

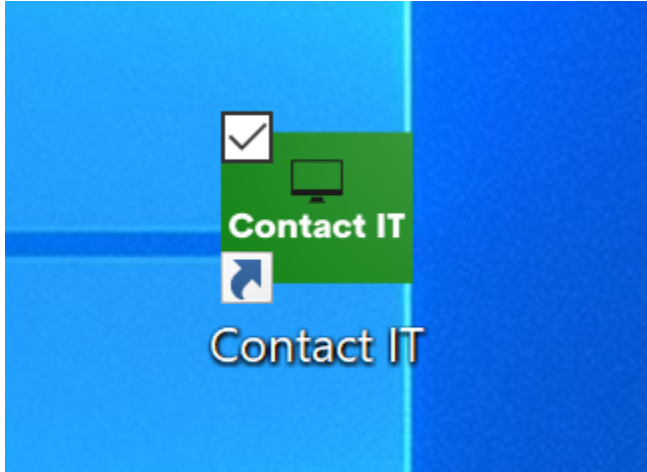
Requesting MOSAIC/eCAF training via IT Self Service Portal

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

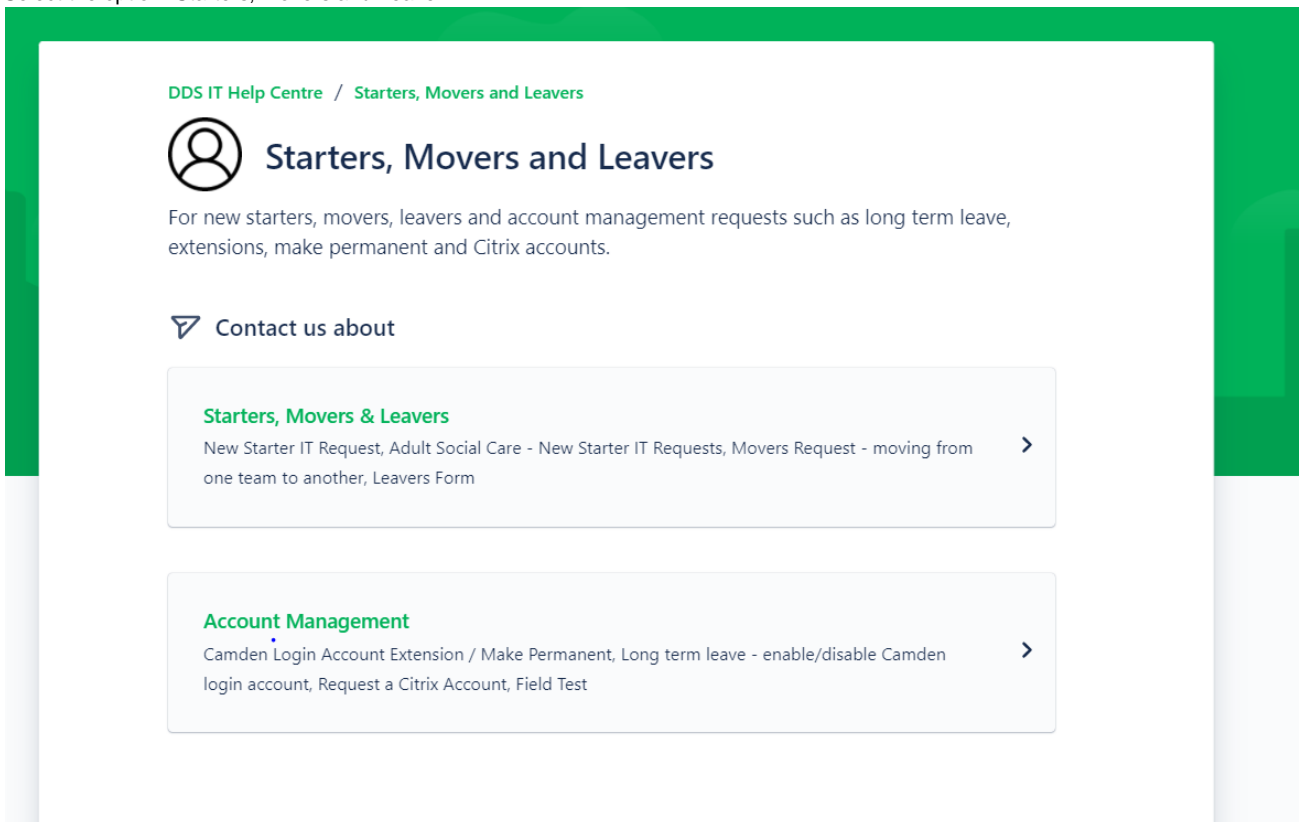
Instructions

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"



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:

NO

Access to MOSAIC / eCAF *

- MOSAIC
- eCAF
- None

4. Click Submit and you will be redirected to the form summary page.

i 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.