GGC External eHealth Portal

https://nhsscotland.service-now.com/ehealth
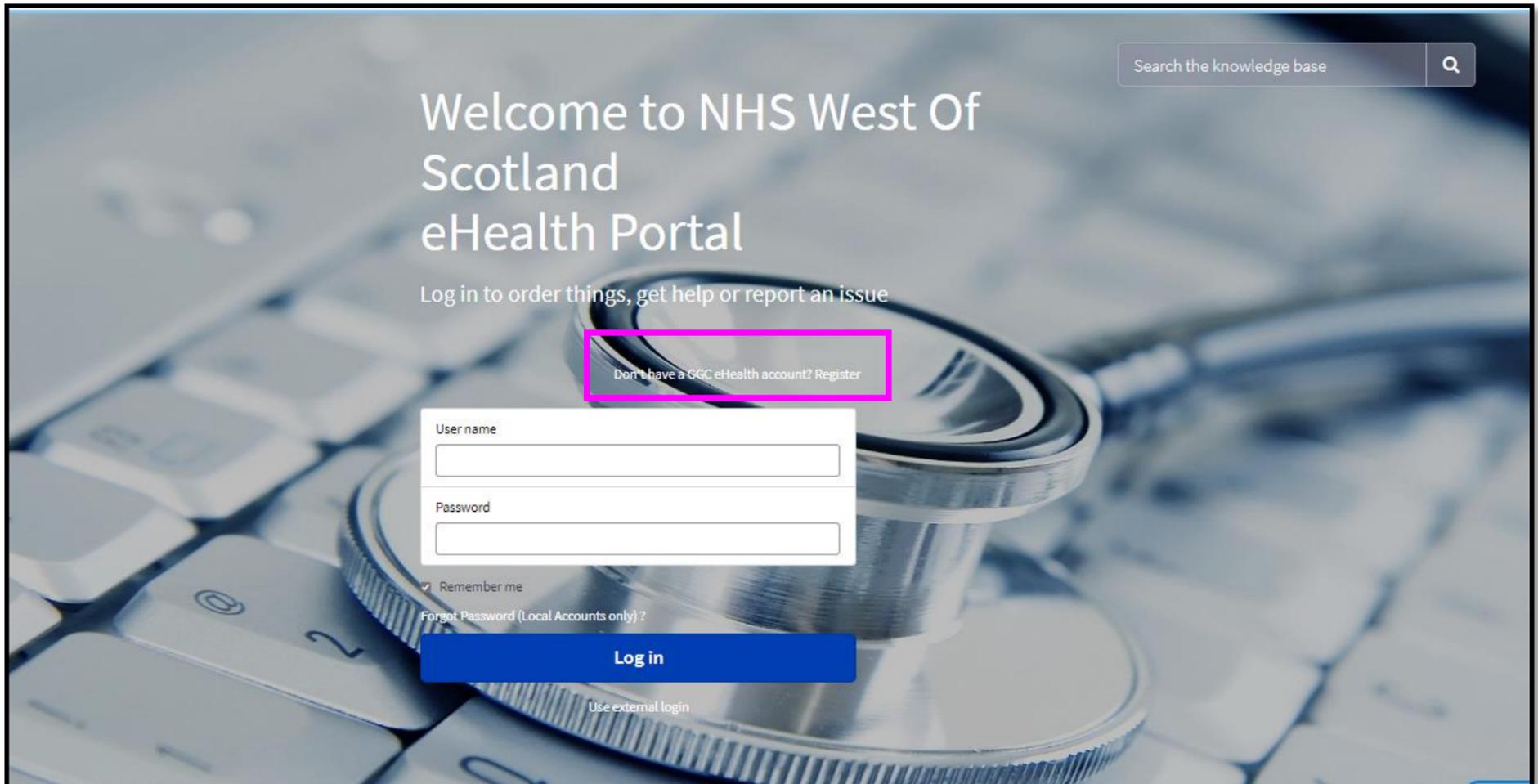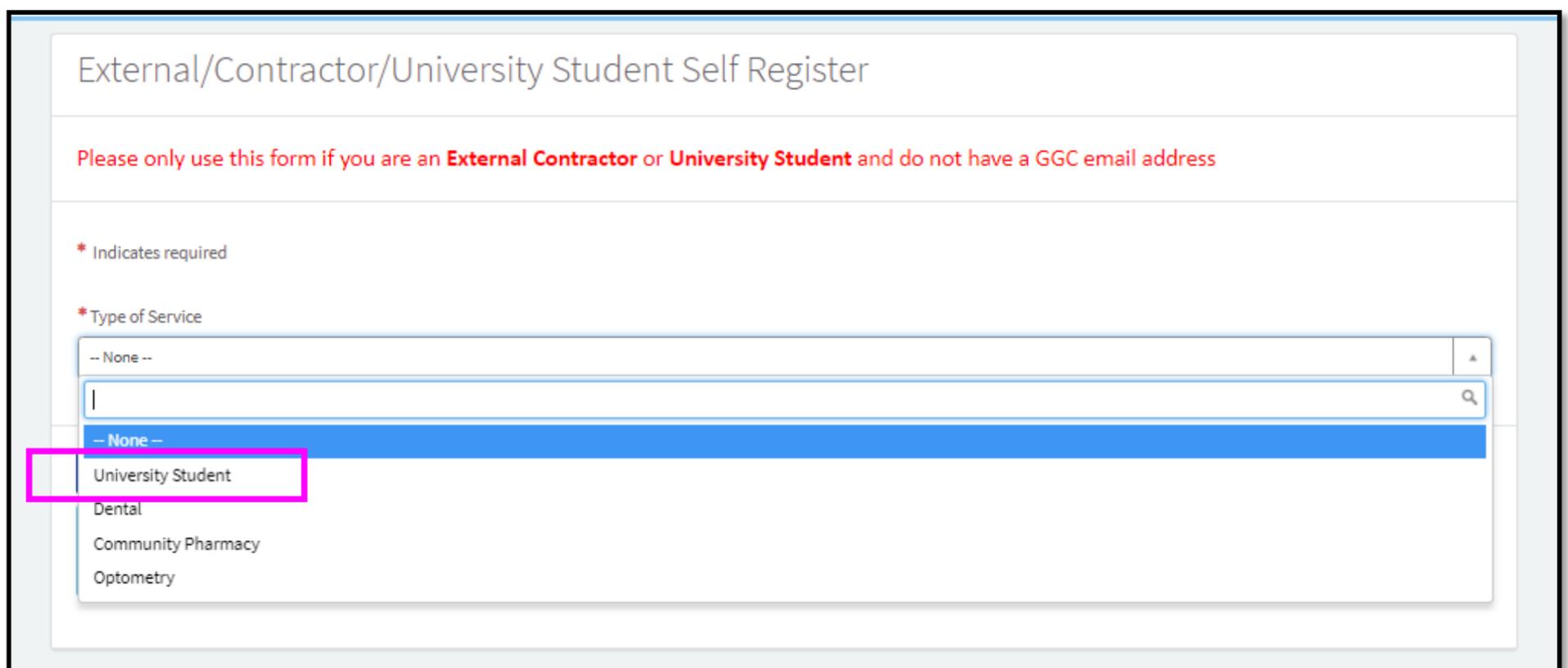
How to register

