



## Raise a Site Access Request (SAR)

- Where to find the form
- Section 1: Describe Your Needs
- Section 2: Choose Your Options
- Section 3: Summary
- Retrieve your SAR Permit

# Where to find the form

arqiva

Find Site Details   Check Availability for Permit Request   Requester & Engineer Details   My List   PWR Report 1   Tours   sam

## Site Access Portal

Search (minimum 3 characters)

Request Something  
Browse the catalog for services and items you need

Raise a Site Access Request  
Create a Site Access Request

describe your needs  
 choose your options  
 a summary of your selections

Choose 'Raise a Site Access Request' to go straight to the SAR form

Announcements

- Climbing and Rescue
- COVID-19 Guidance
- General Information
- IT Announcement

My Surveys

- PWR - Survey

# Describe Your Needs

Some fields are mandatory  
\* Red star = incomplete \*  
\* Grey star = complete \*

Displaying Site Information

200 GRAYS INN ROAD (GLOBECAST LONDON)

Attachments  
Site Risk Register and AIR Report 09/06/2021 10:16:52.pdf Site Risk Register and AIR Report 09/06/2021 10:16:48.pdf

CMDB CI Site

Site Banding	Description of Access

Access Hours

MP/LP Site

Ground Cabin Only Notice Period (Days)

Other Access Notice Period (Days)

2 Person Access Required

Temporary Access Restriction \* Structure Temporary Access Restrictions Temporary Risk Access Conditions

Temporary Access Restriction

Number	Site	Owner	Category	Created	Next Review Date (Temporary Access Review)
STAR000011	200 GRAYS INN ROAD (GLOBECAST LONDON)	SAH_Estates	Issue	28/04/2021 10:39:37	28/04/2022

Generate RR + AIR Report

Cancel OK

Home > Site Access Request Guide

### Site Access Request Guide

Site Access Request Guide

Describe Needs Choose

Requestor Details

Requestor Name: sam

Requestor Phone: 0987654321

Site Details

Primary Relationship: Arqiva

\* Site Access Permit Type: Standard Permit

\* Find Site: CRAWLEY COURT

Show availability Show availability - Calendar View

Asset Selection

\* Work Type: FAULT

\* Asset Type: [Empty]

Asset: [Empty]

Next

- 1) Choose the Site Access Permit type
- 2) Find and select the site you're arranging a visit to
- 3) A popup will display site information for your selection, including Temporary Access Restrictions (TAR's), Temporary Risks and any Access Conditions. Please review these as they may prevent you proceeding on your planned date. You can review the RR & AIR or generate if one is not available. When you're ready, click ok
- 4) You can check the calendar to ensure site availability - the dots represent bookings
- 5) Work Type - is the visit for a fault, maintenance, construction, or a survey
- 6) Asset Type - e.g. building, cabin, cabinet or structure
- 7) Asset - If required, search and select the asset you'll be working on - this is only mandatory for the structure asset type
- 8) When you're ready click Next - you will not be able to change the Work Type category after clicking Next, you'll need to cancel and start afresh

# Choose your Options

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Home > Site Access Request Guide Search

## Site Access Request Guide

Site Access Request Guide

Describe Needs Choose Options Summary

**Included Items:** \* Mandatory Fields

**Choose the Site Access Request item**

<input type="checkbox"/> Site Access Request	Site Access Request	* Options	▼
<input type="checkbox"/> Site Query	Site Access Task Query	* Options	▼

Previous Next

# Choose your Options (1)

Some fields will have been pre-populated and the fields you need to complete will change depending on the work type and asset type chosen earlier  
*- in this example, we're requesting access for a 'fault'*

The screenshot shows the 'Choose Options' form in ServiceNow. The form is titled 'Choose Options' and has a 'Summary' button in the top right corner. The form contains several fields and sections:

- Copy Emails To:** A text input field with a callout '1' pointing to it.
- Fault Reference Number:** A text input field with a callout '3' pointing to it.
- Arqiva Project Number:** A dropdown menu with a callout '2' pointing to it.
- Arqiva Project Manager:** A dropdown menu with a callout '2' pointing to it.
- Task Code:** A dropdown menu with a callout '2' pointing to it.
- Instructing Company:** A text input field with a callout '2' pointing to it.
- Dates:** A section containing:
  - \* Start Date:** A date picker with a callout '4' pointing to it.
  - \* End Date:** A date picker with a callout '5' pointing to it.
  - \* Start Time:** A dropdown menu with a callout '4' pointing to it.
  - \* End Time:** A dropdown menu with a callout '5' pointing to it.
- Notice Period(days):** A text input field with a callout '6' pointing to it.
- Notice Period Exception Reason - Justification reason:** A text input field with a callout '6' pointing to it.

