

## Service Now Self-Service Portal for Outlook (NHS Mail)

### Community Pharmacy Guide



What do you need?	Who needs to log into Service Now to get this requested?
Brand new Outlook account for new user	<ul style="list-style-type: none"> <li>- User's manager or senior staff member with their nhs.scot account logs into SN</li> <li>- User needs to fill out 1<sup>st</sup> section of NHS Mail Outlook request form <a href="#">here</a> and tick 'New user' box at top of form – you should attach this form to SN call</li> </ul>
Account reactivation (caused by not logging into account in last 6 weeks, locking of account due to too many failed attempts)	<ul style="list-style-type: none"> <li>- User to log into SN with current nhs.scot account</li> <li>- User needs to fill out 1<sup>st</sup> section of NHS Mail Outlook request form <a href="#">here</a> and tick 'Reactivation' box at top of form – you should attach this form to SN call</li> </ul>
Account deactivation for staff leavers	<ul style="list-style-type: none"> <li>- User or user's manager logs into SN</li> <li>- User or manager to fill out 1<sup>st</sup> section of NHS Mail Outlook request form <a href="#">here</a> and tick 'Leaver' box at top of form – you should attach this form to SN call</li> </ul>
Password reset for user	<ul style="list-style-type: none"> <li>- If user has successfully logged into nhs.scot account within the last few weeks and MFA working, they can try resetting password themselves via: <a href="https://passwordreset.microsoftonline.com">https://passwordreset.microsoftonline.com</a></li> <li>OR</li> <li>- User may be able to log into SN with current nhs.scot account though sometimes Outlook requires your password. Note: other staff cannot request password reset on behalf of a user)</li> </ul>
Linking/unlinking to a pharmacy's shared mailbox	<ul style="list-style-type: none"> <li>- User's manager or senior staff member with existing nhs.scot account logs into SN</li> <li>- User needs to fill out 2<sup>nd</sup> section of NHS Mail Outlook request form <a href="#">here</a> and tick 'Change to Directory Entry' box at top of form – you should attach this form to SN call</li> </ul>



If you are applying for a new **nhs.scot** account, you need to ask your pharmacy manager or other senior permanent member of staff to log a request on your behalf. If there is no one you can ask, please fill out the application form [here](#) and forward to the Community Pharmacy Development Team at NHS Lothian and they will log a call on your behalf.

Email: [cpdt@nhslothian.scot.nhs.uk](mailto:cpdt@nhslothian.scot.nhs.uk)

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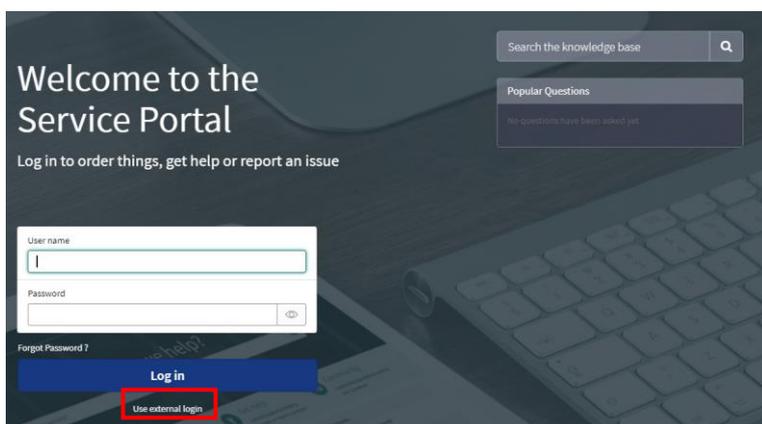


### HOW TO LOG A CALL:

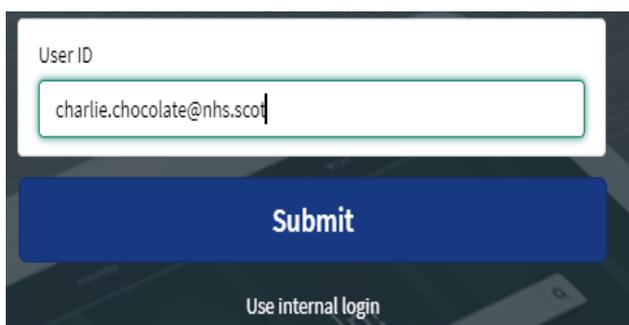
1. Open up your computer's browser (ideally Microsoft Edge) and go to:

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

2. You should see the screen below; click the 'use external login' link below the blue 'Log in' button:



3. Now type in your **nhs.scot** address (no password is required) and click 'Submit'.



The very first time you log into Service Now you may be asked to authenticate your NHS Mail Outlook account - have your mobile phone handy and follow the steps below.

