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## 1. Introduction

All user accounts are configured with a username and 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
- **FPS Pharmacy** – FPPS Pharmacy Payments application

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

This guide assumes that all users have returned their required FPS User Agreement documentation, had an AD account created and been provided with a **Username** and **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 passwords are configured with a 140-day expiration cycle.**
  - **More frequent changes are recommended & encouraged.**
  - **An active password is required to ensure continued access to FPPS & Email applications**
  - **An active password is required to use the Password Reset Service.**
- **If a user does not enrol for this service and later forgets their password or exceeds the 140-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 **FPS Secure Web Portal**.

This process varies slightly for each FPS Area:

### a) FPS GP

URL:	<a href="https://community.sharepoint.hscni.net/sites/fpsgp/SitePages/Home.aspx">https://community.sharepoint.hscni.net/sites/fpsgp/SitePages/Home.aspx</a>
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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	<a href="https://dentalportal.hscni.net">https://dentalportal.hscni.net</a>
Username	GDC Number
Tokencode	Your 4-digit PIN & 6-digit code generated from your Cryptocard / eToken.

Using a Windows based device (PC, Laptop / Tablet), 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	<a href="https://pharmacyportal.hscni.net">https://pharmacyportal.hscni.net</a>
Username	Contractor Number (4 digits e.g. 0017)
Tokencode	Your 4-digit PIN & 6-digit code generated from your Cryptocard / eToken.

Using a Windows based device (PC, Laptop / Tablet), 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 the **Password Services** icon 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.

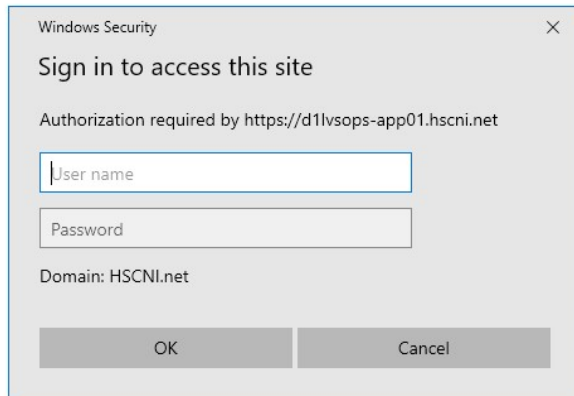
FPPS GP	FPPS Dental	FPPS Pharmacy
<p><b>Contents</b></p> <p><b>Password for FPPS GP Payments</b></p> <p>Password for HSCNI secure email</p> <p>Password for NI Interpreting Service</p>	<p><b>Contents</b></p> <p><b>Password for FPPS Dental Payments</b></p> <p>Password for HSC Secure Email</p> <p>Password for NI Interpreting Service</p>	<p><b>Contents</b></p> <p><b>Password for FPPS Pharmacy Payments</b></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 the icon **Enrolment for Password Reset** above Stage 1.

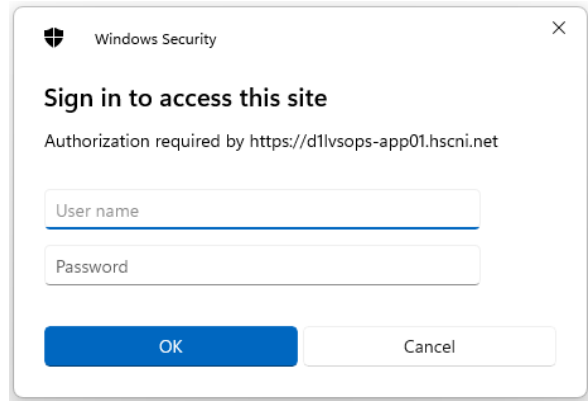


3. Your device will display a Windows Security window, similar to the one of shown below. The exact appearance of prompt this will depend on which version of Windows you are using:

**Windows 10**

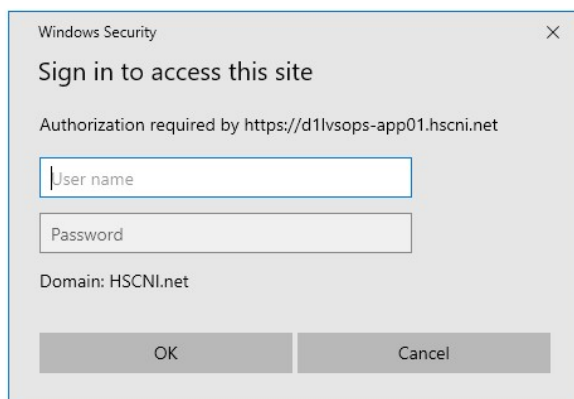


**Windows 11**

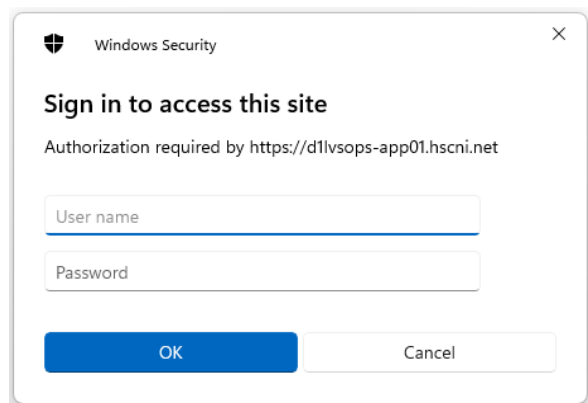


4. On the Windows Security window, the username requirements are slightly different. All users MUST include the domain.

**Windows 10**



**Windows 11**



This is a result of the device (PC, Laptop or Tablet) you are using having different log in credentials when you first turn it on. Windows will detect this and flag it for the user to confirm the correct details for this function.

The correct username combination users **MUST** input at this stage is:

**hscni\** followed immediately by your **Username**

- Example: hscni\jbond007

Then enter your **Password** in the password field.

Click **OK** to continue.

**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 **Password** in the **Current Password** field.

Click **Next** to continue.

**Password Reset Enrollment**

**Welcome to the Password Reset service bso test**

This wizard will guide you through the process of enrolling for the Password Reset service.

You will be asked to answer 3 questions. Make sure to use answers that are easy for you to remember. At the same time, try to pick questions with answers that other people would not easily know.

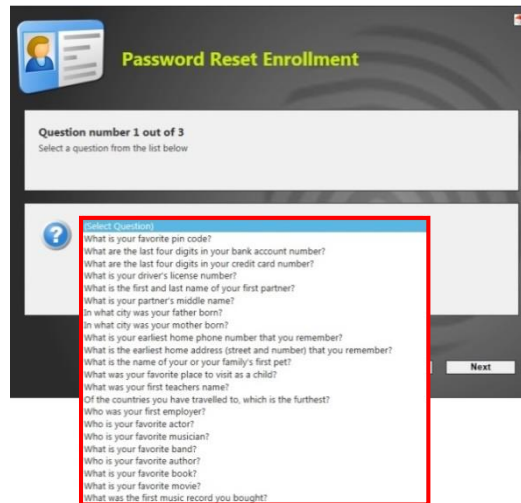
Current Password

**Next**

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

Click **Select Question** to show the available questions. Choose **one**.

It is recommended that you choose a question & answer you will remember the answer to in future months when resetting your password.



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.



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

**Password Reset Enrollment**

You have now answered all the required questions. Click finish to save the Password Reset Enrollment.

Who was your first employer?	????????
What is the earliest home address (street and number) that you remember?	????????
What is your earliest home phone number that you remember?	????????

Show answers

Previous Finish

This is the final opportunity to view your answers and check they have been typed correctly.

Click the **Show answers** tick box to unmask your answers.

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.

