GGC External eHealth Portal

https://nhsscotland.service-now.com/ehealth

How to register

• Students create their own eHealth account by clicking on "Register"



• Complete the student self-register form. Make sure you select university student from the from the Type of Service drop-down.







None
1
– None –
University Student
Dental
Community Pharmacy
Optometry

• Complete all the fields on this form and then once you are finished, select the sign up button at the bottom of the page.

External/Contractor/University Student Self Register
Please only use this form if you are an External Contractor or University Student and do not have a GGC email address
* Indicates required
* Type of Service
University Student v
* Student type
None v
* First name
*Last name
* Matriculation Number
* University Email Address
* Contact number
*XGGC login
Sign Up

• You will receive this prompt after signing up.

Thank you for signing up! Please check your registered email for login instructions.

- Please check your university email address for instructions. You will receive an email with the subject heading "Your GGC eHelp login details"
- Your student eHelp user ID will be your university email address and when you log on for the first time from the link in the email, you will be requested to set a password for your user account

How to raise a ticket

• When ready to raise a support ticket – please enter your Student eHelp user ID into the user name field and then your password

		Search the knowledge base	٩
	Welcome to NHS West Of		
	Scotland		
	eHealth Portal		
And a	Log in to order things, get help or report an issue		
1 and 1	Don't have a SGC eHealth account? Register		
la la	User name		
	Password		
	K kemember me		
Xon	Forgot Password (Local Accounts only) ?		
	Log in) 7	
		M.	

- Once you have logged in successfully the page below will be displayed
- If you want to log a ticket with eHealth, select the "Log a ticket" icon on the left of the screen.



How can we help?









Update or check status of your tickets

• Your default details will be included in all your logged tickets, however for each ticket please make sure your location is correct.

Please make sure you leave your contact number and as much information as possible on any of the tickets you log.

* I have a problem with	
My XGGC login	
Application access	
Not listed	
* I have a problem with	
My XGGC login	· · ·
*XGGC login	
* Description	

• You can select multiple applications, clicking on applications line will allow you to select these, you will be prompted to provide you login for each application.

* I have a problem with	
Application access	•
 *What kind of problem? Grant Access (CNIS/EMIS Web) Password Reset (Clinical Portal, CNIS, EMIS Web, HEPMA, TrakCare) 	
*Applications	
*What kind of problem? CNIS EMIS Web HEPMA ¥ XGGC ¥ Clinical Portal ¥ TrakCare	

Once you have completed all fields please select submit and your ticket will be logged. You will receive emails with your ticket number and when your request has been actioned.

• If you are unsure on which option to choose, please select not listed and provide details. Please provide as much information as possible, this will assist the support teams in resolving your request.

* I have a problem with		
Not listed		•
* Description		

Once you have completed all fields please select submit and your ticket will be logged. You will receive emails with your ticket number and when your request has been actioned.

How to check status of a ticket

• My tickets, on the right of the screen will allow you to view and check the status of your tickets.

He	ello s	tudent, ł	าอพ	can we	e hel	p?	
How can we help?						Q	
Log a ticket	6	NQP Newly Qualified Practitioner	(Learn		My tickets	our
		(Nursing/Midwifery/AHP)		How do I:		tickets	u

How to access guides

• The Learn area has been populated with useful student information. Please check here periodically to get the most up to date inforamtion.





How to change account to NQP

 If you are a Newly Qualified Practitioner and require accounts to be updated, please select this option. Please complete all fields, you **MUST** provide your Nursing and Midwifery Council Number (NMC number).



Troubleshooting

If you experience any issues in registering or logging tickets, please email <u>itservicedesk.nhss-ggc@atos.net</u> and provide as much information as possible including the following

- Name
- XGGC account ID
- Student Matriculation number
- Contact number (please provide your mobile number to allow a password reset via text message).