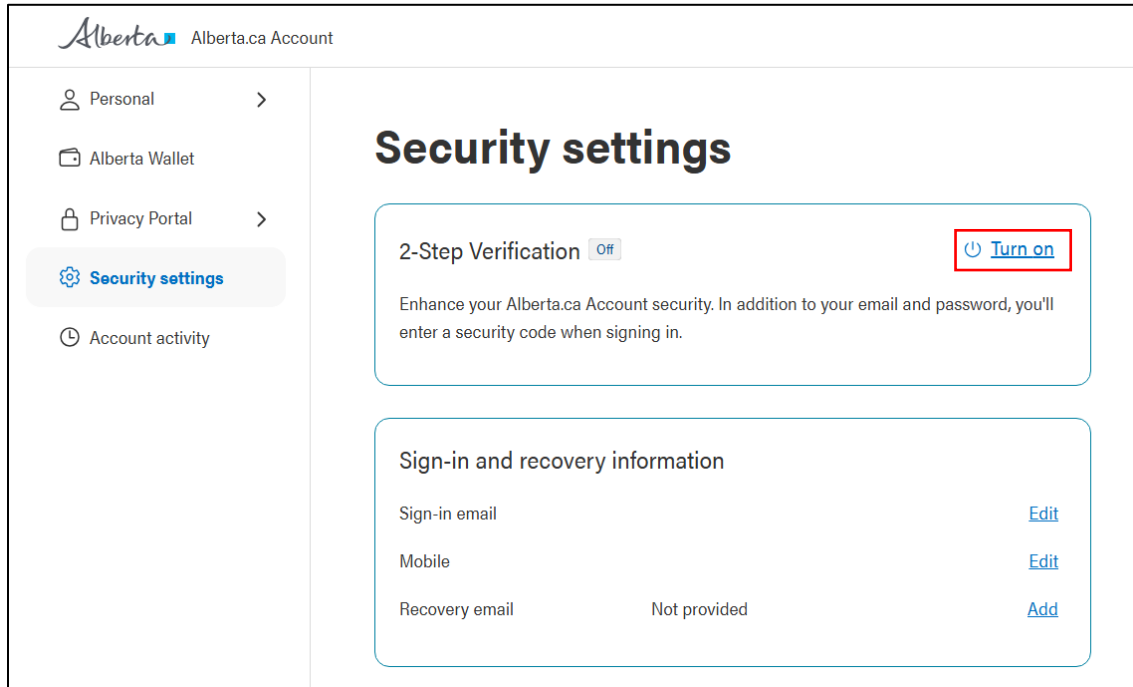
3. If the code is invalid or expired, an error message will appear. If an error message appears, open your authenticator app to get a new code. Codes will refresh every 30 seconds.



Enabling 2-step verification for your Alberta Wallet app (text)

To enable text message (SMS) 2-step verification:

1. Sign-in to your Alberta.ca Account.
2. Navigate to **Security Settings** in the menu on the left of your screen.
3. Click **“turn on”** 2-step verification.
4. Choose **“Text message to your mobile phone”** and click **“Continue.”**



5. You will be asked to confirm your mobile phone number. Once you have confirmed the number is correct, click **'Send security code.'**

The screenshot shows the 'Confirm your mobile number' page. At the top left, there is the Alberta.ca logo and 'Alberta.ca Account'. The main heading is 'Confirm your mobile number'. Below this, it states 'Alberta.ca Account will send a security code to:'. Underneath, there is a label 'Mobile number' and a text input field containing '(234) 567-890'. Below the input field, it says 'Your account will be updated with this mobile number.' At the bottom, there are two buttons: 'Send security code' (in blue) and 'Cancel' (in white with a blue border).

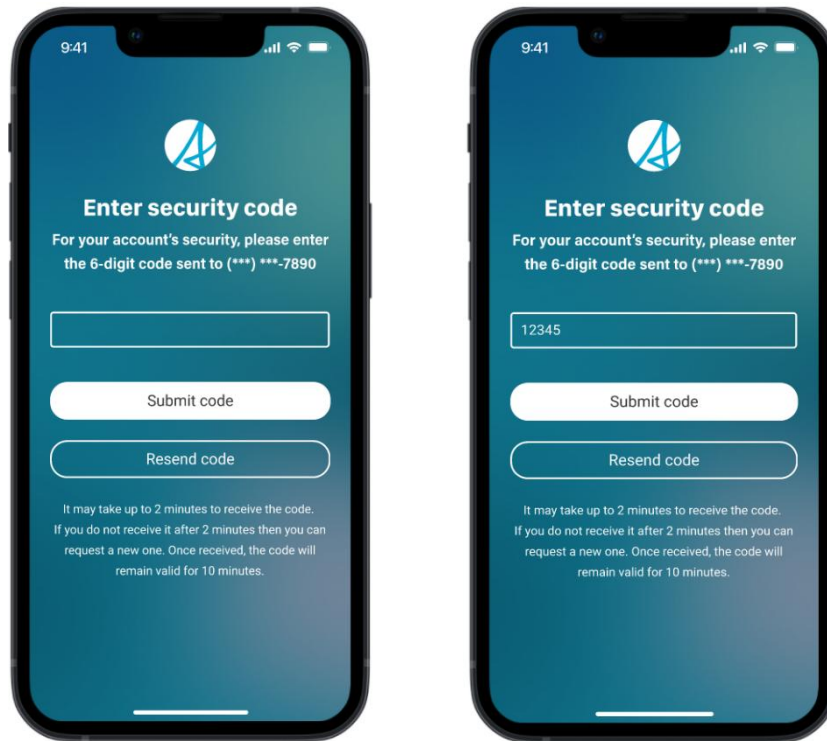
7. Enter the 6-digit security code sent to your mobile device.
8. You will see a one-time backup code to use in case you have issues accessing your Alberta.ca Account in the future. **Be sure to save this code in a safe place.**

The screenshot shows the 'Save this one-time backup code' page. The main heading is 'Save this one-time backup code'. Below this, it states 'This is your **one-time** backup code. Save it securely to regain access to your account if you have trouble signing in. Never share it with anyone.' In the center, there is a light gray box containing the text 'Your one-time backup code:' followed by the code '72DEB84C-90AB-47B9-A224-B6E471444BE6'. Below the code are two links: 'Print code' with a printer icon and 'Copy code' with a copy icon. Below the links, it says 'This code cannot be provided to you again.' At the bottom left, there is a checkbox and the text 'I have saved my one-time backup code securely.' Below this, there is a blue 'Continue' button.

Using 2-step verification for your Alberta Wallet app (text)

If your Alberta.ca Account has text message (SMS) 2-Step verification enabled, you will be asked to enter the security code sent to your mobile device when signing-in to your Alberta Wallet app.

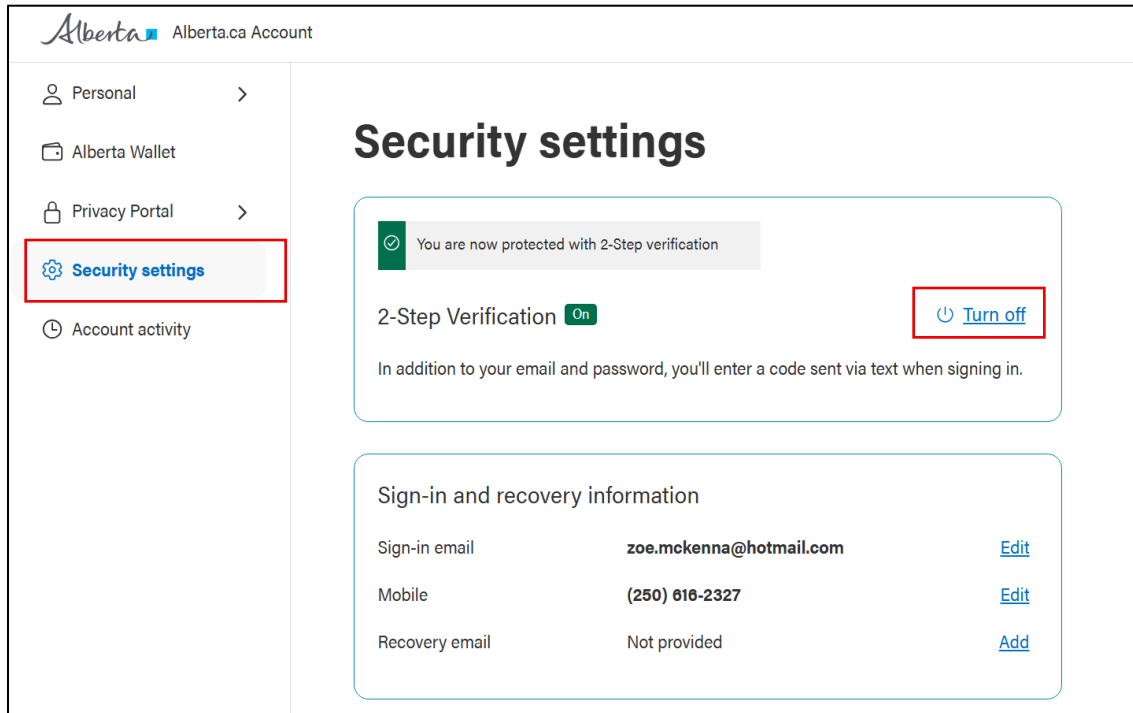
1. Enter the security code sent to your mobile device. If the code is correct, it will automatically submit.
Note: It may take up to two minutes to receive your code. Codes remain valid for 10 minutes.
2. If you do not receive a code within two minutes, you can request a new one by clicking “**Resend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



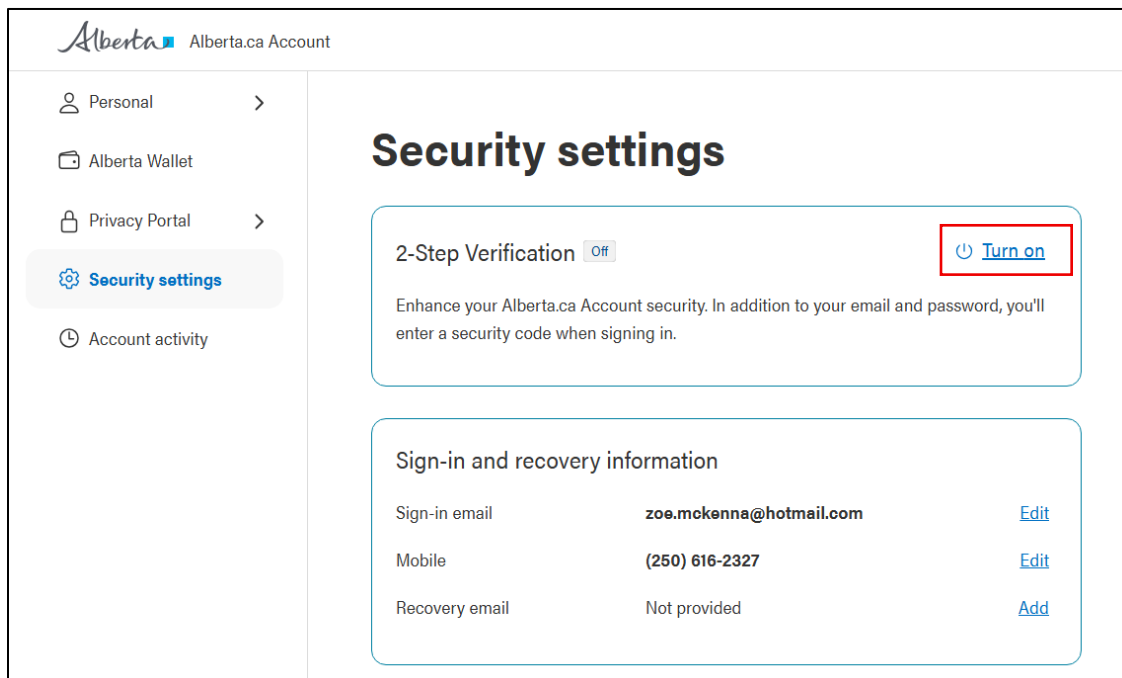
Changing your 2-step verification method

You can change your 2-step verification method at any time following the steps below.

