



Access

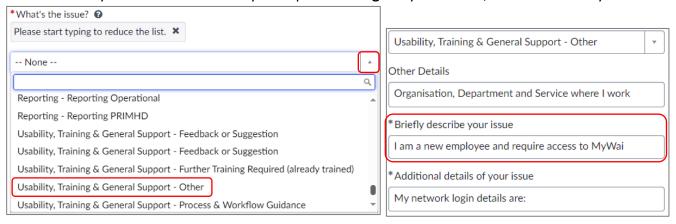
For all MyWai access (new or change) requests:

Please log a ticket via **ServiceNow** (**Kāpehu**)

Enter MyWai in the Search box and select MyWai - Report an Issue.



- In the issue drop down list, select **Usability**, **Training & General Support Other**.
- In your MyWai access request, in Other Details, please include the organisation, department and service where you work and whether you require a change to your access, or are new to MyWai.



Training Requests for external Care Providers

- Please log a ticket via **ServiceNow** (**Kāpehu**), searching for **MyWai Report an Issue** as above.
- Please select one of these issues from the drop down list:



- In Additional details of your issue, please indicate the MyWai course (schedule below) you would like to attend so the booking can be made without further communication – add it to your own calendar.
- A **Teams** link is sent the day **of** or the day **before** training this reminds you of your upcoming training.

		Mon	Tue	Thu	Eri
Week 1	am	11011	Foundation on-site 9.30-11.30		Foundation Teams 9.30-11.30
				Referrals Teams 1-2pm	
	pm		Doctors Teams 1-3pm	Appointments Teams 2-3pm	
Week 2	am	Foundation Teams 9.30-11.30	Doctors Teams 9.30-11.30		
		Residential Teams 1-2pm			
	pm	MHA Teams 2-3pm		Foundation on-site 12.30-2.30	
Week 3	am		Doctors Teams 9.30-11.30		
			Referrals Teams 1-2pm		
	pm	Foundation Teams 1-3pm	Appointments Teams 2-3pm	Foundation on-site 12.30-2.30	
Week 4	am		Doctors Teams 9.30-11.30		
			Residential Teams 1-2pm		
	pm	Foundation Teams 1-3pm	MHA Teams 2-3pm	Foundation on-site 12.30-2.30	

Te Whatu Ora Data and Digital

0800 4MYWAI - 0800 469 924