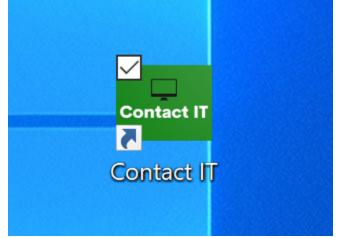
Requesting MOSAIC/eCAF training via IT Self Service Portal

Guidance for managers on submitting requests for MOSAIC or eCAF training for new starters or movers (moving internally from one team to another)



Guidance for New Starters requiring training:

1. Click "Contact IT" icon on your desktop to access the Self Service Portal



2. Select the option "Starters, Movers and Leaver"

DDS IT Help Centre / Starters, Movers and Leavers
Starters, Movers and Leavers
For new starters, movers, leavers and account management requests such as long term leave, extensions, make permanent and Citrix accounts.
V Contact us about
Starters, Movers & Leavers New Starter IT Request, Adult Social Care - New Starter IT Requests, Movers Request - moving from one team to another, Leavers Form
Account Management
Camden Login Account Extension / Make Permanent, Long term leave - enable/disable Camden

3. For new starters select "New Starter IT Request" or for staff moving from one team to another select "Movers Request" and proceed to fill in the form ensuring you select if they requires access to MOSAIC or eCAF:

UNU UNU
Access to MOSAIC / eCAF*
MOSAIC
ecaf
None

- 4. Click Submit and you will be redirected to the form summary page.
- For new starters the learning & development team will only receive notification of the training request once the IT User Access team have set up the new starters account and email address, the minimum requirements for training and access. For movers, the notification is sent immediately upon submission.