2021

HSE Health & Safety Ivanti User Guide

Health and Safety user guide for HSE Staff This document explains Ivanti Service Desk features and functions for logging and tracking Requests with Health and Safety



National Health and Safety Function, Workplace Health and Wellbeing Unit, National HR Division

Federmeannacht na Seithilse Alima Beadh Service Electrice	User Guide				WorkWell
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Note:	-	of any occu	pational healtl	h and safety	d faith and the y related issue(s)

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1. Accessing Health & Safety Help Desk:

Pre-requisites:

Health and Safety Help Desk requires Internet Explorer version 9, 10 or 11. If for any reason you are running an earlier version of Internet explorer, please log a request with your local ICT support team for an Internet explorer upgrade:

http://hsenet.hse.ie/OoCIO/Service Management/National Service Desk/NSD Contacts.html

Access the helpdesk at <u>https://healthservice.hse.ie/staff/benefits-services/health-and-safety/helpdesk.html</u>



New Users:

If you have not used the helpdesk before, click on the "New User" button. Further on in the process of filing in your request details, you will be required to enter you windows logon (this is the username you enter into your computer to open it).

TIP: To access your windows logon press; crtl, alt, delete together and then, click the "lock this computer" button. Your windows logon will be visible on the screen. Press crtl, alt, delete together again to unlock your computer and have your windows logon at hand for inputting later (section 2).

Registered Users:

If you have made previous requests for advice and support you will have already provided your windows logon, the system will automatically identify you.

Once you have clicked on the purple "New User" or "Registered User" buttons the following screen will appear:

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2. How to log a Health and Safety Request:

All Methods A	Papelar Arti*
Welcome to your new Health & Safety Help Deak	Title Princed Prettyday
using curries Sall Service Fortal. View met <u>Listi Fortal</u>	9 (9 (101) 9 (9
Www Transing Terms and Conditions and Setails second	Popular Articles
Charles Charles	
Health and Safety	
and hers	
4 H 6	
	At Harines

Click "Log a New Health and Safety Request" in the top left hand corner of the window as indicated above and the request page will appear.

This screen represents your request form; it is divided into 5 sections. The first 4 sections have to be completed and the blue coloured cells are mandatory fields.

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	A field least of large. From order the large base states $0 \ A = 0 \ a = 0 \ b = 0 \$	ner blev - fant blever - Beet blever - Beet		

Section 1:

My Health & Safety	Request Details - If logging this request on beh	alf of another person, please select the	e person and provide their	location d
Requested For	joe bloggs	Χ.	Division	
Personnel Number:	234234234		Hospital Group\Area	-
Email Address:	jblogggs@hseie		Location: D	UBLIN NORTH - 1_PROSPECT_ROAD - PCCC - LHO_DU
Phone:	22223333		Room Dept	

Note: The name entered in the "Requested For" field is your name.

This field has a "quick selection" feature and as you enter the name of the person a drop down list will appear that will supply the email and telephone details. You will be required to enter the Division and Hospital Group\Area from the drop down list.

Section 2: First Time Customers

2. Windows Logon - Please let us know your w	indows logon account and Region	*
Windows Logon:	Region:	

If you are accessing the Health and Safety Help Desk for the first time you must provide your Windows Logon and Region from the drop down list. This is the account name that you use to log on to your PC; it will allow for automatic identification for future use.

TIP: To access your logon details press; crtl, alt, delete together and then, click the "lock this computer" button. Your logon domain will be visible on the screen. Press crtl, alt, delete together again to unlock your computer and input your logon details as indicated above.



Provide short summary and full details of your request. Please include your contact details if different from Section 1 above.

4. Risk Level and Score - I	Please confirm you have selected appropriate Likelihood	and Impact risk Levels for this request		
Risk Assessment B 1	夏日日本書書 = Fort - Fort Sax - Fort Colo	ur + Back Colour +		
Githe	ne in view for HVE Field Assessment Tool			
Likelhood		24	Impact	
California -				

To view the HSE Risk Assessment tool click here as indicated.

