

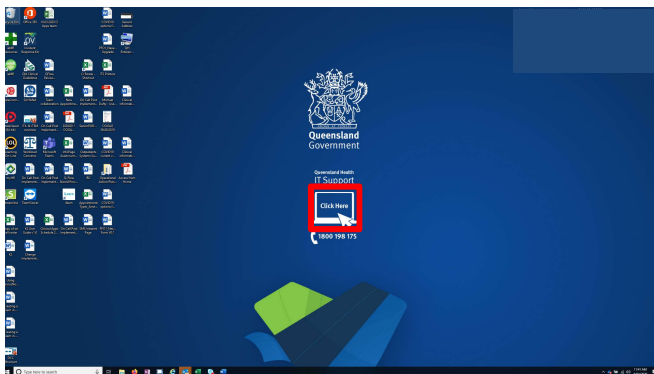
MyApps – Requesting Access

Before applying for MyApps, 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 3rd party on your behalf if you are not on the QH network. Cost centre, requestor's mobile phone number and authorising manager are required.

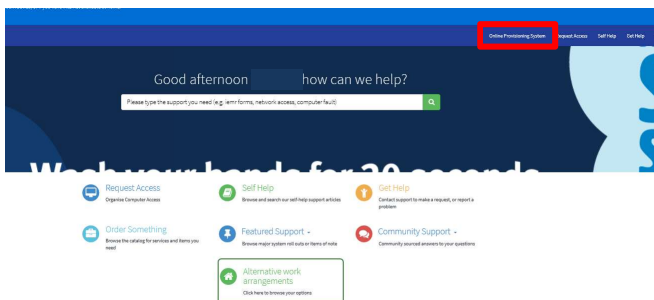
Logging Request for MyApps

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

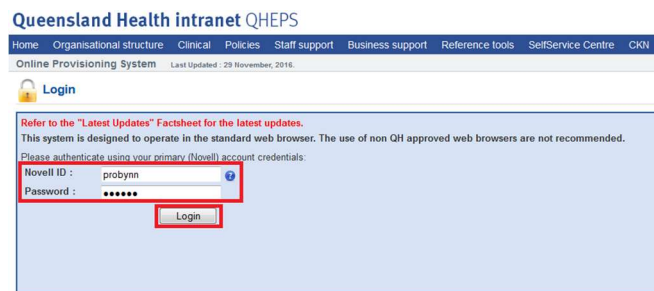


i If the *Click Here icon* is not displaying on your desktop, please click on the *start menu icon* (bottom left of your desktop) and choose *Online IT Support* to open the portal.

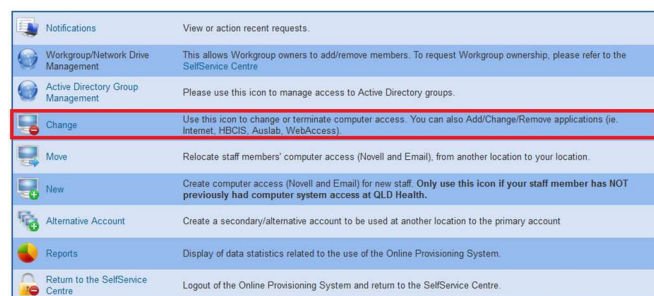
2. Click the *Online Provisioning System* option.



3. Log into the *Online Provisioning System*.



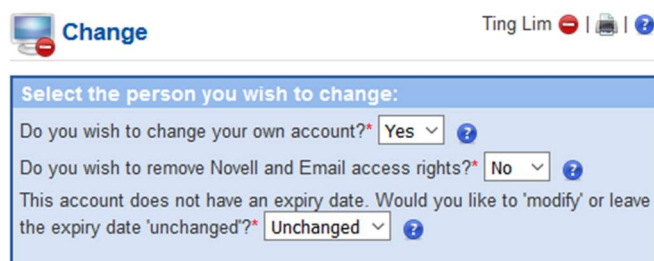
4. Click on the *Change* option from the right hand menu. Selecting Change from the main menu displays the **change user search box**.



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

i If MyApps 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?



MyApps – Requesting Access

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

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

Surname: musk Given Name: ste

Please enter the details of the person for whom you are searching

Surname* Given Name*

Surname	Given Name	User name	Job Title	Telephone	Location	Department	Employee id	Email
Musk	Stevan	MuskS	Team Leader	0731910240	Level 2, 108 Wickham St. F	Knowledge Base, Service Ma	259074	Stevan.Musk@health.qld.gov.au

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


10. Select *External Access- MyApps with On-Demand TokenCodes* from the **Applications to add** drop-down menu.

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

Additional Information Required:

Cost Centre*:

Internal Order or WBS Number:

 MyApps will incur an eHealth External Access Levy of \$21.58 per user/ per month. Adding a MyApps service will not incur additional levies if a MyVPN subscription is held as they are both available under a single levy.

12. Answer the questions as listed.

1. Special Instructions - Please provide details (date and reason):

2. Contact Phone Number:

Note: The External Access levy applies per account. MyApps and MyVPN are both available under the single levy.

13. Find and nominate the relevant financial delegate using the *Please select your financial delegate* fields.


Please select your financial delegate*

Surname: Given Name: - OR - User Name:


14. There is no need to request an RSA token as per below details.

If you require a RSA token with the MyApps service, please complete a Service-Now request (Link below)

[ServiceNow - Request a RSA token \(Soft and Hard token\)](#)

 This process will set up access to MyApps with an On-Demand Token which will SMS your mobile phone each time you access MyApps. A separate RSA token is not needed to be used. There is no need to request an RSA token.

15. Under **Additional Information Required**, Type your *RSA Mobile*. Enter your mobile number that will receive the TokenCode.

 This can be a work or private number. This number will not be published in the Global Address List.

16. Choose the *Hospital & Health Services*. Select the relevant Health Service from the drop-down list.

Please select your financial delegate*

Surname: Given Name: - OR - User Name:

Additional Information Required:

RSA Mobile*:

Hospital & Health Service*:

17. Click on *Next*. The next window will provide you with a **summary of your request**.

18. If the details are not correct, then click on the *Back* button to re-enter the information.

19. Click on *Confirm*.

Applications

To be added to the account:

Application Name	Access Requested	Access Type	Access Role	Secondary Authoriser	Financial Delegate	Details
External Access - MyApps	New Account	New External Access Account	Account levy of \$25.75 per month applies			<input type="button" value="View"/>


20. The **Your request for account change has been submitted successfully** screen will appear. This screen confirms that your request has been submitted to the authorising manager for approval.

Change

Your request for account change has been submitted successfully.

If your request requires authorisation from another party, an email will be sent to the individual(s). You can check the status of this authorisation by selecting the 'Notifications' option from the main menu.

Any requested application access or further drive access has been logged and will be forwarded to the relevant groups. Please check 'Notifications' page for further information.

 Your request will now need to be approved by the authorising manager and by the financial delegate.



Once your application has been successfully approved, follow the instruction to setup up your *RSA On-Demand PIN number*.

