

How to log a School system User Access request on IT Traded Services to Derbyshire Schools Portal

This guide provides information on how to log a system access request on the IT Traded Services Derbyshire Schools Portal. Here you can complete requests for New users, Amendments to existing system users and Deletions of system users.

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Section 1 - Information required to submit a User Access request

To log a system access request for a **new/amend/delete/reinstate** school user they **must** have set up an **8 digit employee payroll number** and a **school e-mail address which includes the user’s name** for example:

jon.richardson@hightownprimary.derbyshire.sch.uk

There also must be the **Smartphone Number of User** (For Multi-Factor Authentication)

This number will be used to send text codes which are necessary when logging onto the DCC network

Which roles are required?

Roles

Which Roles? *

SAP Finance (Payroll & Cash Entry) x SAP VIM (Invoices) x Fiori Ordering System x

SAP Finance roles (payroll and Cash entry) – select one option

SAP Inputter – Input income received, input payroll, input journal transfers, input absences, input negotiable journals create customer invoices, upload budget, input Inventory

SAP Inputter with Reporting – All the same as the SAP Inputter however can also run SAP reports

SAP Approver with Reporting – Approve payroll, approve journal transfers, approve negotiable journals, run SAP reports, approve inventory write offs

SAP Finance (Payroll & Cash Entry) *

Approver with reporting
Inputter with Reporting
Inputter only

VIM (Vendor Invoice Management) roles select one option

Coder – Code vendor invoices for approval

VIM £1K Approver – Approve payments of invoices up to £1,000

VIM £5K Approver – Approve payment of vendor invoices up to £5,000

VIM Unlimited Approver – Approve unlimited in accordance with school financial limit stated in School’s Financial Regulations

SAP VIM (Invoices) *

Unlimited Approver
£5k Approver
£1k Approver
Coder

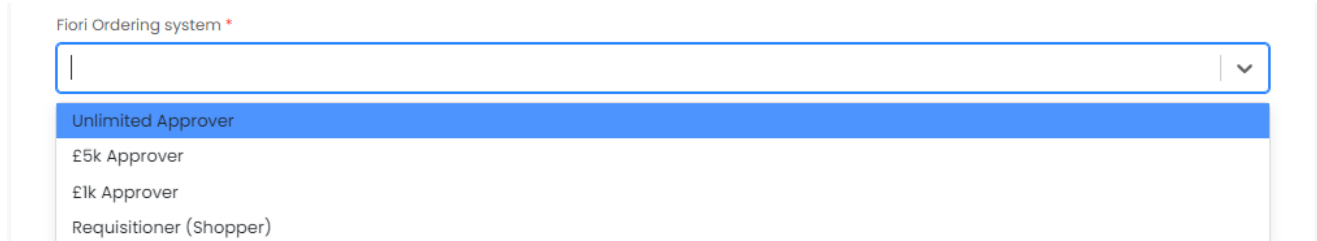
Fiori Ordering System roles select one option

Requisitioner (Shopper) – Create shopping carts, goods receipt ordered items

£1K Approver – Approve shopping carts up to £1,000

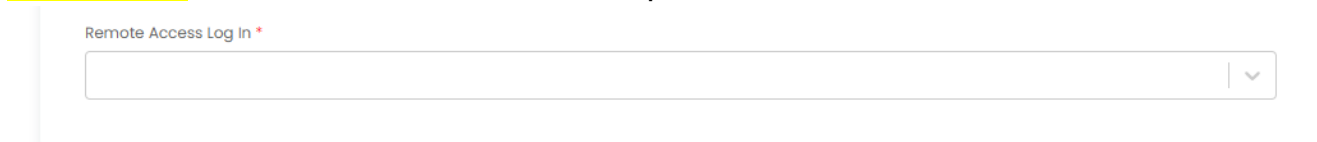
£5K Approver – Approve shopping carts up to £5,000

Unlimited Approver – Approve unlimited in accordance with school financial limit stated in School’s Financial Regulations

A screenshot of a web form titled "Fiori Ordering system *". It features a dropdown menu with a search bar and a list of options. The options are: "Unlimited Approver" (highlighted in blue), "£5k Approver", "£1k Approver", and "Requisitioner (Shopper)".

Note There is a system requirement for an Unlimited Approver to be set up in school and it is recommended that this is the headteacher. This does not override the financial limits that have been set in the School’s Financial Regulations which are reviewed annually in September.

