**SERVICE NOW FOR COMMUNITY PHARMACIES**

**Frequently Asked Questions**

**I don’t have an NHS Mail Outlook account - how do I request one?**

Please fill out the Outlook application form on the NHS Mail Outlook section of the Community Pharmacy website and any member of the pharmacy team you work with(ideally the Pharmacist/Pharmacy Manager) with an existing Outlook account can log a request on Service Now for you and attach your form. If there’s no one in the team with an active Outlook account who can log into Service Now for you, please contact the Community Pharmacy Development Team who can raise a call on your behalf. [cpdt@nhslothian.scot.nhs.uk](mailto:cpdt@nhslothian.scot.nhs.uk)

**I already have an Outlook account but I need to get it linked to my pharmacy’s shared mailbox, how do I do this?**

Use the second box of the Outlook application form to show the full email address of the mailbox you need to be linked to (usually in format [pharm.cpxxxx@nhs.scot](mailto:pharm.cpxxxx@nhs.scot) or [ci.pharm.cpxxxx@nhs.scot](mailto:ci.pharm.cpxxxx@nhs.scot) ), and you should also use this section to note any other shop’s mailboxes you need to be unlinked from. Then log a request on Service Now.

**I’ve forgotten my password, how do I get this reset?**

If you have successfully logged into your nhs.scot account within the last few weeks and MFA was still working fine but you just can’t remember your password now, you can try resetting password yourself via: <https://passwordreset.microsoftonline.com>. If this is not the case, you may be able to log a request via Service Now to reset your password. Alternatively you can phone the eHealth helpdesk on 0131 536 5050 and ask them to request a password reset on your behalf.

**My Authenticator App/Multi Factor Authentication is not working any more and I can’t log into my account, what should I do?**

In the first instance, you should try uninstalling and reinstalling the Authenticator App on your mobile. If this still doesn’t work, you should call the eHealth Helpdesk on 0131 536 5050 to ask for a password reset, since this also can reset your MFA. Current advice for users is to choose the MFA option which involves sending a six digit code by text to your mobile for verification, since there are known problems with Authenticator App.

**I’m about to change mobile phone number – how can I ensure my MFA still works?**

Please see the ‘Getting Set Up’ document on our website – it includes guidance on how to change your verification method.

**I’m a Pharmacy Manager/Pharmacist/Area Manager and need to unlink a staff leaver’s Outlook account from our shared mailbox.**

Note that users can also request their own account to be unlinked but it is best practice for managers to always do this for staff leavers, so that they do not continue to have access to confidential patient information in your pharmacy. Use the second box of the Outlook application form to show the mailbox the leaver needs to be unlinked from.

**When I try logging in, it says ‘Account Locked’, what do I do?**

Accounts can get locked either if you have tried several times unsuccessfully to log into your account, or you haven’t logged in recently (in the last 6 weeks) and it has fallen inactive. You can log a request on Service Now to get this unlocked.

**I’m a Locum Pharmacist so I have no base pharmacy to put down on the Outlook application form, can I still get an account?**

Yes you can still get an account. Follow the process to request a new account. Please note that your username and password will be posted by letter to the pharmacy you log the Service Now request from.

**I have a technical problem with my Outlook account which does not relate to any of the above issues, how do I get this sorted?**

You can log a request on Service Now or via call the eHealth Helpdesk on 0131 536 5050 (9am-5pm, Mon to Fri), and they will log a request on your behalf. Keep a note of the call reference you are given (this usually starts with INC or REQ) in case you want to follow up with them.

**How long does it take for Service Now requests to be actioned?**

Usually new accounts take a couple of weeks to be set up, and the user’s credentials posted out by letter to their base pharmacy. If this hasn’t arrived in the expected time, please contact the eHealth Helpdesk on 0131 536 5050 to request an update and citing Service Now call reference. Alternatively you can request a password reset and a new letter in case the original letter has gone missing.

**I logged a Service Now request a few weeks ago but still haven’t heard back from eHealth/Directory Services, how do I chase this up?**

You can call the eHealth Helpdesk on 0131 536 5050 and give them the call reference (usually starts with INC, REQ or RIT) and they can log an update request for you if they can’t update you on the spot.