**Guidance to request Mosaic ACS Access**

Mosaic ACS requests are completed via Service Desk Online as follows.

Open WSCC Intranet The Point <http://theintranet.westsussex.gov.uk/>

Click on Report IT faults and requests



This will take you to Service Desk Online <https://servicedeskonline.westsussex.gov.uk/>

Click on Requests > Log a Request



Click on Mosaic Request



The form has been designed with embedded guidance

Step 1 – Please Read Guidance for completing form for new, amended or removed access to Mosaic



Step 2 – Confirmation

This is a mandatory question 

Step 3 – Request Type & Required for

Request for – enter the worker name the Mosaic Access is for, you can type in the full name or just the last name, this will give you a list of workers from the active directory, please check that you are selecting the correct person. The worker’s Network Users ID and Email address will pull through from the active directory.



Then select the Request Type



Step 4 Authorisation

The workers Line Manager will pull through from the directory,



* If you would like the manager named in the Manager field to approve this request please select **YES** in the ‘Manager Selection Approval Options’
* If you would like someone else to approve this request i.e. not the manager named in the Manager field please select **NO** in the ‘Manager Selection Approval Options’ and enter the approvers name in the Authorisation field
* If the Manager field is blank please select **NO MANAGER ASSIGNED** and enter the approvers name in the Authorisation field



The rest of the form has not changed, and has embedded guidance to support completion.

If the request is for new access complete sections 1 to 9

If the request is for amended access section 5 of the form becomes hidden as this is not required for amended access, however you will need to complete the rest of the form, sections 1 to 4 and 6 to 9

If the request is for a leaver you will only need to complete sections 1 to 4.

The selected Manager will then need to approve the request via ‘My Approvals’ in Service Desk Online, the request will then be submitted to SST to complete the Mosaic Access as requested.