Workforce Requests Portal Guide

Health New Zealand
Te Whatu Ora

Vaccinating Health Worker

Contents

Welcome to the Workforce Requests Portal

The Workforce Requests Portal will allow you to sign in securely to apply for vaccinator authorisation, upload and access your vaccinator authorisation documentation, and access your vaccinator authorisation letters.

Access the Workforce Requests Portal via the hyperlink, URL or QR code:

Workforce requests

https://workforcerequest.powerappsportals.com/SignIn?ReturnUrl=%2F

29/05/2024

Sign up to the Workforce Requests Portal

If this is the first vaccinator authorisation request you are submitting, you'll need to sign up and create a My Health Account Workforce to access the Workforce Requests Portal. Find out more About My Health Account Workforce – Health New Zealand | Te Whatu Ora.

If you have previously accessed the Workforce Requests Portal, you can go straight to **Log in to the Workforce Requests Portal** (page 9).

Step	Action	Screen shot guidance
1	**Access** the **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2	Click **My Health Account Workforce** button	**Aotearoa health workforce requests** First time users of Aotearoa health workforce requests will need to login with **My Health Account Workforce.** Click on button below to login or sign up [My Health Account Workforce] --------OR-------- [My Health Account] If you already created a Workforce Request profile before 22nd March 2024, login with **My Health Account.**
3	Click **Sign up** If you already have a My Health Account Workforce you can go straight to Log in. You don't need to sign up to My Health Account Workforce again.	—— OR —— Log in with RealMe, only if you created your account with RealMe. [Log in] Don't have an account? **Sign up**

4   Click **Sign up with email** to create an account linked to your email

Or

Click **Log in** to create an account using an existing RealMe account

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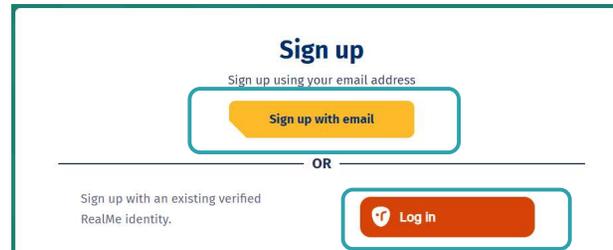
If you used RealMe or RealMe Verified to sign up for your personal My Health Account, you will need to sign up for My Health Account Workforce using an email address and password.

You'll need your own email address. It must be unique to you and not one you share with someone else. It also must be a different email address from the one you used when you created a My Health Account as a health consumer. Use an email that you check often so that you'll see notifications.

Not sure if you have a My Health Account? If you have accessed My Covid Record to create a vaccine pass or enter RAT test results, you will have set up a My Health Account

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5   **Click hyperlinks** to open and read the Privacy statement and Terms of use

6   **Tick the box** to confirm:
- you have read and agree to the Privacy statement and Terms of use
- you are making this application on your own behalf

7   Click **Start**
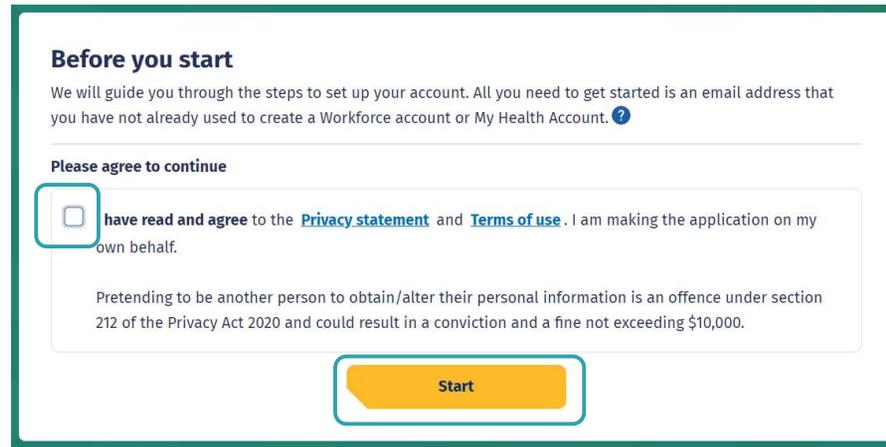
8	**Enter** your email address	**Let's verify your email address** You will use this email to log in to your Workforce account. It must be an email address you have not already used to create a Workforce account or My Health Account. ❓ Email address maiap@tewhatuora.govt.nz **Send verification**
9	Click **Send verification**	

