2026

HSE Health & Safety Ivanti Helpdesk User Guide

User Guide

Title	HSE Health & Safety Ivanti Helpdesk User Guide		
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Note	This document explains Ivanti Service Desk features and functions for logging and tracking Occupational Safety and Health (OSH) requests and Training		

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1. Accessing Health & Safety Helpdesk

1.1 Pre-Requisites

Health and Safety Helpdesk require Microsoft Edge or Google Chrome to operate.

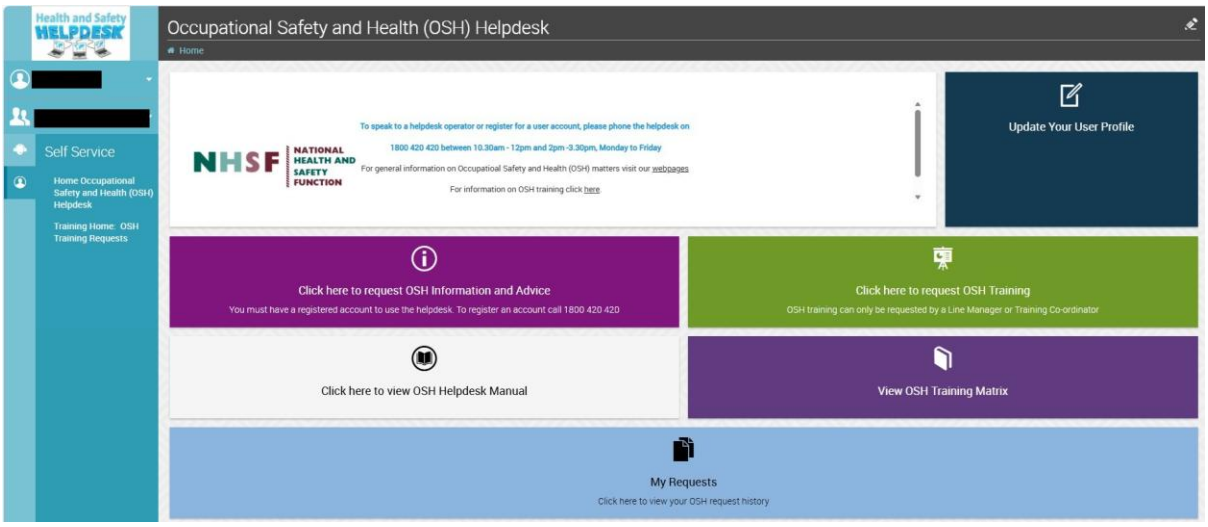
1.2 New Users

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 here.

1.4 Home Screen

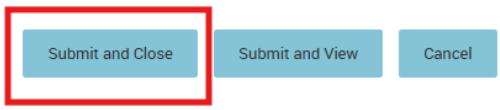


1.5 Update your User Profile

Select the tile **"Update User Profile"**

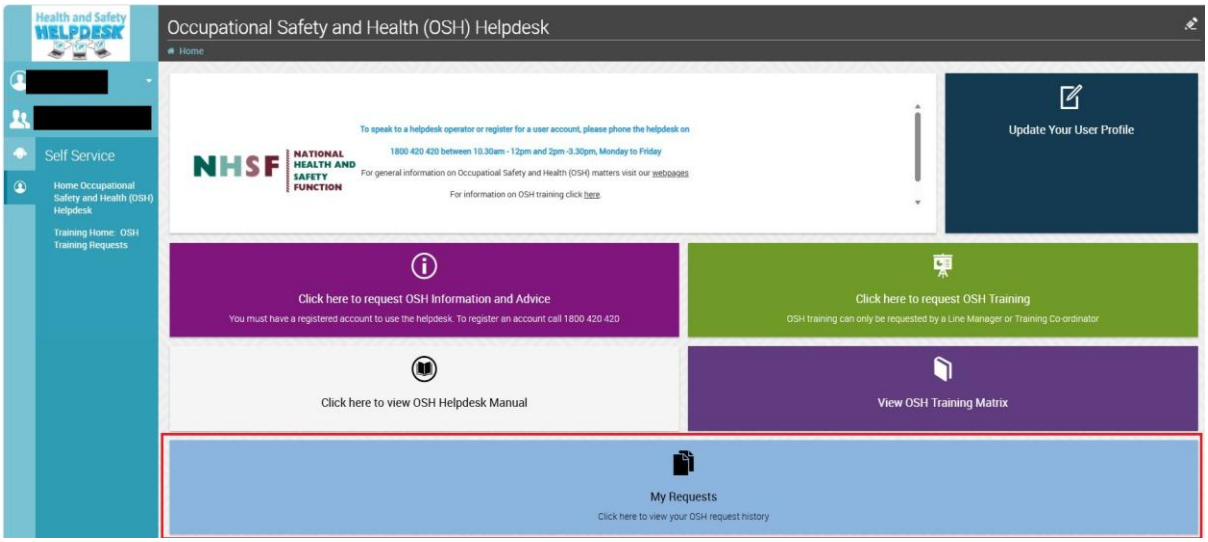
Select ***"click here to update your details"***
Update the details you wish to amend

