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Device & Peripherals Ordering Workflow



Device & Peripherals Ordering Workflow – User Process

New user with an HSE email address, requires a standard device (laptop/desktop) /mouse/keyboard/monitor, etc.

1. Line Manager or designated colleague to submit a request for a new device via [HSE Devices Online Portal](#)
2. Line Manager approval is still required as part of the online device ordering process.
3. The schedulers will make contact with the end user to arrange the installation.
4. The device is deployed to the end user.

New or existing user with an HSE email address, requires a High Spec Device

1. Please send an email to HSEDevice.exceptions@hse.ie outlining what is required and they will provide the appropriate template.
2. High Spec / Non-standard devices require a PO as part of the procurement process arranged via HSEDevice.exceptions@hse.ie
3. Devices are ordered & shipped to the end user on receipt of the completed order template and purchase order.

Existing user who has a problem with their device/monitor/mouse/keyboard/headset, etc.

1. Follow the existing NSD support process by logging the issue on Ivanti to raise a warranty ticket.
2. Local NSD IT will review and resolve issues if possible.
3. If the issue cannot be resolved, the ticket is re-assigned by NSD Support to the Device Warranty team for device investigation/repair.
4. Devices are repaired or replaced for the user. In the meantime, the user will be provided with a loan device while their current device is under investigation.
5. Ticket may be escalated by the Device Warranty team to the HSEDevice.exceptions@hse.ie team if there is any problem in this process. e.g. out of warranty

User with an HSE email address, requiring any device other than desktop/laptop and associated peripherals e.g. printer/scanner etc.

For all HSE end users, kindly contact your local digital health team or hospital IT etc.

Mobile phone request

Follow the process in [Ivanti Self Service](#) / contact the National Service Desk (0818-300300).

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Device & Peripherals Ordering User Guide

This portal is for ordering devices such as laptops, desktops and associated peripherals.

FAQ	
Q. What is a standard device?	<ul style="list-style-type: none"> For a list of standard devices, please click HSE Standard Device List. Standard devices are provided to HSE end users from central stock.
Q. What if I want a non-standard device?	<ul style="list-style-type: none"> To order a non-standard device, please email HSEDevice.exceptions@hse.ie and clearly state in the subject line what your email relates to. Please note this may involve raising a Purchase Order once your request has been clarified.
Q. Can I order a replacement device if my existing device or peripheral is having issues?	<ul style="list-style-type: none"> Please contact the National Support Desk via IVANTI or 0818 300 300 Option 2, who will arrange for repair or replacement under Warranty. If your device needs to be brought to the workshop for further investigation or repair, they will provide you with a temporary device until your device is repaired or replaced. If you have been in contact about this issue with the National Service Desk, there is a link on their mail to update or escalate your ticket. It is important to note that all Lenovo devices have extended warranty, which exceeds 5 years cover.
Q. What user details do I need before I can order a device/peripheral?	<ul style="list-style-type: none"> Please ensure you have the end user's details including:- <ul style="list-style-type: none"> HSE email address - if they do not have an HSE email address it can be requested via Ivanti Self Service. Username/Login (not password) Telephone number (preferably mobile) HSE location including eircode

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Instructions

1. To access the portal, please enter your HSE details, including your HSE email address to access the system.
2. As the requestor, continue to the [HSE Devices Online Portal](#) and follow the on-screen instructions to raise a request.

Requestor

Requestor First Name
Requestor Last Name
Requestor HSE Email Address

Clear

Login

FAQ


During logon, if you get "please check your details" error message

- Clear the cache in your browser, relaunch it and try to log in again.
- Ensure that you do not use apostrophes in the name fields.
- If the issue persists, please contact HSEDevice.exceptions@hse.ie

Please check your details

Requestor

This portal is for ordering devices such as laptops, desktops and associated peripherals.