10	**Open** your email application (e.g. outlook, gmail etc) in a new tab **Open** the email From: My Health Account Subject: Here's your My Health Account Workforce verification code **Note** your verification code	From: **My Health Account (INT)** <no-reply-int@np-identity.health.nz> Date: Wed, 20 Mar 2024, 2:09 pm Subject: Here's your My Health Account Workforce verification code **Kia ora** Please verify your email address. Enter the following code into the **Verification code** box on your screen. The code will expire in 20 minutes, so please enter it as soon as possible. If the code expires, please go back to the My Health Account Workforce screen and click on the 'Send new verification code' link, and a new code will be emailed to you. Your verification code is: **920306** If you have any questions or need a hand, please get in touch with our support team. Our contact details are below. Ngā mihi Health New Zealand

11	Return to **My Health Account Workforce** portal tab Enter your **Verification code**	**Enter your verification code** Verification code `920306` Continue
12	Click **Continue**	

13	Enter a **password** Tip: Note the criteria provided to guide you creating a strong password	**Create a password** Passwords are easily guessed. We recommend using passphrases and avoid using the same password you've used on other websites. Enter password Show 👁 Password Continue
14	Click **Continue**	

15	Click **Allow**	**Allow Workforce Requests to access your Workforce account details** Workforce Requests uses your details to verify who you are, so you can access your information. Read Workforce Requests's **Privacy Policy** ⬈ and **Terms** ⬈ **Workforce Requests wants to access your:** ◆ Level of identification ❓ ◆ Email address. Deny Allow 🔒 When you add any of these details to your account, this application will ask for access: First, middle and last names.

16 Complete **Your Details** form
fields (see Tips below, page 6)

17 Once you have completed all
mandatory fields (marked with
a *), click **Submit**

Date of birth - use DD/MM/YYY format.

Alternate email address - you may like to add your personal / alternative email address here. Notifications and reminders from Workforce Requests will be sent to your sign-up email address and the alternate email address you provide (from June 2024).

Ethnicity - use the drop-down list on the right to select your ethnicity, you can select more than one ethnicity.

LMS ID - this is your Immunisation Advisory Centre (IMAC) Learning Management System (LMS) identity number, you'll find the alpha-numeric identification on your IMAC certificate.

APC – As a Vaccinating Health Worker you don't need to complete this field. (APC = Annual Practicing Certificate number).

CPN / HPI – As a Vaccinating Health Worker you don't need to complete this field. CPN / HPI = Health Provider Index Common Person Number).

Occupation Type– Choose the occupation type that best matches your role. If you choose other, you'll be asked to enter in your role title.

Region and District – This is the Health NZ Region and District you work in. The Districts in the drop down will change according to the Region you choose.

Employer and Employer email address – we encourage you to include your employer details here. In the future we may include your employer in reminders we send you when your vaccination authorisation is due for renewal.

18	You are now signed up and taken to your **Workforce Requests Portal** home page
	This is the page you'll use to view your messages, submit vaccinator authorisation requests and ultimately download your vaccinator authorisation letter

If you need to:

- Submit a new authorisation request – go to page 13.

Log in to the Workforce Requests Portal

When you are returning to the **Workforce Requests Portal** after initially signing up, you'll need to log in to get to your home page.

Step	Action	Screen shot guidance
1	**Access** the **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2	Depending on how you initially signed up to the Workforce Requests Portal (see tip below), either Click **My Health Account Workforce** button Or Click the **My Health Account** button	**Aotearoa health workforce requests** First time users of Aotearoa health workforce requests will need to login with **My Health Account Workforce.** Click on button below to login or sign up [My Health Account Workforce] --------OR-------- [My Health Account] If you already created a Workforce Request profile before 22nd March 2024, login with **My Health Account.**
	If you signed up to the Workforce Requests Portal before 22 March 2024 it's likely that you signed up with a My Health Account. If you signed up to the Workforce Requests Portal after 22 March 2024 it's likely that you signed up with a My Health Workforce Account.	

