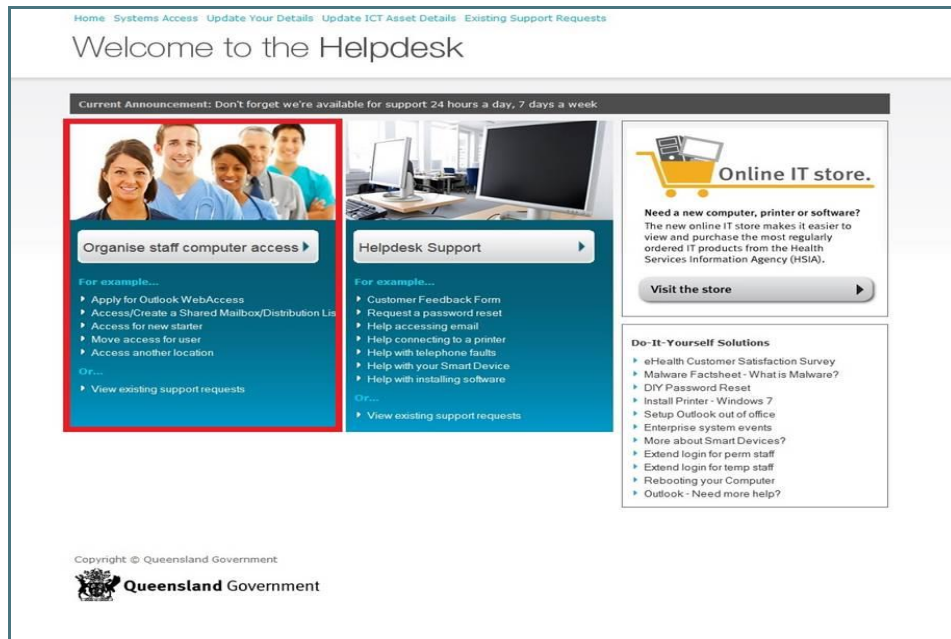


Applying for Rapid Access (RAWS or Tap-on/Tap-off):

Access queries for tap on/tap off which is officially called RAWS, go through the normal IT request process through the online self service centre or by calling 1800 198 175

Be aware that this request will need line manager approval as there is an ongoing cost involved.

Applying for RAWS or Tap on Tap off access:



Home Systems Access Update Your Details Update ICT Asset Details Existing Support Requests

Welcome to the Helpdesk

Current Announcement: Don't forget we're available for support 24 hours a day, 7 days a week

Organise staff computer access

For example...

- Apply for Outlook WebAccess
- Access/Create a Shared Mailbox/Distribution List
- Access for new staffer
- Move access for user
- Access another location

Or...

- View existing support requests

Helpdesk Support

For example...

- Customer Feedback Form
- Request a password reset
- Help accessing email
- Help connecting to a printer
- Help with telephone faults
- Help with your Smart Device
- Help with installing software

Or...

- View existing support requests

Online IT store.


Need a new computer, printer or software?
The new online IT store makes it easier to view and purchase the most regularly ordered IT products from the Health Services Information Agency (HSIA).

[Visit the store](#)

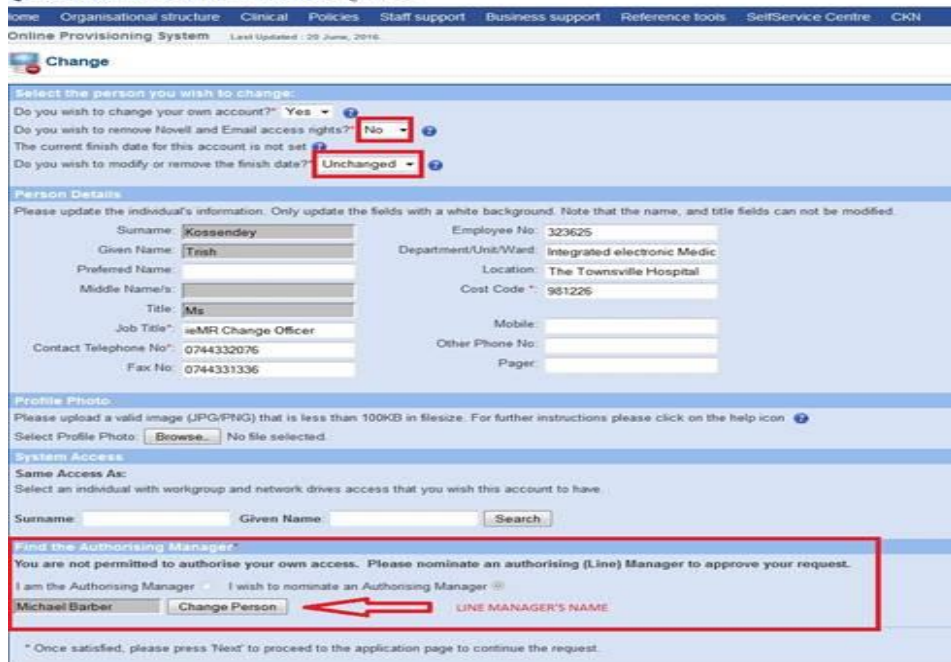
Do-It-Yourself Solutions

- e-Health Customer Satisfaction Survey
- Malware Factsheet - What is Malware?
- DIY Password Reset
- Install Printer - Windows 7
- Setup Outlook out of office
- Enterprise system events
- More about Smart Devices?
- Extend login for perm staff
- Extend login for temp staff
- Rebooting your Computer
- Outlook - Need more help?

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Queensland Health intranet QHEPS



Home Organisational structure Clinical Policies Staff support Business support Reference tools SelfService Centre CKN

Online Provisioning System Last Updated : 20 June, 2016

Change

Select the person you wish to change:

Do you wish to change your own account? Yes

Do you wish to remove Novell and Email access rights? No

The current finish date for this account is not set

Do you wish to modify or remove the finish date? Unchanged

Person Details

Please update the individual's information. Only update the fields with a white background. Note that the name, and title fields can not be modified.

Surname: Kossendey	Employee No: 323625
Given Name: Trish	Department/Unit/Ward: Integrated electronic Medic
Preferred Name:	Location: The Townsville Hospital
Middle Name/s:	Cost Code: 981226
Title: Ms	Mobile:
Job Title: ieMR Change Officer	Other Phone No:
Contact Telephone No: 0744332076	Pager:
Fax No: 0744331336	

Profile Photo

Please upload a valid image (JPG/PNG) that is less than 100KB in filesize. For further instructions please click on the help icon

Select Profile Photo: No file selected.

System Access

Same Access As:

Select an individual with workgroup and network drives access that you wish this account to have.

Surname: Given Name:

Find the Authorising Manager

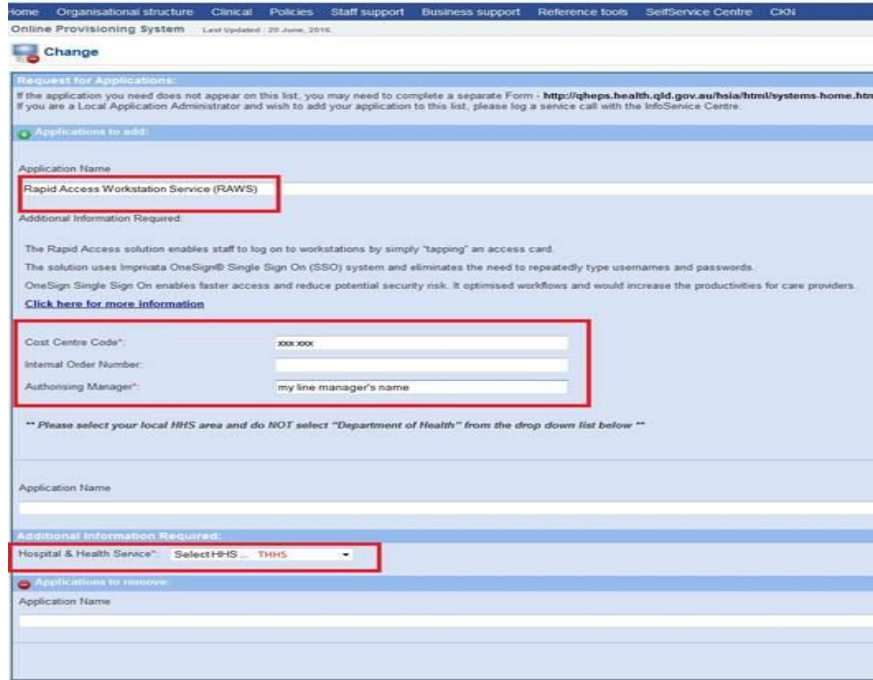
You are not permitted to authorise your own access. Please nominate an authorising (Line) Manager to approve your request.

I am the Authorising Manager I wish to nominate an Authorising Manager

Michael Barber

* Once satisfied, please press 'Next' to proceed to the application page to continue the request.

Queensland Health intranet QHEPS



Further RAWS Access Issues - Resynchronisation

If you are experiencing issues with using your security swipe card (proxy access card) for Rapid Access, for example, if it ceases to work, the first step of trouble-shooting is to resynchronise the server. See QRG: [Tap On Tap Off Rapid Access Resynchronisation](#)

Further RAWS Access Issues – Logging a job

After access has been activated, further issues with RAWS access can be logged as a general access job enquiry using the “Helpdesk Support” option on the SelfService Centre

Select “Systems, programs or applications (accessing or troubles with any program e.g. AUSLAB, ieMR, HBCIS or Microsoft Word)”

Open the “Specifically” drop down menu

Select RAWS (SSO/Rapid Access)

Enter further details about request

Welcome to the Helpdesk