The score is automatically populated based on the "Likelihood" and "Impact" selected by you. If your score falls into the high category of risk then you will be asked to confirm that that your scoring is valid, please see example below.

High Priority - You have chosen high likelhihood and impact for this reque	st. Please confirm this information is accurate
I confirm	

Section 5: This section is for administration purposes only.

ation Details and Information			*
Created: 3 November 2016	+ 114530	By SetServiceGuest	2
Update: 3 November 2016	+ 114030	By SelfServiceGuest	34

This final section records the details of the date, time and account used to log the request:

Note: At the top of the request screen there are 3 action buttons:



- 1) Save and Close: Save your updated details and close the existing window, this will close your entry for processing
- 2) Save: Save your updated details and keep the window open for additional actions such as adding attachments or notes
- 3) Cancel: Cancel the details inputted and return to the previous window

When you have completed the request screen, click on "Save and close". The request will automatically be sent to Health and Safety Helpdesk personnel.

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3. How to log a Training Request:

Training request must be logged by a line manager.



Ignore User name and Password

Select either Individual Training Request or Group Training Request.

Password	Ignore Logon!	All Notices
Log on	User name Not Required Password Not Required Log on Please ignore the User Name/Password det and use the shortcut below to log your req	
	Log a new Request	A 4 1011 4 H
	E Log a New Health & Safety Request	Welcome to Health & Safety!
	Individual Training Request	
	 Group Training Request (5 or more) 	Health and Sa
	Risk Assessment	

The **Individual Training** request page and the **Group Training** request pages are the same except for **Section 4.**

ndividual Training request		Gro	up Training reque	est
-		124		
Antonia antoni		Contract of Contract of Contract	Annes Annes and Annes and Annes	
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And interest	Madeling test		Ingineer	Water Investor
	and the second se			12000
	Barrier.			Service Page
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And the second se	Pager San Dana Sanadana		hang bank ()	A CONTRACTOR AND A Report for Long Long Long
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Sectors Descent over an and from the sector			Rent West States and the second the local Lindson Rent of and request to	
Processory of the second second			Tod Last counting count	

Section 1 – Individual/Group:

A line manager must submit the request on behalf of the staff requiring training.

quested For - 2 you cannot find your account, please contact the b		
Line Mariager:	- Division	
Email Address:	Hospital Group/Area:	
Phone:	Location	
	Room Dest:	

Note: The name entered in the "Line Manager" field is the person who will receive all future emails updating them on the request to include the final reply.

This field has a "quick selection" feature and as you enter the name of the person a drop down list will appear that will supply the email and telephone details. You will be required to enter the Division and Hospital Group\Area from the drop down list.

Section 2– Individual/Group:

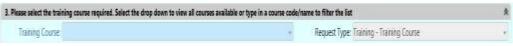
First Time Customers

2. Windows Logon (Username) - Click "CTRL, ALT, Delete" to view your windows logon (Username)		\$
Windows Legon:	Region	

If you are accessing the Health and Safety Help Desk for the first time you must provide your Windows Logon and Region from the drop down list. This is the account name that you use to log on to your PC; it will allow for automatic identification for future use.

TIP: To access your logon details press; crtl, alt, delete together and then, click the "lock this computer" button. Your logon domain will be visible on the screen. Press crtl, alt, delete together again to unlock your computer and input your logon details as indicated above.

Section 3 – Individual/Group:



Select your training course from the drop down list. Only one request per course. If a second course is required, another request must be raised.

Section 4 – Individual Training Request:

Summary:		
Description:	Please ensure you have read the Terms & Conditions	
	Employee name	
	Job Title	
	Employee no (mandatory)	
	Full Work Address	
	Work email	
	Work/ Mobile No	

Complete all sections including every field in the description box.

