

Digital Health Innovation (DHI) Support

When you need support using any Digital Health Innovation (DHI) product, we're here to help.

Contact us

There are three ways to contact us for support:

- Access the [DHI Support Portal](#) (registration required)
- Call 1-833-297-8107 Monday to Friday, 8 a.m. to 5 p.m. PST (closed statutory holidays)
- Send an email to DHSupport@phsa.ca

Support Portal services

On the DHI Support Portal, you can:

- Submit support requests (tickets) for one or more Ocean sites
- Access and manage support tickets by clinic or Ocean site name

You can use the DHI support Portal to:

- Solve problems accessing or using your DHI product
- Make a general inquiry
- Manage your Support Portal profile
- Report a privacy breach
- View DHI outage notifications
- Order additional DHI products
- Suggest a change to a DHI product
- Get help with your Ocean site:
 - Add or remove a user from your Ocean site
 - Change your clinic directory listing
 - Manage your Healthmap favourites
 - Retrieve your Ocean SEK
 - Reset your Ocean password
 - Get help changing an Ocean form

Register and access

To register for support:

1. Send a request for Support Portal registration, including the email address of each user to be registered, to the support team at DHSupport@phsa.ca.
2. Each user will receive an email from jira@dhi-ea.atlassian.net, which will include a link to create a password. *Haven't received an email? Check your spam or junk mail folders, and if you still can't find the email, contact us.*
3. We will activate each user on the DHI Support Portal.

We suggest you **register at least two users** for your clinic, so that you always have someone available who can access support. To add or remove a registered support portal user, reach out to us via email.

To access support:

1. Go to the [DHI Support Portal](#).
2. Click on the type of support you need.
3. Complete the fields > **Send**.

We suggest you **bookmark the DHI Support Portal** on your browser and **set your browser to save your password**. It's also a good idea to **save your password elsewhere**.