# Workforce Requests Portal Guide

## Vaccinating Health Worker

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| **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://www.workforcerequests.health.nz)  https://www.workforcerequests.health.nz | A qr code with a black background  AI-generated content may be incorrect. |

# 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](https://www.tewhatuora.govt.nz/for-the-health-sector/my-health-account-workforce/about/).

If you have previously accessed the Workforce Requests Portal, you can go straight to **Log in to the Workforce Requests Portal** (page 10).

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| 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 |  |
| 3 | Click **Sign up**  (Note: If you already have a My Health Account Workforce you can log in with your email address and password. You don’t need to sign up to My Health Account Workforce again.) |  |
| 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 |  | |
|  | 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](https://www.tewhatuora.govt.nz/our-health-system/digital-health/my-health-account/creating-your-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 | | |
| 5  6  7 | **Click hyperlinks** to open and read the Privacy statement and Terms of use  **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   Click **Start** | A screenshot of a computer  Description automatically generated | |
| 8  9 | **Enter** your email address  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 |  | |
| 11  12 | Return to **My Health Account Workforce** portal tab  Enter your **Verification code**  Click **Continue** |  | |
| 13  14 | Create a **password**  Tip: Note the criteria provided to guide you creating a strong password  Click **Continue** |  | |
| 15 | Click **Allow** |  | |
| 16  17 | Complete **Your Details** form fields (see Tips below, page 8)  Once you have completed all mandatory fields (marked with a \*), click **Submit** | ­­­­  maiap@tewhatuora.govt.nz | |
|  | **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 |  | |
|  | Go here if you need to:   * [Submit a new authorisation request](#_Submit_a_new) | | |
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# 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.

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| 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 |  |
|  | 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  4 | Enter your **Email address** and **Password**  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 |  |
|  | 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 |  |
|  | If you need to:   * [Update your profile.](#_Update_your_personal) * [Submit a new authorisation request](#_Submit_a_new) * [Download your Authorisation letter](#_Download_your_current) | |

# 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.](https://workforce.identity.health.nz/) or [Getting the most from your account – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/for-the-health-sector/my-health-account-workforce/getting-the-most-from-your-account/) for more information and trouble shooting.
* My Health Account – go to [Getting the most from your account – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/our-health-system/digital-health/my-health-account/getting-the-most-from-your-account/)

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

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| 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  3 | Click the **down arrow by your name** (top right of the page)  Click **Your details** | A red sign out and a red sign out  AI-generated content may be incorrect. |
| 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.

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| 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 | From your home page, scroll down to **Draft requests / More information required**  Click **New request** |  |
| 4  5 | 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 15) to help with your selections  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 [Vaccinating workforce – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/for-the-health-sector/vaccine-information/vaccine-service-delivery/vaccinating-workforce/#vaccinating-health-worker).  **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  7 | You’ll need to upload the documents specified under **Document type**  Click **Upload file** to upload your documents |  |
| 8  9  10 | 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** |  |
| 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 |  |
|  | 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 |  |
| 12 | Once you have uploaded all your documents click **Next** to continue | ­ |
|  | You can **Save as a draft** if you need to return to upload further documents later.  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](https://www.tewhatuora.govt.nz/for-the-health-sector/vaccine-information/vaccine-service-delivery/vaccinating-workforce/#vaccinating-health-worker).  If you submit your request without all the required documents, we’ll send you a request for more information (page 20) and this will delay your application being processed. | |
| 13  14 | To complete and submit your request, **check the box** to confirm your declaration  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 portal message either asking for more information or that your authorisation letter is available   * [More information required](#_More_information_required) * [Authorisation letter](#_Download_your_current) | |
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# More information required

Once we’ve received and reviewed your authorisation request, we may require more information. This happens when the information provided is not complete (e.g. a document is missing or doesn’t have a signature). 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.

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| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |

# Upload practical assessment – post authorisation requirements

To have supervision conditions amended (e.g. from one-to-one (Full Supervision), to one-to-six (Standard supervision) from your authorisation you’ll need to complete your practical assessment.

You need to be authorised as a VHW Stage 1 or 2 vaccinator before you can upload your practical assessment.

Once you upload these documents, you’ll receive an updated authorisation letter with new supervision conditions.

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| Step | | Action | Screen shot guidance |
|  | | You need to be authorised as a VHW Stage 1 or 2 vaccinator before you can upload your practical assessment as this generates the draft **Child** request for you to attach the **Practical Assessment.** | |
|  | | **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 | |
|  | | From your home page, scroll down to the **Post Authorisation** section. If you have Draft authorisation requirements to complete and upload this will show here |  |
|  | | Click on the **Request number** |  |
|  | | Click **Next** to confirm Request details |  |
|  | | Upload your completed and signed Practical Assessment  Click **Upload** alongside the document you wish to upload |  |
|  | | Once you’ve uploaded the relevant document(s)  Click **Submit** |  |
|  | Once you have Submitted you’ll see this request in the **Submitted requests** section of your Workforce Requests Portal homepage |  |
|  | Your request will now be reviewed by Health NZ | Te Whatu Ora. Once your request has been reviewed you will receive a portal message either asking for more information or that your authorisation letter is available   * [More information required](#_More_information_required) * [Authorisation letter](#_Download_your_current) | |
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# 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.

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| 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 |  |
| 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 |  |
| 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.

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| 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) |  |
| 3 | Use the **scroll bar** to read the message  Once you have read the message click **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** |  |
| 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** |  |
| 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** |  |
| 11 | Your request will now be displayed under the **Submitted requests** section |  |
|  | 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](#_More_information_required) * [Authorisation letter](#_Download_your_current) | |
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# 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 [My Health Account Workforce – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/for-the-health-sector/my-health-account-workforce/)
    - Contact the My Health Account Workforce team, contact details located at [About My Health Account Workforce – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/for-the-health-sector/my-health-account-workforce/about/#get-in-touch)

* Setting up or accessing a My Health Account
  + - Check out My Health Account information, help and FAQs at [My Health Account – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/our-health-system/digital-health/my-health-account/)
    - Contact the My Health Account team, contact details located at [About My Health Account – Health New Zealand | Te Whatu Ora](https://www.tewhatuora.govt.nz/our-health-system/digital-health/my-health-account/about/#get-in-touch)
* Applying for vaccinator authorisation in the **Workforce Requests Portal**
  + - Contact the Vaccinator Authorisation team at [vaccinatorauthorisations@healthnz.govt.nz](mailto:vaccinatorauthorisations@healthnz.govt.nz)
    - Send us a message via your Workforce Requests Portal home page (see steps below)

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| 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** | A screenshot of a message  Description automatically generated |
| 3  4 | 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   Click **Submit** | A screenshot of a computer  Description automatically generated |
| 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. | |