3	Enter your **Email address** and **Password**

Log in

Email address

[Email address]

Password   Show 👁

[Password]

[Log in]

4	Click **Log in** Tip: Click **Forgot password?** if you've forgotten your password. You'll get an email to the email address you registered with

5	You'll be taken to your **Workforce Requests Portal** home page This is the page you'll use to view your messages, submit vaccinator authorisation requests and ultimately download your vaccinator authorisation letter

Kia ora, welcome to your Workforce Requests home page. Here you can view new messages, create new messages, and view details of your message history, your draft requests, and submitted requests. You can also update your contact details by clicking on the dropdown arrow next to your name on the top right.

For further assistance, please call us on 0800 222 478 or +64 9 307 6155 during standard office hours, 8 am to 5 pm Monday to Friday.

You can also email your query and/or feedback about the service to workforcerequests@health.govt.nz. Please include the make and model of your PC or phone, which operating system you're running and, if your query relates to an issue you're experiencing, a brief description of the issue.

New messages

[New message]

Subject   Posted on ↓

There are no records to display.

Message history

Subject   Posted on ↓

There are no records to display.

Draft requests / More information required

Click **Home** (top right of your screen) at any point to return to this home screen

Click your **name** and **Sign out** from the drop down to sign out of Workforce Requests Portal

Health New Zealand
Te Whatu Ora

[Home] [Maia Poutoa ▾]

If you need to:

- Update your profile – go to page 12.
- Submit a new authorisation request – go to page 13.
- Download your Authorisation letter – go to page 22.

Update your personal profile

If you need to make changes to your personal details after your initial sign up. You can do this by updating your details in your:
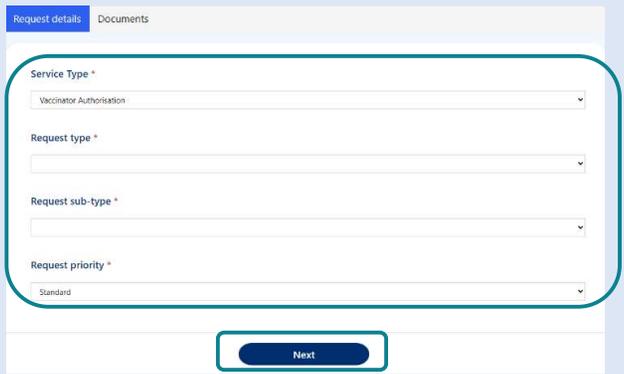
- My Health Account Workforce – go to My Health Account Workforce | Health New Zealand | Te Whatu Ora. or Getting the most from your account – Health New Zealand | Te Whatu Ora for more information and trouble shooting.
- My Health Account – go to Getting the most from your account – Health New Zealand | Te Whatu Ora

If you want to update personal details only in your **Workforce Requests Portal,** follow the steps below.

Step	Action	Screen shot guidance
1	**Log in** to your **Workforce Requests Portal** via the link or QR code on the cover page (page 9) Tip: You can use any browser such as Edge, Chrome or Safari	
2	Click the **down arrow by your name** (top right of the page)	
3	Click **Your details**	
4	Amend your personal details Tip: You **can't** change your: - First or last name - Primary email address - LMS ID	
5	Once you've updated your details, click **Submit** (bottom left of the screen)	

Submit a new authorisation request

When you have completed the requirements to apply for your Vaccinating Health Worker authorisation you need to submit a new authorisation request. Your request will be reviewed and assessed by Health NZ | Te Whatu Ora. It's important that you **don't** vaccinate until you have received your vaccinator authorisation letter.

Step	Action	Screen shot guidance
1	**Log in** to your **Workforce Requests Portal** via the link or QR code on the cover page (page 7) Tip: You can use any browser such as Edge, Chrome or Safari	
2	From your home page, scroll down to **Draft requests / More information required**	
3	Click **New request**	
4	Complete the drop-down fields • Service type – Vaccinator Authorisation • Request type – select from the drop down list • Request sub-type – select from the drop down list • Request priority – select Standard or Urgent See tips below (page 13) to help with your selections	
5	Click **Next**	

Request type and Request sub-type - For help with choosing the Request type and Request sub-type see the VHW resources section at <u>Vaccinating workforce – Health New Zealand | Te Whatu Ora</u>.

