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Note: If you are using the digital copy of this manual, click on the page link number to be taken directly to the relevant section (you may have to hold the **Ctrl key** on your keyboard then click on the number)

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1. Introduction

All user accounts are configured with a username and temporary password which are used to grant access in to the following applications within the following FPS areas:

- **FPS Dental** – FPPS Dental Payments & HSCNI Email Service applications
- **FPS GP** – FPPS GP Payments & HSCNI Email Service applications
 - Note: User Accounts relate solely to the user's primary account (e.g.: *jbond007*) and not any additional practice HSCNI Email accounts (e.g.: *jbond007.z00123*).
- **FPS Pharmacy** – FPPS Pharmacy Payments application

This guide outlines how users can enrol with the Password Reset Service to choose their own password.

User will have the ability to reset their password at any time in the future by remembering the answers to three “secret questions” they have selected during the enrolment process.

Notes:

All users are encouraged to complete the enrolment for password reset service and choose a new password as soon as possible.

All users are required to change their password every 180 days. (More frequent changes are recommended)

The user must then change their password within their 180 day cycle to ensure continued access to their user accounts and access to the Password Reset Service.

Usage of the Password Reset Service requires an active password.

If a user does not enrol for this service and later forgets their password or exceeds the 180 day period, they will not be able to immediately reset the password as outlined in this guide.

2. Connecting to the HSCNI Network / FPS Secure Web Portal

Before accessing the Password Reset Service, the user must first connect to the HSCNI Network and access the relevant HSC FPS Secure Web Portal.

This process varies slightly for each FPS Area:

a) FPS GP

URL:	https://community.sharepoint.hscni.net/sites/fpsgp/SitePages/Home.aspx
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Using a HSC networked PC within a GP surgery, use the above URL to open the main HSC FPS GP Secure Web Portal.

b) FPS Dental

URL	https://dentalportal.hscni.net
Username	GDC Number
Tokencode	Your 4 digit PIN & the 6 digit code generated from your Cryptocard.

Using a Windows based PC, use the above URL and follow the normal login requirements and process to open the main HSC FPS Dental Secure Web Portal.

c) FPS Pharmacy

URL	https://pharmacyportal.hscni.net
Username	Contractor Number (4 digits e.g. 0017)
Tokencode	Your 4 digit PIN & the 6 digit code generated from your Cryptocard.

Using a Windows based PC, use the above URL and follow the normal login requirements and process to open the main HSC FPS Pharmacy Secure Web Portal.

On the relevant FPS Secure Web Portal welcome screen, click on **Password Services** to display the Password Services page.



3. Enrolment for the Password Reset Service

1. On the Password Services page, navigate to the **Contents** box (right hand side) and click on the relevant **Password for FPPS Payments** link.

FPPS GP	FPPS Dental	FPPS Pharmacy
<p>Contents</p> <p>Password for FPPS GP Payments</p> <p>Password for HSCNI secure email</p> <p>Password for NI Interpreting Service</p>	<p>Contents</p> <p>Password for FPPS Dental Payments</p> <p>Password for HSC Secure Email</p> <p>Password for NI Interpreting Service</p>	<p>Contents</p> <p>Password for FPPS Pharmacy Payments</p> <p>Password for HSCNI secure email</p> <p>Password for Electronic Care Record</p> <p>Password for NI Interpreting Service</p>

2. Once on the Password for FPPS Payments page click on icon **Enrolment for Password Reset** above Stage 1.



3. Your PC will display a Windows Security window, similar to one of those shown below – The exact appearance of this will depend on which version of Windows you are using:

Windows 10



Windows 8.1



You may need to click **Use another account** or **Other User** then **OK** if you are not given a blank User name field to complete.

You should then be given the option of entering a **User name**.

