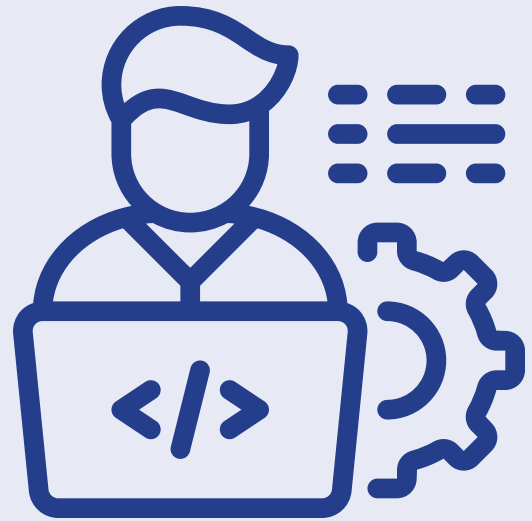


# Need IT Support?

The Informatics Team is here to assist you!



## Four options to submit a Service Desk ticket

### Ivanti Portal

Select Ivanti - IT Service Desk Management from the Okta dashboard

### Email Service Desk

[it-servicedesk@akumin.com](mailto:it-servicedesk@akumin.com)

### Phone Service Desk

Call the service desk for urgent issues that be must reported and addressed quickly

### Akumin Insight

Visit the IT Support Page on our company intranet

## Phone Service Desk

For urgent issues that be must reported and addressed quickly, like a patient system down or a site outage, follow these steps:

### Step 1

Call the Service Desk number at (800) 649-9766

### Step 2

Listen to the automated routing options to identify the nature of the call.

**Option 2:** Incidents that have an impact on patient care

**Option 3:** All other request types

## Escalating an Incident

If an existing ticket submission must be escalated due to its elevated urgency and impact to the business such as a site or system outage, please email IT Management at [IT-escalations@akumin.com](mailto:IT-escalations@akumin.com) for immediate attention.



## Support Hours

Weekdays 7:00am EST - 7:00pm EST  
Weekends 9:00am EST - 6:00pm EST