

# SARA Process for CIAP Incidents

If your ticket requires a quick response, please call 1800 824 279

## What do you want to do today?

Enter keywords

Q Search

1. Select 'I have an Enquiry' from the SARA homepage.

### Popular Actions



Make a Request

Change, update or order something



I have an Enquiry

Get help, assistance or fix a problem



Knowledge E

View, absorb, and learn I

### Announcements

## General enquiry

Ask a general enquiry



Describe Needs



Choose Options



Summary



2. Choose 'Information Technology' from the Service Area list and then select 'Next'.

\* Service area


What area of the business does your enquiry relate to? Let us know here so we can direct you to the correct form.

Information Technology

Next

### IT General Enquiry

General enquiry for IT requests



3. Choose 'Yes' from the drop-down and then select the 'Create Incident' link.

\*Is this enquiry about an IT service or device that is not working as expected?

Yes

For IT issues, you can enter your details in the Create Incident form. Or click the SUBMIT button to continue.

SUBMIT

4. Now simply fill out the Incident Form.

**IMPORTANT:** You MUST select 'Clinical Information Access Portal (CIAP)' as the Business Service/ Application. See below.

\* Are you the only person experiencing this?

Yes

**Business Service/Application**

i
Clinical Information Access Portal (CIAP)

**Application Service**