

## Bereavement Packages – Provincial and Calgary Zone Ordering Supplies User Guide

**Bereavement Packages are intended to be given to families whose loved one died in acute care, continuing care facility or hospice.**

They are ordered through DATAOnline (<https://dol.datacm.com>).

### Are you a registered user with DATAOnline?

**If not:** **AHS Staff**

All users can self-register at <https://dol.datacm.com> for self-service account set up. All users will need to provide a Cost Centre to set up your account with DATAOnline.

**Non-AHS Staff**

Email [chrclientservices@datacm.com](mailto:chrclientservices@datacm.com) to request the online set-up form for Non-AHS users.

#### To Place an Order:

1. Once you have your account set up, go to <https://dol.datacm.com> to sign in
2. Enter your Username and Password
3. Under the title **Get Started** on the left side click **Create New Order**
4. Type **bereavement** in the Search box (green banner) and click **Go**
5. The results of the search will display under the green banner
  - Item number **104858 – Bereavement Package – AHS/Covenant** is used by those outside of the Calgary zone and includes two inserts; Layers of Grief and What Do I Do Now? These are available at no cost while prepaid supplies last. Once inventory for this item is depleted they will be available under the User-Pay terms.
  - Item number **103361 – Calgary Zone - Bereavement Package** is used by the Calgary zone and includes content specific to them; if you are located outside of the Calgary Zone please use item number 104858. Related costs will be applied to cost centers or credit cards, depending on the terms of your account.
6. Locate the item and enter the total amount you would like to order in the **Quantity** field and click **Add to Order**  
**NOTE:** Resources come in various package sizes; for both of these items there are 10 Bereavement Packages within the package. When all desired items have been added click **CHECKOUT**. For help navigating, click  on the DATAOnline website to view the online guide.

Please allow 2-3 business days for delivery. \* Indicates the item is a Print on Demand item. Such items take 7-10 business days for completion.

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Should you require assistance with the online ordering system or have questions about your order,  
contact the AHS Help Desk at DATAOnline.

Edmonton and North Zone Users

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(780) 577-8295

Central, Calgary and South Zone Users

[ahscalgary@datacm.com](mailto:ahscalgary@datacm.com)

(403) 207-6631