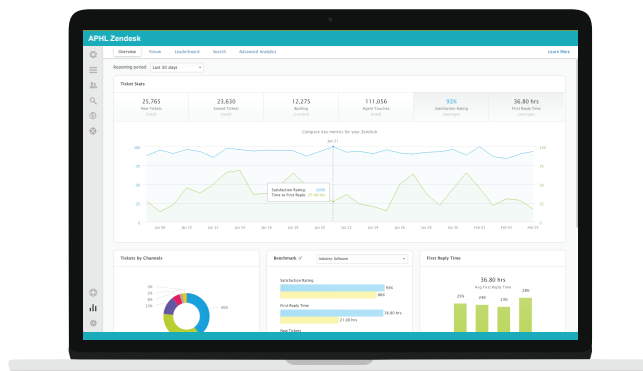


# APHL Informatics Help Desk



## 1. What is the APHL Informatics Help Desk?

The APHL Informatics Help Desk is the cloud based technical support ticketing service available to support our member and partner informatics needs. By sending us an email, you can ask questions or start the process of initiating a Technical Assistance (TA) request from the TA or AIMS team. The Help Desk serves as a community repository where you can find more information about APHL Informatics Program and Member services. No question or request is too small!

## 2. When to use the APHL Informatics Help Desk?

The APHL Informatics Help Desk is used when you need to reach the APHL Informatics Program to:

- Request Technical Assistance
- Want to Connect to AIMS
- Initiate a Request for a New Informatics Project
- Ask for HL7 Vocabulary Assistance
- Have a Rhapsody Question
- Need Best Practices for ELR Solutions

## 3. How to use APHL Informatics Help Desk?

Email us at:

✉ [informatics.support@aphl.org](mailto:informatics.support@aphl.org) or by web 🌐 <http://informatics.aphl.org>

**Note:** Be sure to include a description of the issue. Your email automatically creates a ticket within our Help Desk system & we'll respond back very soon!