Request priority – Once we have all the information required to process your authorisation request, we aim to process **Standard** requests within 7 working days. If you require authorisation sooner than 7 days (i.e. you have a vaccination event coming up in less than 7 days), please select **Urgent** and provide the reason.

Note that these timeframes indicate processing once we have all the required documents. If you submit incomplete documentation this will delay your application being processed for approval. We'll let you know if we need more information.

6	You'll need to upload the documents specified under **Document type**	
7	Click **Upload file** to upload your documents	

8	Enter the name of the organisation who issued the document in the **Issued by organisation** field
9	Click **Choose file** and select file from your device When your document is attached the document name will be displayed next to the Choose Files button Tip: you can upload pdf or image files
10	Click **Upload**

Request sub-type

COVID-19 12+, influenza 12+, HPV 11+ & Tdap 11+

Document type

A current CPR certificate

Issued by organisation

Please attach one or multiple documents to the Te Whatu Ora - Health New Zealand as evidence of your request. The document can be in .PDF or image format and can't be more than 10MB

Choose Files   No file chosen

Upload

11	Repeat steps 5 – 9 for each document / document type listed You can upload more than one document against each **Document type** (e.g. multiple IMAC online learning certificates) Just repeat steps 5 – 9 for each document Note that when you do this only one document will show on the **Documents** view (see step 10), but you'll see the documents you've uploaded against a Document type in the **Upload** view

Request sub-type

COVID-19 12+, influenza 12+, HPV 11+ & Tdap 11+

Document type

Completion certificates for the IMAC online learning courses for COVID-19 vaccines.

Issued by organisation

IMAC

less than a minute ago
Maia Poutoa — IMAC Certificate - Online learning - AIR.pdf (40.01 KB)

less than a minute ago
Maia Poutoa — Foundation course certificate 2024.pdf (37.61 KB)

less than a minute ago
Maia Poutoa — VHW - IMAC Certificate - Vaccine Specific 2024.pdf (40.47 KB)

You can delete a file if you make a mistake.

- Click **Upload file**
- Click **drop down** arrow by the file you want to delete
- Click **Delete**
- Confirm you want to **Delete**
- Click **Upload** to save the change

Document type
Completion certificates for the IMAC online learning courses for COVID-19 vaccines.

Issued by organisation

IMAC

9 minutes ago
Maia Poutoa   ▐ IMAC Certificate - Online learning - AIR.pdf (40.01 KB)   ▼

8 minutes ago
Maia Poutoa   ▐ Foundation course certificate 2024.pdf (37.05 KB)   ▼
                                                                    🗑 Delete

8 minutes ago
Maia Poutoa   ▐ VHW - IMAC Certificate - Vaccine Specific 2024.pdf (40.47 KB)   ▼

Please attach one or multiple documents to the Te Whatu Ora - Health New Zealand as evidence of your request. The document can be in .PDF or image format and can't be more than 10MB
Choose Files   No file chosen

Upload

12   Once you have uploaded all your documents click **Next** to continue

Request details ✔   Documents

Request number	Request type *	Request sub-type *	Status
Req-026269	Vaccinating Health Worker Stage 1	COVID-19 12+, influenza 12+, HPV 11+ & Tdap 11+	Draft

Document type	Issued by organisation	File Name	Record created on	
A current CPR certificate	NZRC	CPR Certificate.pdf	06/08/2024 12:36 PM	Upload file
Completion certificates for IMAC training courses	IMAC	IMAC Certificate Online learning.pdf	06/08/2024 12:36 PM	Upload file

Previous   Save   Next

29/05/2024

You can **Save as a draft** if you need to return to upload further documents at a later time.

It's important that you upload all the documents needed to the same request. This means that if you come back to load more documents to the request, don't start a New request, instead click the **Req-number hyperlink** in the **Draft requests / More information required** section.

Note: To review your request for authorisation we need **all** the documents listed to be uploaded successfully. Refer to VHW Authorisation Requirements under the VHW resources section at Vaccinating workforce – Health New Zealand | Te Whatu Ora.

If you submit your request without all the required documents, we'll send you a request for more information (page 18) and this will delay your application been processed.