Hit **"Submit and Close"**



1.6 To View Requests

i. Select the tile **"My Requests"**
ii. Current activity and resolved actions can also be viewed



2. How to request OSH Information and Advice

2.1 Select the tile **"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 pre-populated information.

- 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.

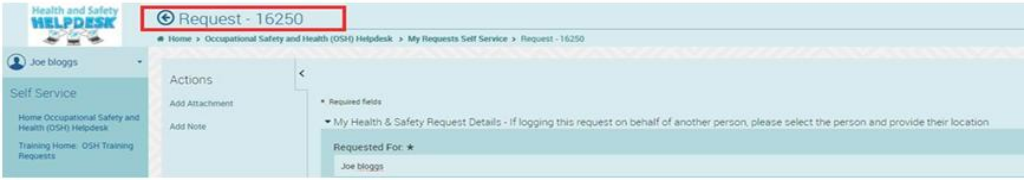
2.2 Fill in the required fields.

2.3 The form can be expanded or collapsed. The form typically opens at expanded view.

2.4 At the top of the request screen there are three action buttons.

- Submit & Close
- Submit & View
- Cancel

- **Submit and Close:** the requested details are saved and existing window will close. A request number will generate. An email with the request details will be sent to the requestor's 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 & Safety Helpdesk personnel for review.
- **Submit & 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 at the top of the screen.



- **Cancel:** the request details are cancelled and existing window closes.

3. How to Request OSH Training

Select “Training Home: OSH Training Requests”.

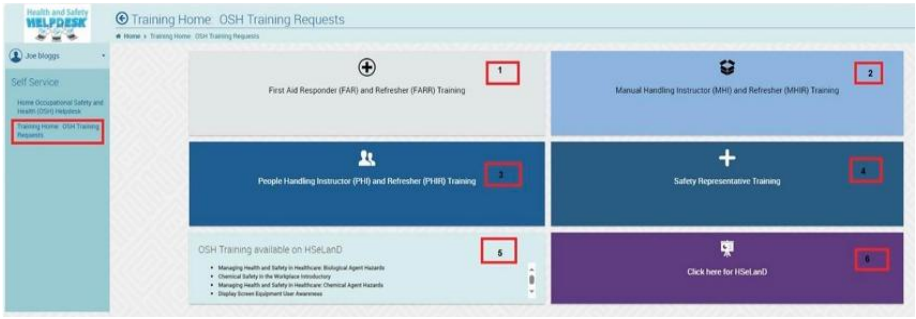
Important Information:

- 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.

- 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 several OSH training modules with additional online OSH training available through HSeLanD.