RAP Portal All **New** users will need to request RAP Portal access

A screenshot of a web form titled "Remote Access Log In *". It features a dropdown menu with a search bar and a list of options. The options are: "Unlimited Approver", "£5k Approver", "£1k Approver", and "Requisitioner (Shopper)".

Logging the system access request on the IT Traded Services Portal should only be done by the Headteacher (or Chair of Governors in the absence of the headteacher):

See **Section 2** of this guide for the link to the IT Traded Services to Derbyshire Schools Portal where you will log in to submit the system access request. Once you click on the **Submit** button the IT Traded Services portal ticket is created and a ticket reference number will appear on the screen.

New users will be contacted by email from the Service Desk once their access has been set up.

If you require assistance with logging into the IT Traded Services to Derbyshire Schools Portal please contact our Service Desk colleagues on service.desk@derbyshire.gov.uk or alternatively call them on 01629 537777
Option 2

If you require further advice regarding which employee access roles to select please contact the Budget Manager Support Team on CST.budgetsupport@derbyshire.gov.uk

Section 2 – Log into the IT Traded Services to Derbyshire Schools Portal

Click on the following link to access the portal log on screen:-
[IT Traded Services to Derbyshire Schools Portal](#)

S4S : Derbyshire
Services for Schools

! Welcome to IT Traded Services to Derbyshire Schools

Please log in to your account

Email Address

Password

Remember me

Log in

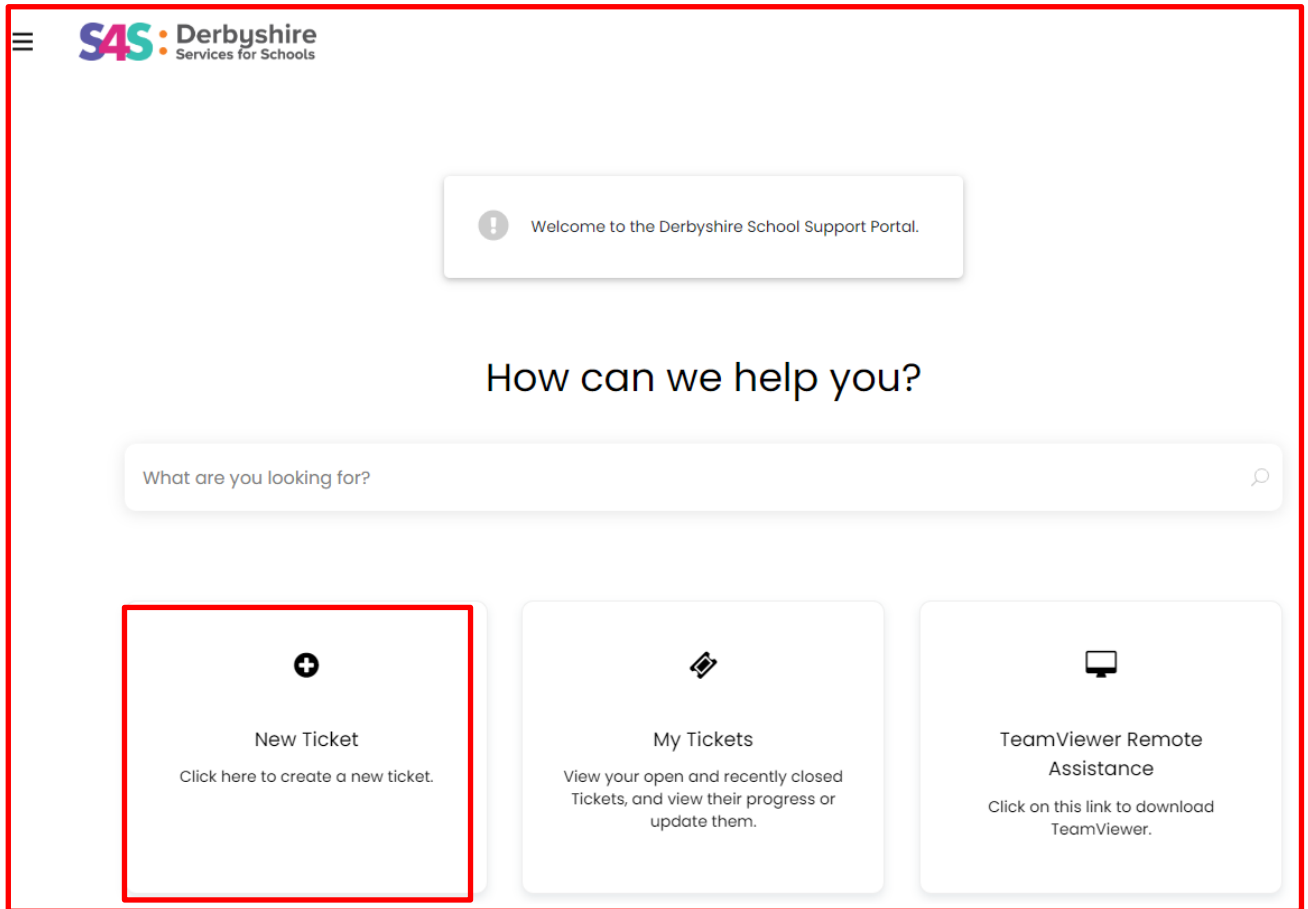
[Create New User Account](#)

