Create an MOH EMS Housing Service Request – Basic or Complex Tutorial Video Script

How to start making the Service Request via the MoH EMS Portal Rationale, first.

In the MOH EMS Portal Assessor Section be sure to set the **EMS Section Type** to the relevant housing accreditation type and the **Type of Service** to **Housing** when creating the **EMS Assessor Section Rationale.**

Complete the required fields about the housing modification and move to the bottom of the **Assessor Section Summary**.

Now click the hyperlink **Accessable Website** next to the label **'if your EMS Provider is Accessable.'**

This will open the '**Retrieve Portal Information'** page.

Before continuing, confirm you Assessor ID then click **Retrieve**.

This will take you to the '**Confirmation of Details'** page, so you can check the customer details.

If the customer does not exist, the **Customer Information in aSAP** section will be empty, otherwise it will be filled with the customers information from aSAP.

Scroll down to the **Application Section** and confirm that the details present are correct.

Fill in the **Sub Type**, and **Contract.**

Now you can go to the bottom of the page and click **'Start Application.'**

You will be brought to the **Customer Edit** page where you can view and edit any required customer information.

Make sure to fill in the fields labelled **MOH Required** as they are required for an **MOH Service Request**.

When you are satisfied with the customers records, go to the bottom of the page and click **Save Customer.**

Now you can navigate to the application section and under **MOH Service Requests**, see the **Service Request Created** in the **EMS Portal**.

Click the **Service Request menu** and select **Edit**, to open it.

This will take you the **Edit Service Request Page.**

Make sure to review the entered details and fill in the page, making sure to fill in the mandatory fields with a red Asterix.

If you have an existing Advice Request that 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 customers contacts.

Next, move to the **Address Information Section** and use the magnifying glass next to the **Customer Address Field** to select the address this housing modification will apply to.

Once all the fields have been entered, go to the bottom of the page and click **'Save Service Request.'**

Once the Service Request is saved, you can navigate to the **Items Section** to begin adding your **Housing Items.**

Click **Add Housing Item** to bring up **Housing Item Form.**

Use the magnifying glass to select the product classification, fill in the product description and click **Submit.**

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

Once you have completed the **Service Request**, navigate to the details section set the **Solution Flagged for Review** option to yes, now move to the bottom of the page to save the application.

You can see that the **Service Request** we are working with, 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 **Service Request** is ready for submission.

When this happens, you will see the status change to '**App for Submit'**.

You can then open the **Service Request** and click and submit **Service Request** button, read the privacy declaration and click **Confirm.**