

**Process for getting a new account during COVID-19**

In the current situation face to face access is limited, yet there will still be a need for people to apply for ESL accounts. Therefore we have designed a slightly different process to facilitate this.

Person requiring the ESL

* If you can, please download and complete the form
* If you have access to a smart phone then please take a photograph of the form and then of yourself holding your two forms of identity, then email these to the Delegated Authoriser for your organisation
* If you do not have access to a smart phone but do have access to a scanner then please scan the application form and your two forms of identity, and include these in an email to the Delegated Authoriser for your organisation
* If you do not have access to any of the above please send an email to the Delegate Authoriser for your organisation with the following details
  + First name
  + Middle name ( if you have one)
  + Last name
  + Preferred name (if you have one)
  + Date of Birth
  + Email address
  + Application you require access to

Note: if you do not know who the Delegated authoriser for your organisation is please contact the Education Service Desk, via email [service.desk@education.govt.nz](mailto:education.servicedesk@education.govt.nz) or phone on 0800 422 599

Delegated Authoriser

* If you have access to ESL please process the application in the normal manner
* If you do not have access to ESL then please send access requests to Education Service Desk via email to [service.desk@education.govt.nz](mailto:education.servicedesk@education.govt.nz) based on the following:
  + All access requests should be sent from the Delegated Authority for your organisation, including the form if you are able to
  + They must be sent from the official organisation email address,  @organsation.nz
  + They must be a named email address not a generic account like [principal@thorndon.school.nz](mailto:principal@thorndon.school.nz)
  + Must contain an email signature to illustrate who they are and what their role is.

New Delegated Authoriser

* Follow the above process using the appropriate ESL Delegated Authoriser Request form (Schools: ESL10, Tertiary: ESL04, ECE: ESL50) and send to your organisation’s principal , CEO or Centre Manager
* Principal, CEO, centre Manager to email to Education Service Desk at [Service.desk@education.govt.nz](mailto:Education.servicedesk@education.govt.nz)
* it must come from the organisations executive eg (school principal / Tertiary provider CEO/ EC Centre manager/)

Internal ESL requests

* Complete the required form and follow the process above then forward to your manager
* Approvals must be from the manager’s @education.govt.nz address.