



Information for organisations

Concerto Access

Installing Citrix software on Rest Home computers and other local computer hardware related issues

- Contact your IT vendor or IT Helpdesk

For questions about support and training on the use of Concerto

- Andrea at Andrea.Taylor@northlanddhb.org.nz or
- Tracy at Tracy.Donker@northlanddhb.org.nz

For questions about support and training on the use of Whānau Tahī Rest Homes can contact

- Whānau Tahī helpdesk at sharedcare@healthalliance.co.nz

For other technical issues with connecting to and using Concerto contact

- NDHB helpdesk at 09 430 4101 ext. 7469 or ISServiceDesk@northlanddhb.org.nz

To set up a new user or cancel an existing user

Contact **BOTH** the NDHB helpdesk and Health alliance shared care helpdesk.

- NDHB helpdesk (to create/cancel their **Concerto** login)
 - ISServiceDesk@northlanddhb.org.nz
- Health Alliance Shared Care helpdesk (to create/cancel their **Whanau Tahī** login)
 - sharedcare@healthalliance.co.nz