- 1) You can add a second email address to send the permit notifications to
- 2) If the work is for an Arqiva Project, search and select the number from the drop-down  
*- the Project Manager and Task Code will auto-populate*
- 3) If the visit is for a fault input the reference
- 4) Select the Start Date using the date picker and the Start Time from the drop-down
- 5) Do the same for the End Date and Time
- 6) If there is an exception to the Notice Period detail your justification here
- 7) Scroll down

# Choose your Options (2)

The screenshot shows a 'Work Details' form with the following sections and fields:

- Work Details**
  - Specific Daily Working Hours Only: Yes (Callout 1)
  - Daily Working Hours: [Text Field]
- Additional Information Question**: [Text Field] (Callout 2)
- Additional Information Answer**: [Text Field]
- \* Job Description**: [Text Field] (Callout 3)
- Work description - Working with Others**: [Text Field]
- Work description - plant and equipment**: [Text Field]
- Is the uploaded file the final Version of RAMS?** [Dropdown: RAMS should be specific to the Site and compliant with requirements. / - None -] (Callout 4)
- Engineers**
  - \* Lead Engineer: [Text Field] (Callout 5)
  - Engineer Contact Number: [Text Field]
  - Ground Other Engineers: [Text Field]

At the bottom, there is a 'Site Query' section with 'Site Access Task Query' and an 'Options' dropdown menu (Callout 6).

- 1) State if there's a limitation to available working hours  
- e.g. will you be working in normal working hours
- 2) Check if any additional questions require answers
- 3) Input the Job and Work descriptions
- 4) Only choose No here if you expect to need to revise the RAMS later  
Provide names of the Engineers who will be in attendance
- 5) When you're ready choose the Site Query item

*RAMS - Risk Assessment & Method Statement*

# Choose your Options (3)

Home > Site Access Request Guide

Describe Needs Choose Options Summary

Site Access Request Site Access Request Options

Site Query Site Access Task Query

Information

\*Work Type FAULT \*Find Site

\*Asset Asset Type

\*Electrical Work Category -- None -- \*Are you carrying out electrical work? Yes

\*Access Type Equipment -- None -- \*Are you using height access equipment? Yes

Site Attendance on Flagged Sites Only required for Non Arqiva Requests

RAMS Required Yes

Add attachments

Previous Next

- 1) Is your visit to carry out Electrical work? If yes you'll need to provide the category
- 2) If you'll be Working at Height, select yes and choose the Access Equipment Type
- 3) Add detail if site attendance is required
- 4) Upload any required RAMS or other documents to the paperclip - pop-ups will inform you of any required docs
- 5) When you're ready click Next

Home > Site Access Request Guide

Search

### Site Access Request Guide

Site Access Request Guide

Describe Needs Choose Options **Summary**

Order Guide Details	Quantity	Price (ea.)	Recurring (ea.)
Site Access Request	1	---	---
Site Query	1	---	---

Total: £0.00 Edit Options **Submit**

1) When the form is ready and all mandatory information has been provided you'll see the Summary, click on Submit  
*- you can also choose Edit Options to go back into the form*



# Retrieve your SAR Permit

arqiva Find Site Details Check Availability for Permit Request Requester & Engineer Details My List PWR Report 1 Tours 5 sam

Home > My SAM Requests

My Site Access Permit Request

All > Requestor is sam .or. Opened by is sam

Access Request ID	Site	Start Date	End Date	Site Access Permit Type	test access Type	Short description	State
SAR0001126	CRAWLEY COURT	31/05/2021 10:00:00	31/05/2021 14:00:00	Standard Permit		FaultTestAndy	Permit Approved
SAR0001120						Fault investigation	Closed Complete

< > Rows

You will see a list of all your current permit requests, their details and state. Select the request you've just raised

# Retrieve your SAR Permit

arqiva Find Site Details Check Availability for Permit Request Requester & Engineer Details My List PWR Report 15 Tours sam

Home > SAMForm

SAR0001420

Attachments Edit

Site Access\_Permit 01/07/2021 13:53:47.pdf SHE-GH-004 Electrical Safe Systems of Work and Safety Rules.pdf Site Risk Register and AIR Report 25/06/2021 0

Site Access Request

Primary Relationship Arqiva \*Site CRAWLEY COURT

Cabin - CTIL - 15338709300

Access Type Ground Cabin Permit Approved 07/01/2021 14:43:19

Wk

\* Fault Reference Number

**Click on the pdf or jpg file, download should start automatically, look in your downloads folder or wherever your downloads are saved - in Windows you can open File Explorer with the Windows Key and the letter 'E'**

**If you need to add any documents, you can do this here**

**Once you've raised your request, you can change the End Time and the attending Engineer(s)**

**Anything else you will need to cancel the request and start afresh**

**If you scroll down you can Cancel or Copy your request - you can also perform other tasks such as add activity**