

ABOUT AHS iScheduler

An **AHS (Alberta Health Services) iScheduler Account** is required to submit **requests** online for Telehealth (videoconference) sessions.

To access iScheduler and create an account:

<https://ischeduler.albertahealthservices.ca/ischeduler>

Internal - AHS Requesters (AHS personnel who have an AHS provided email address) can use **iScheduler** to:

- submit requests online for Telehealth (videoconference) meetings, learning and information sessions, clinical case conferences, group patient education, and appointments, and/or register for learning sessions.

External – Non-AHS Requesters (Individuals outside of AHS and do not have an AHS provided email address) can use **iScheduler** to:

- request meetings and request or register for Learning and Information sessions that are available for Sign Up.

External – Non-AHS healthcare providers (outside of AHS and do not have an AHS provided email address) who require iScheduler access to schedule clinical telehealth with AHS can [complete a request](#) on the Alberta Health Services external webpage: [Virtual Health for Providers | Alberta Health Services](#). Submitted requests will be reviewed and a Virtual Health representative will email the requester with more information.

All iScheduler account holders can view their meeting or appointment details, check the status, submit changes, or cancel their requests.

HOW TO CREATE AN ISCHEDULER ACCOUNT

QUICK TIP: Internal - AHS iScheduler users must create an account when logged into the AHS network with their AHS login credentials. Accounts created outside of AHS network by internal - AHS requesters (e.g., personal computer) will not provide full access to iScheduler and will not be accessible from the user's AHS work location when attempting to login after their account has been created.

- 1) Prior to accessing iScheduler, verify that the web browser being used is **Microsoft Edge**. iScheduler is not compatible with Google Chrome or Firefox.
- 2) Click on: <https://ischeduler.albertahealthservices.ca/ischeduler> to open iScheduler (this may take a few seconds to load).
 - a) For External – Non AHS Requesters: on the **exceptionist** (iScheduler) login page, click on **Request for an Account**.

- 3) When iScheduler opens, fill in all mandatory fields (marked yellow). Non-mandatory fields can be completed by user choice.

Request An Account

NOTE: yellow fields are mandatory.

User ID	Auto-Number
Time Zone	(GMT-07:00) Mountain Time (US & Canada) ▼
FIRST NAME	
MIDDLE NAME	
LAST NAME	
SUFFIX	
Title	
PROFESSIONAL DEGREES	<input type="checkbox"/> DC <input type="checkbox"/> DDS <input type="checkbox"/> DMD <input type="checkbox"/> DO <input type="checkbox"/> DPM <input type="checkbox"/> MD <input type="checkbox"/> MPH <input type="checkbox"/> MS <input type="checkbox"/> OD <input type="checkbox"/> PA <input type="checkbox"/> PhD <input type="checkbox"/> RN Other Degrees:
User Name	
PRIMARY SITE	select a Primary Site ▼
ADDRESS	
CITY	
PROVINCE	
COUNTRY	
POSTAL CODE	
PHONE 1	Mobile ▼
PHONE 2	
PHONE 3	
Email Address	

SUBMIT REQUEST

a) **Internal - AHS Requesters**

- i) Select the Primary Site from the dropdown list in the **PRIMARY SITE** field.

QUICK TIP: PRIMARY SITE for all requesters is the work location where they are most often located. If the applicable site is not in the dropdown list, select the closest location. Do not select Alberta Health Services Main or Audio lines.

- ii) Select **Business** or another option from the dropdown (preferred contact) list in the **PHONE 1** field, and enter a phone number in the field beside it. All other mandatory fields will pre-populate.
- iii) Internal - AHS Requesters are automatically set up with their AHS computer login username and password.

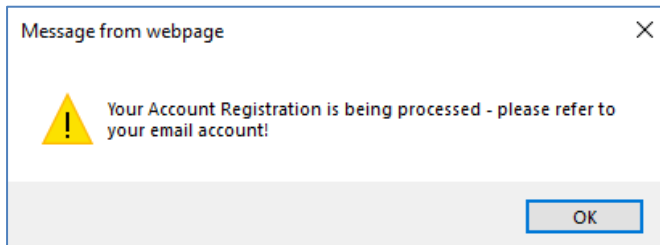
b) **External - Non-AHS Requesters**

- i) Fill in all mandatory fields (marked yellow).
- Time zone defaults to Mountain Time.

- Select the correct time zone of the requester's location from the drop-down list if it is not Mountain Time.
- **User Name** and **Email Address** must be unique in iScheduler. If the username or email address are already in the system, a pop-up box will notify the account requester to change their information.

4) Click **SUBMIT REQUEST** once all mandatory fields have been filled in.

5) Click **OK** on the **Message from webpage** pop up that appears.



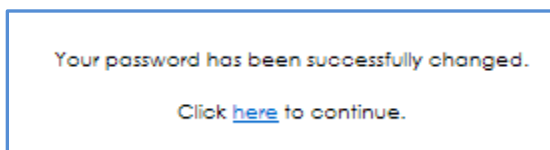
6) An **Account New, Account Registration Notification** email will be sent to the Requester from no-reply.ischeduler@albertahealthservices.ca, confirming that the iScheduler account has been created, and listing their **User Name** and **Password**. (For Internal – AHS Requesters – it will be the User Name and Domain Name).

a) **Internal - AHS Requesters**

- i) Once the iScheduler account is created, Internal - AHS Requesters are automatically logged in, and login will not be required each time they access iScheduler.

b) **External - Non-AHS Requesters**

- i) **User Name** and **Password** is required to login, each time a non-AHS Requester accesses iScheduler.
- ii) **Username** and a temporary **Password** will be included in the **Account Registration Notification** email to use when logging in to iScheduler for the first time.
- External – Non-AHS account holders will be prompted to change their password during the first login attempt. Passwords must be unique in iScheduler and meet the standard requirement of at least three of the following four character types:
 - English lower case
 - English upper case
 - Numeric
 - Special Characters
- Users will receive a password change popup, and have the option to continue to iScheduler:



- 7) At initial login, all iScheduler account holders are required to read the **EXCEPTIONIST SCHEDULING SERVICE TERMS OF USE AGREEMENT**, and if choosing to proceed with using iScheduler, select ‘Yes, I agree to these terms,’ then **SEND RESPONSE**.

For information and resources, and to access iScheduler and create an account:

AHS Staff - visit **Telehealth Resources on AHS insite**

Requesters outside of AHS - visit **the Alberta Health Services external webpage:** [Virtual Health for Providers | Alberta Health Services](#)

For assistance with iScheduler, email: telehealth.info@ahs.ca

For assistance with Virtual Health session requests (Appointments and Group Patient Education), email: virtualhealth.scheduling@ahs.ca

For assistance with Meetings, Learning and Information session requests, email the providing site zone Telehealth Scheduling team:

North Zone	nor.telehealthscheduling@ahs.ca
Edmonton Zone	edm.telehealthscheduling@ahs.ca
Central Zone	cen.telehealthscheduling@ahs.ca
Calgary Zone	cal.telehealthscheduling@ahs.ca
South Zone	sou.telehealthscheduling@ahs.ca