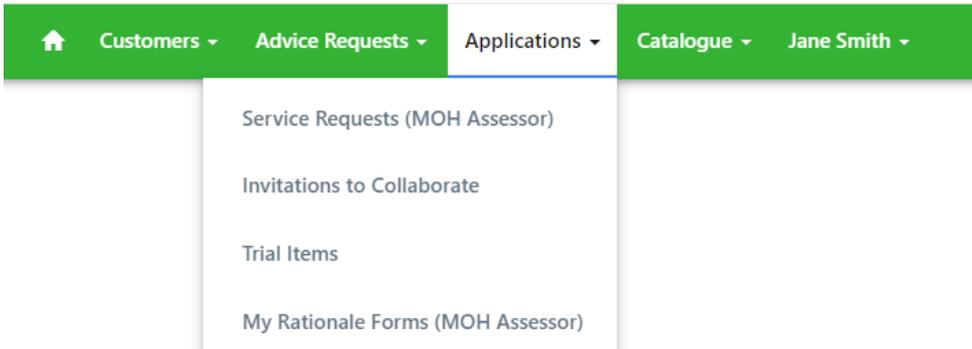


Submitting a housing service request – how to guide

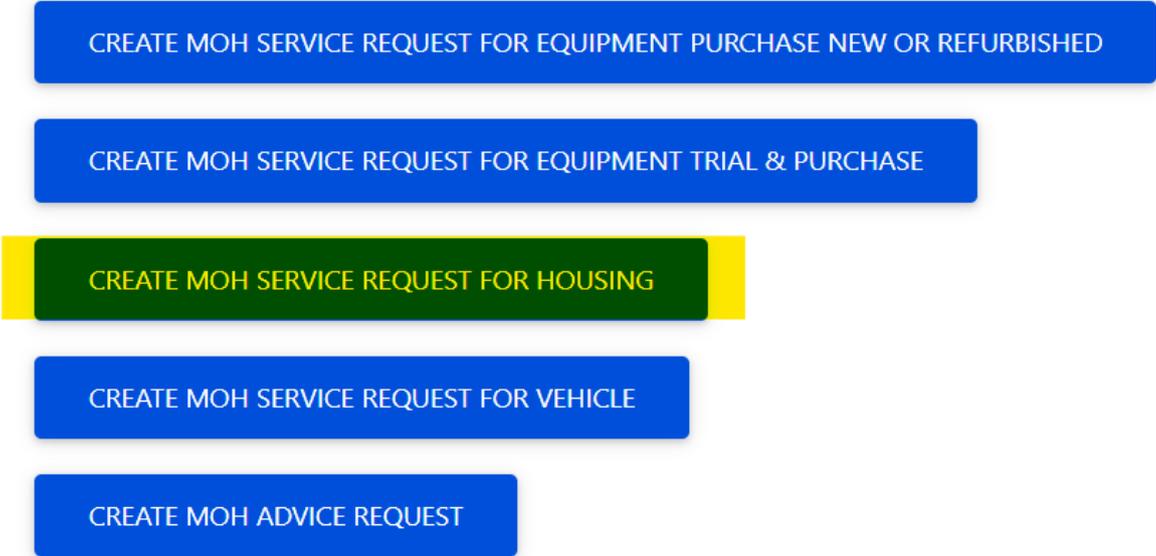
This document provides a guide on submitting a service request for housing modifications.

This information is also available as a [video tutorial](#)

1. Select client

Step	Description
1.1	Go to the home page of the aSAP portal
1.2	Select applications and then service requests from the drop down. <div style="text-align: center; margin: 10px 0;">  </div>
.1.3	Select 'create service request' <div style="text-align: center; margin: 10px 0;">  </div>
1.4	Find the client by either: <ol style="list-style-type: none"> 1. Entering NHI, or 2. Entering birth date AND last name
1.5	Select 'find customer' <div style="text-align: center; margin: 10px 0;">  </div>
1.6	If the client is correct, select 'select customer', if not, search again. <div style="text-align: center; margin: 10px 0;">  </div>
1.7	Select 'create application for this client' <div style="text-align: center; margin: 10px 0;">  </div>