1. Sign-in to your Alberta.ca Account.
2. Navigate to **Security Settings** in the menu on the left of your screen.
3. Click **“turn off”** 2-step verification



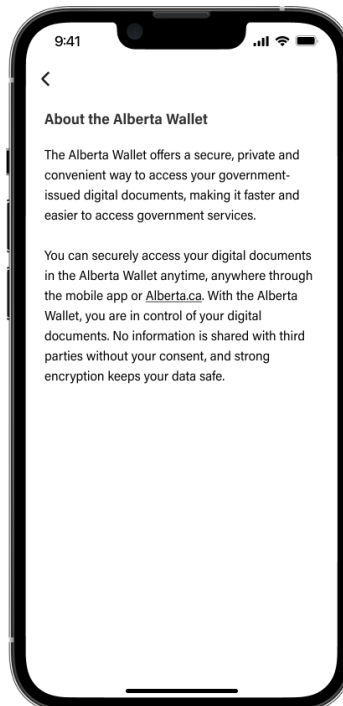
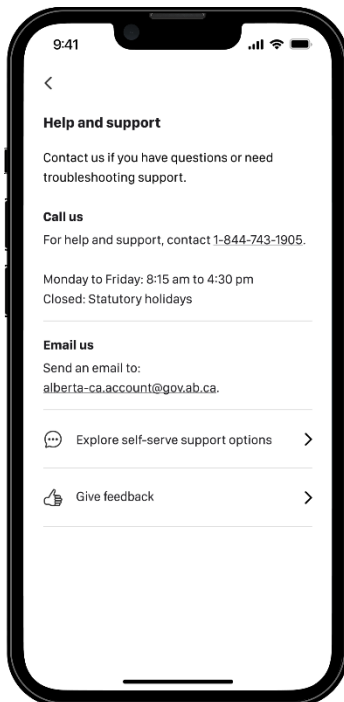
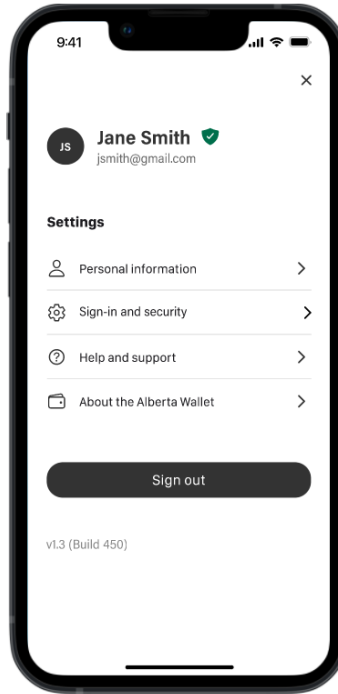
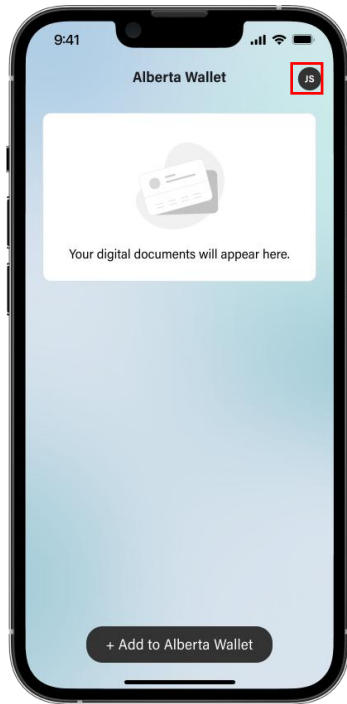
4. Click **“turn on”** to re-enable 2-step verification. Follow the steps above to enable the 2-step verification method you prefer.



Using your Alberta Wallet app

Familiarizing yourself with the Alberta Wallet app

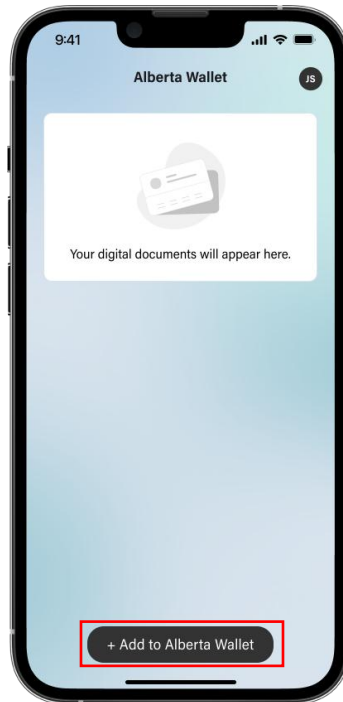
Click the **circle with your initials** in the top right corner of your screen to view your Alberta Wallet settings, read more about the app, and see support options.



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.

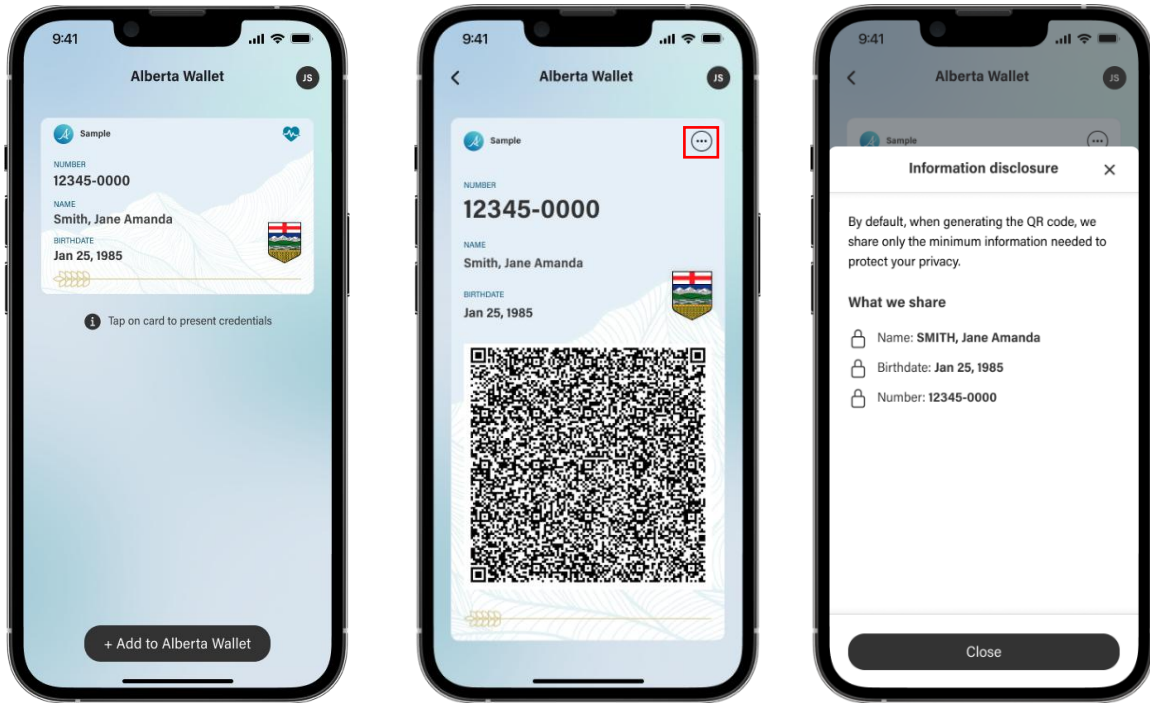
Available digital documents:

- [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.

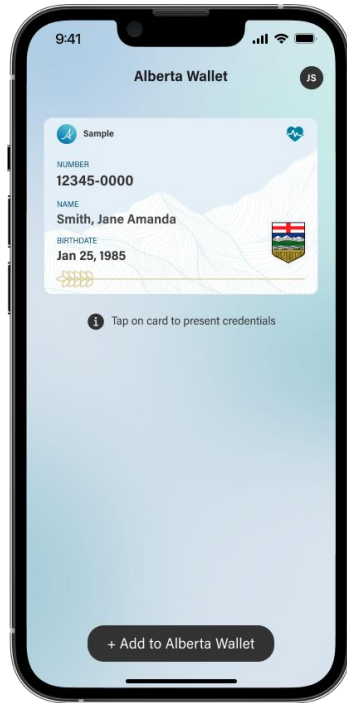
1. Click on the desired digital document to see a **detailed view**.
2. Click on the **ellipses** (⋮) in the top right corner of your digital document and click **“Information Disclosure”** to review the information contained in your digital document.



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.