Terms and Conditions		R
	you are confirming that you agree with the terms and conditions as set out below: I Training Team are currently available to HSE employees only.	
It is the responsibility of the Line Manager to appropriate to the needs of the employee attend	ensure that the training programme being applied for has been identified through a training needs assessment and is ing.	*
Please confirm the following		A
I can release the named employee to attend this training programme	÷	
I have read the full Terms and Conditions and agree to uphold them		

Ensure you read all the Terms and Conditions

Section 4 – Group Training Request:

The Group Training request form is the same as the individual request, with the exception that you only need to provide the number of attendees and not their names.

Summary:		
Description	Please ensure you have road the Terms & Canditions	
	No. of staff requested for	
	Service Address	
	Cost centre (number used by accounts for your unit) department	
	Who completed training needs assessment?	

Follow the instructions for the individual training request. When you have saved it, our training team will be in contact with you for more details – names, venue, dates etc.

Ensure you read all the Terms and Conditions

Terms and Conditions		R
	k you are confirming that you agree with the terms and conditions as set out below: SF Training Team are currently available to HSE employees only.	
 It is the responsibility of the Line Manager t appropriate to the needs of the employee attent 	to ensure that the training programme being applied for has been identified through a training reach assessment and is drig.	*
Please confirm the following		A
I can release the named employee to attend this training programme		
I have read the full Terms and Conditions and agree to uphold them		

Section 5 - Individual/Group:

Risk Assessment	🛢 🖌 🖞 🗄 🗮 🖉 🖉 🗮 🗮 Font - Font Size - Font Colour - Back Colour -		
	Click here to view the MSE Block Assessment Tool		
Likelihood		Impact	

The score is automatically populated based on the "Likelihood" and "Impact" selected by you.

Section 6 - This section is for administration purposes only:

6. Creation Details and Information			:A
Created: 8 August 2017	+ 13:44:30	By: SelfServiceGuest	
Update: # August 2017	+ 134439	By: SelfServiceGuest	

This final section records the details of the date, time and account used to log the request: **Note:** At the top of the request screen there are 3 action buttons:

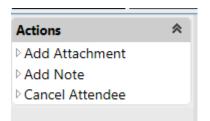


- 1) Save and Close: Save your updated details and close the existing window, this will close your entry for processing
- 2) Save: Save your updated details and keep the window open for additional actions such as adding attachments or notes

For some training courses you will need to attach previous training certifications to do this follow the "Add Attachment" instructions in the section 5.2.

4. How to cancel Training or Individuals from a Group Training Request:

Only when a training request is saved by clicking the **"Save"** button, does the "Cancel Attendee" action become available.



Open the relevant "Training Request". Select "Cancel Attendee" and the following screen will open.

Cancel Attende	Cancel Attendee						
Save and close	Save and View	Cancel					
Please let us know	v the reason for cance	lation of the following	ng training course				
2577. 	urse: Chemical Safety ason	- Clinical CC-SHST:	001:01				
Please type the na	ame and personnel nu	mber of the attender	(s) that will not attend				
Attend	ee 1:						

Complete reason and enter your name (s) and personnel number (s) of the staff that you are cancelling for and "Save and close".

5. Request Actions – Adding a NOTE or an ATTACHMENT:

Depending on the status of a Request, different actions may be available. Actions appear in the left hand column of the Request window.

Please Note: The Actions column only becomes available by clicking the **"Save"** button, saving your request details. Actions will not be available before a Request has been saved.

Action Buttons Column:

Request - 27				
Save and close	Save	2	Cancel	
Actions	*	My H	ealth & Safety	/ Request Details - If
▷ Add Attachment ▷ Add Note		R	equested For:	joe bloggs
Add Note		Persor	nnel Number:	234234234
1 1		E	mail Address:	jblogggs@hse.ie

5.1. Adding a Note:

In the event that you would like to add a note to a Request, select the "Add Note" action from the "Actions" list:



The note window appears and update details can be added to the note section. Upon save of the note window, details entered will be automatically emailed to the Health and Safety Helpdesk.

