



ITS After Hours Support

Please post prominently for all staff members to view

AKDHC's Information Technology Service (ITS) Team would like to announce a "NEW" After Hours Support line for AKDHC, NKDHC and PKDHC team members in need of help outside of normal office hours.

Starting January 2017, we're asking team members in need of assistance Monday thru Friday 5pm to 7am or on the Weekends (Saturday & Sunday) to call After Hours Support at 602-904-5052.

The team is available to take your call but ask team members to use their best judgment before calling if the issue can be resolved in the next business day during normal office hours.

Please keep the following in mind:

- **DocTalk** has a separate phone number for support issues.
 - **DocTalk Support Contact Options**
 - Phone – 602-284-5989
 - Email – DocTalk911@akdhc.com
 - Account Manager – [Nic Mortensen](#)

- **After Hours Support** for the practices includes the following items, but essentially any service provided by ITS that's not a DocTalk workflow
 - **Mobile Phone Assistance**
 - Verizon or AT&T Account Management
 - iPhone Setup & Usage (Arizona Kidney issued Apple iPhones)
 - **Crexendo** Phone Account Maintenance (i.e. call routing, phone number changes, etc.)
 - **TigerText** - Desktop & iPhone App Support
 - AKDHC & NKDHC **Secure Portal** Maintenance
 - AKDHC, NKDHC and PKDHC **Email Support**

Your ITS Team thanks you for all your support and cooperation with this new change. If you have any question or concerns, please call the service desk at 602-904-5052.