

Troubleshooting Clean Hands Portal User ID and Password Issues

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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.

The Clean Hands Hand Hygiene Pro System (Clean Hands System) is composed of the:

- Clean Hands iPad application
- Clean Hands paper tool
- Clean Hands portal

The Clean Hands iPad application and Clean Hands paper tool are used to collect data. The Clean Hands portal is the database where the data are stored as well as where reports are generated.

If you are experiencing issues accessing the Clean Hands portal, please refer to the information below.

Questions to ask yourself before you contact the Infection Prevention and Control Hand Hygiene Program

Question	Response
1. Do you know your User ID and password for the Training environment of the Clean Hands System?	If yes: Proceed to Question 2. If no: A generic, shared User ID and password is used to access the Training environment of the Clean Hands System. Please contact the Hand Hygiene Project Manager for your zone for the login information needed to access the Training Environment.
2. Do you know your User ID for the Production Environment of the Clean Hands System?	If yes: Proceed to Question 3. If no: Use the “Forgot User ID” function. You will be asked to enter the Email address you used to set up your Clean Hands account. The Clean Hands System will send an Email with your User ID.
3. Do you know your password for the Production Environment of the Clean Hands System?	If yes: Proceed to Question 4. If no: Use the “Forgot Password” function. You will be asked to enter the User ID associated with your Clean Hands account. If you do not know your User ID for the Production Environment of the Clean Hands System refer to Question 2.
4. Are you being told that “Your account has been locked?”	If yes: Clean Hands accounts are locked after 90 days of inactivity. Please contact the Infection Prevention and Control Hand Hygiene Program at Hand.Hygiene@ahs.ca to request that your Clean Hands account be unlocked. If no: Please contact the Infection Prevention and Control Hand Hygiene Program at Hand.Hygiene@ahs.ca and request to have someone to contact you to resolve the issue. In the Email indicate that you have completed the steps above.