



Create a MOH EMS Housing Like for Like Replacement of a Low Rise Lift or Modular Ramp Service Request – Tutorial Video Script

This tutorial covers how to make a Housing Service Request directly in the aSAP Portal as like-for-like replacement of a Low Rise Lift or Modular Ramp as this does not need to go via the MoH EMS Portal Assessor Section.

All Basic and Complex Housing Service Requests require you go via the MoH EMS Portal Assessor Section EMS submission, please see the tutorial video: [How to create an EMS Housing Service Request](#).

To create a MoH like-for-like replacement of a Low Rise Lift or modular Ramp Housing Service Request, go to the **Menu** and click **Applications** then **Service Requests**.

This will take you to a page containing all the Service Requests you have created and from here you can select any of your Service Requests to view or edit.

To create a new Service Request, click the **Create** button.

Begin by using the magnifying glass next to 'Customer' to select the customer for this Service Request.

If the customer you are looking for is not in your list, you can search for the customer using the **Find Customer** page.

Select **Edit** from the customer menu, navigate to the **Application** section and click **Create Service Request**.

Now, fill in the summary for the **Service Request**.

Use the magnifying glass next to 'Contract', to select the contract for this Service Request.

Use the **Type** drop down to select **Housing Modification**.

Then use the magnifying glass next to **Sub-type** to select the Service Request sub-type.

The Customer's Primary DHB and Territorial Authority will auto-populate based on the customer's details, however, you can manually override these by clicking the magnifying glass next to the appropriate field.

Now click **Create Service Request**.



This will take you to the **Edit Service Request** page, where you can review the service request details.

Fill in the page, making sure to fill in the mandatory fields with a **red asterisk**.

If you have an existing Advice Request that you would like linked to this Service Request, you can do so here.

If the customer requires a third party to represent them for this Service Request, you can use the magnifying glass next to **Customer Representative** to select one of the customer's contacts.

Next move to the **Address Information** section and use the magnifying glass next to the **Modification Address** field to select the address this housing modification will apply to.

Once you have filled in all required fields, go to the bottom of the page and click **Save Service Request**.

Now move to the **Housing Item** section and click **Add Housing Item** to bring up **Housing Item** form.

Use the magnifying glass to select the **Product Classification**. Fill in the **product description** scroll to the bottom and click **Submit**.

You can use the **Collaboration Section** to invite others to collaborate on you Service Request and the **Supporting Documents** section, to add any documents that are required for your Service Request.

Navigate to the **Details** section, set the '**Solutions Flagged for Review**' option to **Yes** and move to the bottom of the page and click **Save the Application**.

You can see that the Service Request now has a status of **Solution Review**.

Once the team at Accessable has reviewed the Service Request, you will receive a notification telling you the application is ready for submission.

When this happens the Service Request status will change to **App for Submit**.

You can then open the Service Request and click submit Service Request.

Read the privacy declaration and click **Confirm**.