C	Note	
	Save and close Save Cancel	
	Note	*
	Note Details I forgot to mention that this was also blocked last night	
	Creation Details	*
	Created: 18 March 2016 - 18:04:32 By: joe bloggs	-
	Updated: 18 March 2016 - 18:04:32 By: joe bloggs	-

5.2. Adding an Attachment:

You may need to add a certificate or audit report or a screenshot/document to support your request. You can attach a file to a Request via the **"Add Attachment"** action button.

Request - 27					
Save and close	Save	2	Cancel		
Actions	*	My H	lealth & Safety	Request	Details - If
Add Attachment		R	equested For:	joe blog	gs
▷ Add Note		Perso	nnel Number:	2342342	234
$\mathbf{\hat{T}}$		E	Email Address:	jbloggg	s@hse.ie

Save and cl	ose	Save	Can	cel		
Attachment						
R	equest Ref;	27			Summary: Exit is	blocked on ground floor
Attach	ment Title:	Photo of blo	ockage			
Attachment	Document:			Brov	vse	
Creation De	tails					1
Created:	18 March 2	2016	÷	18:06:49	By: joe blogg	S =
Local De June	18 March 2	016	-	18:06:49	By: joe blogg	s .

Click the **"Browse"** button to select the attachment. Once highlighted, as below, and then click the open button to upload your attachment.

Choose File to Upload			×
Computer	+ DATA (D:) + Health and Safety + Images	 Search Images 	2
Organize 🔻 New folder			
🚖 Favorites	PNG image 6.71 KB	PNG image 6.07 KB	
E Desktop 🙀 Downloads 🕍 Recent Places	H8:59 H8:59 JPEG image 11.1 KB	HealthSLogo45HeightNew JPEG image 3.32 KB	
; Libraries	HSBackground GIF image 59.6 KB	HSBackground2 GIF image 196 KB	
J Music	HSBackground3 GJF image 166 KB	HSWhiteBackground GIF image 3.50 KB	
『틮 Computer	LocationCategories.csv CSV File 611 KB	SafetyCheck JPEG image 6.49 KB	
Network	SafetyJigsaw JPEG image 8.20 KB		•
File n	ame: SafetyCheck	All Files (*.*)	•
		Open Cance	

Click "Save and Close" to update your request with your attachment.

5.3. How to view existing NOTES or ATTACHMENTS:

Once you open your health & safety dashboard, you can view all your requests. Click on the specific request you wish to see.

To review existing notes, attachments or any other information, see associated tabs at the **<u>bottom</u>** of the request screen:

Creation Details a	nd Information			
Created	: 18 March 201	L6 –	16:56:06	By: joe blogg
Update	: 18 March 201	L6 ~	18:11:08	By: SelfServic
Customer Notes	ttachments			
Creation Date	Created By	Note Upda	te	
	5 joe bloggs	16	المراجع والمراجع والمراجع والم	nis was also blocked last night

Click the corresponding tab to view Attachments

Customer Notes Attachmen				
Date Attached	- Attache	d By Title		
18/3/2016 18:11	:07 joe blog	gs Photo of blockage		
⊌	► H			

Too view the attachment, double click the entry on the list to view the attachment details

Attachment - 1							3
Save and close	Save	e	Cancel				
Actions	*	Attachment					
		R	lequest Ref: 27		- Summ	ary: Exit is blocked on grou	ind floor
		Attack	hment Title: Photo of blocks	ge			×
		Attachment	Document:	A Browse	tio -		
			SafetyCheck.jp		k here to v	view the attachment	
		Creation De	rtails				
		Created:	18 March 2016	- 18:11:0	7. 0	By: joe bloggs	
		Last Update	18 March 2016	+ 18:11:0	7	By: joe bloggs	1.4

6. Notification from Helpdesk & Updating the system:

Once completed, you will receive a confirmation email from the system (<u>hssd.info@hse.ie</u>) with the details of your request and your unique request reference number.

