

## 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** school user they **must** have set up an **8 digit employee payroll number** and a **school email address which includes the user's name** for example:-

[jon.richardson@hightownprimary.derbyshire.sch.uk](mailto:jon.richardson@hightownprimary.derbyshire.sch.uk)

The **Smartphone Number of User** (For Multi-Factor Authentication)

We will use this number to send text codes which are necessary when logging onto the DCC network

#### Which roles are required?

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

#### **SAP roles –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

### **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

### **OrderPoint roles select one option**

**OrderPoint Shopper** – Create shopping carts, goods receipt ordered items

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

**OrderPoint £5K Approver** - Approve shopping carts up to £5,000

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

**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.

**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.

### **Further information**

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](mailto: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 at:

[CST.budgetsupport@derbyshire.gov.uk](mailto:CST.budgetsupport@derbyshire.gov.uk)

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

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



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?](#)

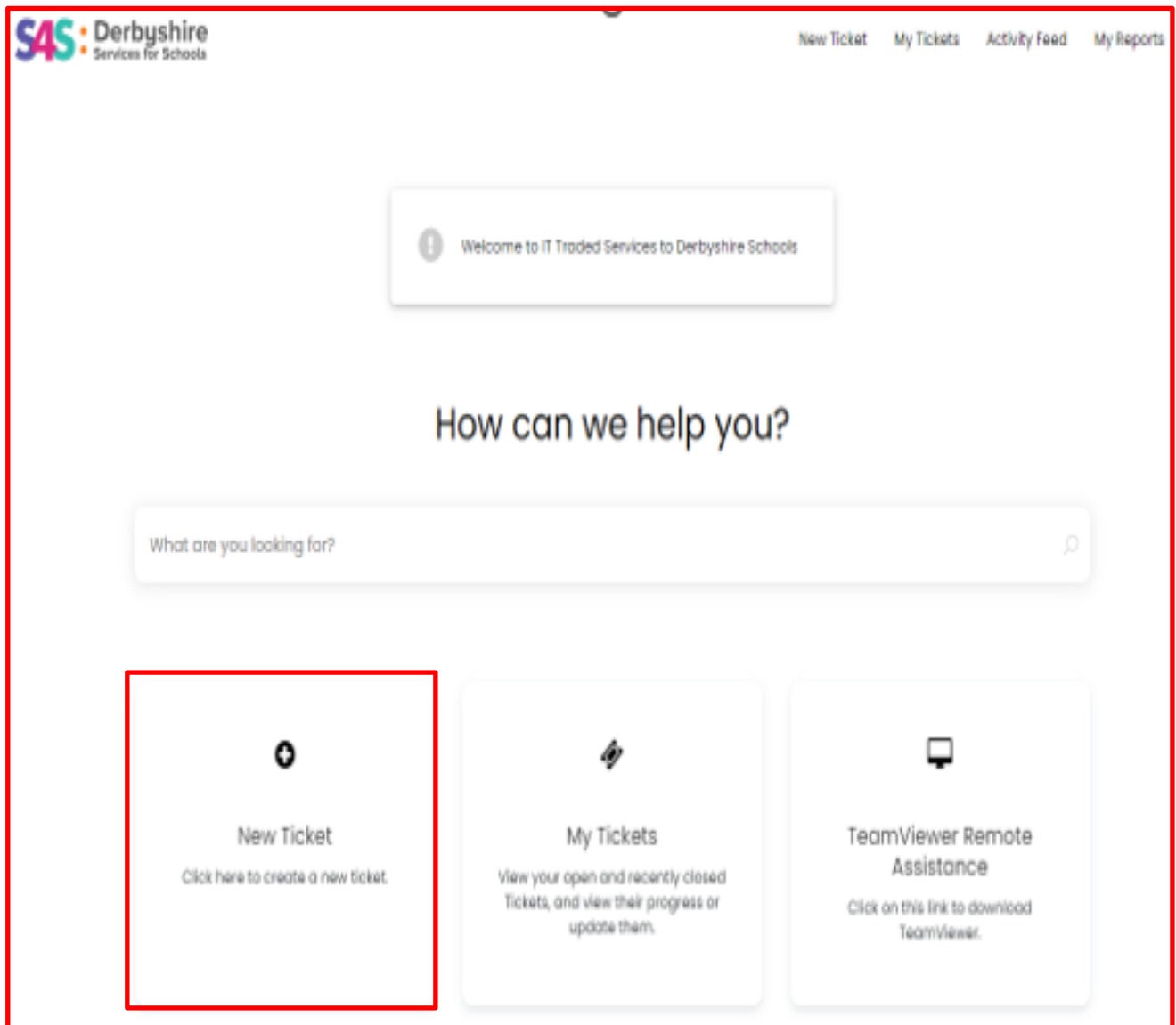


County Hall  
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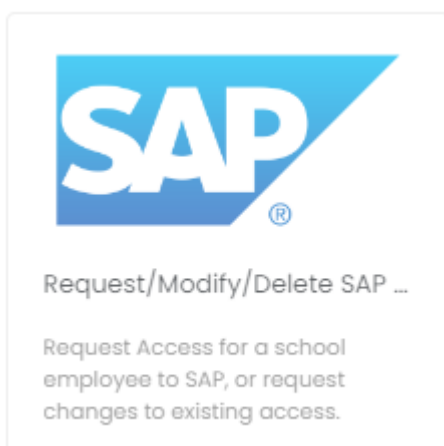


01629 537777

- 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

New Ticket My Tickets Activity Feed My Reports

←

## Request/Modify/Delete SAP Access

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

**Log a Ticket**

### Service Details ^

Derbyshire County Council uses SAP 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:

- GUI
- OrderPoint

**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](mailto: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**

## Request/Modify/Delete SAP Access

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

### Log a Ticket

*\* denotes a mandatory field*

Site \*  
Hotmail School - TESTING

