# Follow Me Desktop – Access Request

Before applying for Follow Me Desktop (FMD) access, please ensure you have *Line Manager approval* and they have access to their QLD Health email to approve the request.

> **i** You will need to be on the QH network to complete these steps. This can be completed by a 3<sup>rd</sup> party on your behalf if you are not on the QH network. Cost centre, requestor's mobile phone number and authorising manager are required.
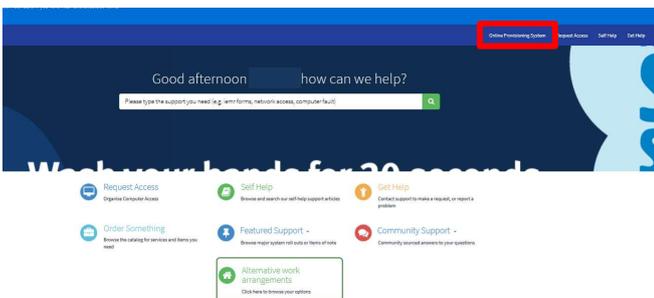
## Logging request for Follow Me Desktop

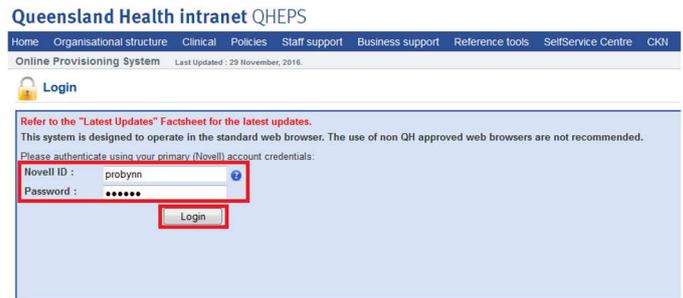1. Click on the *Click Here* icon on your desktop to open the IT Support portal.



> **i** If the *Click Here icon* is not displaying on your desktop, please click on the *start menu icon* ⊞ (bottom left of your desktop) and choose *Online IT Support* to open the portal.
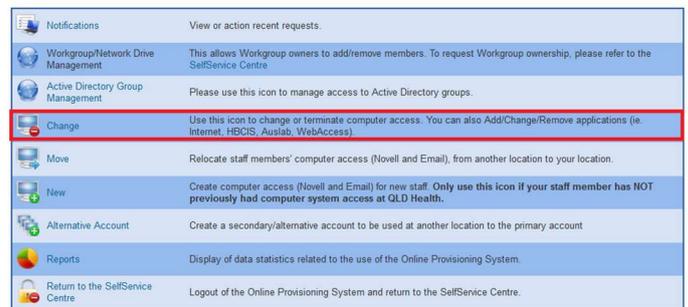
2. Click the *Online Provisioning System* option.



3. Log into the *Online Provisioning System.*



4. Click on the *Change* option from the right hand menu. Selecting Change from the main menu displays the **change user search box**.
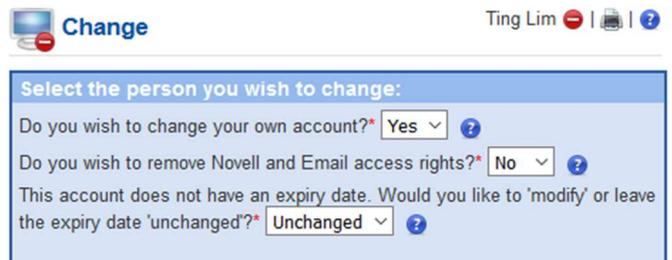


5. Select *Yes* to **Do you wish to change your own account**?

> **i** If FMD access is for another user, Click *No* and search the relevant details.

6. Select *No* to **Do you wish to remove Novell and Email access rights**?

7. Select *Unchanged* to **Do you wish to modify or remove the finish date**?

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8. Find and nominate the *Authorising Manager* for the request.



9. Click on *Next* once you have selected your authorising manager. The **Request for Applications** screen will appear.

10. Select *Follow Me Desktop (VDI)* from the **Applications to add** drop-down menu.

11. Ensure all fields are filled in (*Cost Centre, Internal Order Number*) then click *Next.*



⚠️ Follow Me Desktop service will incur an eHealth External Access Levy of $33 per user/ per month.

12. Click *Confirm* once you verify all the details.



⚠️ Your request will need to be approved. Once your application has been successfully approved, follow the instruction to Register your On-Demand Mobile Number and setup up your *RSA On-Demand PIN number.*

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