Request Type					
<p>1. Please ensure you have the end user's details including:-</p> <ul style="list-style-type: none"> • HSE email address - if they do not have an HSE email address it can be requested via Ivanti Self Service. • Username/Login (not password) • Telephone number (preferably mobile) • HSE location including eircode <p>2. Select the request type you require.</p> <p>3. The portal will open the "Online Form" for the request selected.</p>	 <p>Request New Device Request Device Upgrade/Replacement Request Peripherals Only</p>				
Form: Line Manager Details					
<p>1. Enter the end user's Line Manager details.</p> <p>The requestor, the Line Manager and the end user will receive an email confirmation of the receipt of the request.</p>	<p style="text-align: center;">Line Manager Details</p> <div style="background-color: #004a4a; color: white; padding: 10px;"> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Manager First Name <input style="width: 90%;" type="text"/></td> <td style="width: 50%;">Manager HSE Email <input style="width: 90%;" type="text"/></td> </tr> <tr> <td>Manager Last Name <input style="width: 90%;" type="text"/></td> <td>Manager Contact Number <input style="width: 90%;" type="text"/></td> </tr> </table> </div>	Manager First Name <input style="width: 90%;" type="text"/>	Manager HSE Email <input style="width: 90%;" type="text"/>	Manager Last Name <input style="width: 90%;" type="text"/>	Manager Contact Number <input style="width: 90%;" type="text"/>
Manager First Name <input style="width: 90%;" type="text"/>	Manager HSE Email <input style="width: 90%;" type="text"/>				
Manager Last Name <input style="width: 90%;" type="text"/>	Manager Contact Number <input style="width: 90%;" type="text"/>				

This portal is for ordering new devices such as laptops, desktops and associated peripherals.

Form: End User Details

1. Enter the details of the end user for whom the device is requested.
2. Hover over the fields to get detail on what to enter in each field.

Note / FAQ

- For the login user name, do not include healthir\, only use the user name e.g. JohnDoe as shown.
- In the delivery address section do not include commas or apostrophes as shown.
- The requestor, the Line Manager and the end user will receive an email confirmation of the receipt of the request.

End User Details

First Name <input type="text"/>	Location <input type="text" value="Please select"/>
Last Name <input type="text"/>	Organisation <input type="text" value="Please select"/>
Login User Name <input style="border: 2px solid red;" type="text" value="JohnDoe"/>	Cost Centre <input type="text"/>
HSE Email Address <input type="text"/>	
Contact Number <input type="text"/>	Delivery Address:
Profession/Role <input type="text" value="Please select"/>	HSE Site Name <input style="border: 2px solid red;" type="text" value="UHL"/>
Has Employee Number <input type="text" value="Please select"/>	Street <input type="text"/>
Employee Number <input type="text"/>	Town <input type="text"/>
Reason <input type="text" value="Please select"/>	County <input type="text" value="Please select"/>
	Eircode <input type="text"/>

Please enter a mobile number for the end user you are requesting the device for - digits only, must not contain special characters.



Portal: User Guide

This portal is for ordering new devices such as laptops, desktops and associated peripherals.

Form:

1. Enter the details of the device or peripherals requested.
2. Submit order.

Note / FAQ

- The start/required date must not be in the past.
- The requestor, the Line Manager and the end user will receive an email confirmation of the receipt of the request.
- A purchase order may be required. If so, you will receive an email with further instructions.

Requested Device Details

Device Request Type *

Start Date (cannot be in the past) *

Requested Device *

HSE Image Required *

HSE Image Type *

All HSE devices come with MS Office installed as default.
Select below any additional Systems & Applications required.
Items marked with * require a licence
(It is the responsibility of the requestor to have any additional licence keys required available for the install)
For any non standard software required that is not listed below you will need to log a ticket via [Internal Self Service](#)

