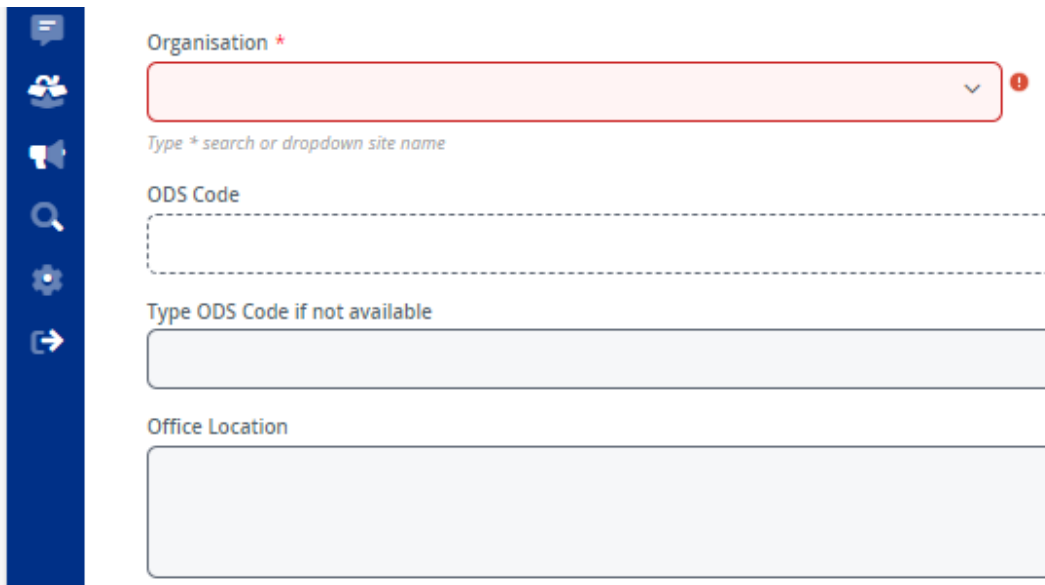


Ivanti Self-Service Portal Accompanying Guide Notes for Raising an IT Equipment Request for PCN ARRS

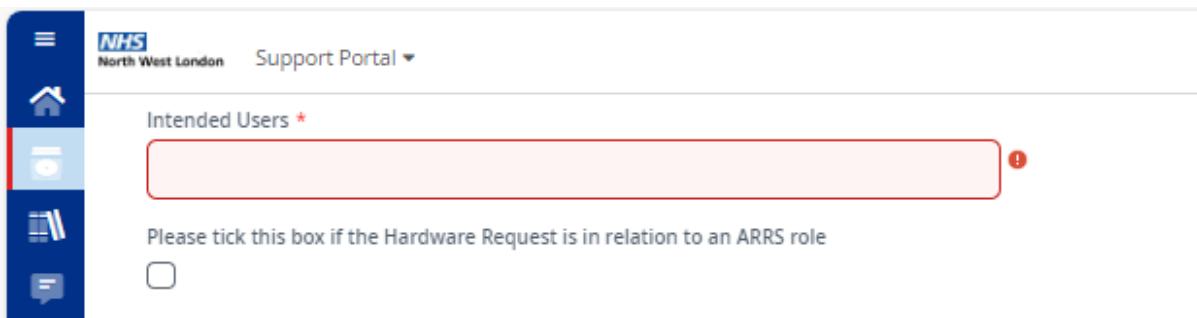
1. Follow the “Ivanti Self-Service Portal” guide to log in (page 3 of guide).
2. Select “GP ICT Services” as the service you work for (page 4 of guide).
3. Raise a “Service Request” (page 8 of guide).
4. Select “NWL Hardware Request” from the list, or search for “NWL Hardware Request” if it is not listed.
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.



The screenshot shows a vertical blue sidebar on the left with icons for home, search, and other functions. The main form area contains the following fields:

- Organisation ***: A dropdown menu with a red border and a red exclamation mark icon on the right. Below it is the text "Type * search or dropdown site name".
- ODS Code**: A dashed rectangular input field.
- Type ODS Code if not available**: A solid rectangular input field.
- Office Location**: A large solid rectangular input field.

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.



The screenshot shows the top part of the form with the following elements:

- NHS North West London Support Portal**: Header information with a dropdown arrow.
- Intended Users ***: A red-bordered input field with a red exclamation mark icon on the right.
- Please tick this box if the Hardware Request is in relation to an ARRS role**: A text label above a checkbox.