

Are you a Community User and Need Help?

Community users: includes professionals who do not work in an AHS facility i.e. community physician, dental, chiropractor or optometry clinics

Help Topic	Service Desk
<ul style="list-style-type: none"> • Access & Registration • User Training • Privacy & Security Services • Student Education Program 	<p>eHealth Netcare Support Services Team Toll Free: 1-855-643-8649 Email: ehealthsupport@cgi.com Hours: 7am - 7pm Mon - Fri</p>
<ul style="list-style-type: none"> • Netcare technical issues • Password resets including AHS IAM for community users 	<p>Alberta Netcare Provincial Help Desk Local: 780-412-6778 Toll Free: 1-877-931-1638 Hours: 24/7</p>
<ul style="list-style-type: none"> • Report a lost/stolen token • Setup/configuration of token ID or hard/soft token • To return or exchange hard token for soft token 	<p>AHS Remote Access Team Toll Free: 1-844-542-7876 Hours: 24/7</p>
<ul style="list-style-type: none"> • Questions about the Health Information Act (HIA) or your responsibility as an Alberta health care provider 	<p>Health Information Act (HIA) Help Desk Local: 780-427-8089 Toll free in Alberta: 310-0000 then 780-427-8089 Hours: 8:15am - 4:30pm Mon - Fri</p>

Are you an AHS Employee and Need Help?

Alberta Health Services (AHS) employees: includes professionals who work at AHS facilities i.e. hospitals

Service Desk
<p>IT Service Desk & Solution Centre Toll Free : 1-877-311-4300 Hours : 24/7</p>
<p>Service Desk Zone Contacts</p> <p>Calgary Zone: servicedesk.cal@ahs.ca</p> <p>Cancer Care: servicedesk.cal@ahs.ca</p> <p>Central Zone: servicedesk.centralzone@ahs.ca</p> <p>Edmonton Zone: servicedesk.edm@ahs.ca</p> <p>North Zone: servicedesk.northzone@ahs.ca</p> <p>South Zone: servicedesk.southzone@ahs.ca</p>