13	To complete and submit your request, **check the box** to confirm your declaration	
14	Click **Submit**	

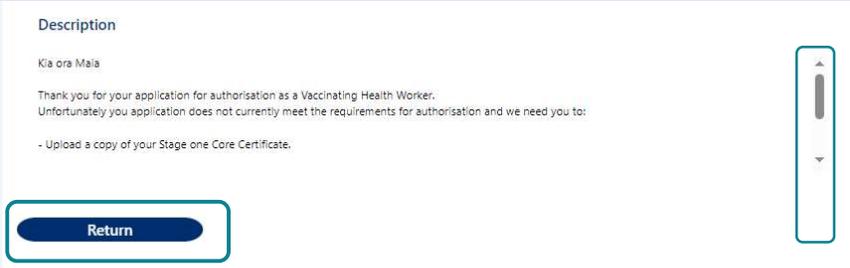| 15	You'll return to your **Workforce Requests Portal** home page Your request will now be sitting under your **Submitted requests**	

Your request will now be reviewed by Health NZ | Te Whatu Ora. Once your request has been reviewed you will receive a notification via email of:

- More information required – go to page 19.
- Authorisation letter – go to page 22.

More information required

Once we've received and reviewed your authorisation request we may request more information. This can occur when the information provided is not complete (e.g. a document is missing or in-complete). You'll receive an email from **Workforce Requests** letting you know you have a notification in your Workforce Requests Portal, in that notification we'll let you know what we need you to provide.

It's important that you **don't** vaccinate until you have received your vaccinator authorisation letter.

Step	Action	Screen shot guidance
1	**Log in** to your **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2 3	You'll see a message in the **New messages** section Click the **Subject hyperlink** to open and read the message, we'll let you know what information is needed	**New messages** New message Subject Posted on ↓ Stage One Core Certificate Required 28/03/2024 2:29 PM
4	Read the message, you can use the scroll bar on the right to view all the content Click Return to return to your home screen	Description Kia ora Maia Thank you for your application for authorisation as a Vaccinating Health Worker. Unfortunately you application does not currently meet the requirements for authorisation and we need you to: - Upload a copy of your Stage one Core Certificate. Return

5	Your request will now be under the **Draft requests / More information required** section Click the **Req-number** hyperlink to open the request and upload the required information **Don't** click New request. You need to go into your existing request to add the additional information	**Draft requests / More information required**

Draft requests / More information required

New request

Request number ↓	Request type	Request sub-type	Regulation	Current status	Created on
Req-025885	Vaccinating Health Worker Stage 1	COVID-19 12+, influenza 12+, HPV 11+ & Tdap 11+	Reg 44AA(3)(b)	More Information Requested	28/03/2024 12:41 PM

6	Click **Next** to confirm the Request type, sub-type and priority	

7	Click **Upload file** against the required information to select file to upload Once all required files have been uploaded, click **Submit**	

8	Your request will now be displayed under the	

Submitted requests section again

Submitted requests

Request number	Request type	Request sub-type	Regulation	Submitted on ↓	Current status	Download authorisation letter
Req-025885	Vaccinating Health Worker Stage 1	COVID-19 12+, influenza 12+, HPV 11+ & Tdap 11+	Reg 44AA(3)(b)	28/03/2024	In Progress	

Upload workbook sign off sheet & practical assessment – post authorisation requirements

To have supervision conditions amended (e.g. from one-to-one, to one-to-six supervision) from your authorisation you'll need to complete your workbook and practical assessment.

You can upload your workbook sign off sheet first and then, at a later stage, your practical assessment. If you do this, you'll receive an updated authorisation letter with amended supervision conditions.

Once you upload a completed practical assessment, you'll receive an updated authorisation letter with further amendment to supervision conditions.

Step	Action	Screen shot guidance
1	**Log in** to your **Workforce Requests Portal** via the link or QR code on the cover page (page 7) Tip: You can use any browser such as Edge, Chrome or Safari	
2	From your home page, scroll down to the **Post authorisation** section. If you have Post authorisation requirements to complete and upload this will show here	
3	Click the **Req-number** hyperlink	

4	Click **Next** to confirm Request details	

5. Upload your completed documents, which could include:

- workbook sign off sheet
- completed and signed practical assessment

Click **Upload** alongside the document you wish to upload

6	Once you've uploaded the relevant document(s) Click **Submit** Repeat steps 1 – 6 to upload additional documents to a request. Tip: If you upload a document in error, see page 12 for steps to delete the upload.	