- 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.

- 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 ▾
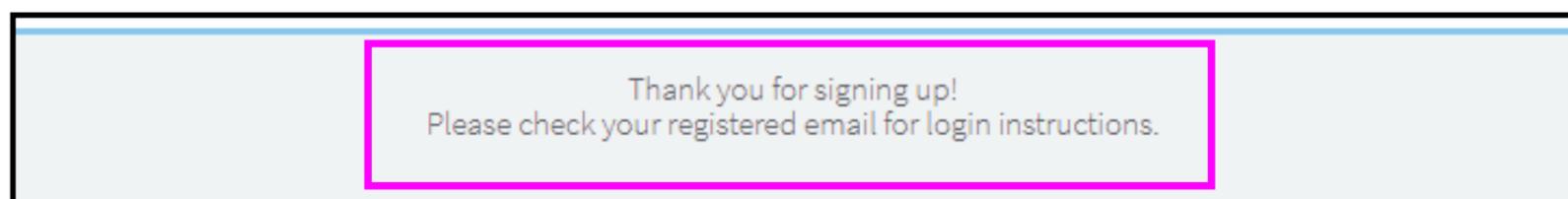
* Student type

-- None -- ▾

* 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
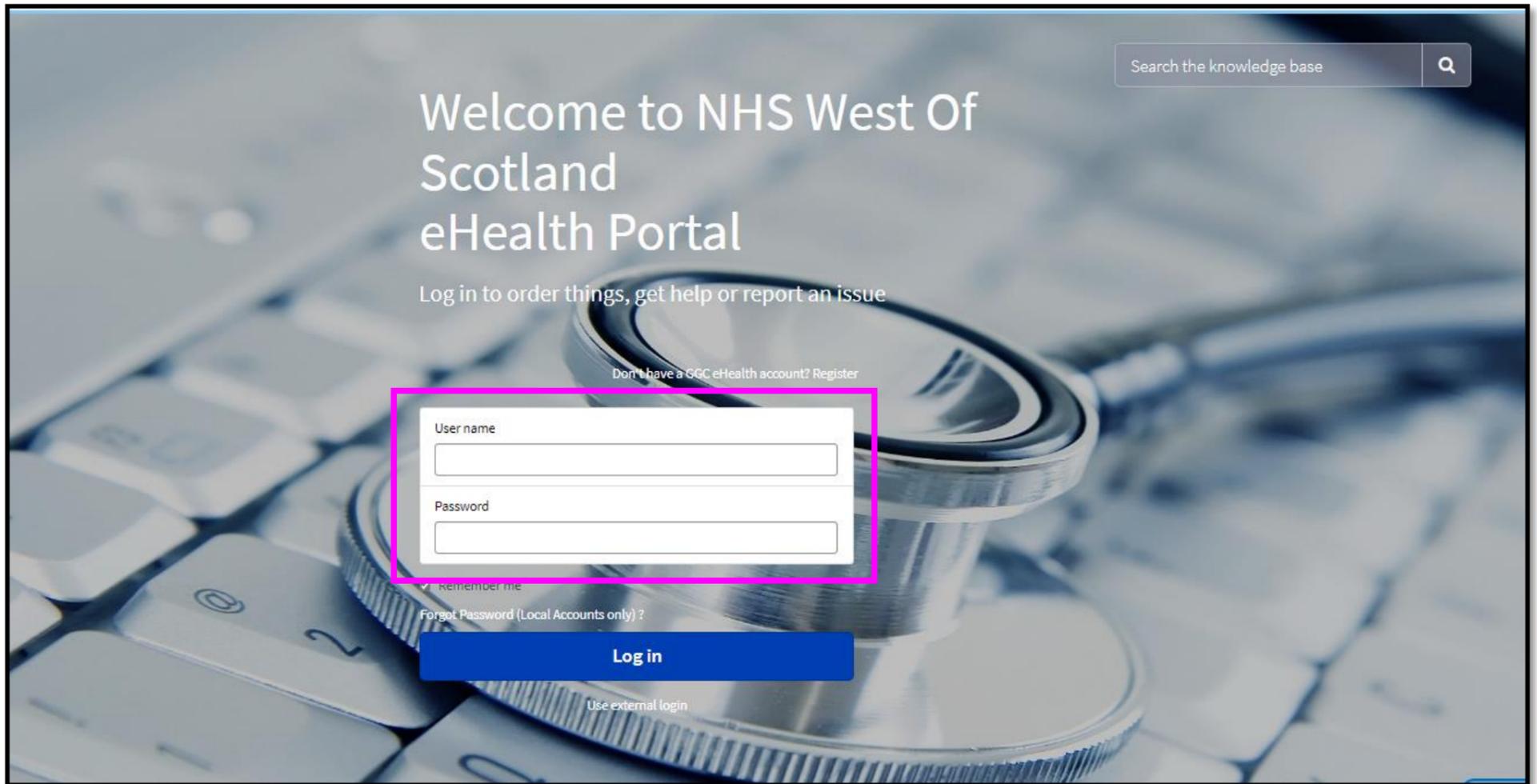
- Once you have logged in successfully the page below will be displayed

