



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	Fri
Week 1	am	Foundation on-site 9.30-11.30		Foundation Teams 9.30-11.30
	pm	Doctors Teams 1-3pm	Referrals Teams 1-2pm Appointments Teams 2-3pm	
Week 2	am	Foundation Teams 9.30-11.30		
	pm	Residential Teams 1-2pm MHA Teams 2-3pm	Foundation on-site 12.30-2.30	
Week 3	am	Doctors Teams 9.30-11.30		
	pm	Referrals Teams 1-2pm Appointments Teams 2-3pm	Foundation on-site 12.30-2.30	
Week 4	am	Doctors Teams 9.30-11.30		
	pm	Residential Teams 1-2pm MHA Teams 2-3pm	Foundation on-site 12.30-2.30	