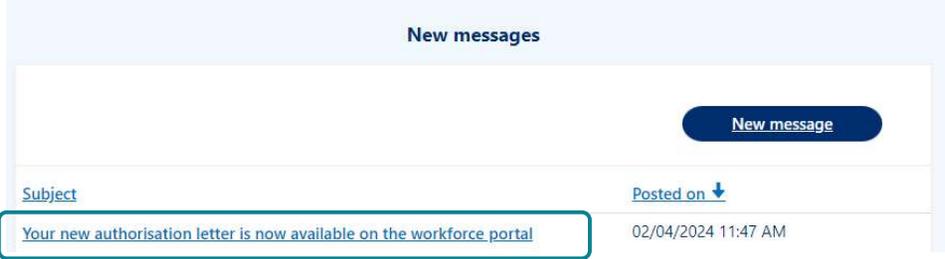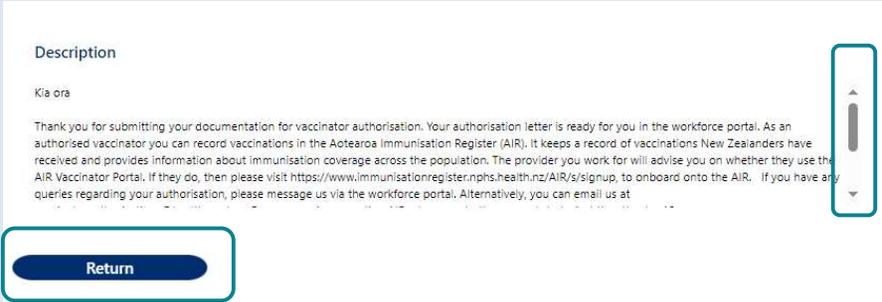|		
7	Once you have Submitted you'll see this request in the **Submitted requests** section of your Workforce Requests Portal homepage	

	Once your request has been reviewed you will receive notification via email of: • More information required – go to page 15 • Authorisation letter – go to page 20

Download your current authorisation letter

You'll receive an email from **Workforce Requests** to let you know you have a new notification when an authorisation letter is ready for you.

Once you've received your vaccinator authorisation letter you are authorised as a Vaccinating Health Worker. You can now vaccinate people within the age groups specified, and administer the vaccines specified in your authorisation letter. Remember as a Vaccinating Health Worker you should always work under the clinical supervision of a Registered Health Professional.

Step	Action	Screen shot guidance
1	**Log** in to your **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2	Under the New messages section click the **Subject line / message title** hyperlink (e.g. Your new authorisation letter is now available on the workforce portal)	**New messages** New message Subject — Posted on ↓ Your new authorisation letter is now available on the workforce portal — 02/04/2024 11:47 AM
3	Use the **scroll bar** to read the message Once you have read the message click **Return** Tip: It's important to read this message so you understand the vaccinations and age groups you are authorised to vaccinate	Description Kia ora Thank you for submitting your documentation for vaccinator authorisation. Your authorisation letter is ready for you in the workforce portal. As an authorised vaccinator you can record vaccinations in the Aotearoa Immunisation Register (AIR). It keeps a record of vaccinations New Zealanders have received and provides information about immunisation coverage across the population. The provider you work for will advise you on whether they use the AIR Vaccinator Portal. If they do, then please visit https://www.immunisationregister.nphs.health.nz/AIR/s/signup, to onboard onto the AIR. If you have any queries regarding your authorisation, please message us via the workforce portal. Alternatively, you can email us at **Return**

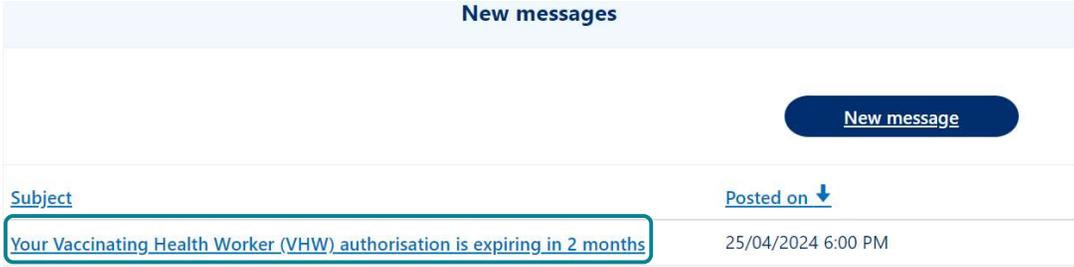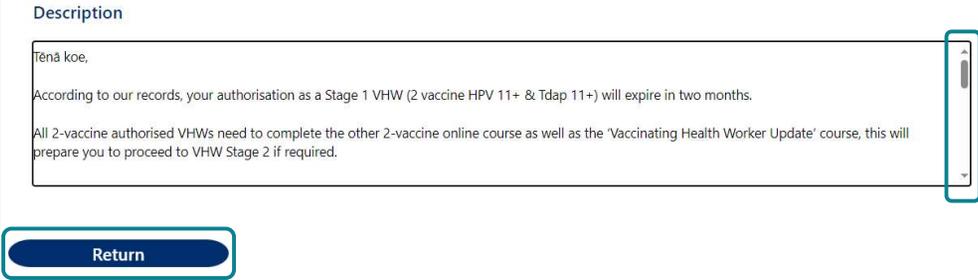| 4	Scroll down to the **Submitted requests** section Click **Download** to download your approval letter Tip: You'll only be able to download the most current approval letter. Once a letter is superseded, you'll no longer have access to the Download button	
5	It's important that you read your authorisation letter to understand the vaccinations and age groups that you are authorised to vaccinate. Provide a copy of your authorisation letter to your employer.	
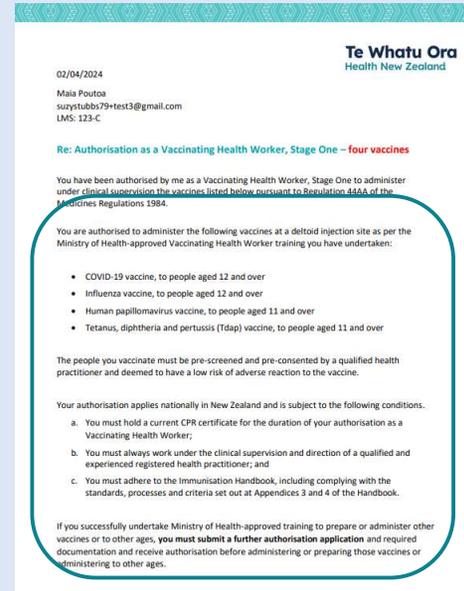
Renew your authorisation

VHW vaccinator authorisations are valid for 2 years. You'll receive a notification email from Workforce Requests 60 days before your authorisation expiry date. You'll receive another reminder 30 days before your authorisation date if you still haven't applied for renewal in the Workforce Requests Portal.

Step	Action	Screen shot guidance
1	Log in to your **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2	Under the New messages section click the **Subject line / message title** hyperlink (e.g. Your Vaccinating Health Worker (VHW) authorisation is expiring in 2 months)	**New messages** New message Subject — Posted on ↓ Your Vaccinating Health Worker (VHW) authorisation is expiring in 2 months — 25/04/2024 6:00 PM
3	Use the **scroll bar** to read the message Once you have read the message click **Return**	**Description** Tēnā koe, According to our records, your authorisation as a Stage 1 VHW (2 vaccine HPV 11+ & Tdap 11+) will expire in two months. All 2-vaccine authorised VHWs need to complete the other 2-vaccine online course as well as the 'Vaccinating Health Worker Update' course, this will prepare you to proceed to VHW Stage 2 if required. Return
4	Once you have completed the required learning you can apply for authorisation renewal, follow the steps below.	