<input type="checkbox"/> Adobe PDF Reader	<input type="checkbox"/> Adobe Pro	<input type="checkbox"/> *
<input type="checkbox"/> ILAB	<input type="checkbox"/> InterRAI	<input type="checkbox"/> *
<input type="checkbox"/> IPMS	<input type="checkbox"/> MS Teams	<input type="checkbox"/> *
<input type="checkbox"/> NIMIS	<input type="checkbox"/> NIMIS (National Incident Management System)	<input type="checkbox"/> *
<input type="checkbox"/> NISRP	<input type="checkbox"/> OPulse	<input type="checkbox"/> *
<input type="checkbox"/> Reflections	<input type="checkbox"/> SAP Client	<input type="checkbox"/> *
<input type="checkbox"/> Term Time		

Priority *

Submit Order

Peripherals

*All costs listed are ex Vat, Vat rates are 23% (€10 delivery charge applies)

21" Monitor €108	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	23" Monitor €139	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *
27" Monitor €206	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	27" Curved Monitor €206	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *
32" Monitor €340	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	Docking Station €128	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *
Wireless Keyboard & Mouse €33	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	Wired Keyboard & Mouse €0	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *
Jabra Speaker €89	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	Jabra Wired Headset €69	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *
Jabra Wireless Headset €175	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *	Logitech Webcam €99	<input type="text" value="0"/> <input type="text" value="0"/>	<input type="checkbox"/> *

For use with Current Device(s): *

User's Additional Existing Device(s):

Asset Tag #

Asset Tag #

Asset Tag #

Priority *

Submit Order

1. This page is displayed to the requestor to confirm that the request is submitted.

Note / FAQ

N.B. Please ensure email confirmation of the order is received with the order details and order number beginning with **OMS**.
 Please contact healthordervalidation@pfh.ie if you do not get a confirmation email.

Thank you, your request has now been submitted.
 You will receive an email shortly confirming your request.




Portal : User Guide

This portal is for ordering devices such as laptops, desktops and associated peripherals.

Form: Confirmation Email

1. **N.B.** Please ensure email confirmation of the order is received with the order details and order number beginning with **OMS**.
2. Please contact healthordervalidation@pfh.ie if you do not get a confirmation email.

Thu 13/07/2023 12:33

 noreply@pfh.ie
Peripheral Order OMS23120010 [redacted]

To: [redacted]
Cc: [redacted]

Hello

We have received your peripherals request. Your order ID is OMS23120010

We are currently validating your order and you will receive an email shortly with an update.

The details of your order are shown below.

Peripheral Details

2 x 21" Monitor €108.00: €216.00

1 x Docking Station €128.00: €128.00

Asset Tag #: DSKSE88771

Asset Tag #:

Asset Tag #:

Asset Tag #:

Attach PO:

Priority: P3 - 5-10 working days (BAU)

If any of the above details are incorrect, please contact Healthordervalidation@pfh.ie quoting the order number and providing the corrected details.

We are currently validating your order and you will receive an email shortly with an update.

Best Regards,
HSE Device Requests

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List of Standard Devices



HSE Device Requests

List of Standard Devices

Standard Laptop & Peripherals

- Lenovo E15 Laptop 15.6" Screen
- AMD Ryzen 5 Core Processor
- 16GB RAM
- 256 GB SSD Drive
- Keyboard & Mouse
- Docking Station
- Carry Case
- 21.5" Monitor

Ultra-light Laptop & Peripherals

- Lenovo L13 Laptop 13.3" Screen
- AMD Ryzen 5 Core Processor
- 8GB RAM
- 256 GB SSD Drive
- Keyboard & Mouse
- Docking Station
- Carry Case
- 21.5" Monitor

Standard Desktop & Peripherals

- Lenovo M75Q Mini PC
- AMD Ryzen 5 Core Processor
- 16GB RAM
- 256 GB SSD Drive
- Keyboard & Mouse
- 21.5" Monitor

HSE Standard devices as outlined above are provided to HSE users.

If you need to order bulk or non-standard devices, please email hsedevice.exceptions@hse.ie and clearly state in the subject line what your email relates to.

Please note this may involve raising a Purchase Order once your request has been clarified.

List current as of 1-11-2023