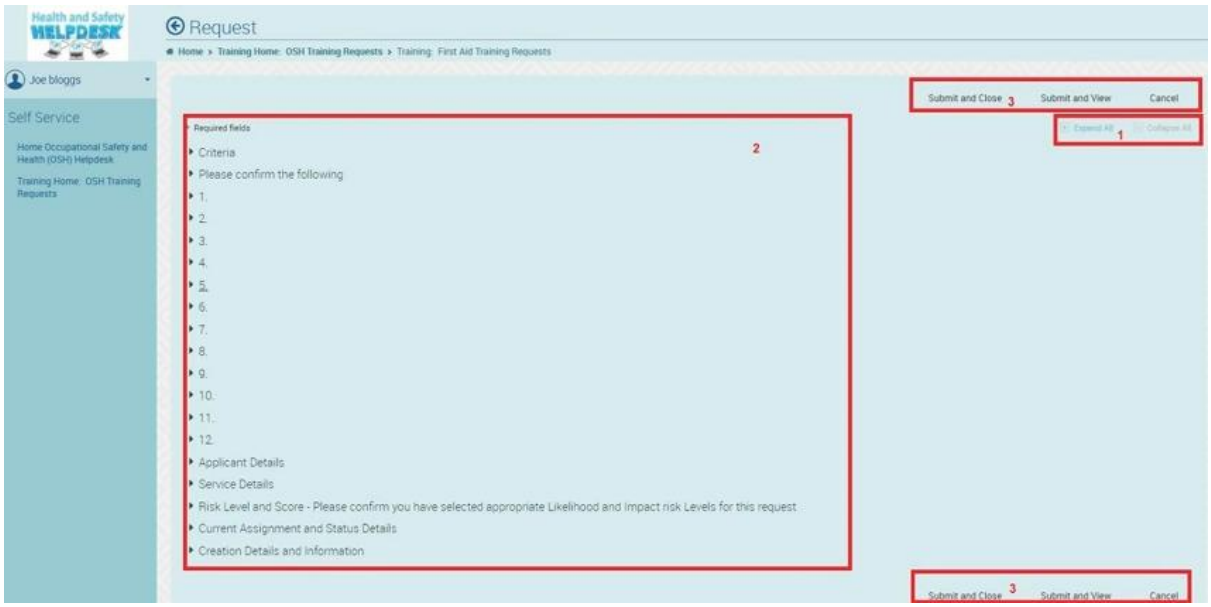
1. First Aid Responder (FAR) and Refresher (FARR)
2. Manual Handling Instructor & Refresher Training
3. People Handling Instructor & Refresher Training
4. Safety Representative Training
5. OSH Training on HSeLanD
6. HSeLanD



4. How to Log an OSH Training Request

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

4.2 The form typically opens in the expanded view but can be collapsed to view in its entirety.
4.3 Fill in the required fields. Each field can be expanded or collapsed.
4.4 Hit **"Submit and Close"** or **"Submit and View"** (see 2.4).