Please do not email **<u>hssd.info@hse.ie</u>** directly as it is not monitored.

You can view and update your request directly by clicking on the links provided in the email.

Health and Safety Request R:687

Hello Information and Advice Team,

Request 687 has been assigned to Information and Advice Team. If you would like to view or update this request, you can do so by <u>clicking here</u>. Details of this request are as follows:

Karen McKiernan Request Number R:687 - Status In Progress Date Logged: 07/11/2016 15:07:5...

Contact Number & Location: Phone: 049 4351014 - Human Resources National Support Services - - Ballyhaise Health Centre

Service Requested: Safety Statement

Summary: Risk Assessment Advice

Request Description: Advice required please on the review of the departmental safety statement inclusive of risk assessments. Many thanks

Latest update: Please be advised that I have a copy of all the new templates from the web site -

If you would like to view or update this request, please click here.

Regards,

The National Health & Safety Function (NHSF) Website: <u>http://pndchssdweb02.healthirl.net/Health.SafetyDesk</u> Phone: 1850 420420 (10:30-12:00 and 14:00-15:30)

Note: Always quote the unique request reference number during any future reference to the specific request.

7. Resolution of Request

Updates and resolutions to your requests will be sent via email notifications.

If you are not satisfied with the resolution details, you can reopen your request to seek further clarification or you can contact the helpdesk on 1850 420 420 Monday – Friday 10.30-12.00 and 14.00-15.30 for further assistance.

8. Health and Safety Support Dashboard Overview:

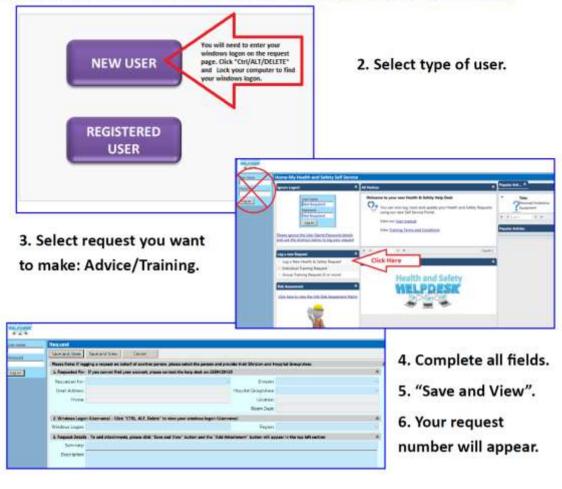
The Health and Safety Support Dashboard has 3 specific sections which you can use to navigate the system.



- 1) Shortcuts to log a New Request, book training and view your resolved requests,
- 2) Open Requests and Requests Awaiting more information from you displays a complete list of any open requests you currently have logged.
- 3) Health and Safety Notice Board

Health and Safety Request Flowchart

1. Access the helpdesk at http://www.hse.ie/eng/staff/safetywellbeing/



7. Once saved, you can

. .

.

"Add Attachments" (certs, audit reports etc.), "Add Note" "Cancel Training".

Save and close	Save and
Actions	٨
Add Attachment	
Add Note	
Cancel Attendee	

8. Click "Save and Close" and your request will be viewed by Helpdesk personnel.

9. You will receive updates, advice & training dates by email.

Health and Safety

For support with helpdesk, call 1850 420 420 between 10:30-12:00 and 14:00-15:30

Appendix 2: Health and Safety Process Explained

Ivanti uses a Process lifecycle to facilitate correct management of any Health and Safety Request.

The Health and Safety Process lifecycle contains 6 specific statuses to identify what stage in the Health and Safety lifecycle the request is located:

