

In order for us to re-enable/grant/modify user access, you will need to submit a Change Network Account request via the Service Desk Portal.

## Steps to submit a Change Network Account request

Below is a quick guide on how to complete this.

1. Head to Service Desk Portal: <https://servicedesk.wh.org.au/>



2. Select 'Login' in the top right corner



3. Log in with your network account details (the same details you use to log into a computer)

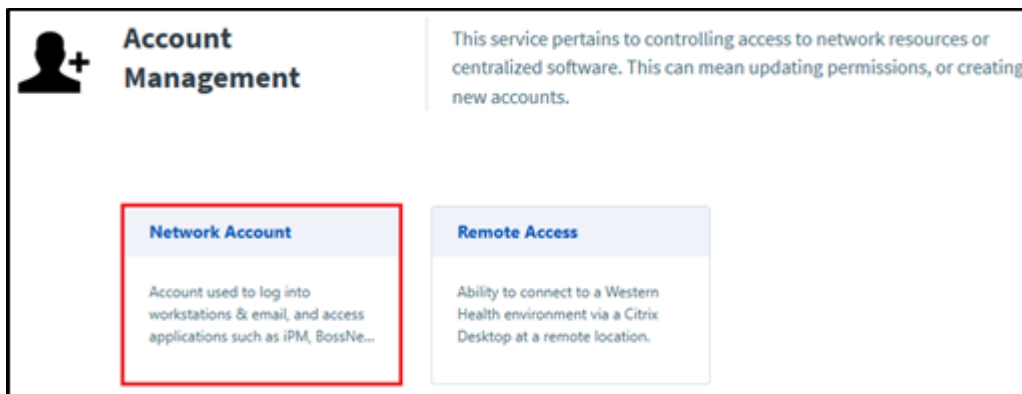
A screenshot of the "Cherwell Web Portal" login form. The form has a red logo at the top left. Below the logo, it says "Cherwell Web Portal". Underneath, it says "Please enter your Western Health account details below:". There are two input fields: "User ID" with "Network Username" entered, and "Password" with "Network Password" entered. At the bottom right, there are "Cancel" and "Log In" buttons.

\*If you are unable to log in please call the Service Desk on 8345 6777\*

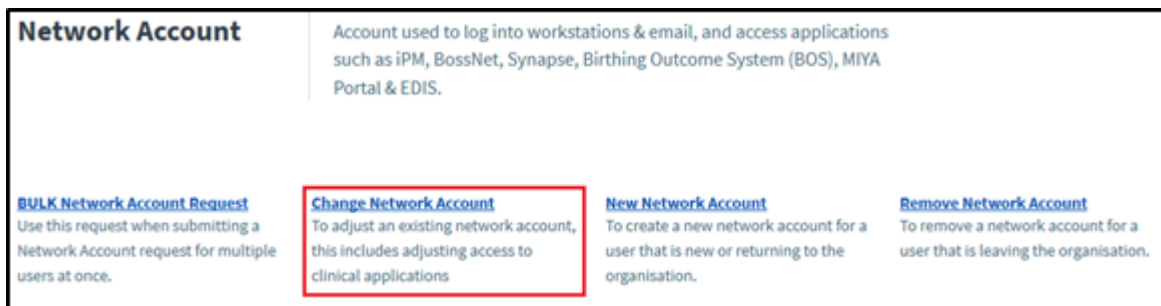
4. Select 'I Need Something'



5. Under the 'Account Management' section select 'Network Account'



6. Then click on 'Change Network account'



7. Fill out the relevant details, select the application(s) the user requires access to and press 'Add to Cart'

8. On the next page select 'Submit Order'

Requests can take up to 3 business days to be completed, please keep the Service Request number for your records if you would like to follow up on your request.