**North East or North West users**

**Setup shared mailbox (Originally setup on Lotus Notes)**

This form is required if you need a Lotus Notes Shared mailbox setup accessible through Outlook Web Access, as it is not longer accessible on Lotus Notes . \*Denotes mandatory fields or sections. **Incomplete forms will be returned to sender.** The form must be completed by the requesting user and their Senior Line Manager. **(1) This form can be completed in Word by typing and selecting the relevant boxes (2) Page 2 is a User declaration page (3) Once completed, save a copy of the form. Attach to an ‘Ivanti Self Service’ ticket using the NE & NW Shared mailbox request tile and complete the ticket details.**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **\*User Details** | **HSE  TUSLA** | | **Agency / Contractor** | | | | **1 HSE Personnel Number OR Agency number:** | |
| **1 If your Personnel number is unavailable, please specify ‘TBA’ in this field. Please update the National Service Desk once your Personnel number has been advised** | | | | | | | | | |
| **\*First Name:** | | | | | | **\*Last Name:** | | | |
| **\*Grade / Job Title:** | | | **\*HSE Email address:** | | | | | | |
| **\*Department Name and Address (Full):** | | | | | | | | | |
| **\*HSE landline telephone and / or HSE mobile number:** | | | | | | | | | |
| **2.** | **Shared mailbox details & permissions (must exist on Lotus Notes)** | | | | | | | | |
| **\*Shared Mailbox setup:** | | **\*Please specify the email address details of the Lotus Notes mailbox:** | | | | | | | |
| **It is recommended that two mailbox owners are nominated:**  **Staff whom need access must already have a HSE Healthirl / Outlook Web access (OWA) personal account** | | | | | | **Please Specify Level of User Access Required:** | | | |
| **\*Mailbox owner 1:** | | | | | | **Read only  Read / Send access  Send on behalf** | | | |
| **Mailbox owner 2:** | | | | | | **Read only  Read / Send access  Send on behalf** | | | |
| **\*Please specify business case for setup:** | | | | | | | | | |
| **3.** | **Specify email address for staff who require access to this new mailbox**  **Staff whom need access must already have a HSE Healthirl / Outlook Web access (OWA) personal account** | | | | | | | | |
| **Email address** | | **Domain / Region** | | | **Please Specify Level of User Access Required:** | | | | |
|  | |  | | | **Read only  Read / Send access  Send on behalf** | | | | |
|  | |  | | | **Read only  Read / Send access  Send on behalf** | | | | |
|  | |  | | | **Read only  Read / Send access  Send on behalf** | | | | |
| **4.** | **\*Line Manager responsibilities – HSE National IT Security Policy Declaration** | | | | | | | | |
| **\* I confirm that the HSE National IT Security Policies will be provided to the specified account holder.** | | | | | | **\***  **I confirm that I will get the specified account holder to sign the** [**User Declaration**](#User_Declaration) **form (page 2). I will retain a copy of the signed declaration for audit purposes.** | | | |
| **\*HSE National IT Security Policies link** [HSE ICT Policies](http://hsenet.hse.ie/Intranet/OoCIO/Service_Management/PoliciesProcedures/Policies/Policies.html)  These policies cover the correct and appropriate use of the Health Service Executive’s Information Technology (I.T.) resources | | | | | | | | | |
| **\*Senior Manager Name (Block Capitals):**  **Must be authorised by Grade VIII or higher - IT Access Control Policy** [**Link**](https://www.hse.ie/eng/services/publications/pp/ict/) | | | | | | | **\* Grade / Job Title:** | | |
| **\*Telephone/Mobile Number:** | | | **\*Email address:** | | | | | | **\*Date:** |
| **Once completed and authorised, please attach to a NE & NW Shared mailbox request by initially clicking on the Log A Service request tile –** [**Link**](https://nsdselfservice.healthirl.net/SelfService.BridgeIT#dashboard) | | | | | | | | | |

[](https://www.google.ie/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiZ05eTvZ3iAhXJSBUIHWIBCLUQjRx6BAgBEAU&url=https://www.hse.ie/eng/&psig=AOvVaw3P64EMEKfce2bGqHsdPsDv&ust=1558007700657446)

This form (page 2) can be included with page 1 and submitted with your ticket request. You are required to retain a copy of this form including page one for audit purposes.

The following relates to Line Manager’s responsibilities when new or amended access is requested and should be completed, signed and filed by your department.

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User Declaration

I have read and understood the Health Service Executive’s policies governing the use of its ICT resources.

I agree to be bound by the terms therein.

I understand that I may be subject to the HSE’s disciplinary procedures should I fail to comply with said policies.

<https://www.hse.ie/eng/services/publications/pp/ict/>

Tick to denote agreement:

**Name:**

**Date:**

**Note: This form must also be retained by the user’s Line Manager for audit and control purposes**