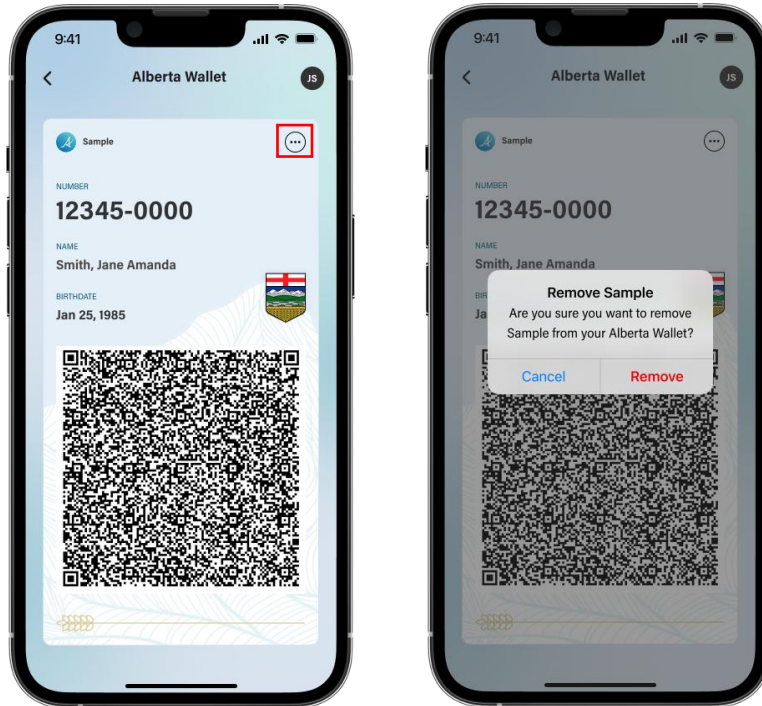


Removing digital documents from your Alberta Wallet app

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.

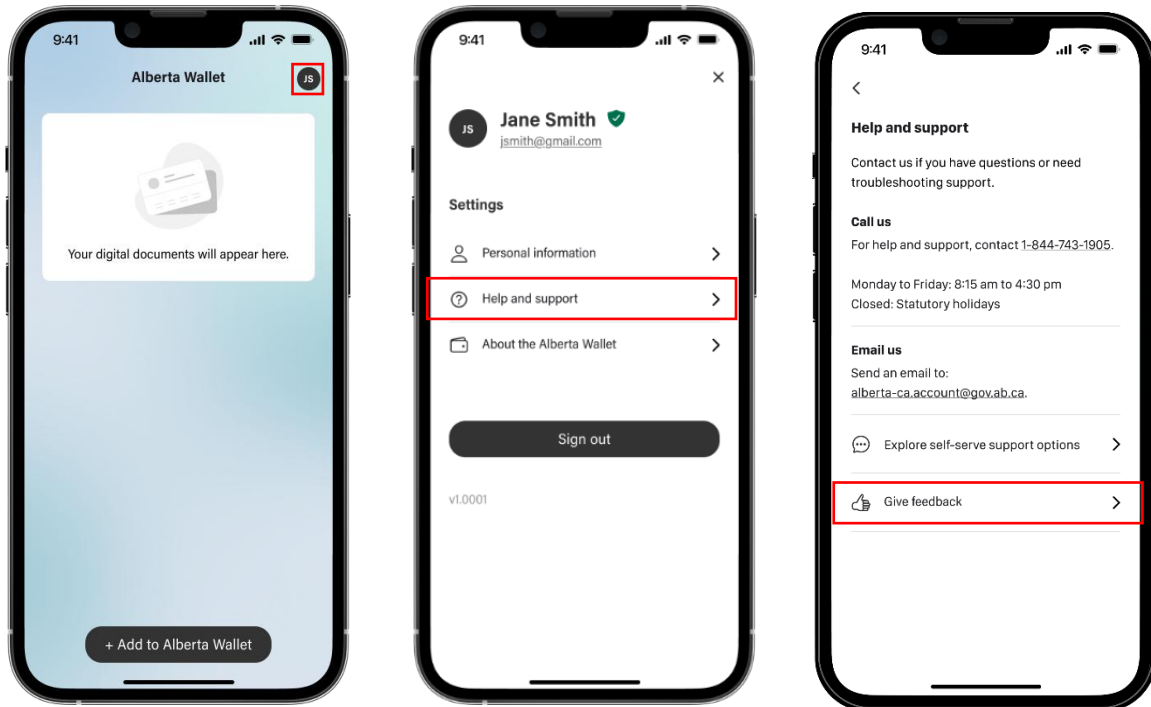


Providing feedback on your Alberta Wallet app

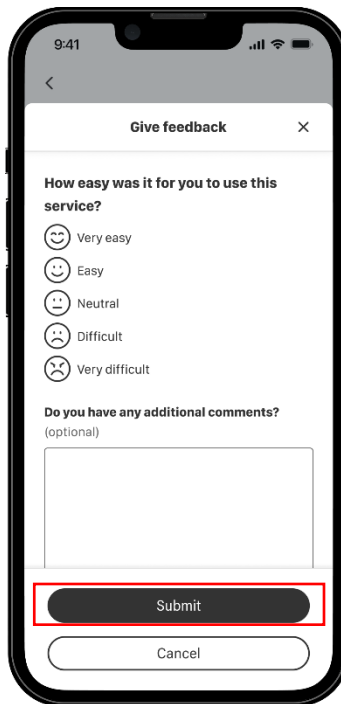
To provide feedback on your experience using the Alberta Wallet, follow the steps below.

Note: Feedback submitted through the app is used to make Alberta Wallet better and improve your experience. We do not respond to comments submitted through this form.

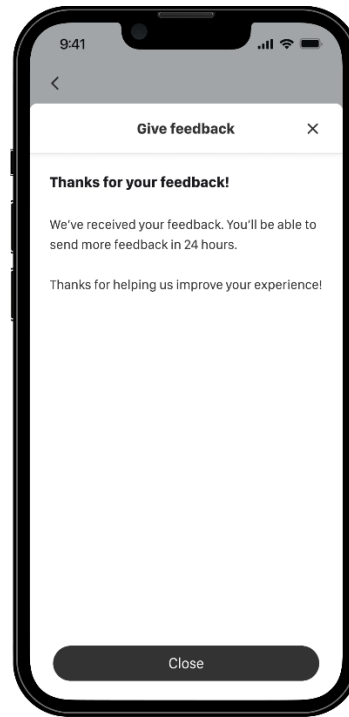
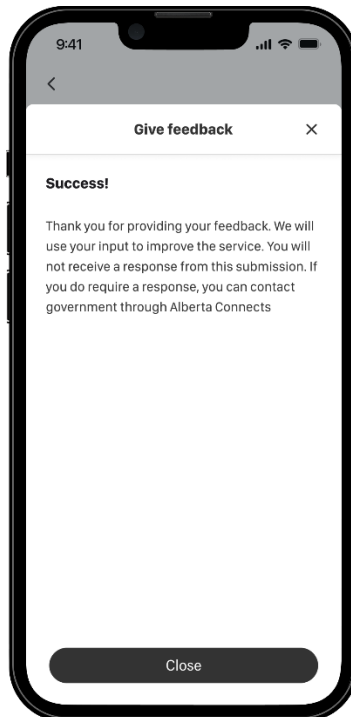
1. Click the **circle with your initials** in the top right corner of your screen to view the Alberta Wallet settings menu.
2. Click **“Help and Support.”**
3. Click **“Give Feedback.”**



4. The feedback module will display three questions for your input.
 - a. Question 1 (Required): “How easy was it for you to use this service?”. Select one option.
 - b. Question 2 (Optional): “Do you have any additional comments? (optional)”. Add any additional comments here.
 - c. Question 3: “Did you experience any technical issues? (required)”. Select yes or no.
 - i. If you selected yes, you may add additional comments in the text field.
5. Once you are finished, click “Submit” to provide feedback.



6. After successfully completing the form, you will see a “Success” message. Feedback can only be submitted once every 24 hours.



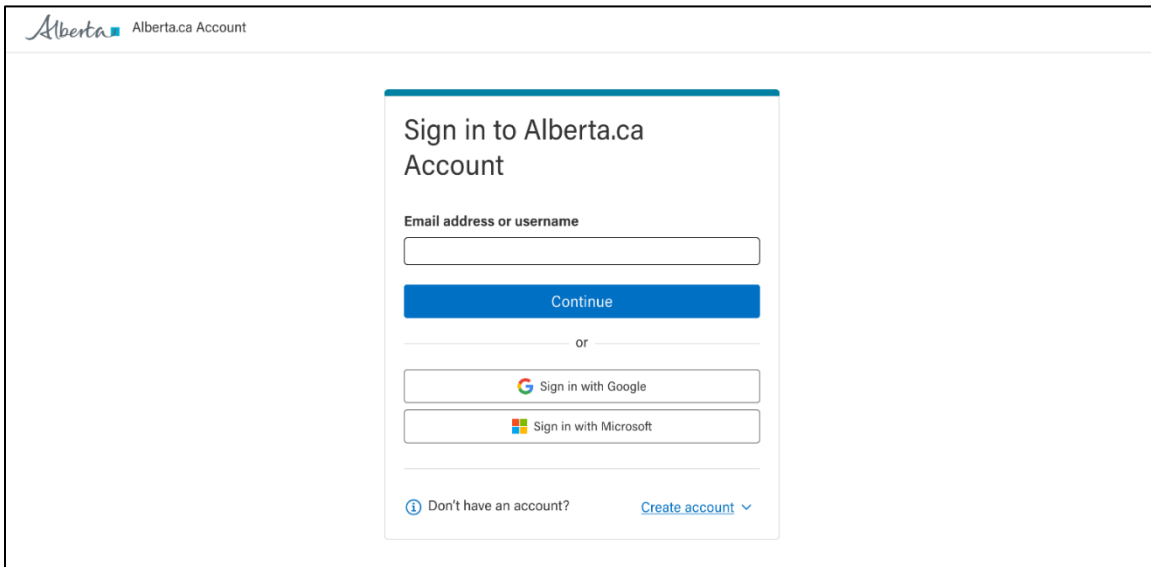
Accessing the Alberta Wallet in your Alberta.ca Account (Browser)

Initial Set-up

You can access Alberta Wallet from your Verified Alberta.ca Account.

Signing in to your Alberta.ca Account.

1. To sign in, enter the 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 the 'Sign in to Alberta.ca Account' page. At the top left, the Alberta logo and 'Alberta.ca Account' are visible. The main content area is a white box with a blue border. Inside, the title 'Sign in to Alberta.ca Account' is centered. Below the title is a text input field labeled 'Email address or username'. A blue 'Continue' button is positioned below the input field. Underneath the button is the word 'or'. Below 'or' are two buttons: 'Sign in with Google' (with the Google logo) and 'Sign in with Microsoft' (with the Microsoft logo). At the bottom left of the sign-in box is a link 'Don't have an account?' with an information icon, and at the bottom right is a link 'Create account' with a dropdown arrow.

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**."