- If you want to log a ticket with eHealth, select the "Log a ticket" icon on the left of the screen.
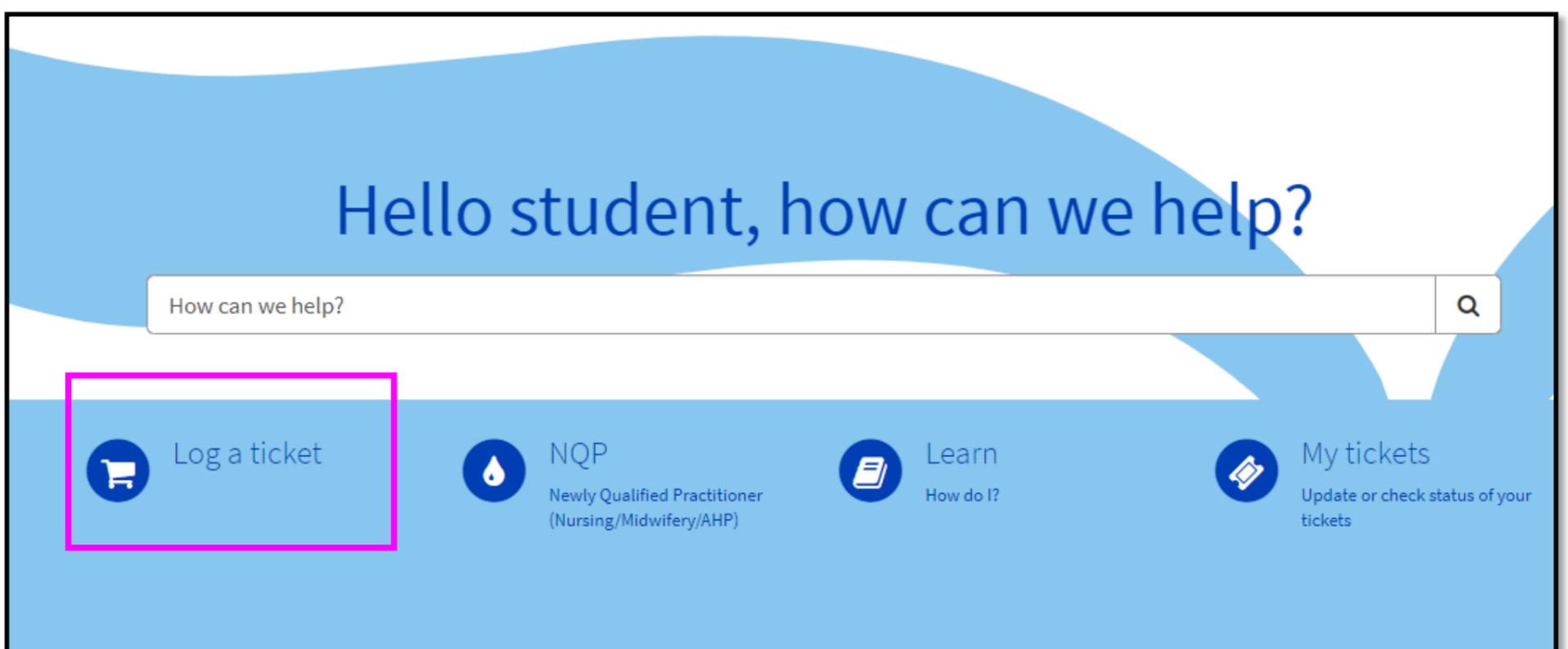
- Your default details will be included in all your logged tickets, however for each ticket please make sure your location is correct.

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

- 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.

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.

