

Module 0 – HSE Vaccination Platform (Covax) and HSE Service Console (Service Cloud): New Joiner and Leaver Process

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Contents

Introduction	2
How to raise a New Joiner/Reactivation request	2
How to verify account and request a password reset	3
Multi-factor Authentication (MFA)	3
Training Links	3
Operations Administrator (Ops Admin) personas	3
Leavers Process - Deactivation of Covax / Service Cloud Account	4

Introduction

This document outlines the following processes for the HSE Vaccination Platform (Covax) and the HSE Service Console (Service Cloud) applications:

- New Joiners and Reactivations Process
- Leavers Process (account deactivation)

As part of the process, requestors need to fill out the relevant new joiner template.

1. **HSE Vaccination Platform:** Covax New Joiner/Reactivation Template: [Here](#)
2. **HSE Service Console:** Service Cloud New Joiner Template: [Here](#)
3. **HSE Leaver Template:** Leaver Template can be found: [Here](#)

IMPORTANT NOTE: All New Joiners and Reactivations requests require authorisation from a nominated approver. If possible, please attach proof of approval when raising a request. Alternatively, provide the name and contact details of the relevant approver and the support team will request approval on your behalf.

How to raise a New Joiner/Reactivation request

New Joiner set-up and Reactivation requests should only be raised on behalf of a Vaccinator or Operations Administrator when (a) the account holder is certain to be joining/re-joining the vaccination programme, **and** (b) the account holder in question will be onsite and logged into the Covax application within 4 days of the request. If the account holder does not log into the application within **4 days**, the account will be automatically deactivated.

There are 3 different options for raising a New Joiner and Reactivation Request:

1. **Email:**

Email covid19.support@healthservice.ie, using the following as the subject of the email: **User Administration/New Joiner**. Attach the relevant completed New Joiner Template (linked above) to the email. Include the name and contact details of the nominated approver in the body of the email. A confirmation email will be issued confirming the case number, for the submitted request.

2. **Directly using Service Cloud:**

For Service Cloud users, follow the MyTrailHead module:

<https://hsecovax.my.trailhead.com/content/hsecovax/modules/how-to-raise-a-support-request-or-log-an-incident>

3. **By Phone:**

If Options 1 or 2 are not available, please call **0818 300 136**, and an agent will assist you with raising the request.

How to verify account and request a password reset

Review 'First Time HSE Covax Registration' video clip to see the registration process and/or how to reset your password. Link can be found [here](#).

Multi-factor Authentication (MFA)



Please ensure that all new joiners/reactivations have downloaded the **MICROSOFT AUTHENTICATOR** app prior to submitting the request. Guide link can be found here:

[MFA Set Up Guide](#)

[MFA Trouble Shooting Guide](#)

The Microsoft Authenticator App can be found on the App store for iPhone and Android.

Training Links

For in-depth training, once the account has been set up and verified by the account holder, please follow the link to MyTrailHead: <https://hsecovax.my.trailhead.com/modules>

Operations Administrator (Ops Admin) personas

Ops Admin - Base persona

An Ops Admin new joiner/reactivation request will be set up as an Ops Admin – Base profile by default. Ops Admins - Base is the standard level account which includes the following functionality:

- Update Patient personal/contact Details
- Perform ID Check for Client
- Create account for new Client
- Record a Client as deceased
- Run reports

Ops Admin - Specialist persona

On occasion, an Ops Admin may need more access than the standard account. For example, they may require Data Quality or Meds Management functionality. If so, they can be set up as an **Ops Admin – Specialist**. A separate request must be raised for this, using the options above (See page 2).

For this request, please include in the description of the email the case/sub reason: **User Administration/Permission Set Change**. In the case of Data Quality team members, please also provide the number of Ops Admins currently onsite and how many already have the DQ permission. This request must also be approved by a nominated approver. The name and contact details of the approver must also be included.

Ops Admin - Specialists have the same access as the base account but with additional functionality, such as:

- Create Reports
- Edit Reports
- Edit patient data including their dosage and vaccination schedules.

Ops Admin - Specialist + Exports Reports persona

A small number of Ops Admins may also require the **Export Reports functionality**. This must be raised as a separate request, using the same case/sub-reason: **User Administration/Permission Set Change**. The business reason for this functionality must be included in the details of the request.

Leavers Process - Deactivation of Covax / Service Cloud Account

The following are scenarios in which a Leavers process is required:

- A CVC transfer, reduction or change to the Vaccination Team
- A CVC closure, no further need for Vaccination Team
- A Vaccination Team member leaves
- A Support Team member leaves

~ **Leaver Template can be found above** ~

There are 3 different options for raising a New Leaver Request:

Email:

Email covid19.support@healthservice.ie, using the following as the subject of the email: **User Administration/New Leaver**. Attach the relevant completed New Leaver Template (linked above) to the email. Include the name and contact details of the nominated approver in the body of the email. A confirmation email will be issued confirming the case number, for the submitted request.

Directly using Service Cloud:

For Service Cloud users, follow the MyTrailHead module:

<https://hsecovax.my.trailhead.com/content/hsecovax/modules/how-to-raise-a-support-request-or-log-an-incident>

By Phone:

If Options 1 or 2 are not available, please call **0818 300 136**, and an agent will assist you with raising the request.