

## OASAS External Access Request Form (IRM15) Submission Process

As of March 15, 2025, the External Access Approver (EAA) for your provider will be responsible for submitting all OASAS External Access Request forms (IRM-15) directly to the Helpdesk.

### What This Means for You:

- Inform staff needing access to OASAS Applications to complete the IRM-15 based on form instructions, obtaining their EAA's signature as approval.
- Ensure that the EAA submits the access form to the help desk, rather than staff emailing the help desk directly.

### About the External Access Approver (EAA) Role:

- Each provider has at least one EAA identified in the Provider Directory System (PDS).
- Providers can identify up to two EAAs in the PDS. This is encouraged to prevent delays in accessing data systems if an EAA is unavailable.
- EAAs are responsible for:
  - Reviewing IRM-15 forms for accuracy.
  - Submitting IRM-15 forms directly to the Helpdesk.
  - Periodically reviewing active user lists. Request for a list of active users can be sent to [Healthhelp@its.ny.gov](mailto:Healthhelp@its.ny.gov)
  - Terminating access when necessary by contacting [Healthhelp@its.ny.gov](mailto:Healthhelp@its.ny.gov)

### Resources:

- [Instructions](#) for viewing and updating contacts in the PDS can be found on the [OASAS Applications site](#).
- A [video tutorial](#) for updating contact information is available on the site under Online Tutorials.
- A [video tutorial](#) for completing the IRM-15 form is also available on the site under Online Tutorials.

### Contact Information:

- For questions about the EAA role or PDS contacts: [datamgmt@oasas.ny.gov](mailto:datamgmt@oasas.ny.gov)
- For questions about submitted IRM-15 forms, password issues, or active user lists: [Healthhelp@its.ny.gov](mailto:Healthhelp@its.ny.gov)