

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



Health and Safety
HELPDESK



 Feidhmeannacht na Seirbhíse Sláinte Health Service Executive	<h1>User Guide</h1>				
Ref: UG-002-05	RE: HSE Health & Safety Ivanti User Guide				
Issue date:	<i>April 2016</i>	Revised Date:	<i>January 2021</i>	Review date:	<i>January 2023</i>
Author(s):	National Health and Safety Function -Information & Advisory Team				
Note:	<i>This information and advice is presented in good faith and the management of any occupational health and safety related issue(s) remains the responsibility of local management.</i>				

Contents

New Users:	2
Registered Users:.....	2
2. How to log a Health and Safety Request.....	3
3. How to log a Training Request	6
4. How to cancel Training or Individuals from a Group Training Request	10
5. Request Actions – Adding a NOTE or an ATTACHMENT:	10
5.1. Adding a Note:	11
5.2. Adding an Attachment:.....	11
5.3. How to view existing NOTES or ATTACHMENTS:	13
6. Notification from Helpdesk & Updating the system	14
7. Resolution of Request	15
8. Health and Safety Support Dashboard Overview:	15
Appendix 1: Health & Safety Request Flowchart	17
Appendix 2: Health & Safety Process Explained	18

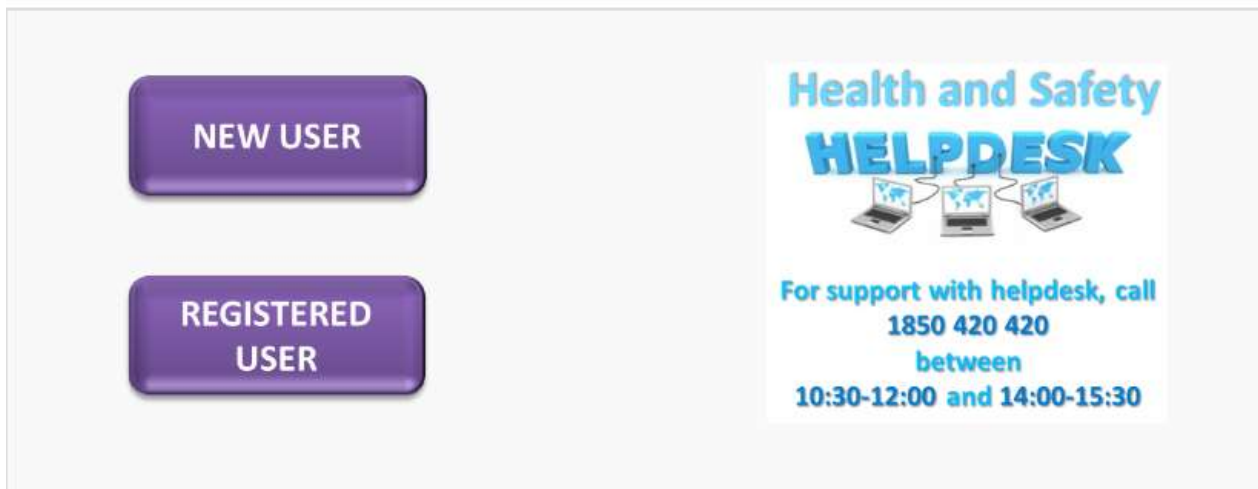
1. Accessing Health & Safety Help Desk:

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



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 your windows logon (this is the username you enter into your computer to open it).

