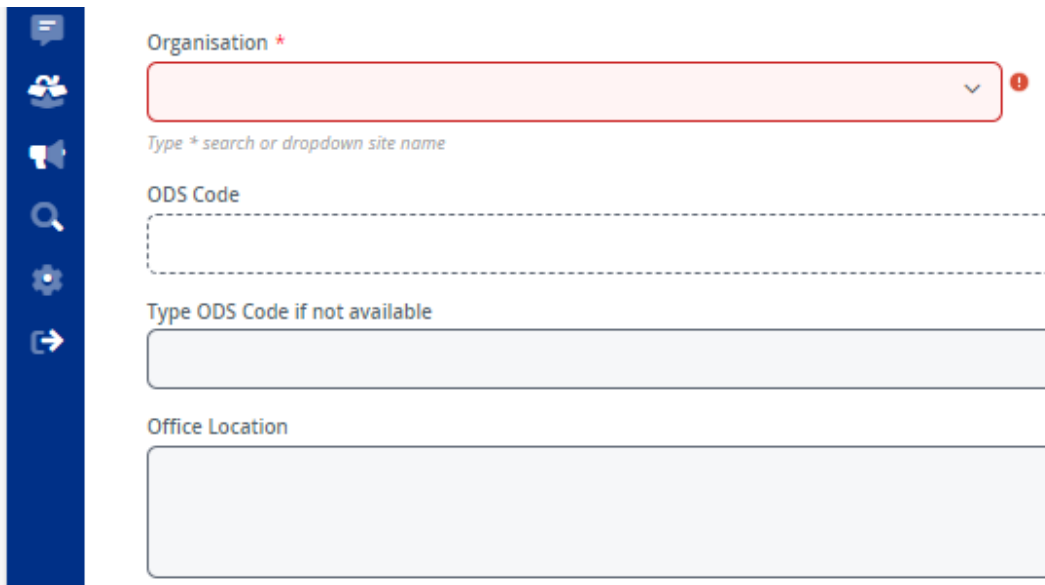# Ivanti Self-Service Portal Accompanying Guide Notes for Raising an IT Equipment Request for PCN ARRS
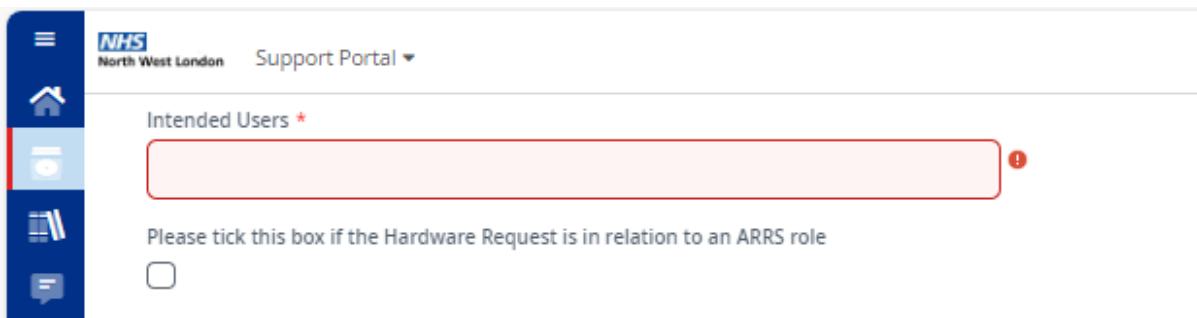
1. Follow the "Ivanti Self-Service Portal" guide to log in (page 3 of guide).
2. Select "GP ICT Services" as the service you work for (page 4 of guide).
3. Raise a "Service Request" (page 8 of guide).
4. Select "NWL Hardware Request" from the list, or search for "NWL Hardware Request" if it is not listed.
5. In the "Organisation" field of the form, select your PCN, or if not listed, select your Practice name.
6. In the "Office Location" field, type the name of your PCN, PCN ODS code and office postal address.

7. In the "Intended Users" field, list the names and roles of staff that will use the requested hardware. If the request is for PCN ARRS, tick the box below this.