

SELF SERVICE HELPDESK

COMMON USES OF THE SELF SERVICE HELPDESK

- To access expert advice on all aspects of OSH
- OSH Training requests
- Audit/Inspection support
- Logging all HSA correspondence
- Policy Implementation.

ADVANTAGES TO YOU

By using the self-service Helpdesk you can:

- Track the progress of your requests
- Update your requests as appropriate
- Log your requests at a time convenient to you
- View your past request history
- Receive timely feedback from expert H&S advisors, regardless of geographical location
- Have a permanent record of your request and resolution details.

WHERE TO GET HELP?

Health and Safety matters should be discussed with Local Management in the first instance.

For further health and safety support, advice and information, log your requests on our self-service Helpdesk.

User Manual

Before logging your request, we recommend that you familiarise yourself with the [Helpdesk User Manual](#) on www.hse.ie/safetyandwellbeing

Access to Helpdesk

To access the self-service Helpdesk, go to our web page www.hse.ie/safetyandwellbeing and Click on:



To log you request, you must have **your windows logon and username**. To find your windows logon and username, click "CTRL, ALT, Delete" and click on "Lock Screen" to view logon details.

For further support in logging your health & safety requests, phone the Helpdesk Mon-Fri on: **1850 420 420** between the hours of 10:30-12:00 and 14:00-15:30.

NATIONAL HEALTH & SAFETY FUNCTION

Bringing Health & Safety To You



Visit our web page:
www.hse.ie/safetyandwellbeing



Log your Health & Safety Requests and Book Training at www.hse.ie/safetyandwellbeing



Helpdesk Support on:
1850 420 420
Monday-Friday 10.30 – 12.00
and 14.00 – 15.30

NATIONAL HEALTH & SAFETY FUNCTION

WHO WE ARE?

The National Health & Safety Function (NHSF) falls under the Workplace Health and Wellbeing Unit, Human Resources Directorate.

The NHSF comprises of four teams:

- Information and Advice
- Policy
- Audit and Inspection
- Training

OUR AIM

To provide a high-quality, centralized support resource that motivates, enables and empowers managers and staff to discharge their legal and moral duties with regard to Occupational Safety and Health (OSH) Management.

HOW IS THIS ACHIEVED?

We support you by providing:

- A website with a suite of resources and documentation available at www.hse.ie/safetyandwellbeing
- A self-service Helpdesk, which acts as a single point of contact for all requests
- OSH policy development
- Audit and Inspection programme
- e-Learning and training

HEALTH & SAFETY WEBSITE

At www.hse.ie/safetyandwellbeing, you will find a range of guidance, information and templates on Health & Safety matters including:

- Health and Safety Legislation
- Safety Management Programme
- National Health and Safety Policies
- Safety Statement Guidance
- Risk Assessment Forms
- Booking H&S Training
- HSE National Audit Tools
- H&S Safety Consultation & Committees
- Ergonomics/Office Safety
- Display Screen Equipment
- Manual Handling
- Workplace Stress
- Work Related Aggression and Violence
- Lone Working
- Chemical Safety
- Personal Protective Equipment (PPE)
- Safety Alerts
- Safety Campaigns
- OSH Newsletters
- News and Events.

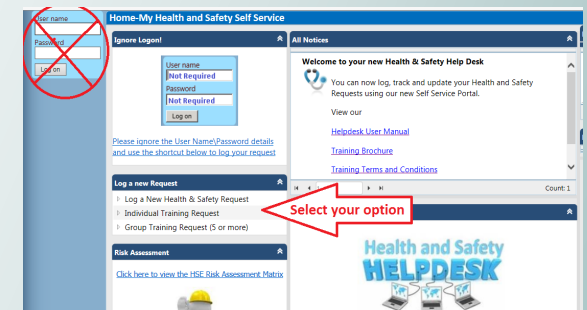
This is not an exhaustive list.

SELF SERVICE HELPDESK

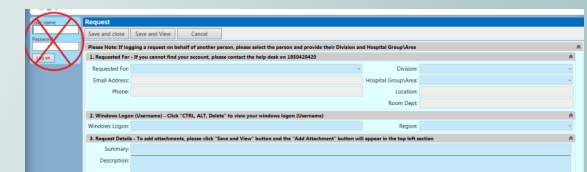
The helpdesk is a **self-service IT portal** which allows you to log your health and safety request for information, advice and to book/cancel training, 24 hours a day, 7 days a week. The self-service Helpdesk facilitates a structured & prioritised response to your requests.

The **self-service Helpdesk** is linked to your username to allow the system to update you directly on the progress of your request.

Logon Page:



H&S Request Page:



Training Booking Page:

