# 2024

# HSE Health & Safety Helpdesk User Guide

Health and Safety user guide for HSE Staff

This document explains Ivanti Service Desk features and functions for logging and tracking Occupational Safety and Health (OSH) requests and Training



ЬЕ	User Guide					
Ref: UG:002:06	RE: HSE Hea	alth & Safety Ivanti	User Guide			
Issue date:	April 2016	Review date:	December 2026			
Author(s):	National Health and Safety Function - Information & Advisory Team					
Note:	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					

# Contents

1.	Acc	essing Health & Safety Helpdesk	2
1	.1	Pre-Requisites	2
1	.2	New Users	2
1	.3	Registered Users	2
1	.4	Update your User Profile	2
1	.5	To view requests	3
2.	How	v to Request OSH Information & Advice	3
3.	How	v to Request OSH Training:	5
4	How	v to Log an OSH Training Request	6
5.	How	v to cancel training for individuals on a training request	7
6	Req	uest Actions – Adding a note or an attachment	8
7	How	v to view existing note or attachment	9
8	Ema	ail Notification and Updates from the Helpdesk	9
9	Res	olution of Request:	9
Арр	pendix	1: Health and Safety Process Explained1	0

#### 1. Accessing Health & Safety Helpdesk

#### 1.1 Pre-Requisites

Health and Safety Helpdesk requires Google Chrome.

#### 1.2 New Users

To register for a user account, please phone the helpdesk on **1800 420 420** (Monday to Friday 10:30am to 12 noon and 2.00pm to 3.30pm).

#### 1.3 Registered Users

If you have made previous requests for advice and support the system will automatically identify you.

#### Access the helpdesk at H&S Helpdesk

#### Home Screen

Health and Safety	Occupational Safety and Health (OSH) Helpdesk * Home							
Joe bloggs • Self Service Home Occupational Safety and Health (OSH) Helpdesk Training Home: OSH Training	To speak to a helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or register for a user account, please phone the helpdesk operator or r	resk on 1800-420 420 Health and Safery Training wetpage.						
Mequests	Click here to request OSH Information and Advice	Click here to request OSH Training						
	Click here to view OSH Helpdesk Manual	View OSH Training Matrix						
	<b>B</b> My Rec	uests						

#### 1.4 Update your User Profile

1.	Select	the	tile	"Update	Your	
User Profile"						



2. Select "*click here to update your details*" Update the details you wish to amend



Hit the "submit and Close" or "Submit and View buttons.



#### 1.5 To view requests

#### 1. Select the tile "My Requests"

2. Current activity and resolved requests can also be viewed.



### 2. How to Request OSH Information & Advice

#### 2.1 Select "Click here to request OSH Information and Advice".



#### Important Information:

• Enter the email address of the "Requestor." If the requestor is registered, user details will appear as prepopulated information.

Health and Safety	€ Request
	Home > Occupational Sality and Health (ISH) Helpfords
Joe bloggs 🔹	
Self Service Fore Acception Service Heart (35-0-Hodes Tearing Home, 10-R Tearing Tearing Home, 10-R Tearing	<ul> <li>* Havait Ma</li> <li>* Viewe 1. Galery, Regional Calabin - Flogging mit insuemon theraif of entrier second, please seems the second explores their counters</li> <li>State second for a</li></ul>
PROPERT	Antopyfacthana Antopyfacthana real-factoryfacthana real-factoryfacthana

- If the user detail does not show please contact the helpdesk on 1800 420 420 for assistance.
- The name entered in the "Requestor" field is the person who will receive all future emails updating them on the request to include the final reply.
- Only one request per query. If a second query is required, another request must be raised.
- Request cannot be submitted until all mandatory fields (marked with \*) are filled in.

#### 2.2 Fill in the required fields.

Health and Safety	€ Request			
	# Home > Occupational Safety and Health (0SH) Helpdesk			
Joe bloggs •				
		Submit and Close	Submit and View	Cancel
Self Service	* Required fields		Expend All	🖂 Collepse All
Home Occupational Safety and Health (OSH) Helpdesk	My Health & Safety Request Details - If logging this request on behalf of another person, please select the person and provide their location			
Training Home: OSH Training	• Request Details - To add attachments, please click 'Save and View' button and the 'Add Attachment' button will appear in the top left section			
Requests	Risk Level and Score - Please confirm you have selected appropriate Likelihood and Impact risk Levels for this request			
	Creation Details and Information			
		Submit and Close	Submit and View	Cancel



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

#### a) Submit and Close b) Submit and View c) Close

Health and Safety	Request     rome - occupational Safety and Health (0510 Helpdesk			
Joe bloggs     Self Service     Hone Occupational Safety and     Heath (DSH) Heighesis     Training Home: OSH Training     Reguests	Review Review     Models Safety Request Details - If logging this request on behalf of another person, please select the person and provide their location     Request Details - To add attachments, please cite: Tawa and Vew' button and the 'Add Attachment' button will appear in the top left section     Reix Level and Score - Please confirm you have selected appropriate Likelihood and Impact risk Levels for this request.     Creanon Details and Informatio	Submit and Close	Submit and View	Cancel In: Collapse All
		Submit and Close	Submit and View	Cancel

- Submit and Close. The request details are saved and existing window will close. A Request
  number will be generated. An email with the request details will be sent to the requestors email
  to include the request number. This number must be used as a reference for future contact with
  the helpdesk. The request will automatically be sent to Health and Safety Helpdesk personnel
  for review.
- Submit and View. The request details are saved and the window remains open for additional actions such as adding attachments or notes (see section 6). Request number can be viewed on the top of screen.

Health and Safety	(	🕑 Request - 1625	C	
		Home > Occupational Safety an	d Healt	h (OSH) Helpdesk > My Requests Self Service > Request ~ 16250
Joe bloggs		Actions	<	
Salf Service		Actions		
Self Service		Add Attachment	-	r Required fields
Home Occupational Safety and Health (OSH) Helpdesk		Add Note		<ul> <li>My Health &amp; Safety Request Details - If logging this request on behalf of another person, please select the person and provide their location</li> </ul>
Training Home: OSH Training				Requested For: *
Requests				Joe bloggs

• **Cancel**. The request details are cancelled and exiting window closes.

### 3. How to Request OSH Training:

#### 3.1 Select "Training Home: OSH Training Requests."

Health and Safety	Training Home. OSH Training Requests     Training from: OSH Training Requests	
Joe bloggs      Self Service      Home Occupational Safety and     Health (OSH) Helpdool      Training Home: OSH Training     Requests	First Aid Responder (FAR) and Refresher (FARB) Training	SS Manual Handling Instructor (MHI) and Refresher (MHIR) Training
	People Handling Instructor (PHI) and Befreisher (PHIII) Training	Safety Representative Training
	OSH Training available on HSeLanD  Managing stated of a data in International Managinal Agent Nazarda	Chick here for HSeLanD

#### Important Information:

- Training requests must be logged by a line manager/training coordinator.
- Enter the email address of the line manager/training coordinator. If the requestor is registered, user details will appear.

-	
Health and Safety	€ Request
	Home + Comparisonal Salmy and Health (ISS-) Heppense
Joe broggs	
Self Service None Occupational Safety and	<ul> <li>* teal window</li> <li>* Wy Hearth 5 Safety Request Details - If opging this request on benafilial short-arrive son, please select the serior and provide their location</li> </ul>
Health (DS-1)-Helphesk Training Home: DSH Training Requests	Den antici fair +
	Intel Allego 5 Transformation politic grade more

- If user detail does not show please contact the helpdesk on 1800 420 420 for assistance.
- The name entered in the "Requestor" field (i.e. the line manager/training coordinator) is the person who will receive all future emails updating them on the request to include the final reply.
- Only one request per training course. If a different OSH training course is required, a new request must be raised.
- Request cannot be submitted until all mandatory fields (marked with \*) are filled in.

The National Health and Safety Function provide 7 OSH training modules. Additional OSH training is available through HSeLanD.

- 1) First Aid Responder (FAR) and Refresher (FARR)
- 2) Manual Handling Instructor & Refresher Training
- 3) People Handling Instructor & Refresher Training
- 4) Safety Representative Training
- 5) OSH Training on HSeLanD
- 6) HSeLanD



#### How to Log an OSH Training Request 4

4.1 Select the training type requested e.g. First Aid Responder (FAR).

Health and Safety	Training: First Aid Training Requests     Home > Training Home: OSH Training Requests > Training. First Aid Training Requests	
Joe bloggs •	Â	0
Self Service	First Aid Responder (FAR) Training	First Aid Responder Refresher (FARR) Training
Home Occupational Safety and Health (OSH) Helpdesk		
Training Home: OSH Training Requests		

- 4.2 The form typically opens in the expanded view but can be collapsed to view in its entirety4.3 Fill in the required fields. Each field can be expanded or collapsed4.4 Hit "Submit and Close" or "Submit and View." (see 2.4)

Health and Safety	€ Request	
	Home > Training Home: OSH Training Requests > Training: First Aid Training Requests	
Joe bloggs •		Submit and Close 3 Submit and View Cancel
Self Service	Required fields	Expend Alt Collapse All
Home Occupational Safety and Health (OSH) Helpdesk	Criteria 2	
Training Home: OSH Training Requests	Please confirm the following     1.	
	▶ <u>2</u> . ▶ 3.	
	▶ 4. ▶ 5	
	▶ 6.	
	► 7. ► 8.	
	▶ 9. ▶ 10.	
	▶ 11. ▶ 12	
	Applicant Details	
	<ul> <li>Service Details</li> <li>Risk Level and Score - Please confirm you have selected appropriate Likelihood and Impact risk Levels for this request</li> </ul>	
	Current Assignment and Status Details     Creation Details and Information	
		Submit and Close <sup>3</sup> Submit and View Cancel

## 5. How to cancel training for individuals on a training request

5.1 Go to My Requests on the Home Page and select the request that to you wish to cancel/remove individuals from the training request.

Health and Safety	My Request     Home > Occupational Sa	S Self Service fety and Health (OSH) Help	idesk > My Reques	sts Self Service						
Joe bloggs 🔹	My Current Activ	ity								Ċ.
elf Service	Reference Number	Creation Date	Requested For	Status	Title	Service	Impact	Risk Likelihood	Score	 My Resolved Requests
Home Occupational Safety and Health (OSH) Helpdesk	16250	4/12/2024 12:57:05	Joe bloggs	Awaiting Classification	test		Negligible	Rare/Remote	1	Click here to view your resolved tickets
Training Home: OSH Training Requests	Items: 1									

5.2 Go to Actions on the left-hand side of the Request and select Cancel Attendee



#### 5.3 Fill in the required fields.

Health and Safety	Request - 16256     Home > Occupational Safety and H	/ Cancel Attendee leakh (05H) Helpdesk » Training Home: 05H Training Requests » Training: First Ald Training Requests » Request - 16256			
Joe bloggs	Actions		Submit and Close 2	Submit and View	Cancel
Self Service Home Occupational Safety and Health (OSH) Helpdesk Training Home: OSH Training Requests	There are no actions available.	Required fields     Please let us know the reason for cancellation     Please type the name and personnel number of the attendee(s) that will not attend     If replacement staff member(s) will attend this training, please let us know the staff members name work ema     Creation Details	il and work address be	Expand All	
			Submit and Close	Submit and View	Cancel

5.4 Hit "Submit and Close" or "Submit and View."

#### 6 Request Actions – Adding a note or an attachment

Actions appear in the left-hand column of the Request window.

**Please Note:** The Actions column only becomes available by clicking the **"Submit and View"** button, submitting your request details. Actions will not be available before a Request has been submitted.

Health and Safety	Request - 16256     * Home
Joe bloggs • Self Service	Actions
Home Occupational Safety and Health (OSH) Helpdesk Training Home: OSH Training Requests	Add Note Cancel Attendee

#### 6.1 Adding a Note

- 1. To add a note to a Request, select the "Add Note" action from the "Actions" list:
- 2. The note window appears and update details can be added to the note section.
- 3. Hit "Submit and Close" or "Submit and View" to submit your note.
- 4. Upon submitting of the note window, details entered will be automatically emailed to the Health and Safety Helpdesk.

Health and Safety	• Request - 16256 /	Note	
	# Home > Occupational Safety and He	alth (OSH) Helpdesk > My Requests Self Service > Request - 16256	
Joe bloggs •	<	Submit and file	se Submit and View Cancel
Self Service Home Occupational Safety and	ACTIONS There are no actions available.	▼Note	Expand All Expand All
Training (Usr) religious Training Home: OSH Training Requests		Note Details B / ビ ◆ TI- 59 冬 道 語 離- の 	

#### 6.2 Adding an Attachment

You may need to add an attachment (e.g. 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.

- 1. To add a note to a Request, select the "Add Attachment" action from the "Actions" list:
- 2. The attachment window appears to add document.
- 3. Hit "Submit and Close" or "Submit and View" to submit your note.
- 4. Upon submitting of the note window, details entered will be automatically emailed to the Health and Safety Helpdesk.

Health and Safety MELPDESK	Request - 1625	6 / Attachment		
	· ····································	a name (only neglicies is my neglicies and partice is neglicies routine		
Joe bloggs •	Actions	< Submit and Close	Submit and View Cance	1
Self Service Home Occupational Safety and	There are no actions available.	* Required fields	🗄 Expand All 📃 College	e Al
Health (OSH) Helpdesk		✓ Attachment		
Training Home: OSH Training Requests		Request Ref: 16256 Summary		
		First Ald Responder (FAR)		
		Attachment Title: * 1		
		Attachment Document: * Choose Files No file chosen		

#### How to view existing note or attachment 7

- 7.1 Select request to review (see section1.5).
- 7.2 Select Collapse all
- 7.3 Select the area to view

Health and Safety	• Request - 1	6256		
	Home > Occupational S	iafety and Health (OSH) Helpdesk > My Requests Self Service > Request - 16256		
Joe bloggs +	Actions	< Submit and Clos	Submit and View	Cancel
Home Occupational Safety and Health (OSH) Helpdesk Training Home: OSH Training Requests	Add Note Cancel Attendee	<ul> <li>My Health &amp; Safety Request Details - If logging this request on behalf of another person, please select the person and provide the</li> <li>Request Details - To add attachments, please click "Save and View" button and the "Add Attachment" button will appear in the top</li> <li>Risk Level and Score - Please confirm you have selected appropriate Likelihood and Impact risk Levels for this request</li> <li>Creation Details and Information</li> </ul>	r location left section	
		Submit and Clos  Customer Notes (1)  Attachments (1)	Submit and View	Cancel

#### Email Notification and Updates from the Helpdesk 8

Once a request has been submitted you will receive a confirmation email from the system through hssd.info@hse.ie with the details of your request and your unique request reference number.

Note: do not reply to or email hssd.info@hse.ie as it is not a monitored email account.

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

Your Health and Safety Request 16059					
roline,					
ou for contacting view or update y	the National Health and Safety Help Desk. Request 16059 has been assigned to the Information and Advice Team\ who will be in contact sho our request or <u>clicking here.</u> Denils of this request are as follows:				
Caroline Fyffe	Request Number R:16059 - Status In Progress Date Logged: 15/11/2024 10:29:0				
Contact Number	& Location: Phone: 0 -				
Service Request	ed: Test				
Summary: Test					
Description:					

Should you wish to contact the National Health and Safety Helpdesk, regarding this request then please quote your Request Number 16059 Regards, The National Health & Safety Function (NHSF) Website: <u>http://pudchasdweb02.healthinl.net/Health.SafetyDesk</u> Phone: 1800 420 420 (10:30-12:00 and 14:00-15:30)

Hello Than You

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

#### 9 **Resolution of Request:**

Updates and resolutions to your requests will be sent via email notifications through hssd.info@hse.ie.

If your request is resolved by the NHSF and you are not satisfied with the resolution details, you can add a note to your request to seek further clarification or you can contact the helpdesk on 1800 420 420 (Monday - Friday 10.30am - 12pm and 2pm to 3.30pm) for further assistance.

# Appendix 1: 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 six specific statuses to identify what stage in the Health and Safety lifecycle the request is located:

