

# AHS Clean Hands System iPad Apps

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If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca).

## iPads issued by AHS Information Technology

AHS-issued iPads designated for performing hand hygiene reviews already have the iPad apps pre-installed. If you have questions, contact the AHS IT Service Desk.

## iPads not issued by AHS Information Technology

If you do not already have an Apple ID, create one using your work email address and these [instructions](#). Email [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca) with the subject line: **Redemption Codes** and include the following information:

- First and last name, email and organization of the individual responsible for the iPad
- iPad [model number](#) and
- iPad [serial number](#).

Once you receive an email with the redemption codes, follow these [instructions](#) to download and install the iPad apps. The process is similar to how you would redeem an Apple gift card.

## Logging into the iPad Apps

To use the iPad apps, you will have to log into the iPad app with your unique User ID (three or four digit number) provided to you via email from [handhygienesystem@albertahealthservices.ca](mailto:handhygienesystem@albertahealthservices.ca) when your account was originally created.

If you have forgotten your User ID, you can use the “Forgot User ID” feature to have it emailed to the email address you provided in the Clean Hands System Access Request Form.

**Forgot your User ID?** Have it emailed by visiting this [Forgot User ID](#) website.

**Forgot your password?** Reset it by visiting this [Forgot Password](#) website.

In each of the iPad apps, tap the “START NEW” button and then tap the “SYNC NOW” button in the top left-hand corner of the screen.

## Troubleshooting issues

If you experience issues with the iPad or the iPad apps, [restart](#) the iPad. If you continue to experience issues, there are three main issues users often encounter:

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## AHS Clean Hands System iPad Apps | 2

### Software issues

- Is the iPadOS up to date?
- Are you using the current iPad app version?
- Are you accessing the correct environment: production or training?

### Network connection issues

- Does the iPad have either an active cellular or Wi-Fi connection?
- If you are using an AHS-issued iPad, connect to the AHSRestrict Wi-Fi network using your AHS login credentials.

### Hardware issues

- If you are experiencing issues with the iPad hardware, contact your local IT Service Desk.