Request Type \*  
Select...

## Section 3 - Request for a New system user

Click on **Request Type** – in this example **New User**

Log a Ticket

*\* denotes a mandatory field*

Site \*

Hotmail School -TESTING

Request Type \*

Select...

New User

User Amendment

User Deletion

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

Request Type \*

New User

Cost Centre \*

Name of user \*

User Payroll Number \*

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

Start Date of Access \*

Date

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 \*

Is the User the User Responsible for the Cost Centre? \*

Must be an unlimited approver

Yes

No

Yes

## Continue to scroll down and complete the mandatory fields

Is the new user only employed at your school \*

Name of other school/establishment and details of position held \*

### Roles

Which Roles? \*

- OrderPoint
- SAP Finance (Payroll & Cash Entry)
- SAP VIM (Invoices)

### Roles

Which Roles? \*

SAP Finance (Payroll & Cash Entry) \*

SAP VIM (Invoices) \*

OrderPoint \*

Remote Access Log In \*

SAP Finance (Payroll & Cash Entry) \*

- Approver with reporting
- Inputter with Reporting
- Inputter only

SAP VIM (Invoices) \*

- Unlimited Approver
- £5k Approver
- £1k Approver
- Coder

## Continue to scroll down and complete the mandatory fields

OrderPoint \*

Select...

- Unlimited Approver
- £5k Approver
- £1k Approver
- Shopper

Remote Access Log In \*

New one required

Smartphone Number of user (For Multi-Factor Authentication) \*

We will use this number to send text codes which are necessary when logging onto the DCC network.

Once you have completed all the mandatory fields and selected the appropriate Approval option **click** on the **'Submit'** button to log the ticket.

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

  
County Hall  
Matlock  
DE4 3AG

  
01629 537777

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 the 'Request Type' option **User Amendment** 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..

### Roles

Which Roles? \*

Select..

- OrderPoint
- SAP Finance (Payroll & Cash Entry)
- SAP VIM (Invoices)

SAP Finance (Payroll & Cash Entry) \*

Select..

- Approver with reporting
- Inputter with Reporting
- Inputter only

Continue to scroll down and complete the mandatory fields

SAP VIM (Invoices) \*

Select...