2. Create Service Request

Step	Description
2.1	<p>Select 'create MOH service request for housing'</p>  <p>A screenshot showing five blue buttons stacked vertically. The top button reads 'CREATE MOH SERVICE REQUEST FOR EQUIPMENT PURCHASE NEW OR REFURBISHED'. The second button reads 'CREATE MOH SERVICE REQUEST FOR EQUIPMENT TRIAL & PURCHASE'. The third button, which is highlighted with a yellow border, reads 'CREATE MOH SERVICE REQUEST FOR HOUSING'. The fourth button reads 'CREATE MOH SERVICE REQUEST FOR VEHICLE'. The bottom button reads 'CREATE MOH ADVICE REQUEST'.</p>
2.4	<p>Check client and details are correct (these will flow through from the previous screen. When this is done, you can close that section by hovering your mouse to the right of the section name (in this case 'general'), and clicking the arrow that appears.</p> <p>Confirmation of Customer and Application Details</p> <p>Personal Information </p> <p>You can do this for each section.</p>
2.5	<p>Enter application sub type by clicking the search icon.</p>  <p>A screenshot of a search field. The label 'Application Sub Type *' is in blue. The search input contains the text 'Basic'. To the right of the input are a blue 'x' icon and a blue magnifying glass icon.</p> <p>This will be either 'basic' or 'complex'.</p>

2.6	<p>Select the EMS funding criteria from the drop down for which you are making this application.</p> <p>EMS Funding Criteria *</p> <div data-bbox="320 333 1134 405" style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> Select ▼ </div>
2.7	<p>Select 'save and next'</p> <div data-bbox="347 573 588 636" style="background-color: #0056b3; color: white; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> SAVE AND NEXT </div> <p>If mandatory fields are missing data, a message will display at the top of the page.</p>
2.8	<p>As with other screens, you can close that section by hovering your mouse to the right of the section name (in this case 'application summary')</p> <p>The application number and client name will display.</p> <p>Like for like replacement will always be no for a housing service request.</p> <p>Like for Like Replacement</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p>
2.9	<p>Select address to be modified:</p> <p>This will usually be the client's address, but if you can enter an alternative address for this client, or create a new one using the address finder.</p> <p>Select the type of property from the drop down.</p> <div data-bbox="320 1451 1485 1659" style="border: 1px solid #ccc; padding: 10px;"> <p>Modification Address</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><input checked="" type="checkbox"/> Use Existing Customer Primary Address</p> <p><input type="checkbox"/> Use Alternate Customer Address</p> <p><input type="checkbox"/> Search Address Finder for Modification</p> </div> <div style="width: 45%;"> <p>Property Ownership *</p> <div style="background-color: #ffff00; padding: 2px; border: 1px solid #ccc; display: flex; align-items: center;"> Private Ownership ▼ </div> </div> </div> <div style="margin-top: 10px;"> <p>Building or Organisation Name</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Unit/Street Number and Name *</p> <div style="border: 1px solid #ccc; padding: 2px;">1 Queen Street</div> </div> </div>
2.6	<p>Select 'save and next'</p> <div data-bbox="341 1832 612 1906" style="background-color: #0056b3; color: white; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> SAVE AND NEXT </div>

3. Enter service request details

Step	Description
3.1	Client data will flow through from the previous screen.
3.2	<p>Indicate if the client is willing to be income and cash asset tested if required.</p> <p>Client willing to be Income & Cash Asset Tested if required? *</p> <div data-bbox="316 618 1508 674" style="border: 1px solid #ccc; padding: 5px;"> Select </div>
3.3	<p>You will have created a request in the EMS Portal.</p> <p>Select that request using the search button</p> <div data-bbox="355 902 1219 972" style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> Portal Session <input style="margin-left: 10px;" type="text"/> Q </div>
3.5	<p>Select the EMS funding criteria from the drop down for which you are making this application.</p> <p>EMS Funding Criteria *</p> <div data-bbox="320 1223 1134 1292" style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> Select ▼ </div>
3.3	<p>Enter a short description of this service request in the summary field.</p> <p>Customer</p> <p>Customer * Summary *</p> <div data-bbox="320 1574 1495 1615" style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> <div style="border-right: 1px solid #ccc; padding-right: 5px; flex-grow: 1;"> Bob Smith </div> <div style="border-right: 1px solid #ccc; padding-right: 5px; flex-grow: 1; background-color: #ffff00;"> Housing Modification Basic for Bob Smith </div> </div> <p style="text-align: center; margin-top: 5px;">Edit View</p>
3.4	<p>If there is a contact other than the client for the modifications you can select it from contacts already entered for this client by clicking the search to the right of the 'customer representative' field, or create a new contact.</p>

