

Service Now Self-Service Portal

Contents

Service Now Self-Service Portal.....	2
Logging On	3
Change Verification Method	6

Service Now Self-Service Portal

The new Service Now Self-Service Portal is a web-based application that is used by NHS Lothian to manage calls logged by users to our Service desk

To access the system, use the following URL:

Website Location: <https://nhsses.service-now.com/sp/>

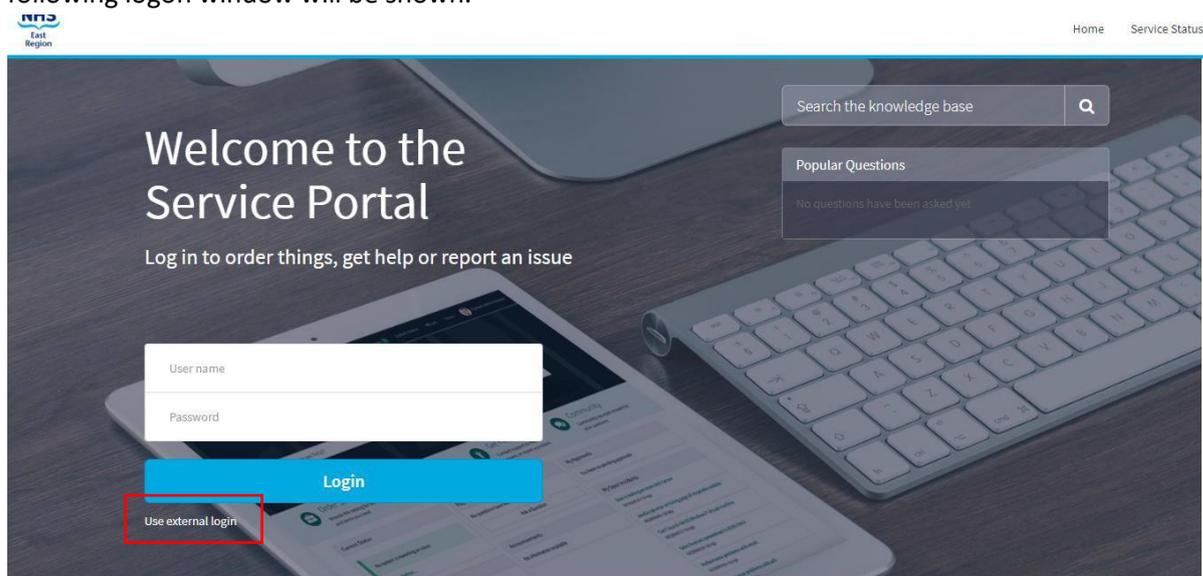
*It is recommended to use **Google Chrome or Microsoft Edge** to access the system, this has the best compatibility with the system.*

Logging On

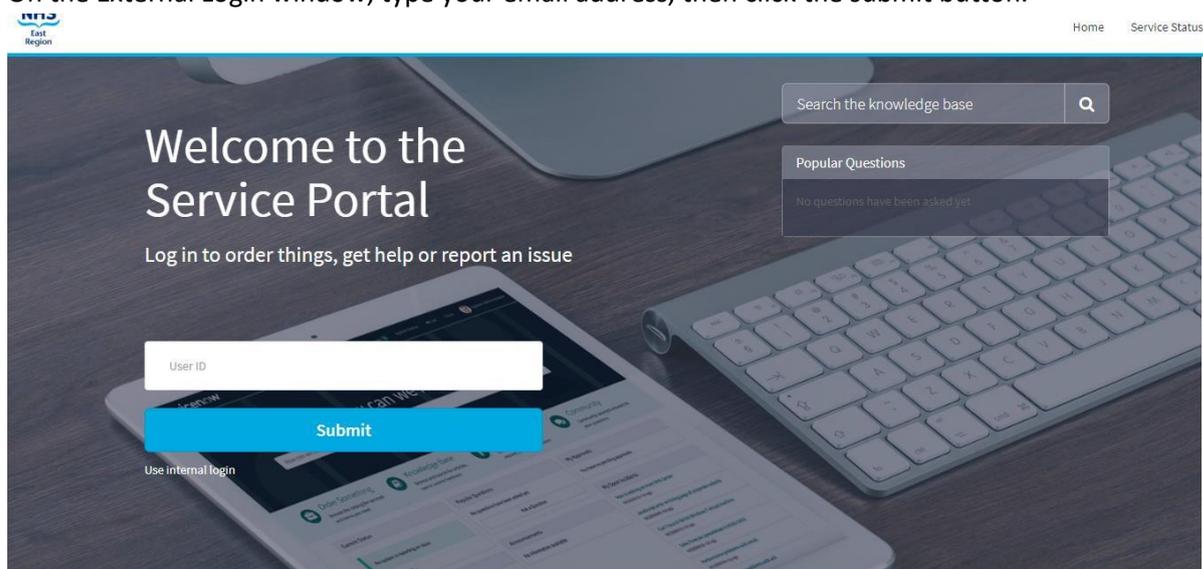
The logon required for the Service Now Self-Service Portal is your existing @nhs.scot email address and password. Due to the way Service Now links into the account, the account will need to first be authorised for use.