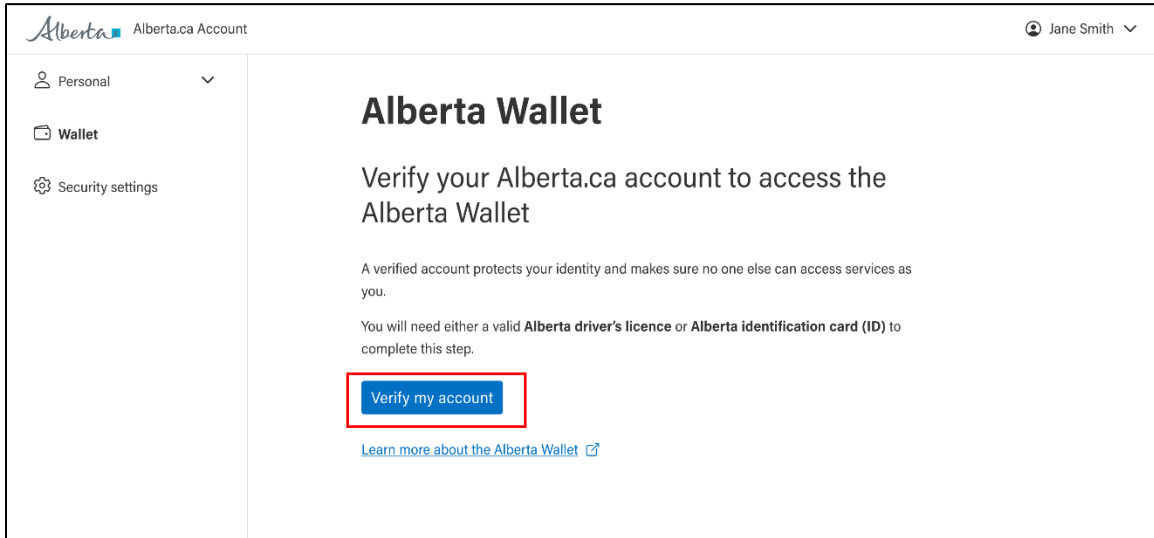
The screenshot shows the 'Personal information' page for Jane Smith. The left sidebar menu includes 'Personal information', 'Privacy Portal', 'Alberta Wallet' (highlighted with a red box), and 'Security settings'. The main content area displays 'PERSONAL Verified account', 'Personal information', 'Welcome, Jane Smith', a verification message, and a 'Basic information' table.

Basic information		
Preferred name	Jane Smith	Edit
Mobile	Not provided	Add
Home	(587) 998-6034	Edit
Daytime	Not provided	Add
Email	janesmith@gmail.com	Edit

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](#).



Security Features

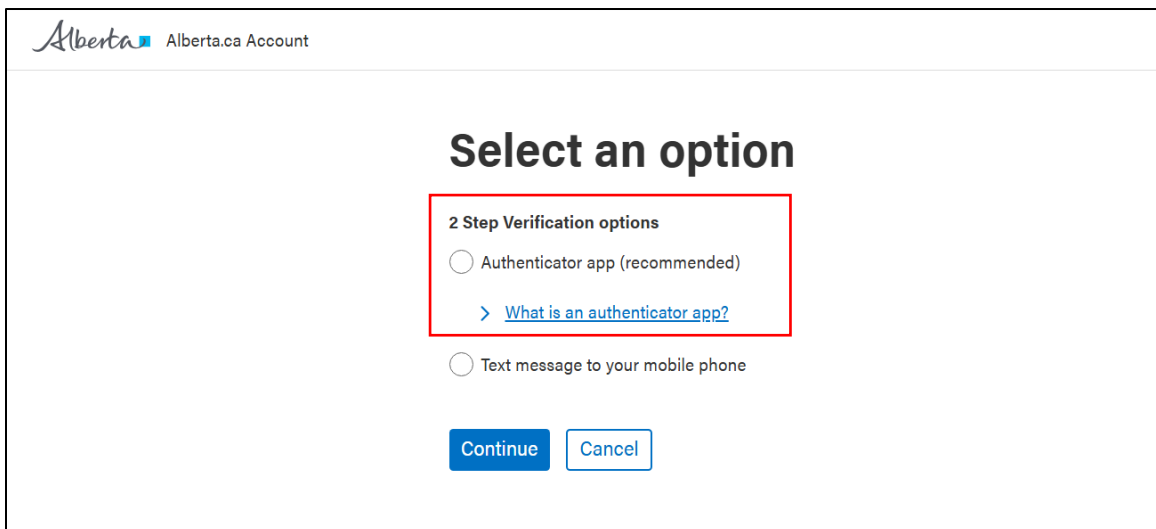
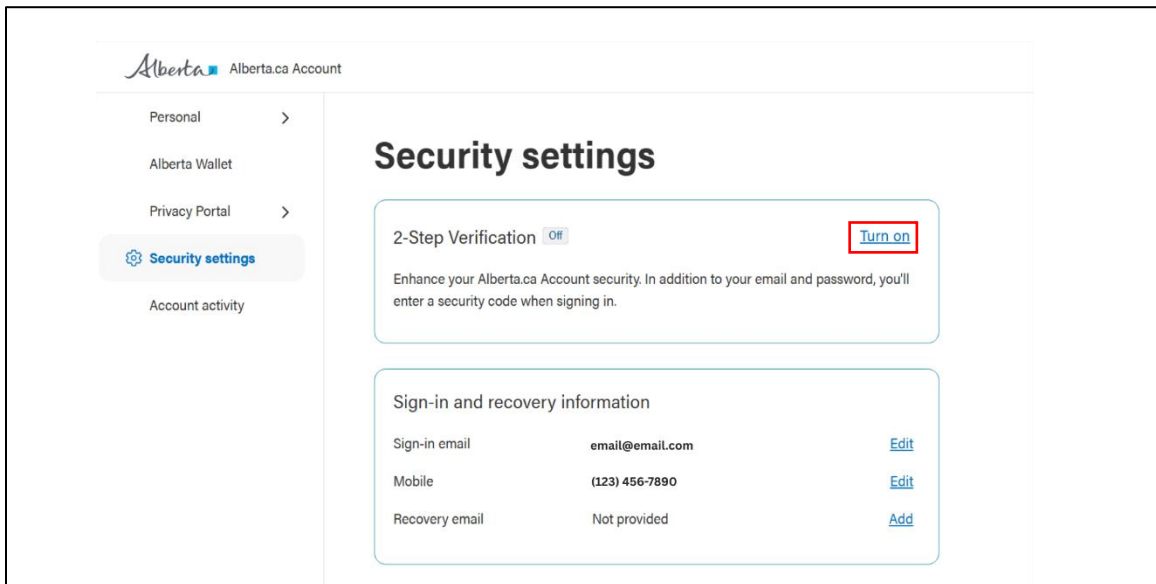
2-Step Verification (optional)

You can choose to enable 2-step verification to secure your Alberta Wallet. There are two options available: authenticator app or text message (SMS).

Enabling 2-step verification for your Alberta Wallet (authenticator)

To enable text message (SMS) 2-step verification:

1. Sign-in to your Alberta.ca Account.
2. Navigate to **Security Settings** in the menu on the left of your screen.
3. Click **“turn on”** 2-step verification.
4. Choose **“Authenticator app (recommended).”**



5. Follow the instructions on screen to set up your authenticator app. Scan the QR using your authenticator app or connect your account with a pairing code.
6. Enter the 6-digit code that appears in your authenticator app to finish setup.

Setup your authenticator app

1. If you haven't already, download and install your preferred authenticator app. Make sure it's updated to the latest version.



2. Scan the QR code or enter the code into your authenticator app.



ZYU2T557C6KQFARM3TZNMIELCDQM46MF

[Copy code](#)

3. Enter the 6-digit code from your authenticator app.

Authenticator app code

[Setup complete](#)

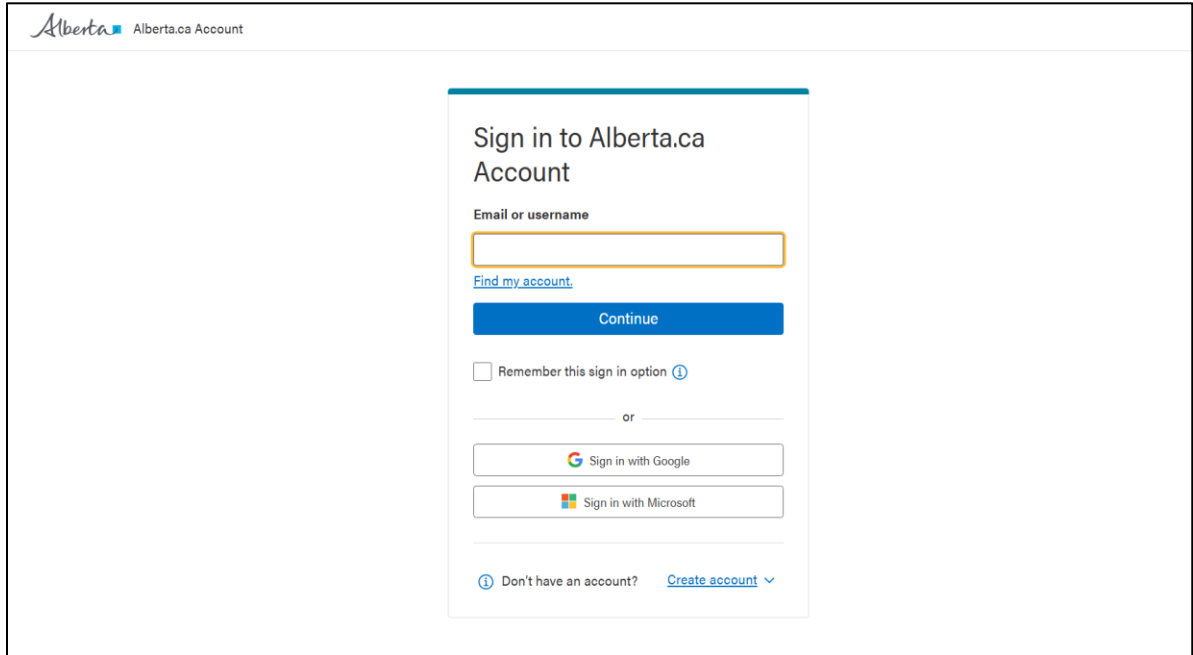
[Back](#)

[Cancel](#)

Using 2-step verification for your Alberta Wallet (authenticator)

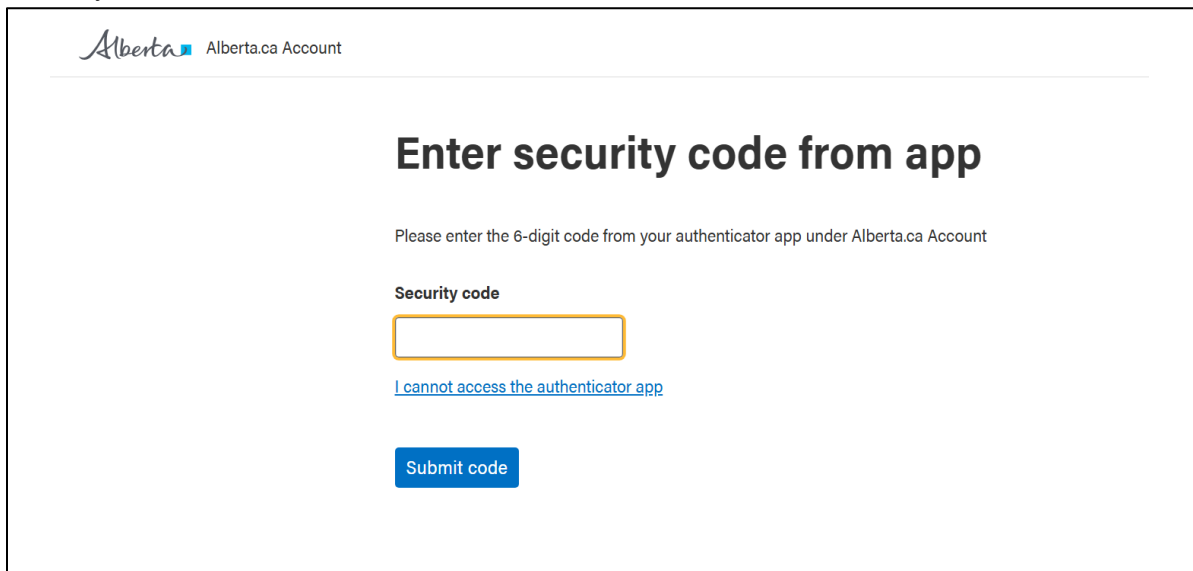
You can opt to use an authenticator app as your 2-Step verification through your Alberta.ca Account. With this option enabled, you will enter a time-sensitive code from your authenticator app to access Alberta Wallet following the steps below.