[Forgotten Password?](#)

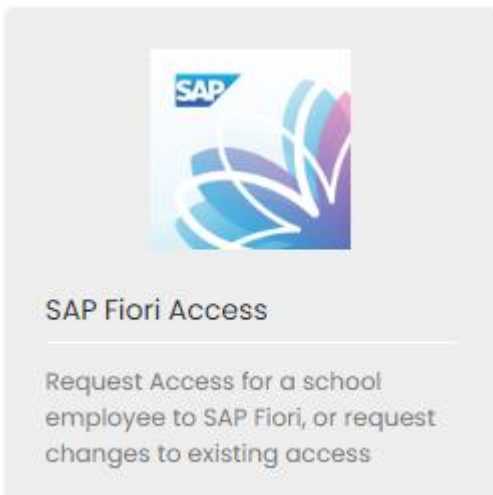
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DE4 3AG

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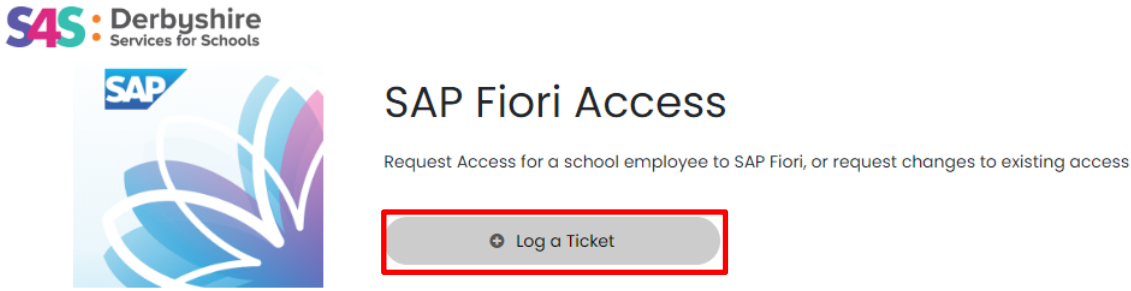
- The following screen is now displayed
- Click on the **'New Ticket'** option



- On the following screen click on this tile:



- On the following screen click on the 'Log a Ticket' button



SAS Derbyshire Services for Schools

SAP Fiori Access

Request Access for a school employee to SAP Fiori, or request changes to existing access

Log a Ticket

Service Details

Derbyshire County Council uses SAP Fiori as our Enterprise Resource Planning (ERP) solution. SAP has various modules that are used across the authority for purposes like HR, Finance and Procurement.

This service can be used to request access for a new user, and amend or delete access for current users, for the following SAP modules:

- Purchasing
- Finance

This request will need to be submitted by either the Headteacher or the Chair of Governors.