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

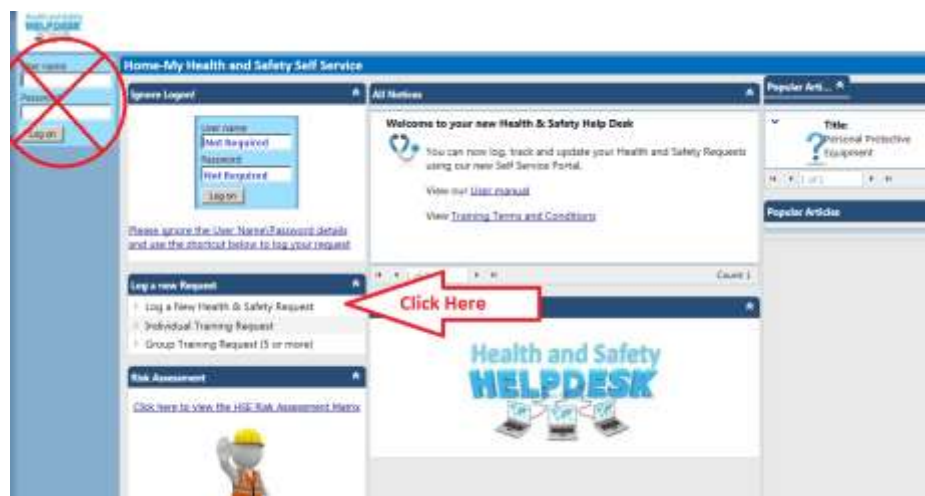
Registered Users:

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:



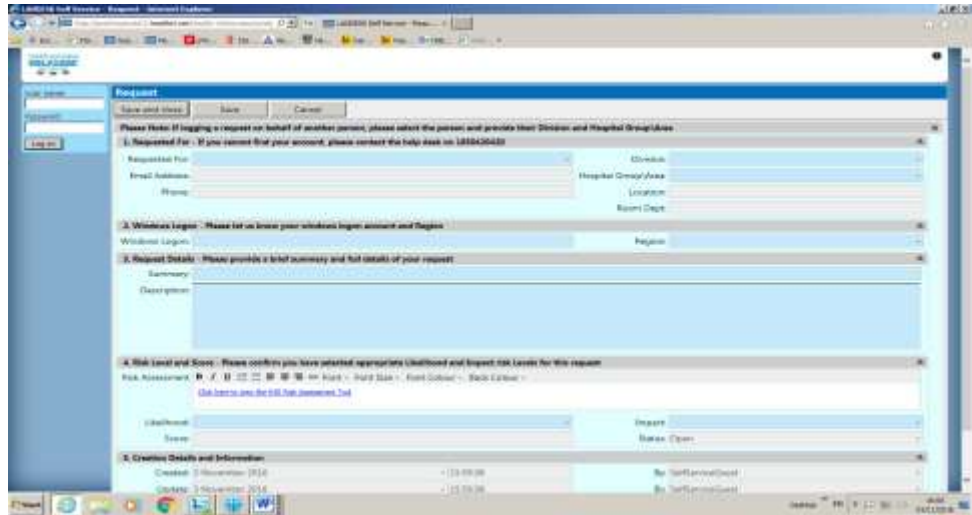
2. How to log a Health and Safety Request:



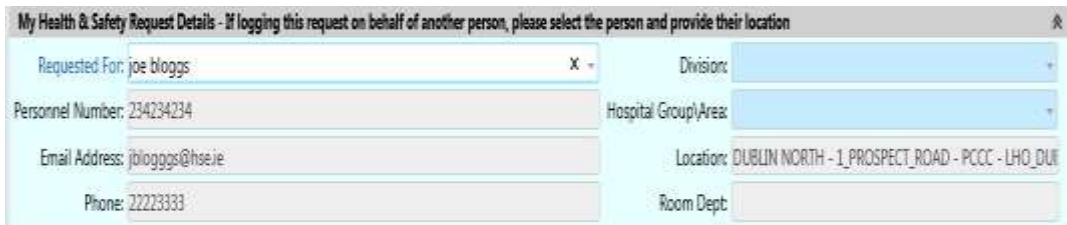
Ignore User name and Password

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.



Section 1:



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.

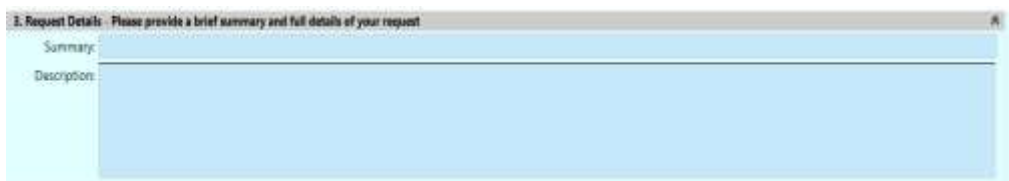
**Section 2:
First Time Customers**



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.

