

## **Weekend Working – PCR password problems?**

The ePharmacy Help Desk is only manned Monday to Friday therefore this could cause problems for pharmacists who only work in a community pharmacy at the weekend.

For those pharmacists who only work at the weekend i.e outside ePharmacy Help Desk operating hours and have either forgotten their password or have been locked out of the PCR, a work around has been reached. Pharmacists requiring a password reset should contact the ePharmacy Help Desk as normal on 0131 275 6600 and leave a message on the voicemail stating your name, user number (either RPSGB if issued before Oct 2010 or GPhC number) and that you are a pharmacist who only works at the weekend and require a password reset. The ePharmacy team will then re-issue a password by post to the Health Board to forward to the pharmacist. This will not be the temporary 4 hour password which is provided during normal working hours. Please note that this provision is not available for those who work during the normal ePharmacy working hours – you will be issued with a temporary password valid for 4 hours.

The alternative way to prevent the need to request a new password is to answer the reset questions on the RCP log in page!