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A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text 'Sign in'. Underneath is a text input field with the placeholder text 'Email, phone, or Skype'. Below the input field are two links: 'Can't access your account?' and 'Sign-in options'. At the bottom of the page are three buttons: a grey 'Back' button, a blue 'Next' button, and a blue 'Sign in' button.

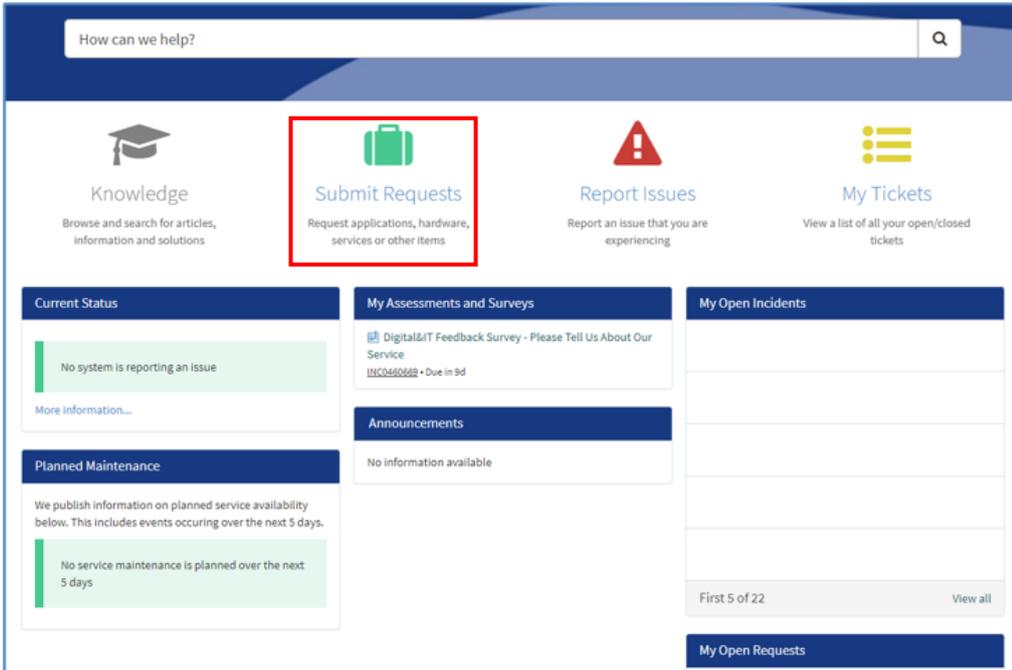
- You will be taken to the Microsoft logon page above – enter your full email address again, click 'Next'.
- Type in your current NHS Mail Outlook password, click 'Sign in'.
- You'll be asked to verify your account via your usual authentication method (it's recommend users choose the texting of a code to their mobile phone since Authenticator Apps can be unreliable)
- When asked if you wish to 'stay signed in', click 'yes'.

4. Once you have successfully logged into Service Now, you should now see the screen on the next page. If not, log out and log back in again to refresh the system, and you should see the following screens.

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The 'Submit Requests' on the main Service Now menu is the option you will usually use, so click this icon:



5. On the next screen, click on '+' next to the IT option to expand it:

Choose this option for:

- New Outlook account creation / reactivation / deletion
- Password resets
- Updating personal details

Choose this option for:

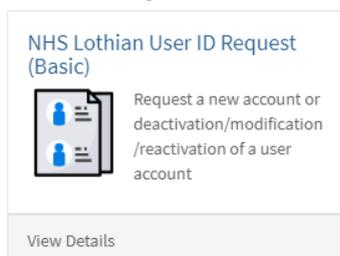
- Linking to/unlinking from to a pharmacy's shared mailbox

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### HOW TO REQUEST A NEW OUTLOOK ACCOUNT, OR ACCOUNT UNLOCKING, OR ACCOUNT DEACTIVATION FOR LEAVERS:

After clicking 'User Accounts & Passwords' in Step 5 above, you should then click on this button:



**The user's line manager (or pharmacy owner/other senior permanent staff member) needs to request a new Outlook account for them.** They should fill out the form as follows:

FIELD:	YOUR INPUT:
Caller/Requestor Details	(This should be prefilled with your name)
Contact Number	Pharmacy landline and personal mobile
Location	Click arrow button and select your pharmacy's location from drop down list
Form Details – Request type	Click arrow button and select relevant option from drop down list: <ul style="list-style-type: none"> <li>- <b>New Account</b> (for brand new account applications)</li> <li>- <b>Reactivate Account</b> (for accounts which become locked after several incorrect logon attempts, or have fallen inactive)</li> <li>- <b>Deactivate Account</b> (users also can request their own account to be deleted)</li> </ul>
Is this person moving from another NHS Scotland Health Board	This question appears if you have clicked New Account above. Put 'no' if you don't have an existing Outlook account to transfer in from another HB. Put 'yes' if user already has an account in a different health board, and this can be transferred into Lothian – enter health board name and user's current Outlook email address
If you are not changing board, do you need NHS Lothian basic account access?	Put 'yes' and check the tick box which then appears
 * Add attachments	Click the paperclip and add a photo of the user's signed application form

Click 'Submit' button on the right hand side of your screen and take a note of the call reference number when it appears – this will start with either RIT, INC or REQ. You will need to quote this if you need to chase up with the eHealth Helpdesk.

Log out by clicking on your initials in the top right hand corner, and selecting 'Logout'.

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You will be emailed progress updates on your Service Now request. Users usually receive their new credentials via a posted letter to their pharmacy – note it may take up to two weeks for users to get their letters. **When users first log into their new Outlook accounts, they will be asked to set up an authentication method. We recommend users avoid downloading the Authenticator App, and instead select ‘I want to choose a different method’ and opt to get a six digit code texted to their mobile instead.**

**Note: for Data Protection and Information Governance reasons, managers should request Outlook accounts to be deleted and/or unlinked from the pharmacy’s shared mailbox as soon as possible for any staff leavers. This can be done via raising a call via Service Now as outlined above, or via the eHealth Helpdesk on 0131 536 5050 (Mon-Fri, 9am-5pm).**



Directory Services usually send out new credentials including a password made up of random characters. To **change your given password** to something easier to remember, **log into your account first** then click your initials on the top right hand corner, ‘View Account’ and click Password on left hand side of screen. Enter your current password, then choose a new password which is more than 14 characters long, has upper and lower case letters and a number, and doesn’t include part of your name or a previous password. See [here](#) on our community pharmacy website for more detailed guidance on how to meet Microsoft’s password requirements (“Setting New Passwords – Microsoft Criteria” document).

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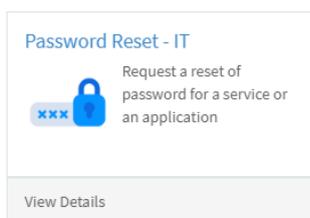
#### HOW TO REQUEST A PASSWORD RESET:



If you just have forgotten your password, but have successfully logged into your account within the last few weeks and MFA is working fine for you, you can try resetting your password via this link: <https://passwordreset.microsoftonline.com>

If this doesn't work for you, you should call eHealth on 0131 536 5050 (9am-5pm, Mon to Fri) to log a Service Now request for you. If your system allows you to log into Service Now without your password, you can request a password reset yourself via the following steps.

After clicking 'User Accounts & Passwords' in Step 5 above, you should then click on this button:



Now the user needs to fill out the form as follows:

FIELD:	YOUR INPUT:
Caller/Requestor Details	(This should be prefilled with your name)
Contact Number	Pharmacy landline and personal mobile
Location	Click arrow button and select your pharmacy's location from the drop down
Form Details	Click relevant radio button
What application do you require your password to be reset	Click arrow and choose 'NHS.Scot' from the drop down menu
What is your username	Enter your full Outlook email address e.g. charlie.chocolate@nhs.scot
When was the last time you used the system	Enter rough date. <b>Note that if an account is not used in the last 6 weeks, it starts to fall inactive; after 3 months of inactivity, it is earmarked for deletion by IT housekeeping software.</b>

Click 'Submit' button on the right hand side, and take a note of the call reference number when it appears – this will start with either RIT, INC or REQ. You will need this if you need to chase up with eHealth.

Log out by clicking on your initials in the top right hand corner, and selecting 'Logout'.

You will be emailed progress updates on your Service Now request.

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To **change your given password** to something easier to remember, **log into your account first** then click your initials on the top right hand corner, 'View Account' and click Password on left hand side of screen. Enter your current password, then choose a new password which is more than 14 characters long, has upper and lower case letters and a number, and doesn't include part of your name or a previous password. More details of how to choose a new password acceptable to Microsoft Outlook can be found in the '**Setting New Passwords – Criteria Required**' document on our community pharmacy website here:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/nhs-email-accounts-outlook-365/>

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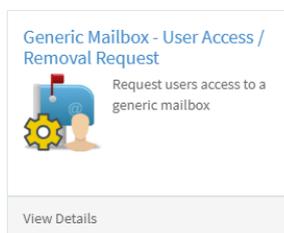


### HOW TO REQUEST LINKING TO/UNLINKING FROM A PHARMACY SHARED MAILBOX:

**Note: for Data Protection and Information Governance reasons, managers should request Outlook accounts to be deleted and/or unlinked from the pharmacy's shared mailbox ASAP for any staff leavers. This can be done via raising a call via Service Now or via the eHealth Helpdesk on 0131 536 5050.**

The user's line manager (or pharmacy owner/other senior permanent staff member) needs to request the linking of the user's account to the pharmacy's shared mailbox. (Pharmacy owner/managers can fill out for themselves.) The form should be filled out as follows:

After clicking the 'Mailboxes & Shared Drives' option in Step 5 above, click on this button:



Fill out the form as follows:

FIELD:	YOUR INPUT:
Caller/Requestor Details	(This should be prefilled with your name)
Contact Number	Pharmacy landline and personal mobile
Location	Click arrow button and select your pharmacy's location from the drop down
Job Title	Your job title
Department/Speciality	Community Pharmacy
Request Type	Click arrow button and select desired option to add/remove user
Mailbox name/email address	Full email address of your pharmacy's shared mailbox usually in format <a href="mailto:pharm.cpxxxx@nhs.scot">pharm.cpxxxx@nhs.scot</a> or <a href="mailto:ci.pharm.cpxxxx@nhs.scot">ci.pharm.cpxxxx@nhs.scot</a> where xxxx is your pharmacy's contractor code (make sure this is accurate!)
What do you require?	Select appropriate radio button for adding a user or deleting a user
User(s) that require access	Outlook email address(es) of user(s) e.g. charlie.chocolate@nhs.scot
User(s) that require send permissions	Outlook email address(es) of user(s) e.g. charlie.chocolate@nhs.scot
 * Add attachments	Click the paperclip and add a photo of the user's signed application form

Click 'Request' button on the right hand side, and take a note of the call reference number when it appears – this will start with either RIT, INC or REQ. You will need this if you need to chase up with eHealth.

**NOTE: Linking/unlinking requests may take a up to a couple of weeks to be actioned, so this option is not suitable for Locums/Reliefs working in your pharmacy for just the one day!**

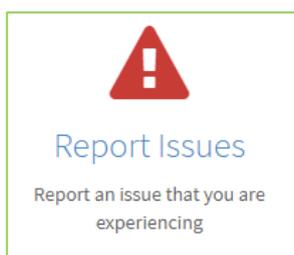
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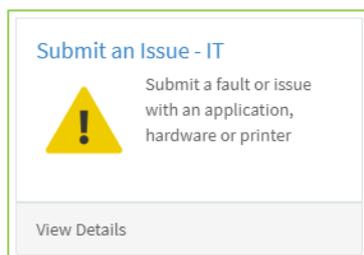
### HOW TO LOG A PROBLEM WITH YOUR NHS MAIL OUTLOOK ACCOUNT:

If something is not working properly with your Outlook account or pharmacy's shared mailbox, you can log a call to get this investigated by eHealth:

Log into Service Now portal as in Steps 1-4 at the start of this guide, then on the main menu click:



then click:



FIELD:	YOUR INPUT:
Caller/Requestor Details	(This should be prefilled with your nhs.scot address)
Contact Number	Pharmacy landline and personal mobile
Location	Click arrow button and select your pharmacy's location from the drop down
What are you having an issue with	Click arrow button and select 'software'
Application name	Outlook email
Short description	Short summary of problem e.g. 'can't email out from shared mailbox' ( <i>max 32 characters, and this will appear as part of the Call Reference</i> )
Description	Fuller description of problem
Are there any error messages?	Describe error message and any error message numbers. If error message too long to type out, take photo and attach as file to this call
What steps have you taken to troubleshoot this issue	Say what you've tried e.g. using different pharmacy computers, etc.
Asset	Click arrow button and select 'not listed – not listed'
Asset number	Type 'n/a'
Make and model of device	Leave blank
Accurate location of device	Type 'n/a'
What days are you available at this location?	Enter your working hours in case eHealth need to contact you directly
 * Add attachments	Click the paperclip and add any photos of error messages

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Click 'Request' button on the right hand side, and take a note of the call reference number when it appears – this will start with either RIT, INC or REQ. You will need this if you need to chase up with eHealth.

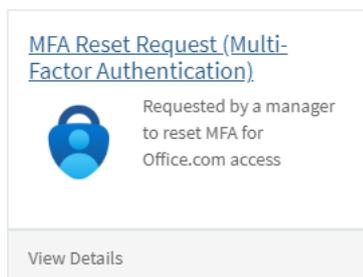
Log out by clicking on your initials in the top right hand corner, and selecting 'Logout'.

You will be emailed progress updates on your Service Now request.

### HOW TO SOLVE MULTI FACTOR AUTHENTICATION (MFA) ISSUES:

If you have chosen Authenticator App as your verification method, and this stops working, you can try uninstalling and reinstalling the app on your mobile.

If there is still a problem, you should ask your line manager (if applicable) to log a Service Now request on your behalf for an MFA Reset – log into Service Now, click the green Submit Requests suitcase icon, expand the IT menu by clicking on the '+', then click on 'User Accounts and Password'.



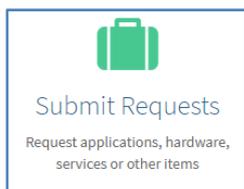
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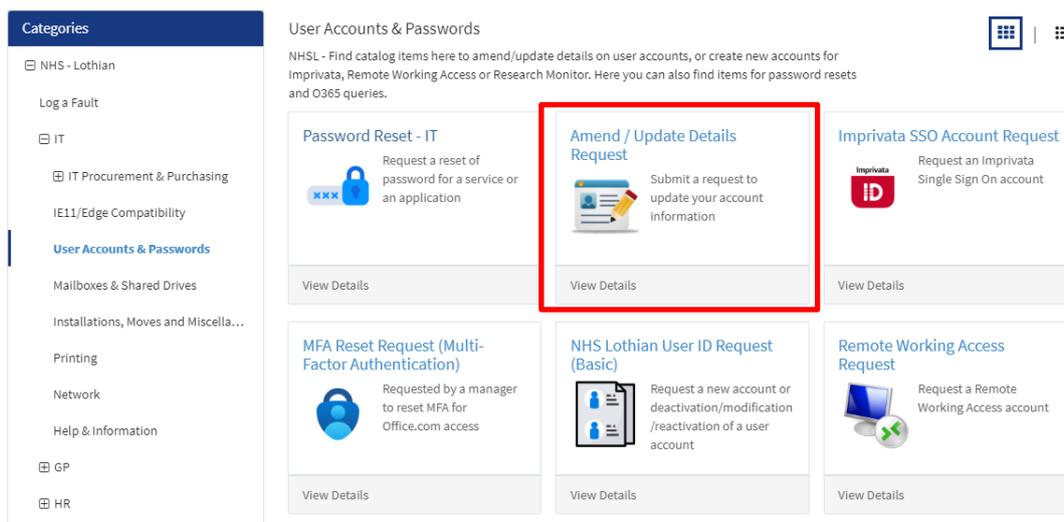
## HOW TO REQUEST AN UPDATE TO YOUR DETAILS ON OUTLOOK:

If you require an update to your name, pharmacy location, contact number or job title, you need to request this via Service Now.

1. Log into Service Now, click the 'Submit Requests' icon.



2. On the next screen, expand the 'IT' folder, select 'User Accounts & Passwords', and click the 'Amend/Update Details Request' icon.



3. Fill out the form as follows:

FIELD:	YOUR INPUT:
Caller/Requestor Details	(This should be prefilled with your name)
Contact Number	Pharmacy landline and personal mobile
Location	Click arrow button and select your pharmacy's location from the drop down
What do you want to update?	Click appropriate radio buttons and enter your new details in the fields which appear
	Attach proof documents if appropriate

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Click 'Submit' button on the right hand side, and take a note of the call reference number when it appears – you will need this if you need to chase up with eHealth.

Log out by clicking on your initials in the top right hand corner, and selecting 'Logout'.

You will be emailed progress updates on your Service Now request.

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**If for any reason you can't access Service Now** on the internet, you can call the eHealth Helpdesk (Mon-Fri, 9am-5pm) on 0131 536 5050:

- Select 1 for Service Desk, then...
- Select 1 for Password Resets, or 2 for Faults

**If you want an update on your request**, call the eHealth Helpdesk on the above number, or send a message by going into Service Now, finding your Open Request or Open Incident on the right hand side of the main screen, clicking on the relevant request and submitting your message.

**If you change your mind** when filling in a request form on Service Now and want to cancel it, just quit by clicking your initials in the top right hand corner of the screen and select 'Logout', then 'Leave'.

**If you need any further help** or advice please see our community pharmacy website:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/nhs-email-accounts-outlook-365/>

Or contact the Community Pharmacy Development team (Mon-Fri, 9am-5pm) at:  
[cpdt@nhslothian.scot.nhs.uk](mailto:cpdt@nhslothian.scot.nhs.uk)