

# Access and Set Up – Requesting User Accounts



## This Quick Reference Guide will explain how to:

Request user Accounts for anyone who needs to use the EMR.

### Account Types

- **WH Staff** – All employees of Western Health that have a WH Employee ID (casual/part-time/full-time).
- **Students** – on placement from partner organisations that have an existing contract with Western Health.
- **Agency** - Staff engaged through an external agency that has an existing contract to supply staff to Western Health.
- **Contractor/Non-WH Employee** - Staff engaged directly by a business unit *without* going through an agency or staff from an external organisation contracted to perform work within Western Health.
- **Bulk account request templates can be obtained from the [IT Portal](#) but can take up to 10 days to complete.**

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## Western Health Staff Online Training

Staff will be given access to the EMR when appropriate training has been completed. Training can be completed online via [WeLearn](#) where new staff can register with their mobile number.

IT requests for user accounts must contain the mobile number.

## WH Staff Account





**Note:**

In Servicedesk Portal

- Manager to select 'New Network Account' or 'Change Network account'.
- For EMR Access – Select EMR Role > Add to Cart > Submit.
- For Bulk requests – Select 'I Need Something' > Access Management > Bulk Network Account Request

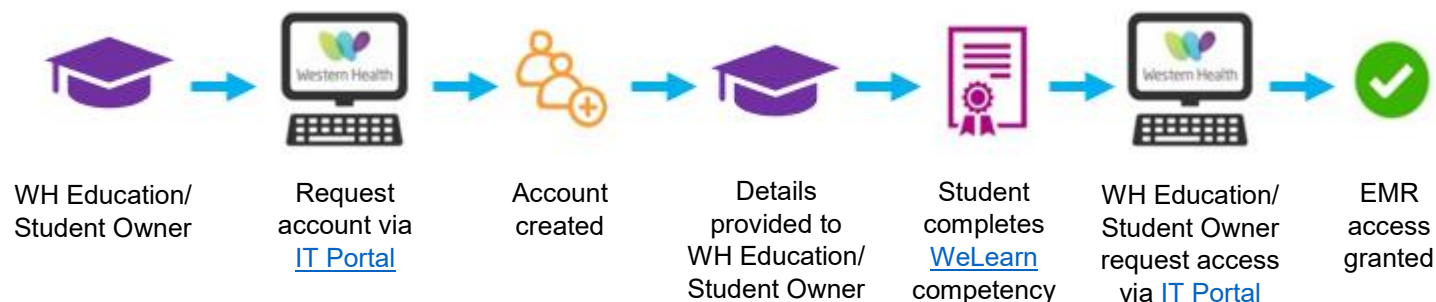
**Students Online Training**

Students will be given access to the EMR when appropriate training has been completed.

Training can be completed online via [WeLearn](#) where students can register with their university email address.

IT requests for user accounts must contain the university email address for all student accounts.

**Student Account**



**Note:**

- WH Education/Student Owner is responsible for providing students with details of how to register on WeLearn.
- WH Education/Student Owner is responsible for providing accurate information in account request form to IT, including student university email address the student will use for creating their WeLearn account.
- Details of network login (username/temporary password) will be provided to the WH Education/Student Owner once relevant accounts have been created.
- Student will obtain access to EMR when relevant competency is achieved.

**Agency Staff Online Training**

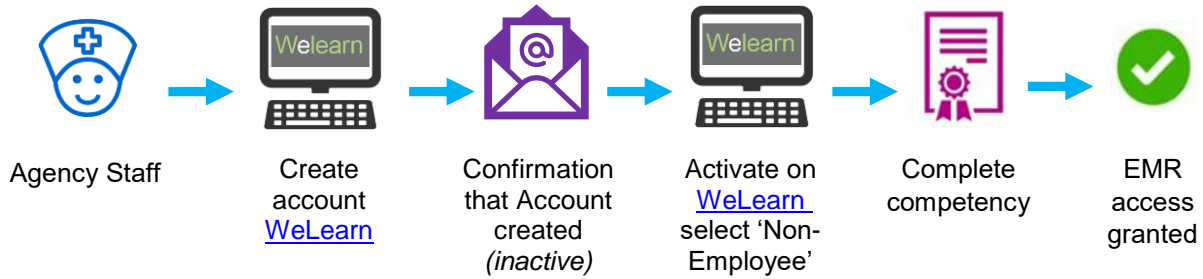
Agency Staff will be given access to the EMR when appropriate training has been completed.

Training can be completed online via [WeLearn](#) where agency staff can register with their mobile number.

ICT requests for user accounts must contain the mobile number for identification confirmation purposes on arrival for shift.



## Agency Staff Account



### Note:

- Agency Staff can create an account in WeLearn on the above link. Select 'agency' as the User Type and enter AGENCY as the registration key.
- WeLearn to complete required competencies from their registered agency.
- Agency staff must ensure they enter their correct mobile number when registering on WeLearn.
- Agency staff accounts are created 'inactive' and are only activated when they attend for an allocated shift.
- Agency staff must present to Security upon arrival for a shift to obtain network access details and receive a swipe card. Their network account will be activated for 24 hours (1 day) only.
- Agency staff will not be permitted to work if they have not completed their EMR competency **at least 48hrs prior to attending for a shift.**

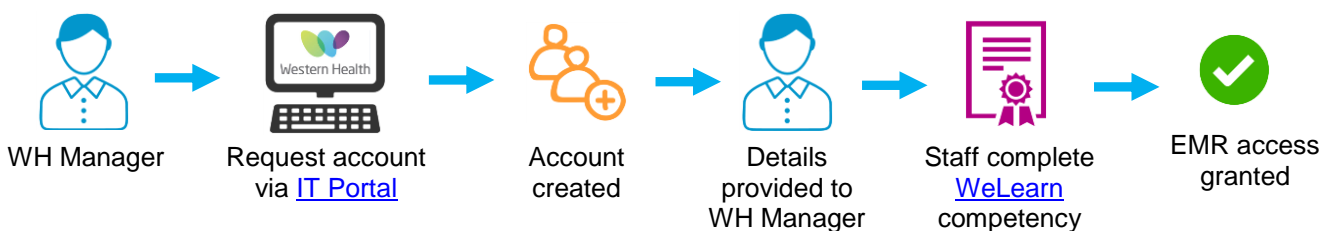
## Contractor/Non-WH Employees Online Training

Contractor/Non-WH Employees will be given access to the EMR when appropriate training has been completed.

Training can be completed online via [WeLearn](#) where Contractor/Non-WH Employee staff can register with their mobile number.

ICT requests for user accounts must contain the correct mobile number for identification confirmation purposes on arrival for shift.

## Contractor/Non-WH Employee Accounts





**Note:**

- WH Manager is responsible for providing Contractors/Non-WH Employees with details of how to register on WeLearn.
- WH Manager need to contact [WeLearn support](#) to create a **registration key** so that their groups of staff are easily identifiable.
- WH Manager is responsible for providing accurate information in account request form to IT, including Contractor/Non-WH Employee mobile number.
- Details of network login (username/temporary password) will be provided to the WH Manager once relevant accounts have been created.
- Contractor/Non-WH Employee will obtain access to EMR when relevant competency is achieved (can be done as soon as WeLearn registration details are provided by WH Manager).