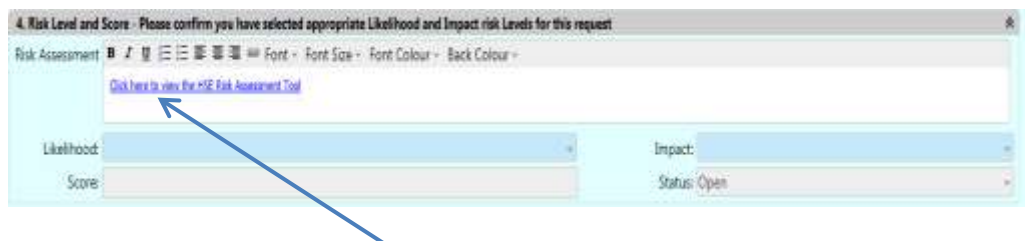
TIP: To access your logon details press; ctrl, alt, delete together and then, click the “lock this computer” button. Your logon domain will be visible on the screen. Press ctrl, alt, delete together again to unlock your computer and input your logon details as indicated above.

Section 3:



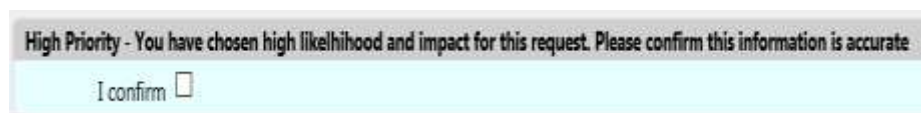
Provide short summary and full details of your request. Please include your contact details if different from Section 1 above.

Section 4:

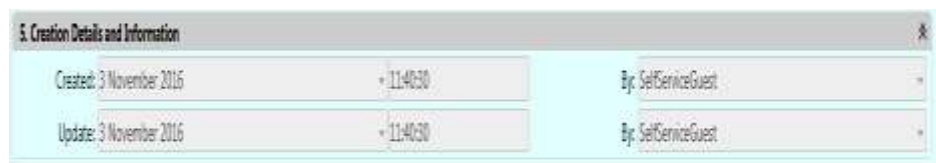


To view the HSE Risk Assessment tool click here as indicated.

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.

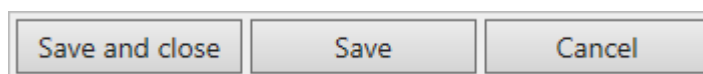


Section 5: This section is for administration purposes only.



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.

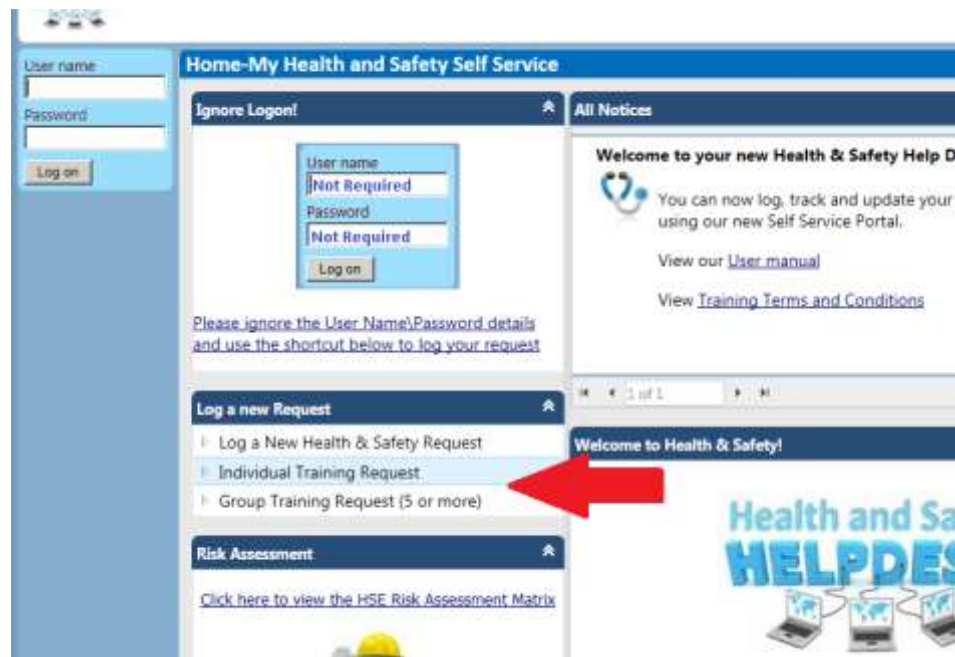
3. How to log a Training Request:

Training request must be logged by a line manager.