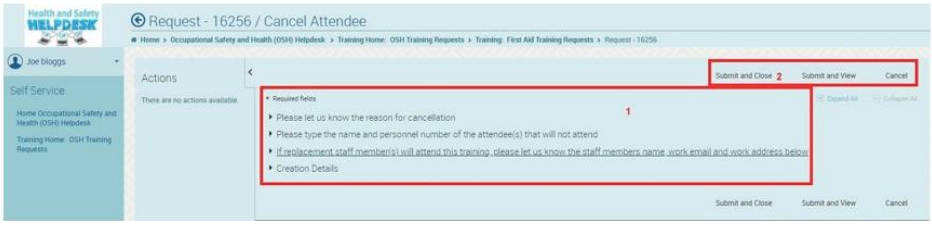


5. How to cancel training for individuals on a training request

5.1 Go to My Requests on the home page and select the request you wish to cancel/remove individuals from.

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

5.3 Fill in the required fields.

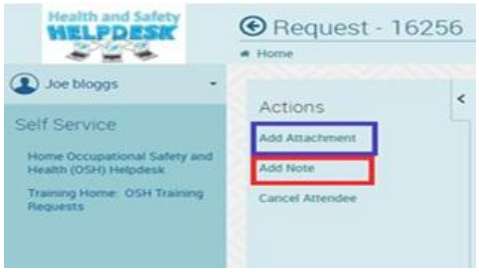


5.4 Hit "**Submit and Close"** or **"Submit and View"**.

6. Request Actions – Adding a Note for an Attachment

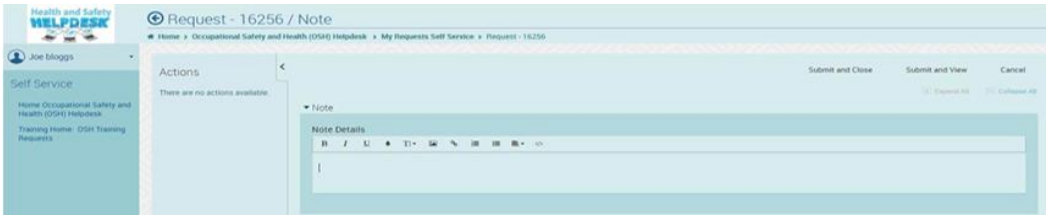
Actions appear in the left-hand column of the Request window.

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.



6.1 Adding a Note

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



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.

i. To add a note to a Request, select the **"Add Attachment"** action from the **"Actions"** list.
ii. The attachment window appears to add document.
iii. Hit **"Submit and Close"** or **"Submit and View"** to submit your note.
iv. Upon submitting of the note window, details entered will be automatically emailed to the Health and Safety Helpdesk.

7. How to view an existing Note or Attachment

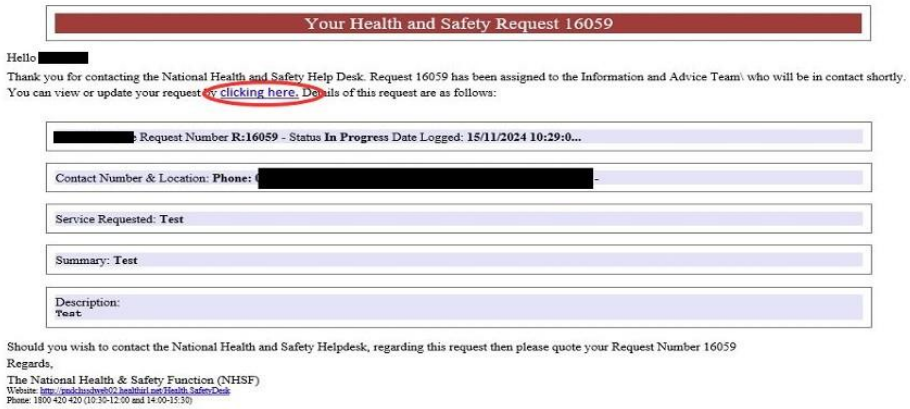
i. Select request to review (see section1.6).
ii. Select Collapse all.
iii. Select the area to view

8. Email Notification and Update from the Helpdesk

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

Hello [redacted]

Thank you for contacting the National Health and Safety Help Desk. Request 16059 has been assigned to the Information and Advice Team\ who will be in contact shortly.
You can view or update your request by clicking here. Details of this request are as follows:

[redacted]: Request Number **R:16059** - Status **In Progress** Date Logged: **15/11/2024 10:29:0...**

Contact Number & Location: **Phone:** [redacted]

Service Requested: **Test**

Summary: **Test**

Description:
Test

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: http://pslchssdweb02.healthlan1.net/Health.SafetyDesk
Phone: 1800 420 420 (10:30-12:00 and 14:00-15:30)

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 & 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:

Open: The default status before you have saved your request

Awaiting Classification: When you save your Request, the initial status is automatically set to "Awaiting Classification". Your Request will remain at this status until it has been reviewed by a Health and Safety Advisor.

In Progress: When a member of Health and Safety has reviewed your Request and assigned an Advisor, the status is "In Progress". Most of the work carried out by Health and Safety will be during this status phase.

With Customer: In the event that Health and Safety require more information from you, the status will be updated to "With Customer". Any Health and Safety Requests at this status will be identified on your dashboard

Further Info Required: Following review by a Health and Safety Advisor, if your Request requires involvement or information from an external department, the status of your Request will be "Further Info Required".

Resolved: When your request has been resolved, you will have the ability to submit a survey based on your satisfaction and experience