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1. **HOW TO REOPEN AN ACCESS REQUEST WITH A VALIDATED STATUS**
   (Control & click to follow link)

2. **WE/I are unable to participate in/sign off on an Access Request**
   If a staff member’s name doesn’t appear, check that he/she has been assigned a School Participant role by the principal of the school.

   **Assigning responsibilities to staff members**
   When the School Author selects specific support documents in the *Access Request Setup* screen, the program automatically generates the positions in the school required to complete that access request.
   The School Author adds the names of the school personnel who will be responsible for completing section(s) of the access request.
   To assign these School Participants, click on the search icon to the right of the role field and select the staff member’s name from the list.

   To avoid deleting the names of the assigned school personnel, click <save> each time a name is added.

   **Delegating roles through the Access Management Utility (AMU)**
   The AMU provides school-based staff with access to the Enrolment Registration Number (ERN) system including the online Access Request program.
   To assign roles, select the ERN application button through the school’s AMU on the Home screen.
On-site staff

To assign roles to staff members who are on-site (appointed permanently or temporarily to the school), the principal of the school:

1. logs on to the Department’s portal using his/her personal account and password under Essentials, selects AMU OR
2. selects the My Applications tab and then the school’s AMU
3. under Application of AMU clicks on the <ERN - Enrolment and Registration Number> application
4. assigns the Principal role to his/herself (Note: the Principal role also includes the School Author actions)
5. assigns the Principal role to another staff member who has the authority to submit access requests to principal network on behalf of the principal of the school if required
6. assigns the School Author role to staff members who will set up any access requests
7. assigns the School Participant role to staff members who will contribute to any access request

Off-site or temporary staff

Staff members who are off-site (not based at the school) or appointed temporarily to the school can be assigned roles as School Author and/or School Participant.

This situation can arise when, for example:
- a student has shared enrolment, between, for example, the census school and a behaviour school (the non-census school)
- a student has transferred from another school and staff from that school are prepared to assist with completing the access request
- the access request requires a hearing, vision, autism or mental health support document.
To assign roles to off-site or temporary staff, complete the steps 1-3 for on-site staff; confirm the names of the assistant principal hearing, assistant principal vision, school counsellor, district guidance officer and any others as required; and then:

1. select the link <Add person not in the list> at the bottom of the school staff list
2. use the <State Wide Staff Search> to find the staff member’s name
3. click on the staff member’s surname once when it appears below the search button (that name now appears under <Staff Not at this site>)
4. assign that staff member a role before assigning the next Access Request role (if this is not done, that staff member’s name will disappear and not be listed under <Staff Not at this site>).

Log a call with the ICT Service Desk on 1800 338 483 if a check box turns red.

To remove a name listed under <Staff Not at this site> de-select any checked boxes.

3. **WE/I are unable to complete a section of an Access Request**

**Saving and sign dating sections**

Assigned School Participants can write their respective sections and save them by clicking <save> or <save and exit>. Some sections only require saving while others require the School Participant to sign date them.

This sign date function is a key component in the Access Request program. It requires selecting the current date from the calendar to the right of the sign date field.
Access Request - FREQUENTLY ASKED QUESTIONS

It is possible to draft a section but it cannot be sign dated until the previous School Participant has sign dated his/her section. Once an assigned School Participant sign dates a section, the program generates an email to the next School Participant. (Schools may opt to disable the email function in ERN.)

When the last School Participant has sign dated his/her section, the program automatically:
- changes all sections to read only
- changes the Principal’s Verification screen to read/write and, if additional reports have been included, relocates the paper clip icon to that screen
- sends an email to the assigned Principal notifying him/her that the access request is ready to be verified

4. I am unable to complete an Access Request and submit it

It is essential to review the information contained in every screen of an access request – otherwise it will not be possible to validate the access request.

The View Summary icon (notepad and pencil) can be found:
- next to the SRN on the Matching Students search results on the My Access Requests screen
- also appears on every screen in the light green menu bar.

Click the icon and the View Summary screen will provide a read only version and show:
- who has been assigned to a section
- if a section has been completed (highlighted in pink if not yet completed)
- if a section has been declined by the Principal - for further information or amendment
- if a role has been re-assigned and the previous content needs to be reviewed.
5. I am unable to start an Access Request

**Confirm student enrolment**

Before an access request is set up, a student must be:
- ‘enrolled (in attendance)’ or ‘applied to enrol (risk-assessed)’ at the census school
- OR
- ‘pre-enrolled’ with a status of registered or applied to enrol (for a student new to the government school system)

**Census enrolment**

The school where the student has census registration must submit the access request. If a student has an ‘applied to enrol (risk-assessed)’ registration at another school, the principal of that school can take responsibility for developing and submitting an access request.

**Non-census enrolment**

If a student has a shared enrolment in a mainstream school and another school, for example a behaviour school, the principal of the non-census school cannot submit the access request.

6. I am unsure what the status of the Access Request means

A student can only have one access request active at any one time. A student can, however, have more than one access request created in a calendar year.

An access request is active when its status is draft, open, validated, submitted, validated open or in progress.

<table>
<thead>
<tr>
<th>Access Request Status - Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRAFT</td>
</tr>
<tr>
<td>OPEN</td>
</tr>
<tr>
<td>VALIDATED</td>
</tr>
<tr>
<td>SUBMITTED</td>
</tr>
<tr>
<td>IN PROGRESS</td>
</tr>
<tr>
<td>VALIDATED OPEN</td>
</tr>
</tbody>
</table>

A student can have many inactive access requests. An access request is inactive when its status is completed, declined or withdrawn.
An access request that has been withdrawn by the school, parent or principal network can be reactivated within 12 months of its creation date.

To reactivate: search *My Access Requests* with the selection for Access Request showing as *Inactive* to find the student. Click the tick box next to the student’s withdrawn Access Request and select *Change Status*. You will now be able to change the status of the Access Request back to what it was prior to being withdrawn.

7. **How to view the progress of an Access Request.**

Schools may view the progress of an active Access Request and relevant priorities at any time through the school’s *My Access Requests*.

To view the current status of each priority hover the mouse over the status of the Access Request.

A status of IN PROGRESS indicates that the Access Request has been submitted and the priority/s is being considered by Educational Services.