Ignore User name and Password

Select either **Individual Training Request** or **Group Training Request**.



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

Individual Training request	Group Training request

Section 1 – Individual/Group:

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

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

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; ctrl, alt, delete together and then, click the “lock this computer” button. Your logon domain will be visible on the screen. Press ctrl, 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:

Complete all sections including every field in the description box.

Terms and Conditions

Terms and Conditions: By sending the Training Request via the helpdesk you are confirming that you agree with the terms and conditions as set out below:

1. All training programmes offered by the HSE Training Team are currently available to HSE employees only.
2. It is the responsibility of the Line Manager to ensure that the training programme being applied for has been identified through a training needs assessment and is appropriate to the needs of the employee attending.

Please confirm the following

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.

4. Request Details - To add attachments, please click "Save and View" button and the "Add Attachment" button will appear in the top left section.

Summary:

Description: **Please ensure you have read the Terms & Conditions**

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

Terms and Conditions: By sending the Training Request via the helpdesk you are confirming that you agree with the terms and conditions as set out below:

1. All training programmes offered by the HSE Training Team are currently available to HSE employees only.
2. It is the responsibility of the Line Manager to ensure that the training programme being applied for has been identified through a training needs assessment and is appropriate to the needs of the employee attending.

Please confirm the following

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:

5. Risk Level and Score - Please confirm you have selected appropriate Likelihood and Impact risk Levels for this request

Risk Assessment Font - Font Size - Font Colour - Back Colour -

[Click here to view the HSE Risk Assessment Tool](#)

Likelihood:

Impact:

Score:

Status: Open

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

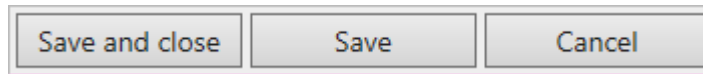
Section 6 - This section is for administration purposes only:

6. Creation Details and Information

Created: 8 August 2017	+ 134438	By: SelfServiceGuest
Update: 8 August 2017	+ 134438	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:

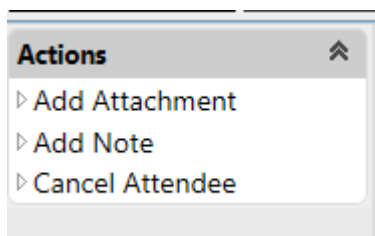


- 1) Save and Close: Save your updated details and close the existing window, this will close your entry for processing
- 2) Save: Save your updated details and keep the window open for additional actions such as adding attachments or notes

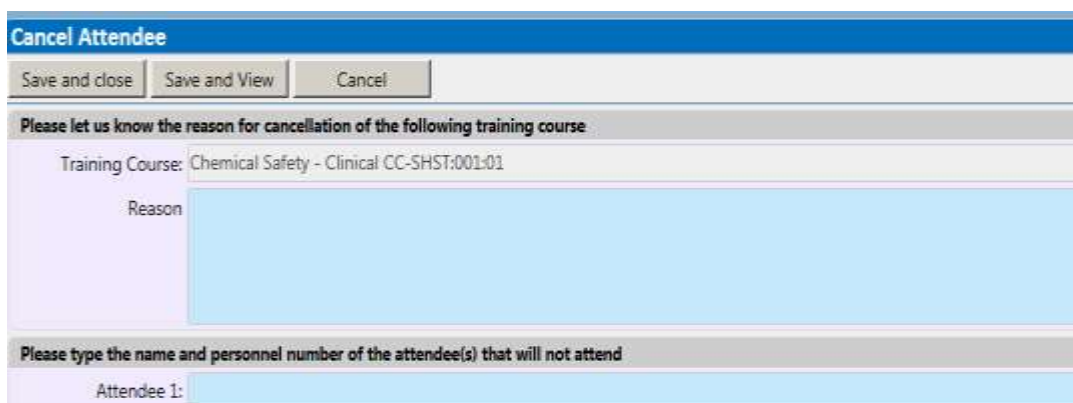
For some training courses you will need to attach previous training certifications to do this follow the “Add Attachment” instructions in the section 5.2.