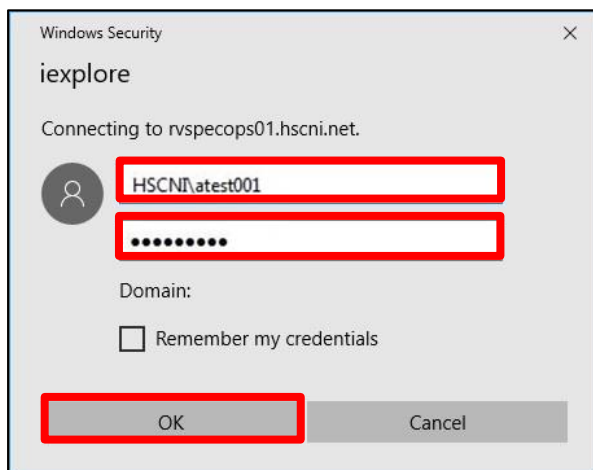
4. Upon returning the required FPS User Agreement documentation, users will have received your **Username** and **Temporary Password** from BSO.

On the Windows Security window:

You must first type **HSCNI** in the User Name box followed immediately with your **Username** in the same box (see screenshot below for an example).

Then enter your **Temporary Password** in the password field. Click **OK** to continue.

Windows 10



Windows 8.1



Please note: HSCNI is not case sensitive and can be input as either capital or lower case letters but not a mixture of cases.

5. The **Password Reset Enrollment** screen will appear.

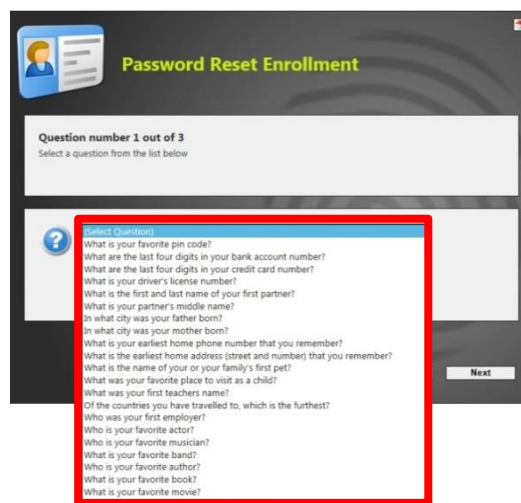
Re-enter your **Temporary Password** in the **Current Password** field.

Click **Next** to continue.



6. You will now be asked to choose three secret questions and answers.

Click **Select Question** to show the available questions. It is recommended that you choose a question / answer you will remember the answer to in future months when resetting your password. Then click on the question you wish to select.



7. Once you have selected a question, please enter your **Answer** in the field below the question.

Click on **Show characters** to view your answer and check you have typed correctly.

Click **Next** to continue. You will then repeat this step to choose two more questions and answers.



Remember, to reset your password in future you will have to repeat these answers exactly as written now so it is recommended you spell and punctuate your answers in a way you will remember.

8. When you have chosen three questions and recorded your answers, you will see a final confirmation screen.



Again you can click the **Show answers** box to view your answers and check they have been typed correctly.

If you wish to change any of your questions or have made a mistake in typing an answer, click **Previous** to go back and change to a different question or record a different answer.

If you are happy with the questions and answers as shown, click **Finish**.

9. You will then see a message confirming successful enrolment for the password reset service.



You can close this tab.

You will now be able to proceed with resetting your password.

You will also be able to reset your password at any point in the future (within the 180 day window) even if you forget your current password.

4. Resetting Your Password

Enrolment is mandatory before you will be able to reset your password.

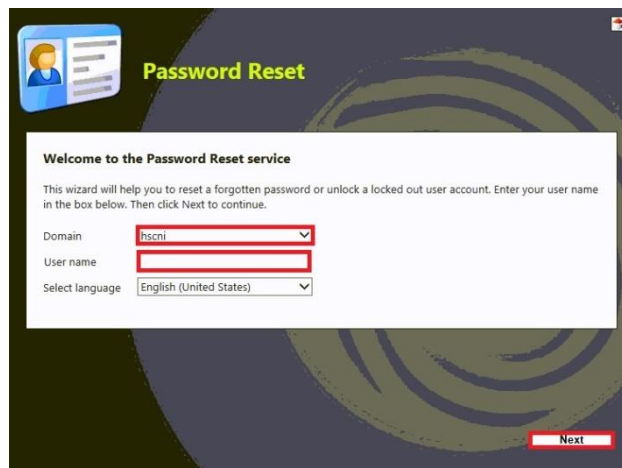
1. On the Password Services page, navigate to the **Contents** box (right hand side) and click on the relevant **Password for FPPS Payments** link.