1. Sign-in to your Alberta.ca Account following the steps above.



The screenshot shows the 'Sign in to Alberta.ca Account' page. At the top left is the Alberta logo and 'Alberta.ca Account'. The main heading is 'Sign in to Alberta.ca Account'. Below this is a form with the following elements: a label 'Email or username' above a text input field; a link 'Find my account.' below the input field; a blue 'Continue' button; a checkbox labeled 'Remember this sign in option' with a help icon; a separator 'or'; a 'Sign in with Google' button; a 'Sign in with Microsoft' button; and at the bottom, a link 'Don't have an account?' followed by a 'Create account' link with a dropdown arrow.

2. Enter the 6-digit code from your authenticator app.
3. If the code is correct, it will submit automatically and you will be signed in to your Alberta.ca Account to access your Alberta Wallet.



The screenshot shows the 'Enter security code from app' page. At the top left is the Alberta logo and 'Alberta.ca Account'. The main heading is 'Enter security code from app'. Below this is the instruction 'Please enter the 6-digit code from your authenticator app under Alberta.ca Account'. The form contains a label 'Security code' above a text input field. Below the input field is a link 'I cannot access the authenticator app'. At the bottom is a blue 'Submit code' button.


4. If the code is invalid or expired, an error message will appear. If you see an error message, open your authenticator app to get a new code. Codes refresh every 30 seconds.

Alberta Alberta.ca Account

Enter security code from app

Please enter the 6-digit code from your authenticator app under Alberta.ca Account

Security code

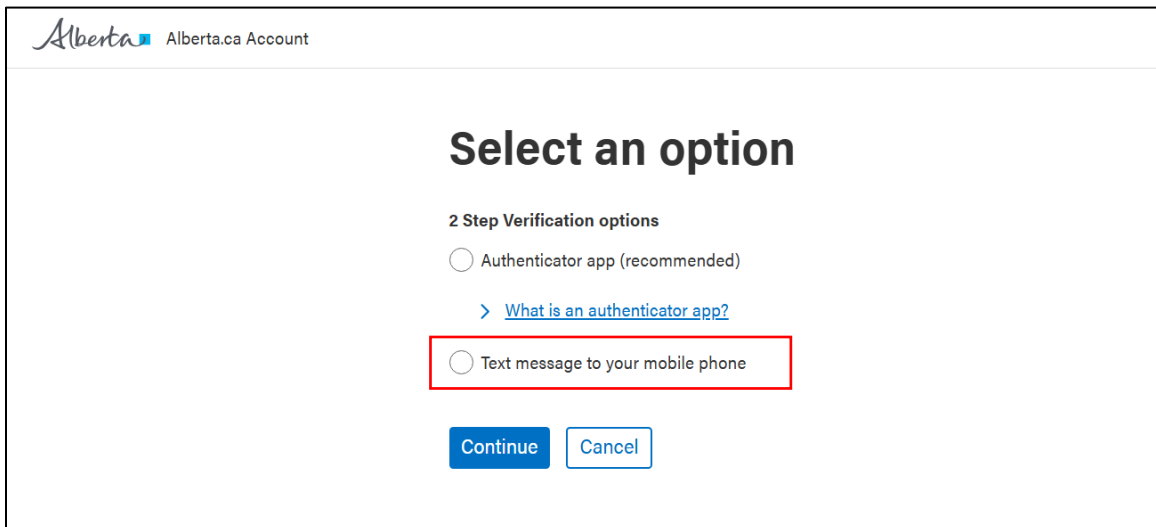
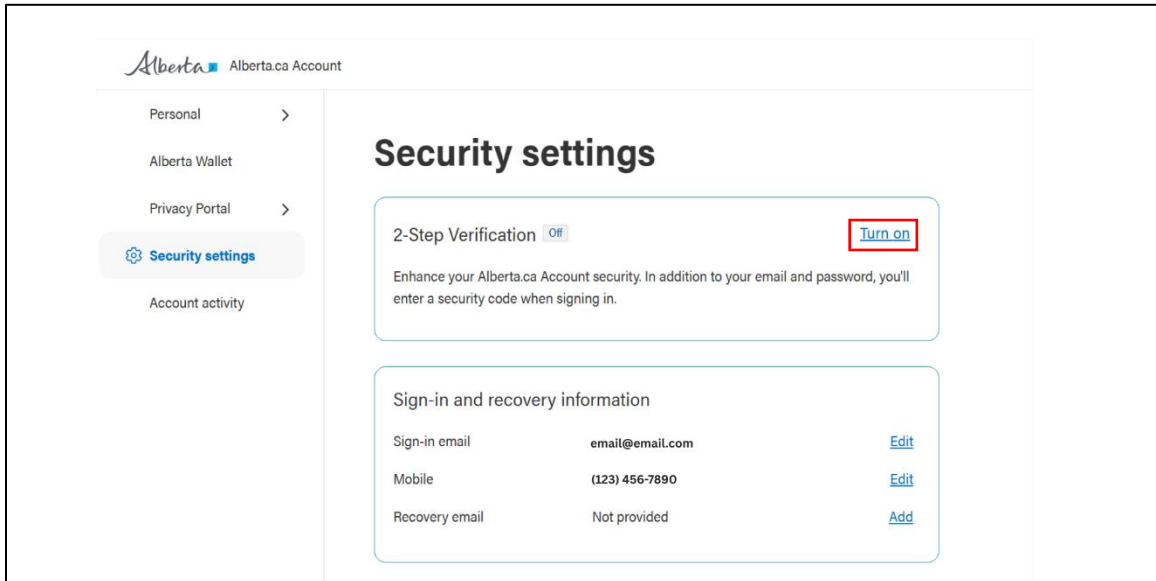
 Invalid code. Please try again.

[I cannot access the authenticator app](#)

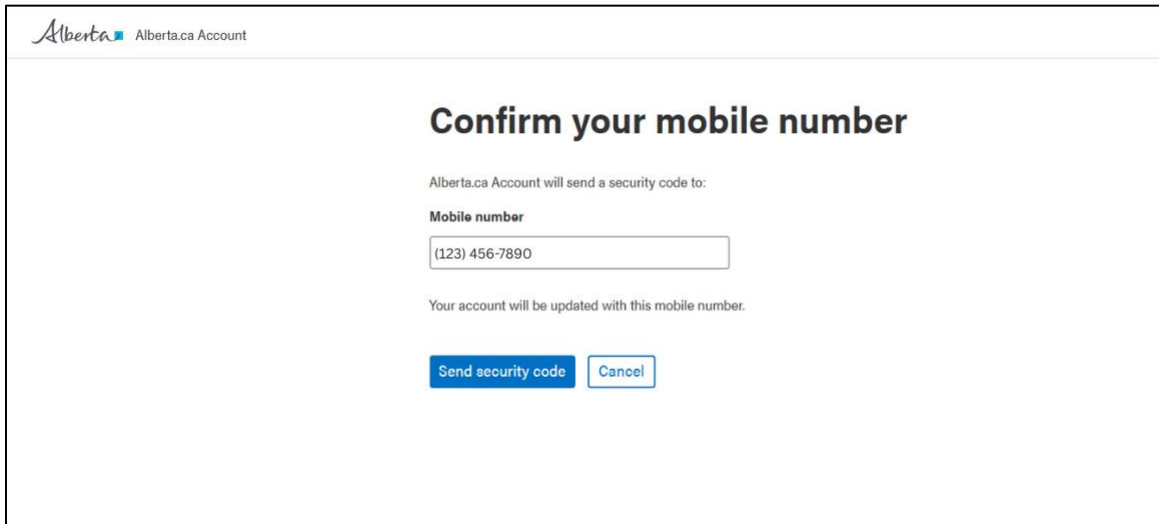
Enabling 2-step verification for your Alberta Wallet (text message)

To enable text message (SMS) 2-step verification:

1. Sign-in to your Alberta.ca Account.
2. Navigate to **Security Settings** in the menu on the left of your screen.
3. Click **“turn on”** 2-step verification.
4. Choose **“Text message to your mobile phone.”** The security code will only be sent to the number you provided for contact in your Alberta.ca Account. Learn more [here](#).



5. You will be asked to confirm your phone number.



The screenshot shows the 'Confirm your mobile number' page for an Alberta.ca Account. At the top left is the Alberta logo and 'Alberta.ca Account'. The main heading is 'Confirm your mobile number'. Below this, it states 'Alberta.ca Account will send a security code to:'. Underneath, there is a 'Mobile number' label and a text input field containing '(123) 456-7890'. A note below the field says 'Your account will be updated with this mobile number.' At the bottom, there are two buttons: 'Send security code' (in blue) and 'Cancel' (in white with a blue border).