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.

A screenshot of a web form titled 'Cancel Attendee'. At the top, there are three buttons: 'Save and close', 'Save and View', and 'Cancel'. Below the buttons is a section with the heading 'Please let us know the reason for cancellation of the following training course'. This section contains a label 'Training Course:' followed by the text 'Chemical Safety - Clinical CC-SHST:001:01'. Below this is a label 'Reason:' followed by a large, empty text input area. At the bottom of the form is another section with the heading 'Please type the name and personnel number of the attendee(s) that will not attend'. This section contains a label 'Attendee 1:' followed by an empty text input field.

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:

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.

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 Cancel

Actions

- ▶ Add Attachment
- ▶ Add Note

My Health & Safety Request Details - If

Requested For:

Personnel Number:

Email Address:

Attachment

Save and close Save Cancel

Attachment

Request Ref: Summary:

Attachment Title:

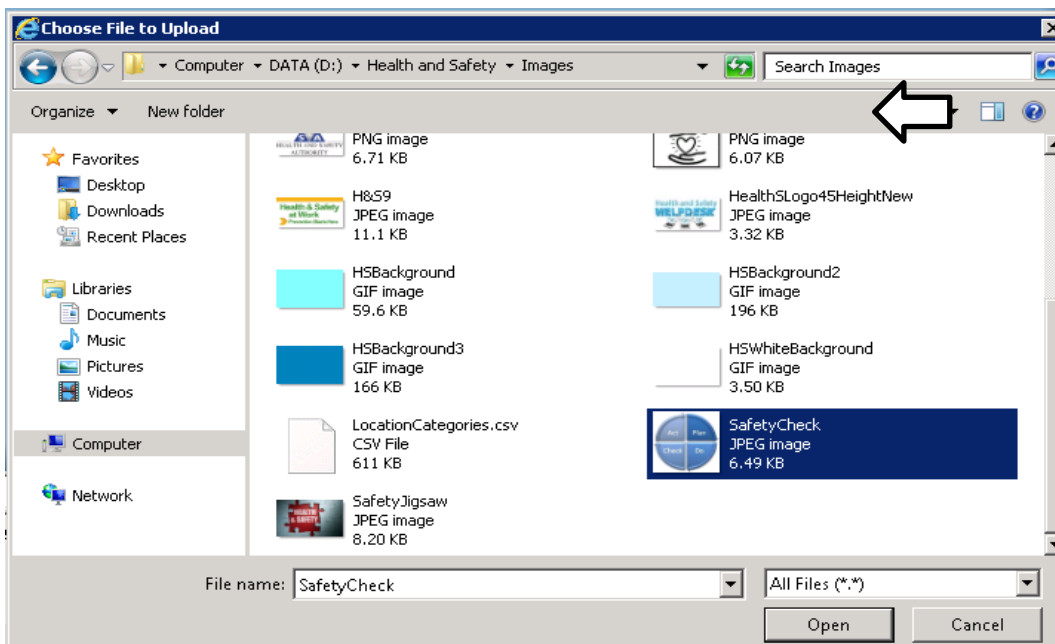
Attachment Document:

Creation Details

Created: By:

Last Update: By:

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

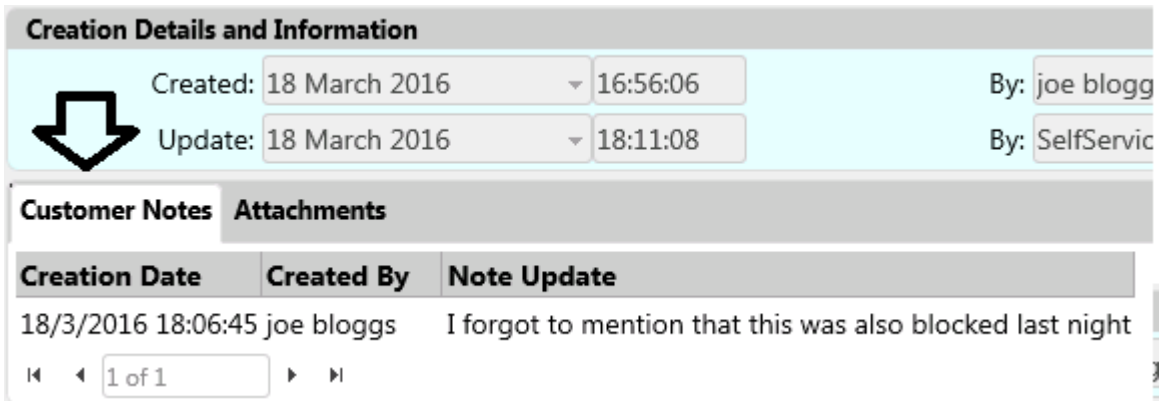


Click **“Save and Close”** to update your request with your attachment.

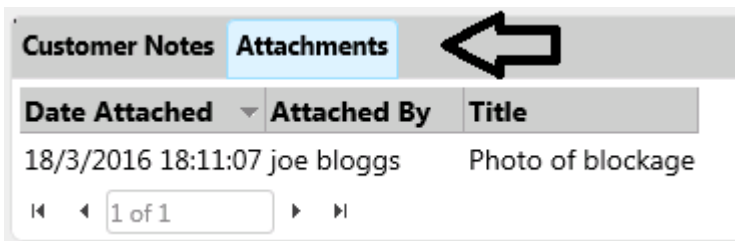
5.3. How to view existing NOTES or ATTACHMENTS:

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

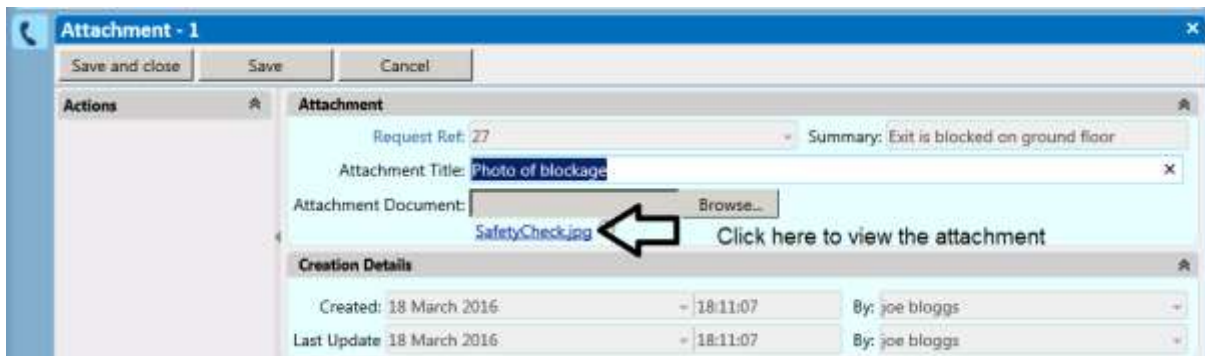
To review existing notes, attachments or any other information, see associated tabs at the **bottom** of the request screen:



Click the corresponding tab to view Attachments



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



6. Notification from Helpdesk & Updating the system:

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

Please do not email hssd.info@hse.ie 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 [clicking here](#). 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: <http://pndchssdweb02.healthirl.net/Health.SafetyDesk>

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/>



2. Select type of user.

3. Select request you want to make: Advice/Training.



4. Complete all fields.

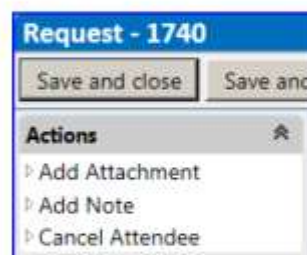
5. "Save and View".

6. Your request number will appear.

7. Once saved, you can
 "Add Attachments" (certs, audit reports etc.),
 "Add Note"
 "Cancel Training".

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

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



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:

