How to Request Access to CW ASSIST for a CW Worker

These instructions assume worker has an NCID assigned and the Information Security Official (ISO) has access and experience using the e-IRAAF system.

1. Supervisor determines that the employee requires access to CW ASSIST as a function of their job responsibilities.
2. Supervisor verifies that the worker has an NCID.
3. The e-IRAAF will be used to grant access for a new employee or make changes for an existing employee. The request should come to the ISO from the employee's supervisor via email. This email request should be maintained by the Security Official for audit purposes for a minimum of seven years.
4. On the Supervisor's authorization, the county ISO will compete the e-IRAAF as appropriate for the access/change being requested. CW ASSIST is located on screen AATY07. Enter 'A' to add access for the worker or 'D' to remove worker access.

> Note: Most of the workers for whom access to CW ASSIST will be requested may not have existing e-IRAAFs, so ISOs can expect to have to create new ones.

5. Submit the e-IRAAF.
6. DHHS Customer Support Center (CSC) will receive the e-IRAAF and, if completed correctly, will grant the user access to CW ASSIST.

> Note: Failure to provide the worker's correct NCID will result in rejection of the e-IRAAF.

7. ISOs are encouraged to check the status of submitted e-IRRAFs in the same way they currently do for any e-IRAAF they submit.

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