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2. On the Password for FPPS Payments page, scroll down and click on Stage 2 – **Password Reset**.



3. The **Password Reset** screen will appear.



Password Reset

Welcome to the Password Reset service

This wizard will help you to reset a forgotten password or unlock a locked out user account. Enter your user name in the box below. Then click Next to continue.

Domain:

User name:

Select language:

Ensure **hscni** is selected from the Domain dropdown menu.

Enter your **User name** in the field below.

Click **Next** to continue.

4. You will then be prompted to answer your secret questions.

Enter your answer in the empty box below the question.

You can tick **Show characters** to check your answer.

Remember, the answer must be written exactly as originally recorded, including spelling and punctuation.

Repeat this process with questions 2 and 3.

A screenshot of a 'Password Reset' interface. At the top left is a user profile icon. The title 'Password Reset' is in green. Below it, a grey bar says 'Question number 1 out of 3'. The main question is 'What is your partner's middle name?' with a question mark icon. A red box highlights the empty text input field. Below the input is a 'Show characters' button with a red eye icon. At the bottom right, there are 'Previous' and 'Next' buttons, with 'Next' highlighted in red.

5. Once you have successfully answered all three questions, the following screen will appear.

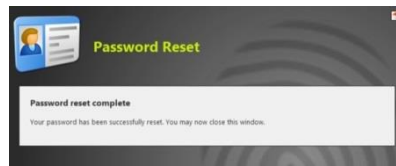
A screenshot of the 'Password Reset' interface showing the password creation step. The title 'Password Reset' is in green. Below it, there are two input fields: 'New Password' and 'Confirm password', both containing asterisks and highlighted with red boxes. To the right of the 'New Password' field, there are two criteria: a green checkmark for 'Must contain at least 7 characters' and a yellow warning icon for 'Must not repeat any of your previous 24 passwords'. At the bottom right, there is a 'Finish' button highlighted in red.

You can now choose your own password. Please enter your password in the **New Password** field and re-enter in the **Confirm Password** field.

As you enter your new password, a green tick will appear beside the password criteria to the right to indicate your password meets the complexity rules criteria.

Click **Finish** when you have correctly entered your new password in both fields to continue.

6. You will receive the following confirmation message when you have successfully chosen a new password.



You can close this tab.

You will now be able to proceed with logging in using your new password.

You will still be able to reset your password at any point in the future again by repeating the above process (Steps 1 – 6) and answering the same questions.

7. Please note, you are advised to type your answers carefully to ensure you do not **lock your account**.

If you enter a question incorrectly, a red message – **Wrong answer: 9 attempts remaining** – will appear.



After ten incorrect answers have been entered across the three questions, your account will be locked.

You will have to contact the [FPS eBusiness Team](#) to get your account unlocked and password reset

5. Forgotten Password

This option is for those who have forgotten their password but:

- Have not enrolled in the password reset service
- or
- Who have enrolled for the password reset service but answered their secret questions incorrectly or forgotten their answers to the questions.

All Password Reset requests must be submitted by email to fulfil audit requirements.

1. On the Password Services page, click on **Forgotten Password**.



2. This will open up the default email service on your PC.

The contact email address and subject title will be automatically populated. Compose a brief email outlining the following information:

- Name:
- Username:
- Business Name / BSO Reference:
- Contact phone number:
- Description of issue:

3. You will be contacted with a new password for the portal.

All users are then strongly advised to enrol for the password reset service and reset their password as outlined in sections 3 and 4 (above).

6. Help & Support

This section outlines how to access contact details if you require assistance with any of the steps outlined above, or are unsure how to proceed.

On the FPS Secure Web Portal welcome screen, click on **Help & Support** to display the relevant contact details. Please note if you telephone a contact listed here, you will still be required to submit an email request to fulfil audit requirements.