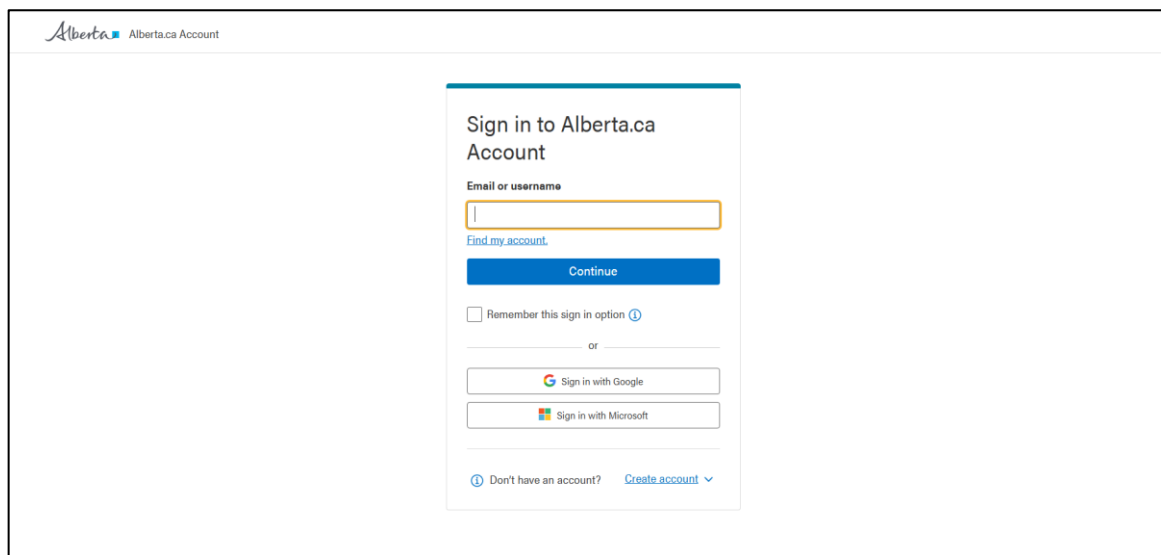
6. Enter the 6-digit security code sent to your mobile device.
7. You will see a one-time backup code to use in case you have issues accessing your Alberta.ca Account in the future. **Be sure to save this code in a safe place.**

Using 2-step verification for your Alberta Wallet (text message)

If your Alberta.ca Account has text message (SMS) 2-Step verification enabled, you will be asked to enter the security code sent to your mobile device when signing-in to access your Alberta Wallet.

To enable text message (SMS) 2-step verification:


1. Sign-in to your Alberta.ca Account following the steps above.



The screenshot shows the sign-in page for an Alberta.ca Account. At the top left is the Alberta logo and 'Alberta.ca Account'. The main heading is 'Sign in to Alberta.ca Account'. Below this, there is a label 'Email or username' and a text input field. A link 'Find my account.' is below the field. A blue 'Continue' button is below the link. Below the button is a checkbox 'Remember this sign in option' with a help icon. Below that is the word 'or'. There are two buttons for social sign-in: 'Sign in with Google' and 'Sign in with Microsoft'. At the bottom, there is a link 'Don't have an account?' with a help icon and a dropdown arrow next to 'Create account'.

2. Enter the security code sent to you via text message. It may take up to two minutes to receive your code. Codes remain valid for 10 minutes.

Note: The security code will only be sent to the number you provided for contact in your Alberta.ca Account. Learn more [here](#).

Alberta  Alberta.ca Account

Enter your security code

For your account's security, please enter the 6-digit code sent to
() **- 1234**

[My phone number has changed](#)

ⓘ It may take up to 2 minutes to receive the code. If you do not receive it after 2 minutes then you can request a new one. Once received, the code will remain valid for 10 minutes.

Security code

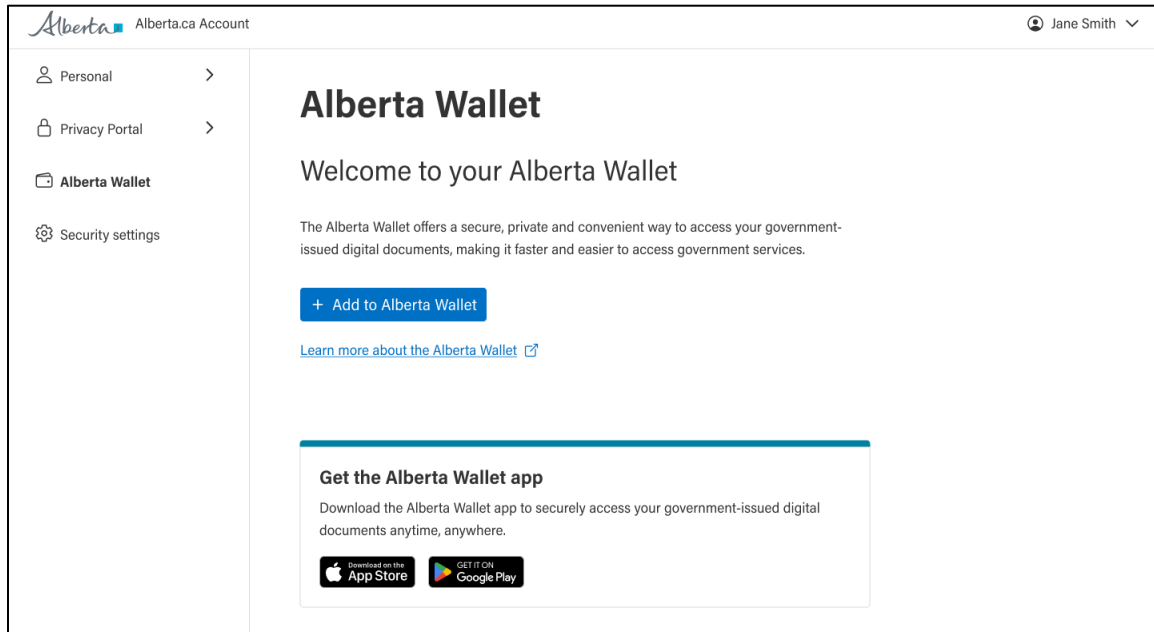
[Submit code](#)

Using your Alberta Wallet

Familiarizing yourself with your Alberta Wallet

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

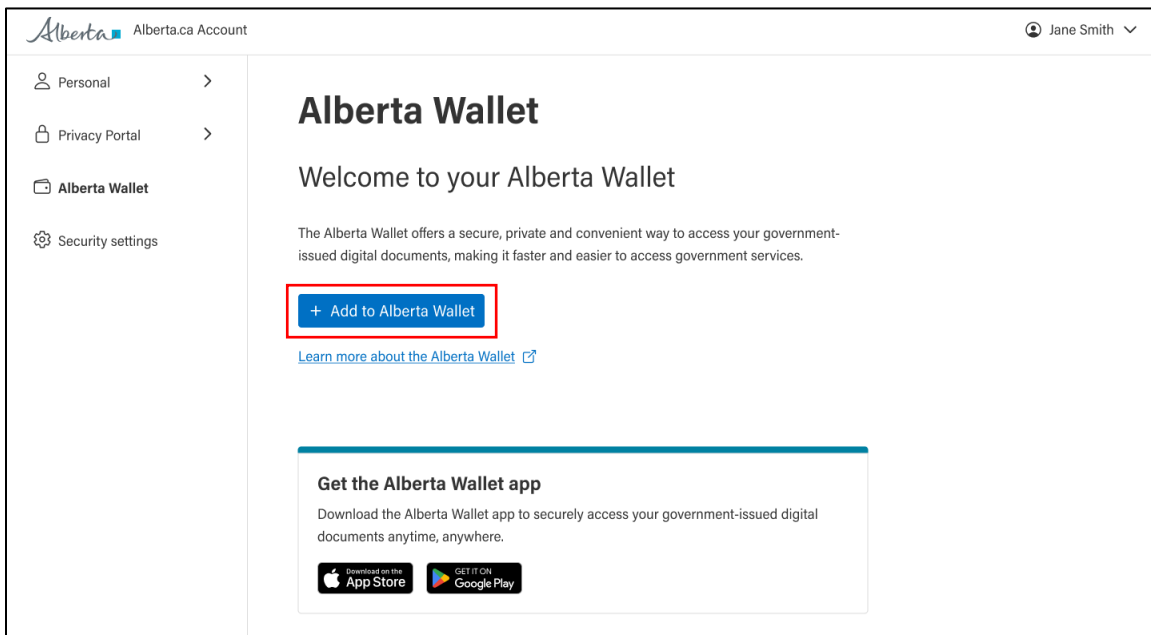
A prompt at the bottom of the screen will direct you to download the Alberta Wallet mobile app.



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.

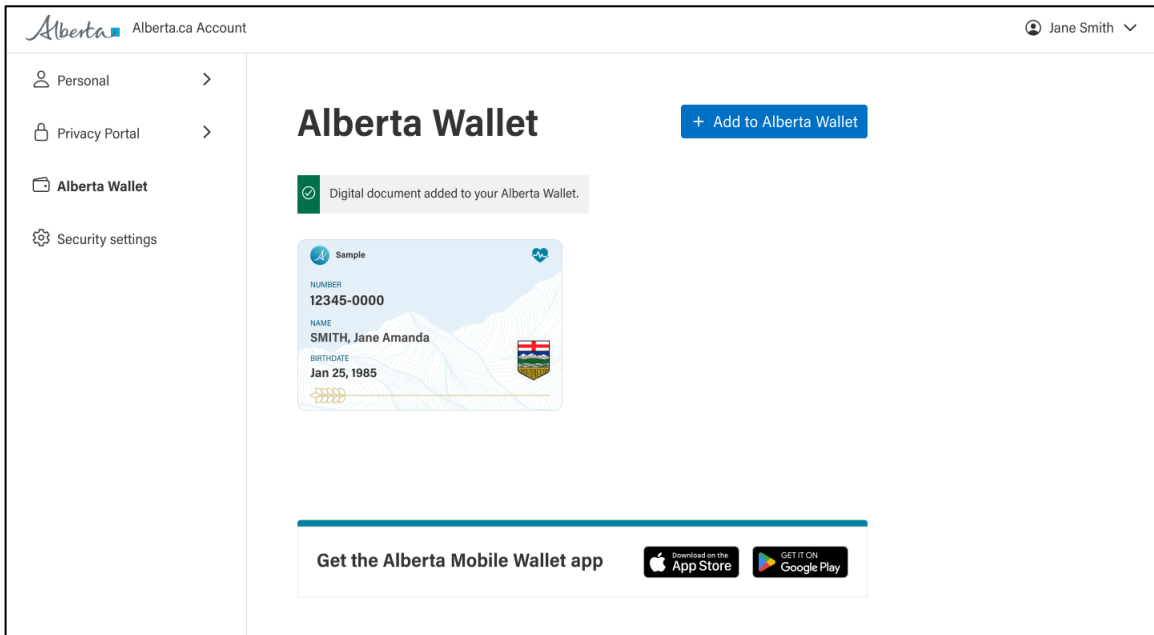
Available digital documents

- [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.



