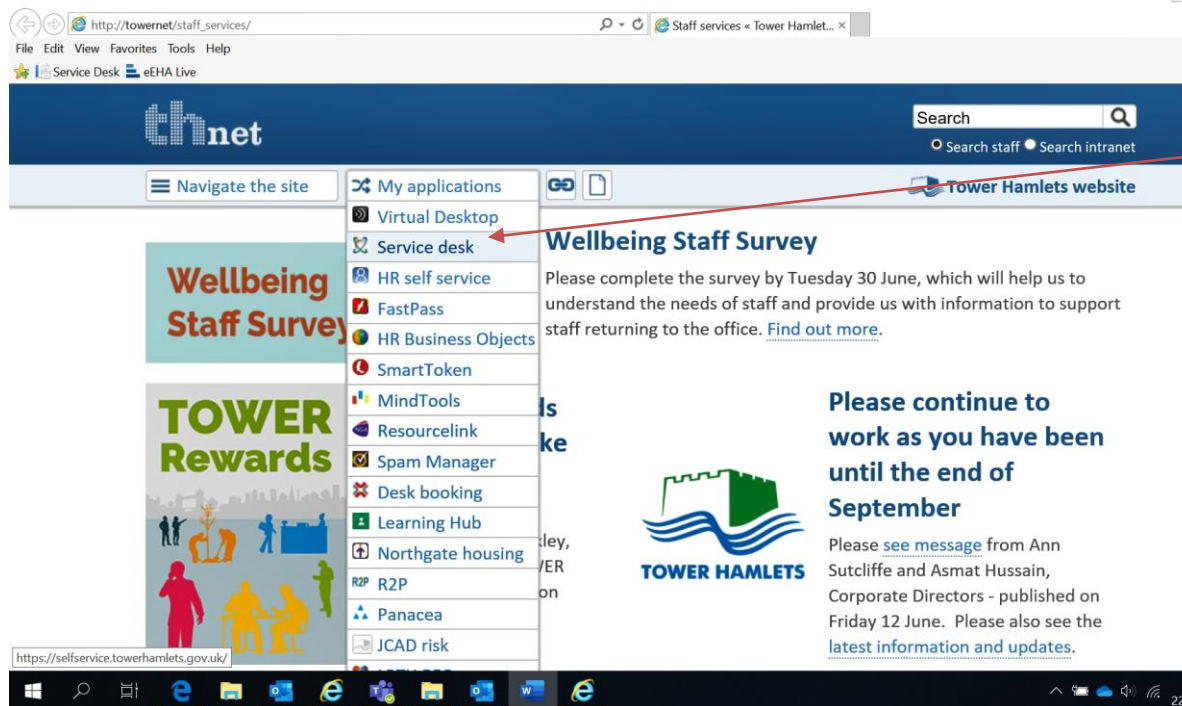


# eEHA Online Service Request Instructions

## eEHA Self Service Reporting

You can now raise a request online for 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/](http://towernet/staff_services/))** and select the **Service Desk** option **on My Applications tab** as shown on the screen shot image below:

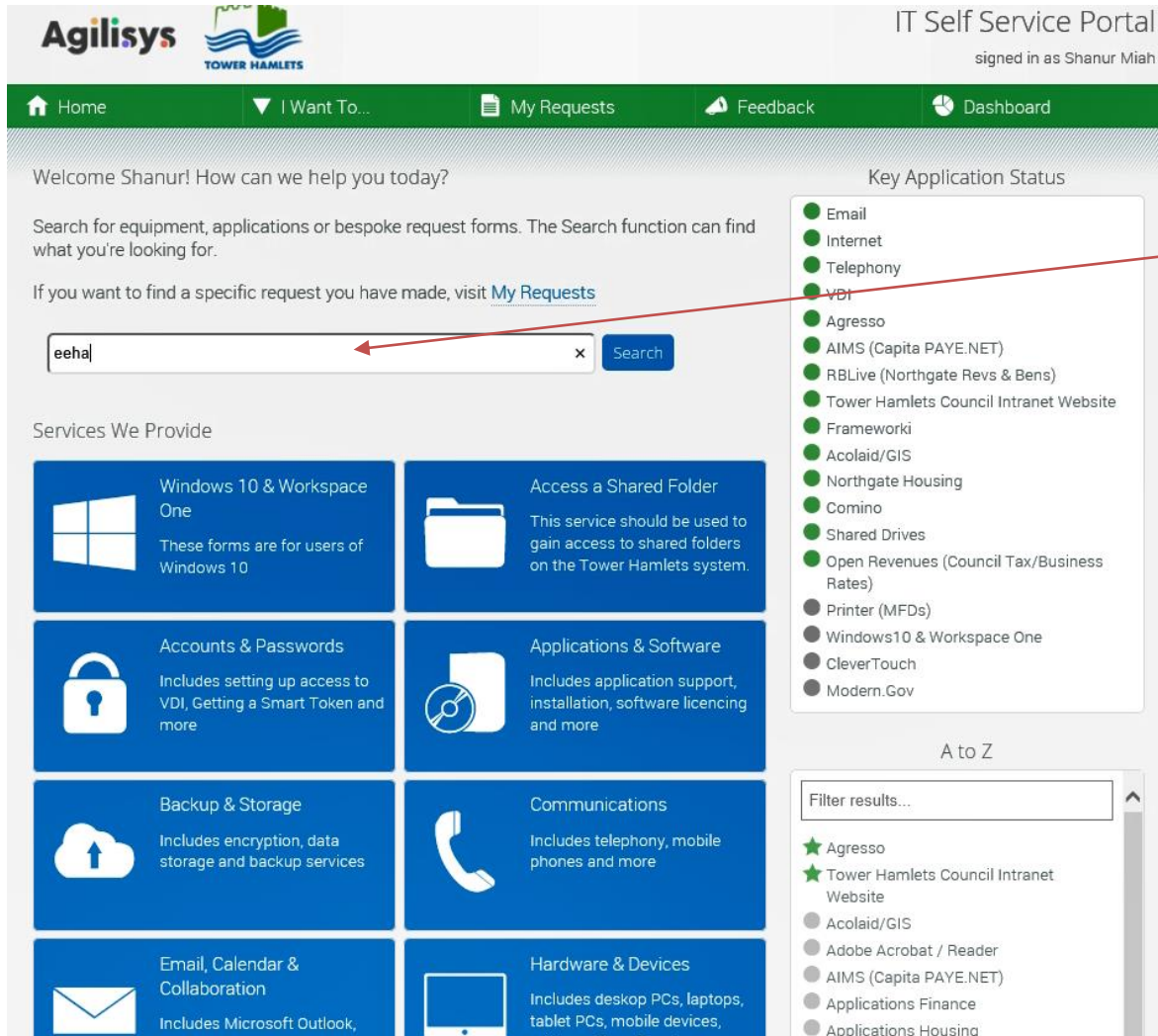


From the 'My Applications' Tab select the 'Service Desk' option.

# 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

The screenshot shows the 'IT Self Service Portal' interface. At the top, there is a navigation bar with 'Home', 'I Want To...', 'My Requests', 'Feedback', and 'Dashboard'. The main content area is divided into two columns. The left column contains a 'Search Self Service' section with a magnifying glass icon, a search input field containing 'eeha', and a 'Search Self Service' button. The right column contains two sections: 'Matching Services' and 'Matching Custom Forms'. The 'Matching Services' section has a gear icon and states: 'The search returned no matching results for services. If the application or service you are looking for is referred to by different names, please try searching again with a different search term.' The 'Matching Custom Forms' section has a document icon and states: 'Bespoke forms that most closely match the search criteria are displayed below.' Below this, there are two buttons: 'Children Information Systems (CIS) - eEHA' and 'Children Information Systems (CIS) - Change Request - QES (eEHA)'. At the bottom of the page, there is a message: 'If you cannot find the service or form you are looking for please try searching again with different criteria, or you can [submit a Generic Request Form](#).'

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>

Agilisys TOWER HAMLETS IT Self Service Portal signed in as Shanur Miah

Home I Want To... My Requests Feedback Dashboard

eEHA ★ Add

We endeavour to complete requests of this type within 6 working days

Please select the type of request you wish to submit \*

- Access Issue
- Information & Guidance
- SIP
- Password Reset
- Technical Error
- Training
- User Error

Please provide the Case ID (if applicable or known)

Please provide the details of this request \*

Submit Request

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

# 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>

Change Request - QES (eEHA) ★ Add

We endeavour to complete requests of this type within 6 working days

Systems/Applications \*

Reason for Change \*

- Issue Resolution / Fix
- Legislative / Statutory
- Security
- Business Process Change
- Application Process Change
- Aesthetic
- Other (please state)

If you selected "Other", please state below

Description of Change \*

Target Date \*

Please provide the Line Manager details \*

Please note: we may contact you for further information regarding your request

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