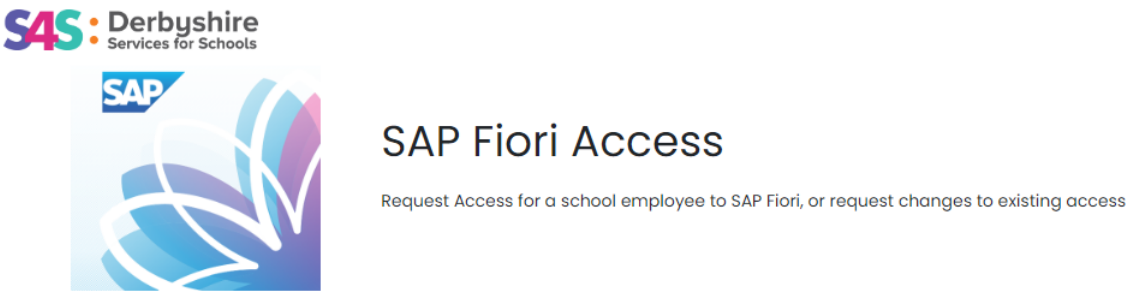
The information required to send the request will include:

- The Users name and payroll number
- Details of their role, e.g. inputter or inputter with reporting
- School cost centre
- The date the change is to be actioned from

Once a ticket is submitted, notifications will be sent to the relevant teams to action your request.

If you have any queries about completing this form, please contact cst.budgetsupport@derbyshire.gov.uk

In this screen scroll down to select your school 'Site' from the dropdown list and then select your **Request Type**



SAS Derbyshire Services for Schools

SAP Fiori Access

Request Access for a school employee to SAP Fiori, or request changes to existing access

Log a Ticket

Please complete the following form to submit a new Ticket.

** denotes a mandatory field*

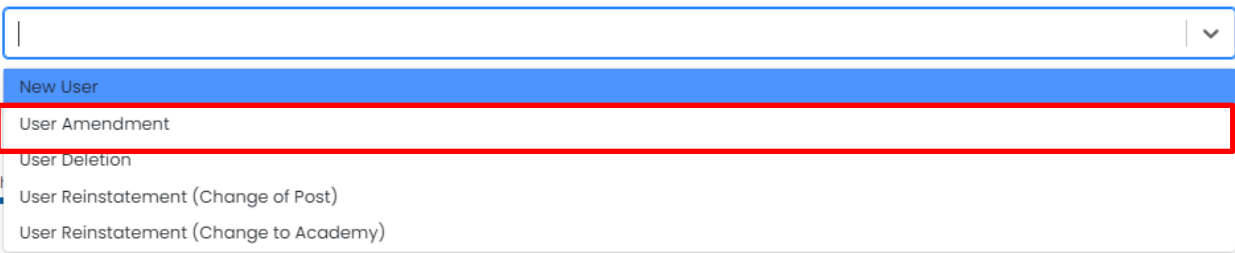
Site *

Hotmail School -TESTING

Request Type *

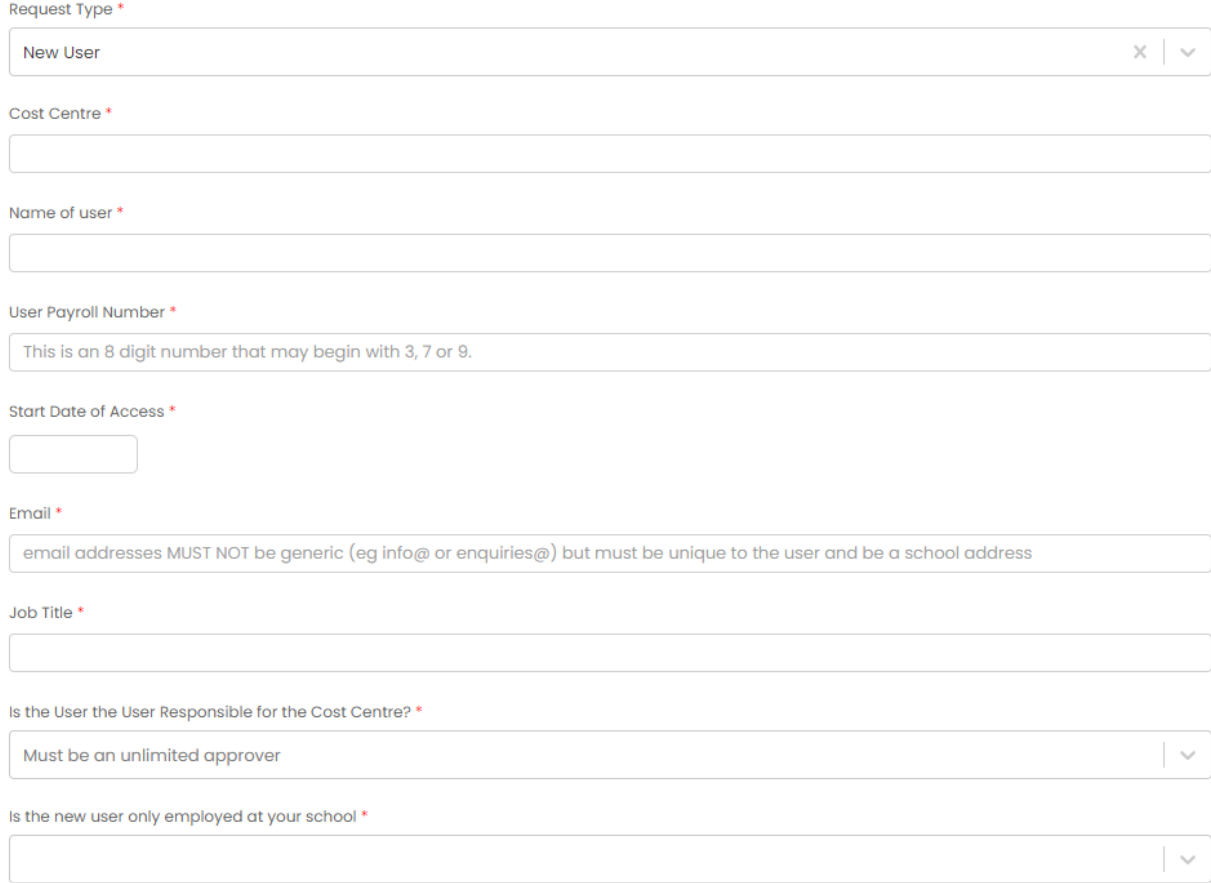
Section 3 – Request for a New system user