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.
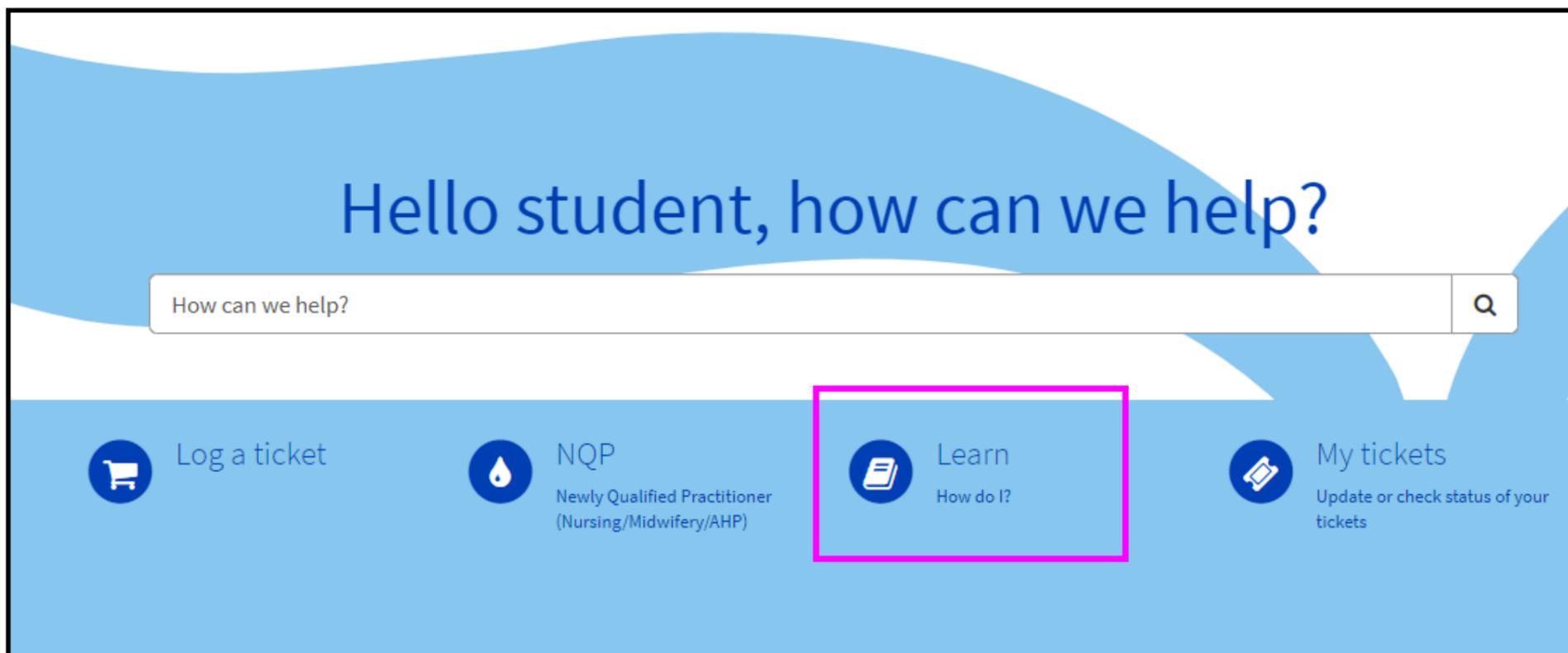
How to check status of a ticket

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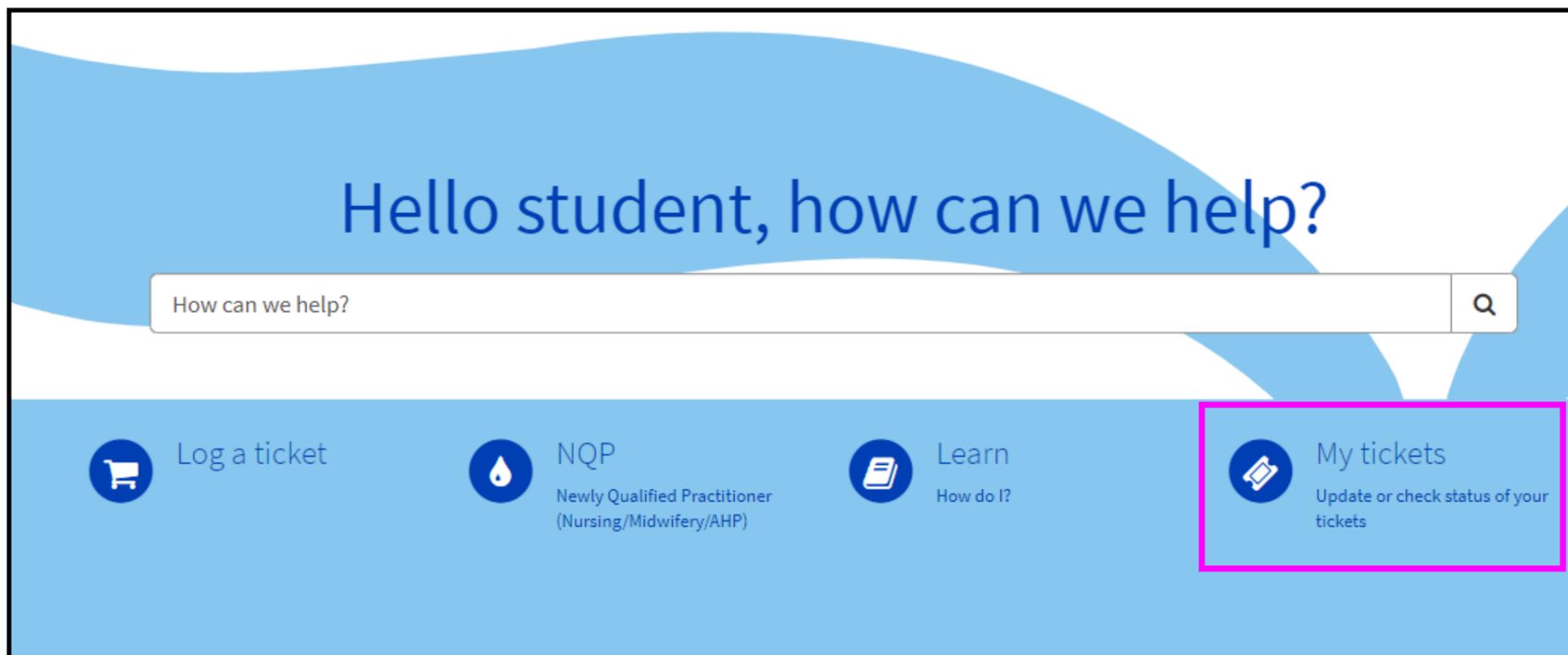