- Unlimited Approver
- £5k Approver
- £1k Approver
- Coder

OrderPoint \*

Select...

- Unlimited Approver
- £5k Approver
- £1k Approver
- Shopper

Once you have completed all the mandatory fields and selected the appropriate Approval option **click** on the **'Submit'** button to log the ticket.

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 5 – Deleting a system user

Select the **Request Type** option **User Deletion** 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 \*  
Date

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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.  
Select... x ▾

Reason for leaving \*  
eg retirement, moved school

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

Please specify the school and if the access needs to be maintained \*

Once you have completed all the mandatory fields **click** on the '**Submit**' button to log the ticket

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

  
County Hall  
Matlock  
DE4 3AG

  
01629 537777

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 - 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**

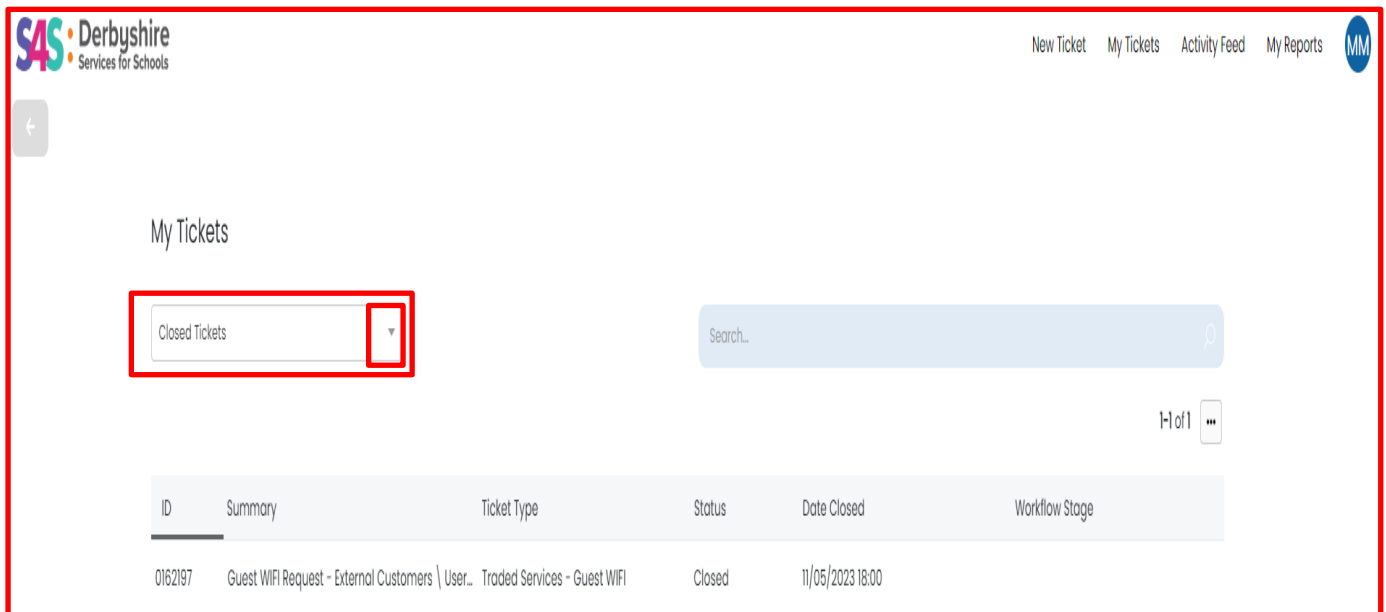
View your open and recently closed Tickets, and view their progress or update them.



**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 displays the 'My Tickets' interface. At the top left is the SAS Derbyshire Services for Schools logo. On the right, there are navigation links: 'New Ticket', 'My Tickets', 'Activity Feed', and 'My Reports', along with a user profile icon labeled 'MM'. Below the navigation is a back arrow. The main heading is 'My Tickets'. A filter dropdown menu is highlighted with a red box, showing 'Closed Tickets' selected. To the right of the filter is a search bar with the placeholder text 'Search...'. Below the search bar, it indicates '1 of 1' tickets. A table below shows 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	