Select **New User** in **Request Type** from the dropdown list and scroll down to complete the mandatory fields:



A screenshot of a dropdown menu for 'Request Type'. The menu is open, showing several options. 'New User' is highlighted with a blue background. 'User Amendment' is highlighted with a red border. Other options include 'User Deletion', 'User Reinstatement (Change of Post)', and 'User Reinstatement (Change to Academy)'. The label 'Request Type *' is visible above the dropdown. A partial 'Attach' label is visible on the left side of the form.

Now scroll down this screen and complete all the mandatory fields marked with a **red asterisk ***:



A screenshot of a form for creating a new user. The form contains several fields, each with a red asterisk indicating it is mandatory. The fields are: 'Request Type' (a dropdown menu with 'New User' selected), 'Cost Centre', 'Name of user', 'User Payroll Number' (with a hint: 'This is an 8 digit number that may begin with 3, 7 or 9.'), 'Start Date of Access', 'Email' (with a hint: 'email addresses MUST NOT be generic (eg info@ or enquiries@) but must be unique to the user and be a school address'), 'Job Title', 'Is the User the User Responsible for the Cost Centre?' (a dropdown menu with 'Must be an unlimited approver' selected), and 'Is the new user only employed at your school' (a dropdown menu). The form is enclosed in a light blue border.

Continue to scroll down and complete the mandatory fields:

Roles ^

Which Roles? *

Remote Access Log In *

After Roles are selected

Roles ^

Which Roles? *

Fiori Ordering System x SAP Finance (Payroll & Cash Entry) x SAP VIM (Invoices) x v

Continue to scroll down and complete the mandatory fields:

SAP Finance (Payroll & Cash Entry) *

SAP VIM (Invoices) *

Fiori Ordering system *

Remote Access Log In *

Select the appropriate Position held in School (Approval option): **Headteacher** (or **Chair of Governors**, when the headteacher is not available) and **click** on the **'Submit'** button to log the ticket. **Tickets from other users will be rejected.**

Approval ^

Position held in School *

Select...

Chair of Governors (When the Headteacher is unavailable)


Headteacher


Attachments

Click here or drag and drop files to upload.

Submit

Cancel


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The ticket is now created and a ticket reference number will appear on the screen.

New users will be contacted by email from the Service Desk once their access has been set up.

Section 4 – Request to Modify/Change system user

Select **User Amendment** in **Request Type** from the dropdown list and scroll down to complete the mandatory fields:

Request Type *
User Amendment

Cost Centre *

Name of user *

User Payroll Number *
This is an 8 digit number that may begin with 3, 7 or 9.