How to access guides

- 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).
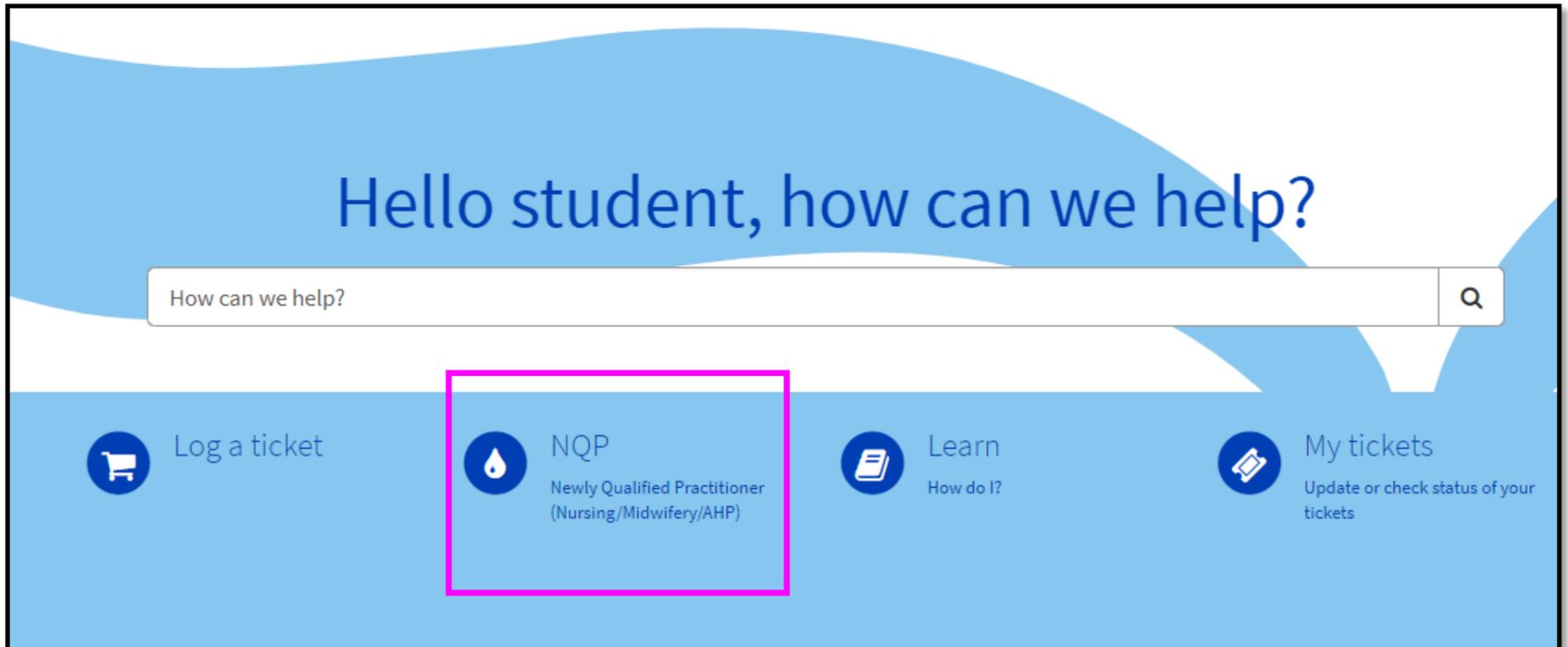
Troubleshooting

If you experience any issues in registering or logging tickets, please email itservicedesk.nhss-ggc@atos.net 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).