

North Zone Service Desk

24 hours/day – 7 days/week

Call 866-967-5068

All Service Desks along with their contact information are listed at <http://insite.albertahealthservices.ca/974.asp>



Are there local numbers available?

780-791-6140 (Fort Mac/High Level)
780-538-7569 (Grande Prairie)
866-967-5068 (Westlock)

What are the options when I call the North Zone Service Desk?

When you call the North Zone Service Desk, you will be prompted to make a selection in the automated phone system. The menu options are:

1. Calling from an O.R., Emergency room or EMS
2. Meditech support
3. Other computer related problems

NOTE: Service Desk options will change periodically and may not be exactly as listed above.

What information do I need to have ready when I call?

Having the following information will assist the Service Desk in providing accurate and efficient service:

- Your name, phone number, location, and employee number
- The name of the device you are calling about
 - computer name or printer name
- Any error messages
- A description of the fault
- If following up on a ticket, the ticket number

Can I email instead?

- Requests submitted by email will be actioned in the order they are received, and **may take up to five business days**.
- Please call the [Service Desk](#) rather than email if you want to report something that is not working (i.e., password, computer, application) or your request is urgent.
- ServiceDesk.NorthZone@albertahealthservices.ca