Email *
email addresses MUST NOT be generic (eg info@ or enquiries@) but must be unique to the user and be a school address

Job Title *

Date to Action From *
Date

Is the User the User Responsible for the Cost Centre? *
Must be an unlimited approver
Select..

Is the new user only employed at your school *
Select..

Make relevant changes to the Role:

Roles

Which Roles? *

Fiori Ordering System x SAP VIM (Invoices) x SAP Finance (Payroll & Cash Entry) x

SAP Finance (Payroll & Cash Entry) *

SAP VIM (Invoices) *

Fiori Ordering system *

Select the appropriate Position held in School (Approval option): **Headteacher** (or **Chair of Governors**, when the headteacher is not available) and **click** on the **'Submit'** button to log the ticket. **Tickets from other users will be rejected.**

The screenshot shows a web form titled "Approval". At the top, there is a dropdown menu labeled "Position held in School *". The dropdown is open, showing two options: "Chair of Governors (When the Headteacher is unavailable)" and "Headteacher". Below this is an "Attachments" section with a dashed blue border and the text "Click here or drag and drop files to upload.". At the bottom of the form are two buttons: "Submit" and "Cancel".

The ticket is now created and a ticket reference number will appear on the screen.

You will receive a notification by email from the Service Desk once the ticket has been completed.

Section 5 – Request to Delete a system user

Select **User Deletion** in **Request Type** from the dropdown list and scroll down to complete the mandatory fields:

Request Type *
User Deletion x ▾

Warning - Please ensure you have an alternative coder / approver in school. Ensure you also complete a new user for the replacement as soon as possible if required.

Name of user *

User Payroll Number *
This is an 8 digit number that may begin with 3, 7 or 9.

Email *
email addresses MUST NOT be generic (eg info@ or enquiries@) but must be unique to the user and be a school address

Date to Action From *

Is the User the User Responsible for the Cost Centre eg Headteacher *
If the deleted person is the User responsible for your cost centre, you must notify us of their replacement by submitting a New User request. ▾

Reason for leaving *
eg retirement, moved school

Does the User have access to any other school's SAP and/or OrderPoint *

Select the appropriate Position held in School (Approval option): **Headteacher** (or **Chair of Governors**, when the headteacher is not available) and **click** on the **'Submit'** button to log the ticket. **Tickets from other users will be rejected.**

Approval ^

Position held in School *

Select...

Chair of Governors (When the Headteacher is unavailable)


Headteacher

Attachments


Click here or drag and drop files to upload.

Submit

Cancel



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The ticket is now created and a ticket reference number will appear on the screen. You will receive a notification by email from the Service Desk once the ticket has been completed.

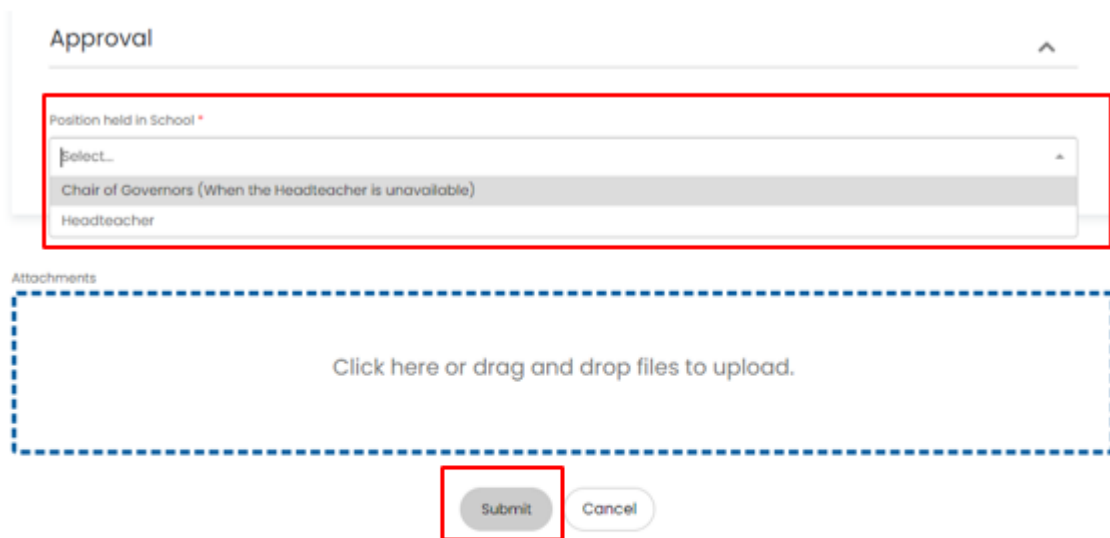
Section 6 – Request to reinstate a system user (change in contract/hours)