Alberta Alberta.ca Account Jane Smith

- Personal >
- Privacy Portal >
- Alberta Wallet
- Security settings

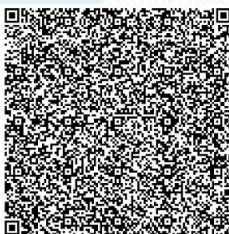
[Back to Wallet](#)

Sample ⋮

NUMBER 1234567890 View information disclosure

NAME Smith, Jane Amanda Remove

BIRTHDATE Jan 25, 1985



ⓘ 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.

Alberta Alberta.ca Account Jane Smith

- Personal >
- Privacy Portal >
- Alberta Wallet
- Security settings

[Back](#)

Sample

Information to be shared.

By default, when generating the QR code, we share only the minimum information needed to protect your privacy.

What we share

- 🔒 Name: SMITH, Jane Amanda
- 🔒 Number: 12345-0000
- 🔒 Birthdate: Jan 25, 1985

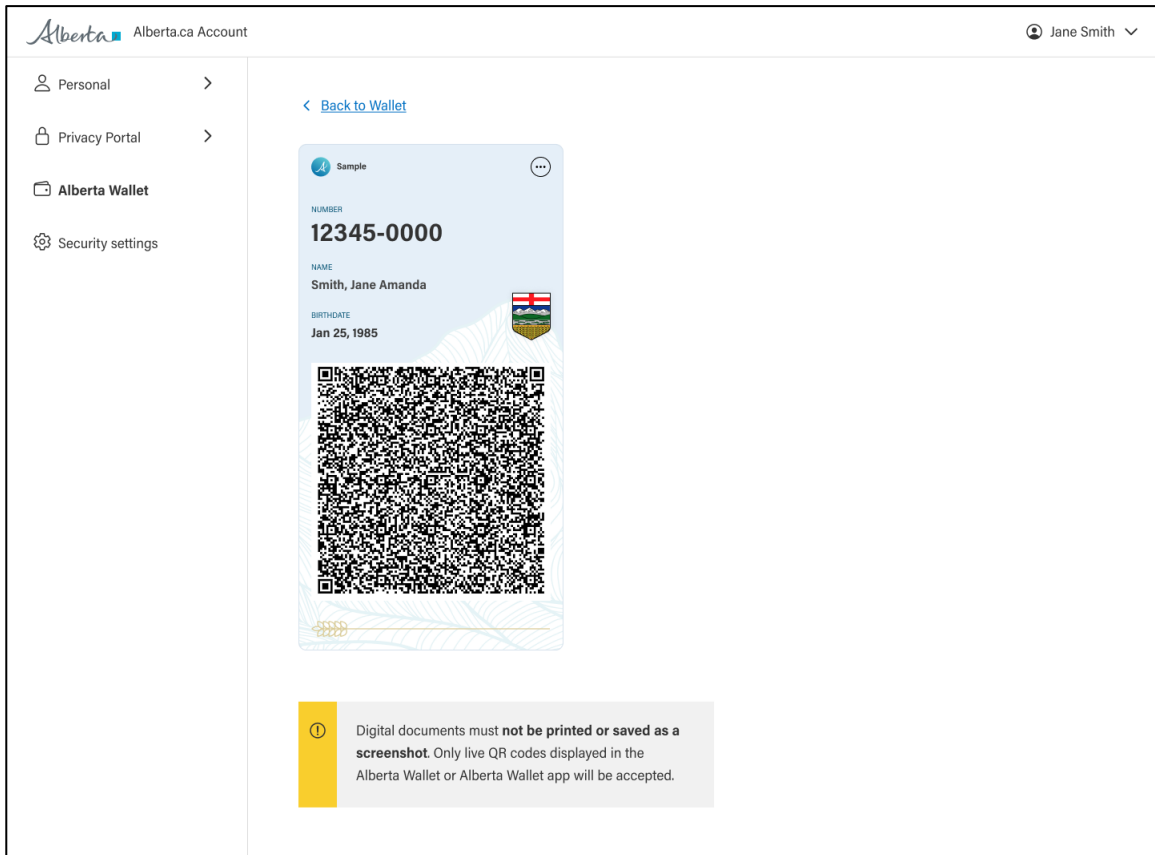
Sharing information using digital documents in your Alberta Wallet

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.

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.

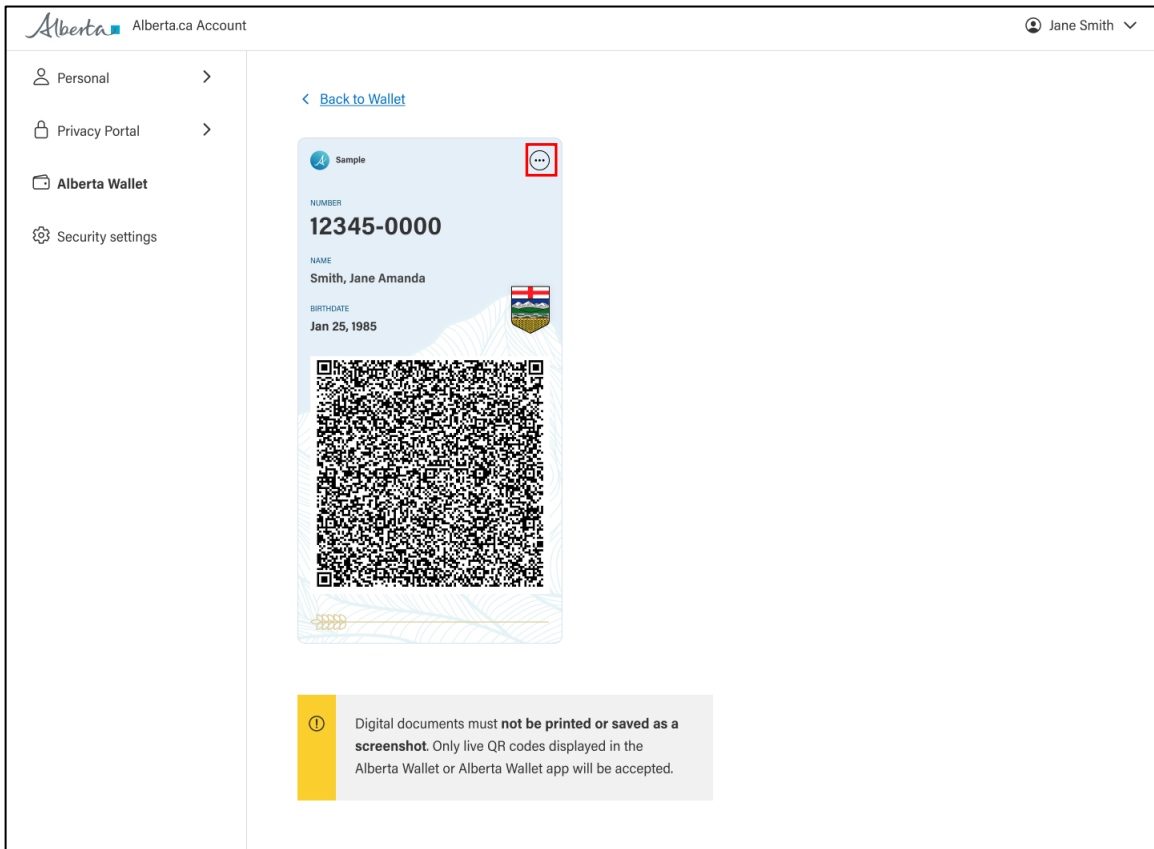


Removing digital documents from your Alberta Wallet

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.



Personal

Wallet

Security settings

[Back to Wallet](#)


Sample

NUMBER
12345-0000

NAME
Jane Smi

BIRTHDATE
1985/01/2

UPDATED: 000



Remove Sample

Are you sure you want to remove Sample from your Alberta Wallet?

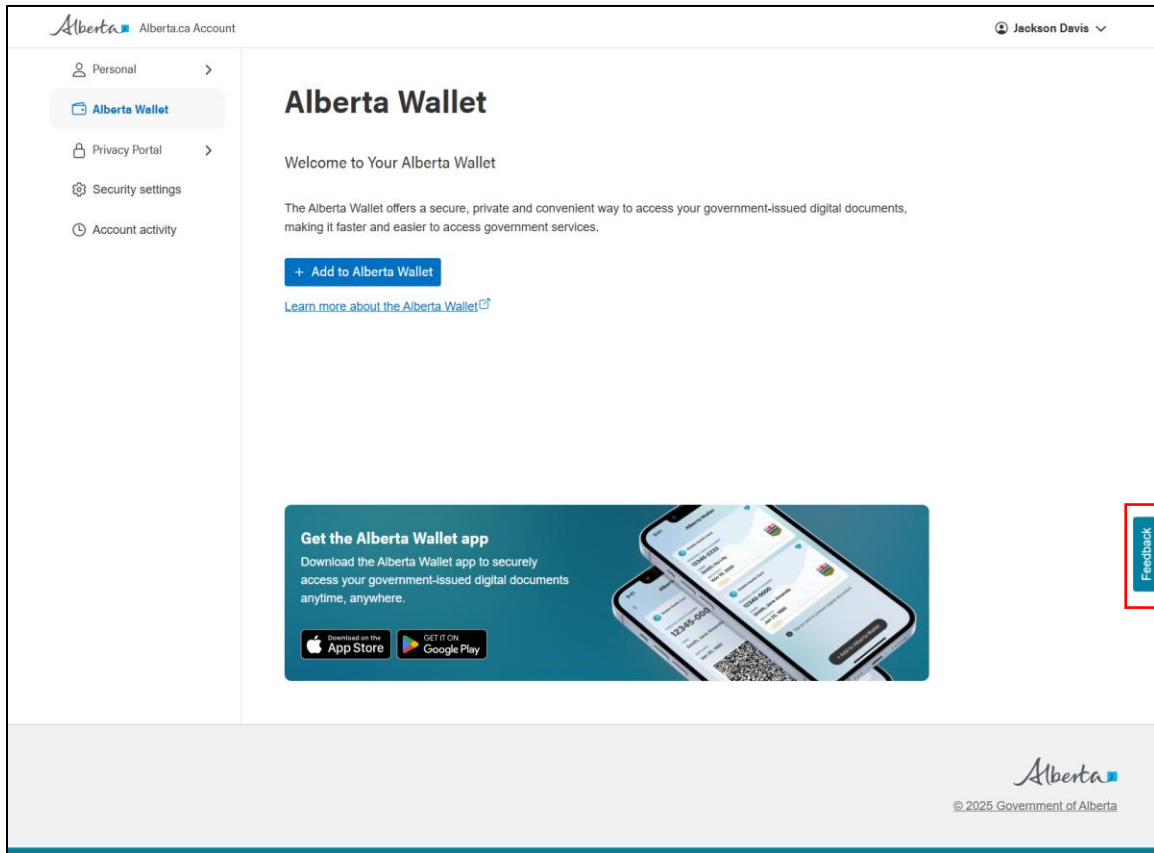
ⓘ Credentials must **not be printed or saved** as a screenshot. Only live QR codes displayed in the Alberta Wallet or Alberta Wallet app will be accepted.