The authorisation will occur during the logon process and will require the use of a phone to be supplied with a response code.

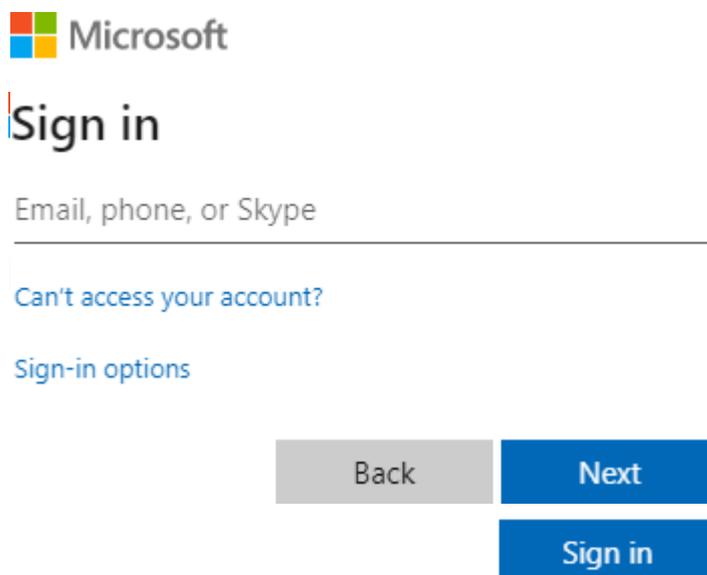
1. Navigate to the Service Now website (URL: <https://nhsses.service-now.com/sp>) the following logon window will be shown.



2. Due to the current setup of the system, click the **Use External Login** link to continue.
3. On the External Login window, type your email address, then click the submit button.



4. After clicking the Submit button, the page will redirect to a Microsoft logon page (shown below). This will ask for your full **email address**. When entered, click the Next button.



5. The next stage of the Microsoft login will require your current email password, when entered click the Sign In button.
6. Finally, you will be required to verify your account. This will only happen once but is required to complete the logon page.
At this point verification will be completed either via a telephone call, or text message.
Please Note: It is recommended to use a mobile number to get the verification code.

- When the verification has been completed the final stage of the Microsoft logon will ask if you wish to reduce the number of required logins. This will remove the requirement for you to login again using the same computer.



Stay signed in?

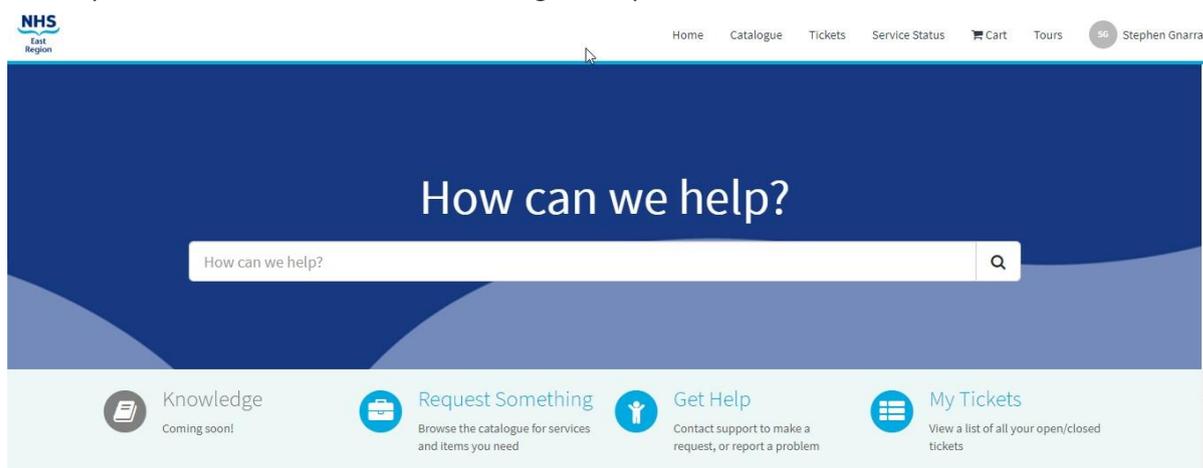
Do this to reduce the number of times you are asked to sign in.

Don't show this again



Click the Yes button to complete this stage.

- At this point the Service Now Self-Service Page will open.



- To log a call, please refer to Doc 2 – Service-Now – Logging-a-Call

When completing any request, please add as much detail as you can to assist the team in resolving your issue as quickly as possible.

This includes, a full location and correct contact information, any computer / hardware asset numbers along with any screenshot that may assist the team.

Change Verification Method

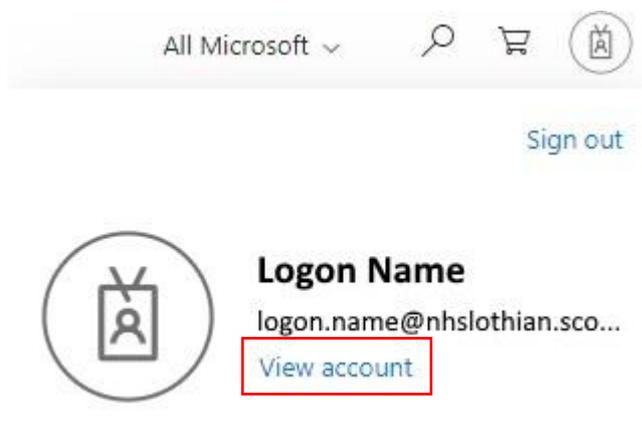
It is possible to change the verification used to gain access to the system.

During the initial logon a phone number will have been used to verify the account, if at any point this number needs to be changed please follow the steps below.

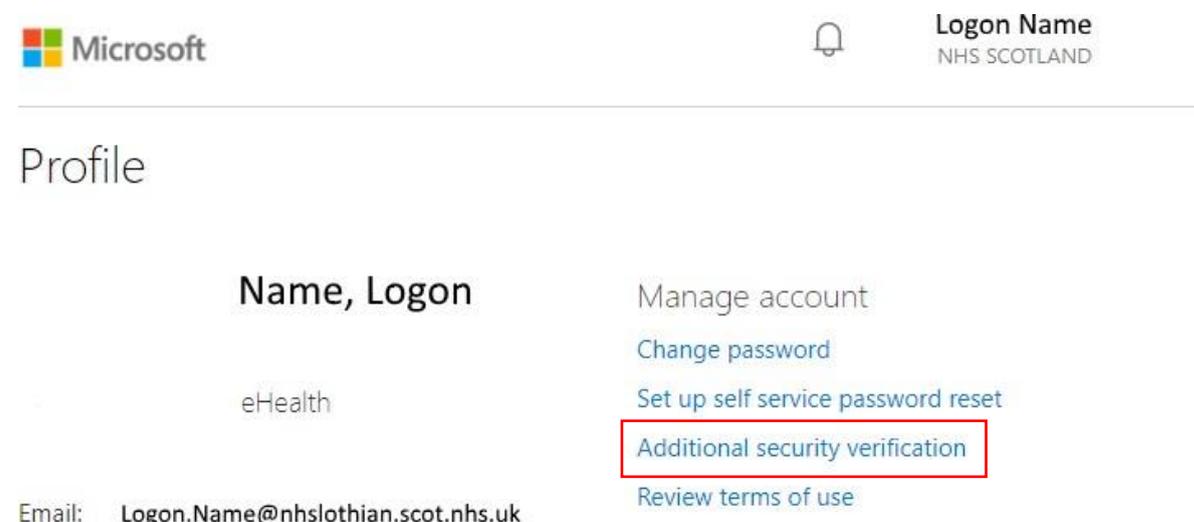
1. Navigate to the Microsoft website (<https://www.microsoft.com/>) and select the Logon button on the top bar:



2. When clicking to logon, the account to be used will be the same account used to access Service Now (@NHS.Scot email address and associated password).
3. Once the logon has completed, click the Account button on the top bar (this will replace the previous Logon button), when clicked a fly-out window will appear providing access to the account information, click the View Account link to access the account page:



4. When the Account Information is displayed, click the Additional Security Verification link to change or update the verification information:



5. At this point the system will ask for verification of the account based on the current verification method.
You will receive a phone call or text message to the number you previously supplied.
6. At this point you will be presented with the available options to update the number or method of verification used.

When the information has been updated, click the Save button.

Microsoft
Logon.Name@nhslothian.scot.nhs.uk | ?

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Text code to my authentication p ▼

how would you like to respond?

Set up one or more of these options. [Learn more](#)

<input checked="" type="checkbox"/> Authentication phone	<input type="text" value="United Kingdom (+44)"/>	<input type="text"/>
<input type="checkbox"/> Office phone	<input type="text" value="Select your country or region"/>	<input type="text"/>
		Extension <input type="text"/>
<input type="checkbox"/> Alternate authentication phone	<input type="text" value="Select your country or region"/>	<input type="text"/>
<input type="checkbox"/> Authenticator app or Token	Set up Authenticator app	

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.