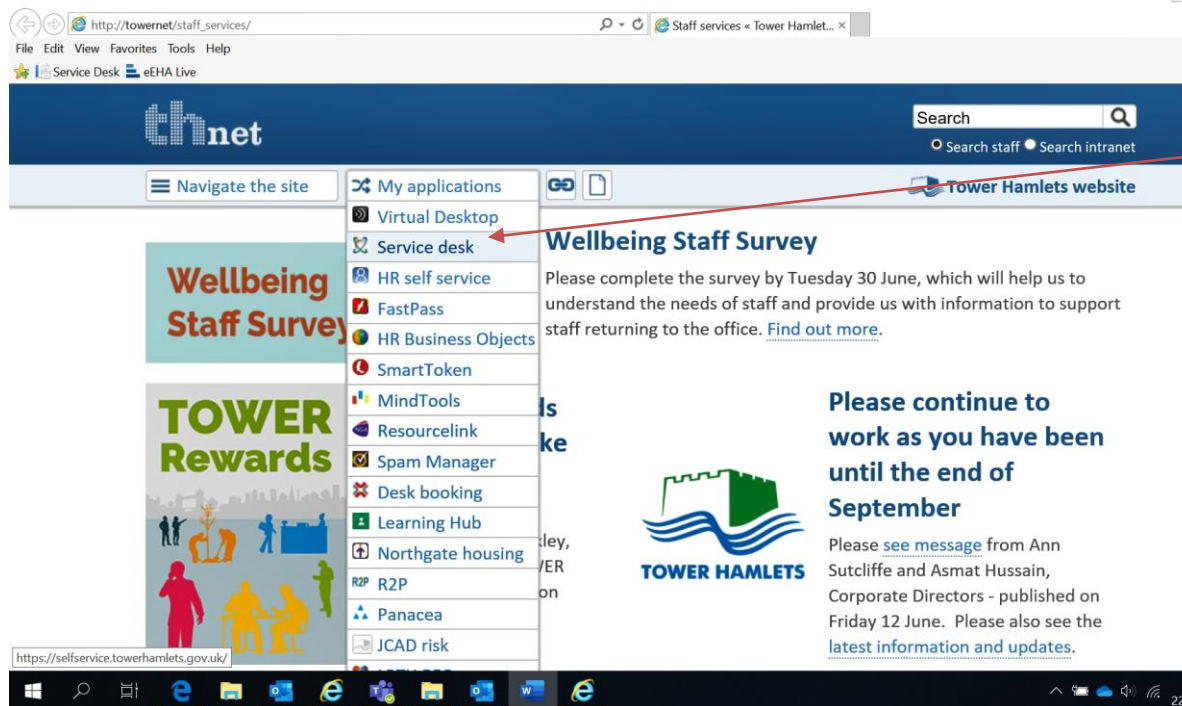# eEHA Online Service Request Instructions

eEHA Self Service Reporting

You can now raise a request online for the anything related to the eEHA system via the Service Desk on the intranet. Please follow the instructions below to guide you to raise the request.