Providing feedback on your Alberta Wallet

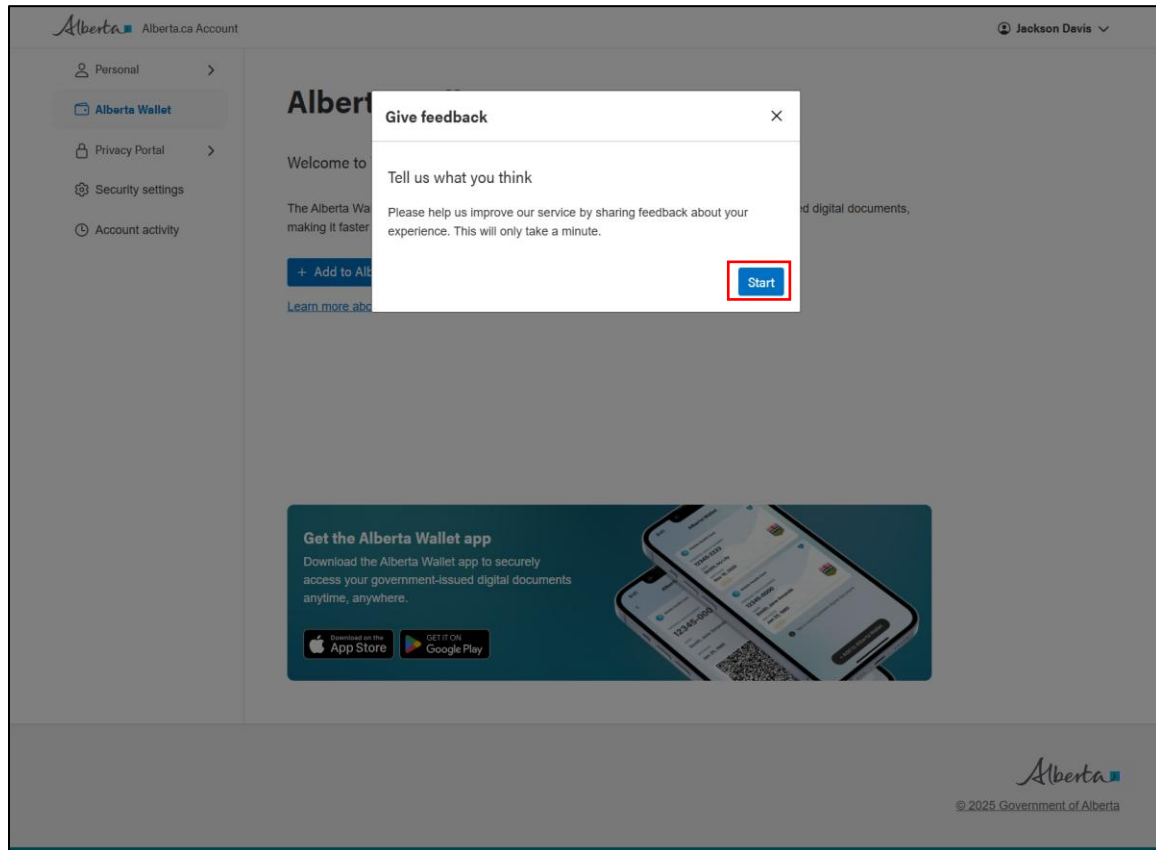
To provide feedback on your experience using Alberta Wallet, follow the steps below.

Note: Feedback submitted here is used to make Alberta Wallet better and improve your experience. We do not respond to comments submitted through this form.

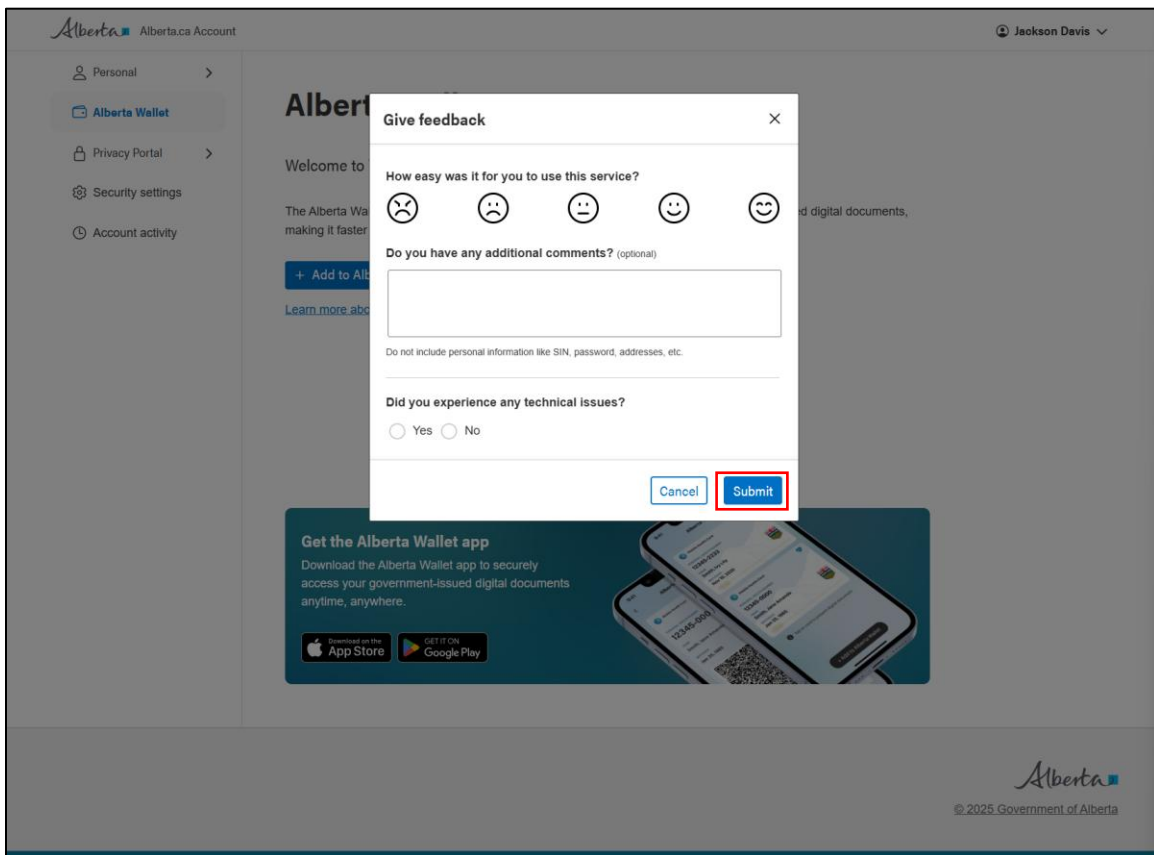
1. Sign-in to your Alberta Wallet following the steps above.
2. Click on the “Feedback” tab on the bottom left of the page.



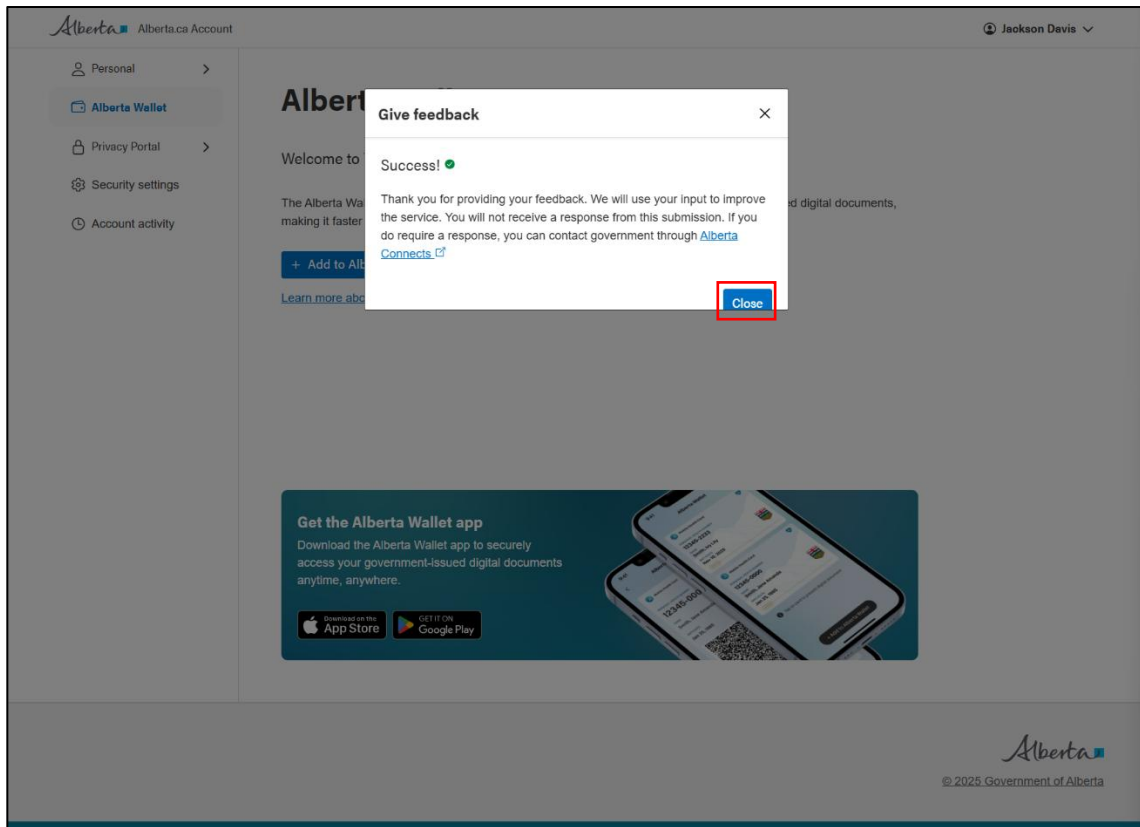
3. A pop-up window will display inviting you to provide feedback. Click “Start.”
4. The module will display three questions for your feedback.
 - a. Question 1 (Required): “How easy was it for you to use this service?”. Select one option.
 - b. Question 2 (Optional): “Do you have any additional comments? (optional)”. Add any additional comments here.
 - c. Question 3: “Did you experience any technical issues? (required)”. Select yes or no.
 - i. If you selected yes, you may add additional comments in the text field.



- Once you are finished, click "Submit" to provide feedback.



6. After successfully completing the form, you will see a “Success” message. Feedback can only be submitted once every 24 hours. Click “Close” or “X” to close the pop-up window.



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

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 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.