

Accessing the AHS Clean Hands iPad App

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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.

iPads issued by AHS Information Technology

1. Update the iPad software version (i.e. “iOS” or “iPadOS”). To do this, follow these [instructions](#).
2. Email hand.hygiene@ahs.ca with the Subject: Apple ID to request the generic, shared Apple ID and password. Do not share this information with others. Note: The generic, shared Apple ID password is changed on a regular basis.
3. Download the AHS Clean Hands iPad apps:
 - a. Tap the App Store app on your Home screen;
 - b. On the upper-right corner, tap the Profile icon;
 - c. Enter the generic, shared Apple ID and password; tap Sign In;
 - d. Tap Purchased; then My Purchases;
 - e. Tap on the download buttons for “AHS Clean Hands – Training” and “AHS Clean Hands – Production”. You will need both apps.
4. After the download is complete, you must **sign out** of the generic, shared Apple ID and all other Apple services on the iPad that require its login information such as iCloud. To sign out, follow these [instructions](#).
5. Configure the AHS Clean Hands iPad apps using these [instructions](#).

iPads not issued by AHS Information Technology

1. If you do not already have an Apple ID, create one using your work email using these [instructions](#).
2. Email hand.hygiene@ahs.ca with the Subject: **Redemption Codes**. In the email 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](#).

All information must be included for the request to be processed.

3. Once you receive an email with the redemption codes, follow these [instructions](#) to download and install the AHS Clean Hands iPad apps.
4. Configure the AHS Clean Hands iPad apps using these [instructions](#).

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