Please go to the homepage of the **Intranet (http://towernet/staff_services/)** and select the **Service Desk** option **on My Applications tab** as shown on the screen shot image below:
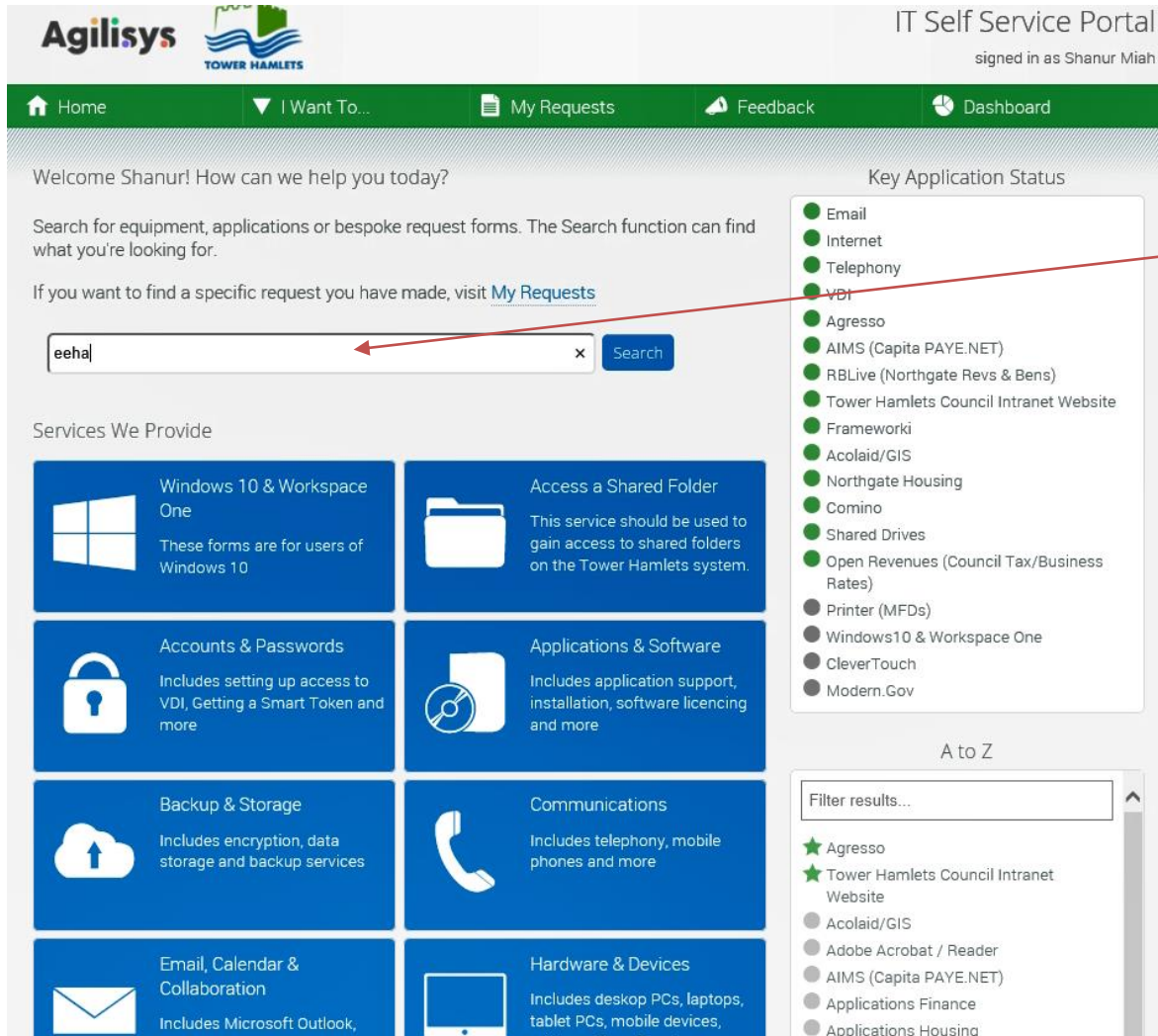

From the 'My Applications' Tab select the 'Service Desk' option.

Shanur Miah – MIS Data Quality Officer
Early Help IT Service Desk Tel: 020 7364 6238 |Email: EarlyHelpIT@towerhamlets.gov.uk

eEHA Online Service Request Instructions

You will be then taken to the service desk homepage.

This is a screenshot image showing the service desk homepage. Type eEHA into search criteria and click search.

Type eEHA into search box here and click search button.

eEHA Online Service Request Instructions

You will be presented with following screen giving you 2 options with forms:

1. Children's Information System (CIS) – eEHA: Use this form for all **general enquiries** such as password resets, case access requests.
2. Children's Information System (CIS) – Change Request – QES (eEHA): Use this form for **exceptional requests** such as deleting an assessment

Click and Select the appropriate form as required

eEHA Online Service Request Instructions

Below is what the screen looks like for Children's Information System (CIS) – eEHA: This form is used for more general queries and request and usually actioned by the Early Help IT team with 24 hours.

This is the link to the form: https://selfservice.towerhamlets.gov.uk/Forms/DynamicForms/eEHA-LBTH

Fill in the form with as much information as possible and submit your request.

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eEHA Online Service Request Instructions

Below is what the screen looks like for Children's Information System (CIS) – Change Request – QES (eEHA): This form is for exceptional use only and typically for longer term Change requests or errors with the system.

This is the link to the form: https://selfservice.towerhamlets.gov.uk/Forms/DynamicForms/ChangeRequest-QESeEHA-LBTH

Fill in the form with as much information as possible and submit your request

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