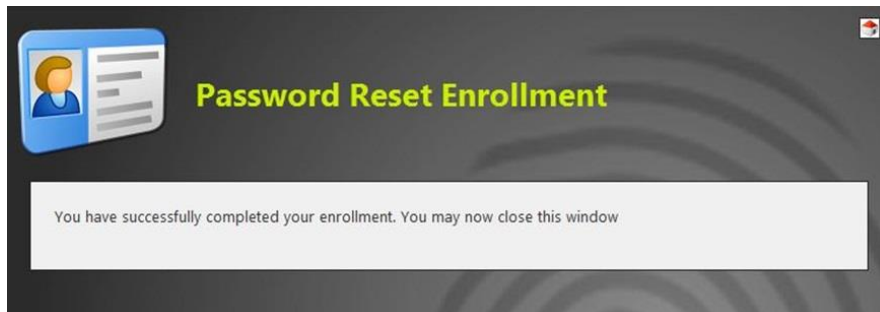
**Please Note:**

To reset your password in future you will have to repeat these answers **exactly** as they have been written. It is recommended you spell and punctuate your answers in a way you will remember.

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 140-day expiration 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.

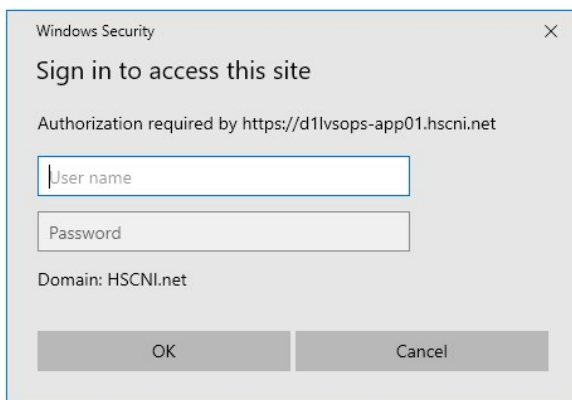
FPPS GP	FPPS Dental	FPPS Pharmacy
<p><b>Contents</b></p> <p>Password for FPPS GP Payments</p> <p>Password for HSCNI secure email</p> <p>Password for NI Interpreting Service</p>	<p><b>Contents</b></p> <p>Password for FPPS Dental Payments</p> <p>Password for HSC Secure Email</p> <p>Password for NI Interpreting Service</p>	<p><b>Contents</b></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. On the Password for FPPS Payments page, scroll down and click on the **Password Reset** icon.

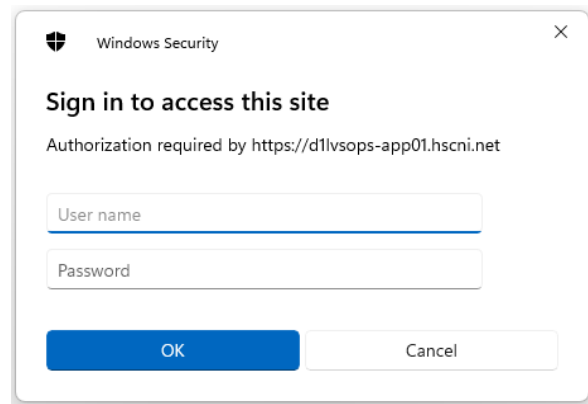


3. Your device MAY display the Windows Security window again, similar to the one of shown below. The exact appearance of prompt this will depend on which version of Windows you are using:

**Windows 10**



**Windows 11**



This is a result of the device (PC, Laptop or Tablet) you are using will have different log in credentials when you first turn it on. Windows will detect this and flag it for the user to confirm.

The correct username combination users MUST input at this stage is:

**hscni\** followed immediately by your **Username**

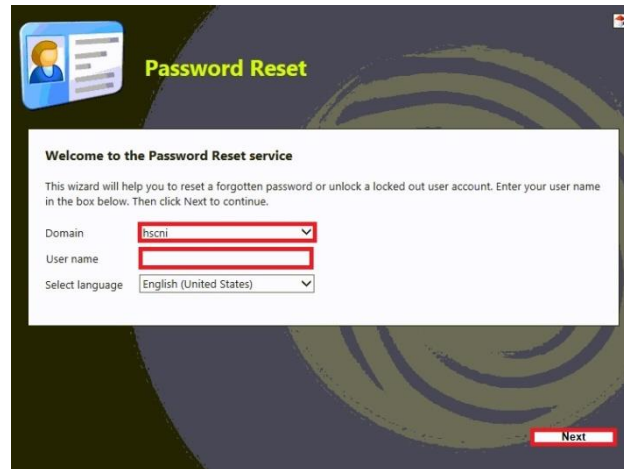
- Example: hscni\jbond007

Then enter your **Password** in the password field.