Select **User Reinstatement (Change of post)** in **Request Type** from the dropdown list and scroll down to complete the mandatory fields:



The screenshot shows a form with three main sections. The first section is a dropdown menu labeled 'Request Type *' with the selected option 'User Reinstatement (Change of Post)'. The second section is a text input field labeled 'Name of user *'. The third section is a text input field labeled 'User Payroll Number *' with a placeholder text: 'This is an 8 digit number that may begin with 3, 7 or 9.'

Select the appropriate Position held in School (Approval option): **Headteacher** (or **Chair of Governors**, when the headteacher is not available) and **click** on the **'Submit'** button to log the ticket. **Tickets from other users will be rejected.**



The screenshot shows the 'Approval' section of the form. It features a dropdown menu labeled 'Position held in School *' with the following options: 'select...', 'Chair of Governors (When the Headteacher is unavailable)', and 'Headteacher'. Below this is an 'Attachments' section with a dashed blue border and the text 'Click here or drag and drop files to upload.'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red box.

The ticket is now created and a ticket reference number will appear on the screen. You will receive a notification by email from the Service Desk once the ticket has been completed.

Section 7 – Request to reinstate a system user (change to Academy)

Select **User Reinstatement (Change of post)** in **Request Type** from the dropdown list and scroll down to complete the mandatory fields:

The screenshot shows a form with the following fields:

- Request Type ***: A dropdown menu with "User Reinstatement (Change to Academy)" selected.
- Name of user ***: An empty text input field.
- User Payroll Number ***: A text input field with a placeholder: "This is an 8 digit number that may begin with 3, 7 or 9."
- Please select role for user ***: A dropdown menu that is currently empty.

Select the appropriate Position held in School (Approval option): **Headteacher** (or **Chair of Governors**, when the headteacher is not available) and **click** on the **'Submit'** button to log the ticket. **Tickets from other users will be rejected.**

The screenshot shows the 'Approval' section of the form:

- Position held in School ***: A dropdown menu with "Select..." at the top and two options: "Chair of Governors (When the Headteacher is unavailable)" and "Headteacher".
- Attachments**: A dashed blue box containing the text "Click here or drag and drop files to upload."
- Submit**: A button highlighted with a red box.
- Cancel**: A button next to the Submit button.

The ticket is now created and a ticket reference number will appear on the screen. You will receive a notification by email from the Service Desk once the ticket has been completed.

Section 8 – How to check the progress of your tickets

From Main menu Click on **'My Tickets'** to view the tickets you have raised



[New Ticket](#) [My Tickets](#) [Activity Feed](#) [My Reports](#)

Welcome to IT Traded Services to Derbyshire Schools

How can we help you?

What are you looking for?



New Ticket

Click here to create a new ticket.



My Tickets

View your open and recently closed Tickets, and view their progress or update them.



TeamViewer Remote Assistance

Click on this link to download TeamViewer.

- Your tickets are now displayed
- You can filter tickets based on their status – **Open, Awaiting Input, Closed** or **All**
- Use the black triangle to display these filter options
- In this example 'Closed Tickets has been selected
- Clicking on a ticket entry will display specific ticket details, when it was logged, what status it is at and what the last updates were on the ticket

The screenshot shows the 'My Tickets' interface. At the top left is the SAS Derbyshire Services for Schools logo. At the top right are navigation links: 'New Ticket', 'My Tickets', 'Activity Feed', 'My Reports', and a user profile icon. Below the navigation is a 'My Tickets' heading and a filter dropdown menu currently set to 'Closed Tickets'. To the right of the filter is a search bar with the placeholder text 'Search...'. Below the search bar is a pagination indicator '1-1 of 1'. At the bottom is a table with the following data:

ID	Summary	Ticket Type	Status	Date Closed	Workflow Stage
0162197	Guest WIFI Request - External Customers \ User...	Traded Services - Guest WIFI	Closed	11/05/2023 18:00	