5	In the Draft Requests / More Information required section click **New Request**	
		Draft requests / More information required
		New request
		Request number ↓ Request type Request sub-type Regulation Current status Created on
		There are no records to display.

| 6 | Complete the drop-down fields

• Service type – Vaccinator Authorisation
• Request type – select from drop down
• Request sub-type – select from drop down
• Request priority – select Standard or Urgent

See tips below to help with your selections

Click **Next** | Request details Documents

Service Type *
Vaccinator Authorisation

Request type *

Request sub-type *

Request priority *
Standard

Next |

| 7 | You'll need to upload the documents specified under **Document type**

Click **Upload file** to upload your documents | |

8   Enter the name of the organisation who issued the document in the **Issued by organisation** field

Click **Choose file** and select file from your device

When your document is attached the document name will be displayed next to the Choose Files button

Tip: you can upload pdf or image files

Click **Upload**

9	Repeat steps 7 – 8 for each document / document type listed

10	Once you have uploaded all your documents click **Submit**	

Document type	Issued by organisation	File Name	Record created on	
A current CPR certificate		CPR.pdf	22/04/2024 11:03 AM	Upload file
Completion certificate for the IMAC online VHW Stage 1 Update course		Training Cert.pdf	22/04/2024 11:03 AM	Upload file
Completion certificate for the IMAC online VHW Stage 1 Vaccine specific course (if authorised as 2 vaccine)		Training Cert.pdf	22/04/2024 11:03 AM	Upload file

Submit

11	Your request will now be displayed under the **Submitted requests** section	

Submitted requests

Request number	Request type	Request sub-type	Regulation	Submitted on ↓	Current status	Download authorisation letter
Req-025966	Vaccinating Health Worker Stage 1	VHW1 Renewal	Reg 44AA(3)(b)	22/04/2024	In Progress	
Req-025952	Vaccinating Health Worker Stage 1	HPV 11+ & Tdap 11+	Reg 44AA(3)(b)	20/04/2024	Letter Sent	Download

Your renewal request will now be reviewed by Health NZ | Te Whatu Ora. Once your request has been reviewed you will receive a notification via email of:

- More information required – go to page 19.
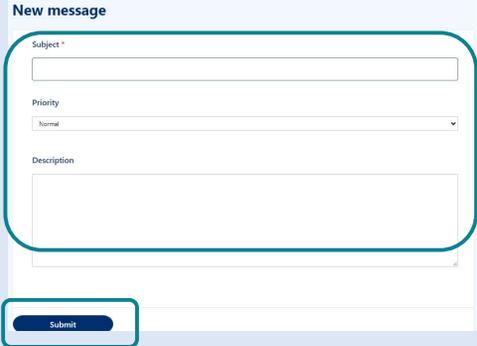- Authorisation letter – go to page 22.

Get help

If you need help with:

- Setting up or accessing a **My Health Account Workforce**

    - Check out My Health Account Workforce information, help and FAQs at <u>My Health Account Workforce – Health New Zealand | Te Whatu Ora</u>

    - Contact the My Health Account Workforce team, contact details located at <u>About My Health Account Workforce – Health New Zealand | Te Whatu Ora</u>

- Setting up or accessing a My Health Account

    - Check out My Health Account information, help and FAQs at <u>My Health Account – Health New Zealand | Te Whatu Ora</u>

    - Contact the My Health Account team, contact details located at <u>About My Health Account – Health New Zealand | Te Whatu Ora</u>

- Applying for vaccinator authorisation in the **Workforce Requests Portal**

    - Contact the Vaccinator Authorisation team at <u>vaccinatorauthorisations@healthnz.govt.nz</u>

    - Send us a message via your Workforce Requests Portal home page (see steps below)

Step	Action	Screen shot guidance
1	**Log in** to your **Workforce Requests Portal** via the link or QR code on the cover page Tip: You can use any browser such as Edge, Chrome or Safari	
2	Under the New messages section click **New message**	
3	Complete the fields: • **Subject** - if your message is in relation to a submitted request please include the Req-number in the subject line • **Priority** – select from the drop down • **Description** – type your message, please provide as much detail as you can	
4	Click **Submit**	

5   Your message will:
- appear in your **Workforce Requests Portal, Message history** section.
- be sent to an administrator at Health NZ | Te Whatu Ora for action and response.

You'll receive an email notification from **Workforce Requests** when you have a response to your message. Log in to your **Workforce Requests Portal** to view the response under the **New messages** section.

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