	<div data-bbox="316 241 1506 495"> <p>Customer Representative <input type="text"/> <input type="button" value="Q"/></p> <p>First Name <input type="text"/> Last Name <input type="text"/></p> <p>Contact Phone <input type="text"/> Relationship to Customer <input type="text" value="Select"/></p> </div>				
3.1	<p data-bbox="296 533 1366 562">Add the housing items you are requesting by clicking the blue field 'add housing items'.</p> <div data-bbox="296 645 1474 1093"> <p style="text-align: right;"><input type="button" value="ADD HOUSING ITEM"/></p> <table border="1" data-bbox="296 725 1453 846"> <thead> <tr> <th>Product Classification Level 3</th> <th>Created On ↓</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="height: 20px;"></td> </tr> </tbody> </table> <p style="text-align: right;"> <input type="button" value="ADD EMS PRIORITY 1 FORM"/> <input type="button" value="ADD FILES"/> </p> </div>	Product Classification Level 3	Created On ↓		
Product Classification Level 3	Created On ↓				
3.2	<p data-bbox="296 1200 1469 1263">Enter the items you want to request by clicking on the search icons of product classification 1, 2 and 3. All are mandatory. Enter a description of the modification.</p> <div data-bbox="328 1328 1506 1883"> <h3>Equipment Information</h3> <p>Service Request * <input type="text" value="Housing Modification Basic for Bob Smith"/> Customer <input type="text" value=""/></p> <p>Product Classification Level 1 * <input type="text" value="Housing Modification Services MOH"/> Housing Payment Type <input type="text" value="Select"/></p> <p>Product Classification Level 2 * <input type="text" value="MoH Basic Housing Modification"/> <input type="button" value="x"/> <input type="button" value="Q"/></p> <p>Product Classification Level 3 * <input type="text" value="Handrail - External"/> <input type="button" value="x"/> <input type="button" value="Q"/></p> <p>Product Classification Level 4 * <input type="text" value="Back Door"/> <input type="button" value="x"/> <input type="button" value="Q"/></p> <p>Product Description</p> <p><u>Hand rail</u> on steps leading to the back door</p> </div>				
3.3	Click 'submit' at the bottom of the screen.				
3.4	Upload the EMS propriety 1 form.				

ADD EMS PRIORITY 1 FORM

ADD FILES

3.5 Use the Add files button to add other supporting documents. Go to the [aSAP section of our website](#) to learn what documents need to be included in a housing service request.

3.6 No other fields on this screen need to be completed.

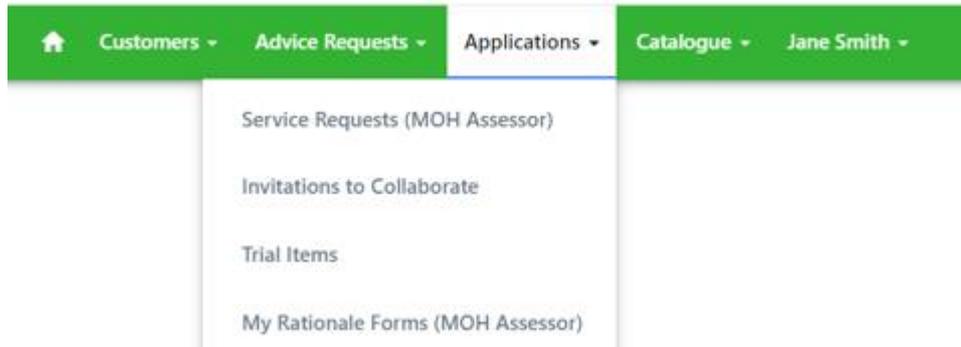
3.7 You can save the service request by clicking 'save service request' and the bottom of the page.
If you are ready to submit the service request, go to the top of the page and select 'submit service request'.

Once you do this, the service request cannot be amended.

SUBMIT SERVICE REQUEST

You will be asked to declare the information is correct.

3.10 To view your applications, select service requests from the applications drop down at the top of the screen:



3.11 The service request you have just created will be at the top. Check it says 'pending approval'. If it doesn't, you have not submitted the request, and it will not be processed.

All Active Service Requests

Application Number	Application Type	Application Sub Type	Customer	Assessor	Status
APP088113	Housing Modification	Basic	Bob Smith	Jane Smith	Submitted
APP088111	Vehicle Modification	Assessment - Purchase and Modification	Bob Smith	Jane Smith	Solution Bu