Click **OK** to continue.

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

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



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

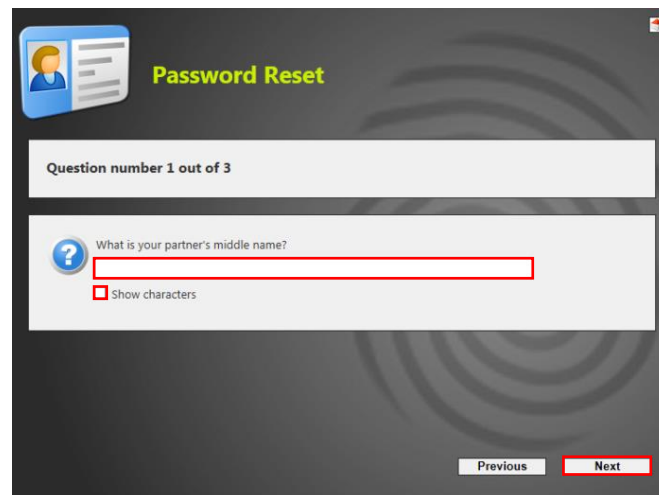
Enter your **User name** in the field below. (Example: jbond007)

Click **Next** to continue.

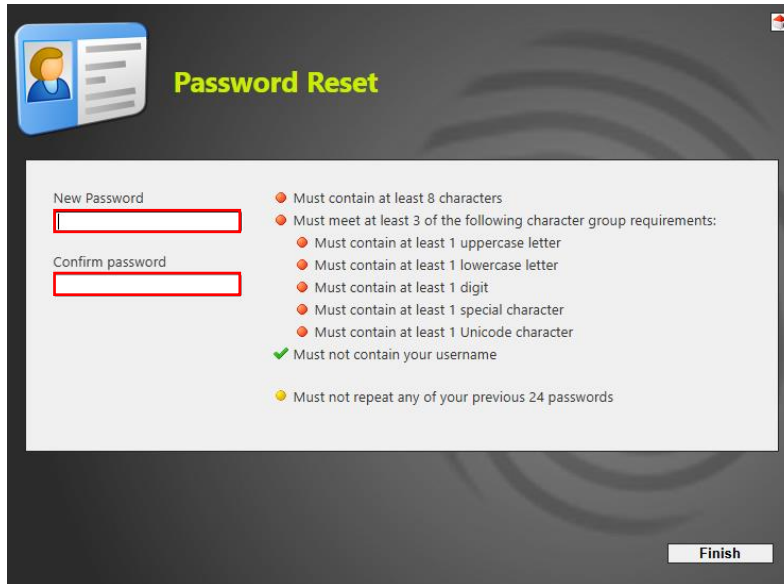
5. You will then be prompted to answer your 3 secret questions.

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.



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



The screenshot shows a 'Password Reset' window with a user icon in the top left. The title 'Password Reset' is in yellow. Below the title are two input fields: 'New Password' and 'Confirm password', both with red borders. To the right of these fields is a list of password requirements:

- Must contain at least 8 characters
- Must meet at least 3 of the following character group requirements:
  - Must contain at least 1 uppercase letter
  - Must contain at least 1 lowercase letter
  - Must contain at least 1 digit
  - Must contain at least 1 special character
  - Must contain at least 1 Unicode character
- ✓ Must not contain your username
- Must not repeat any of your previous 24 passwords

A 'Finish' button is located at the bottom right of the window.

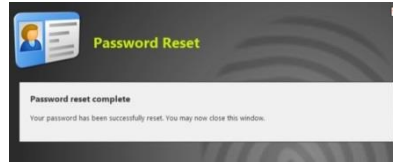
You can now choose your own password.

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.

7. 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.

8. 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. To have your password reset in this instance, please send an email to the [FPS eBusiness Team](#).

**Subject title: FPS Dental Account Password Reset**

Within the **body** of your email, you must provide the following information:

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

2. You will be contacted with a new AD account password.

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.

