HSCNI Email Service – A step-by-step User Guide

How do I access the HSCNI Email Service?

1. Log into the **BSO Pharmacy Secure Web Portal** – https://pharmacyportal.hscni.net

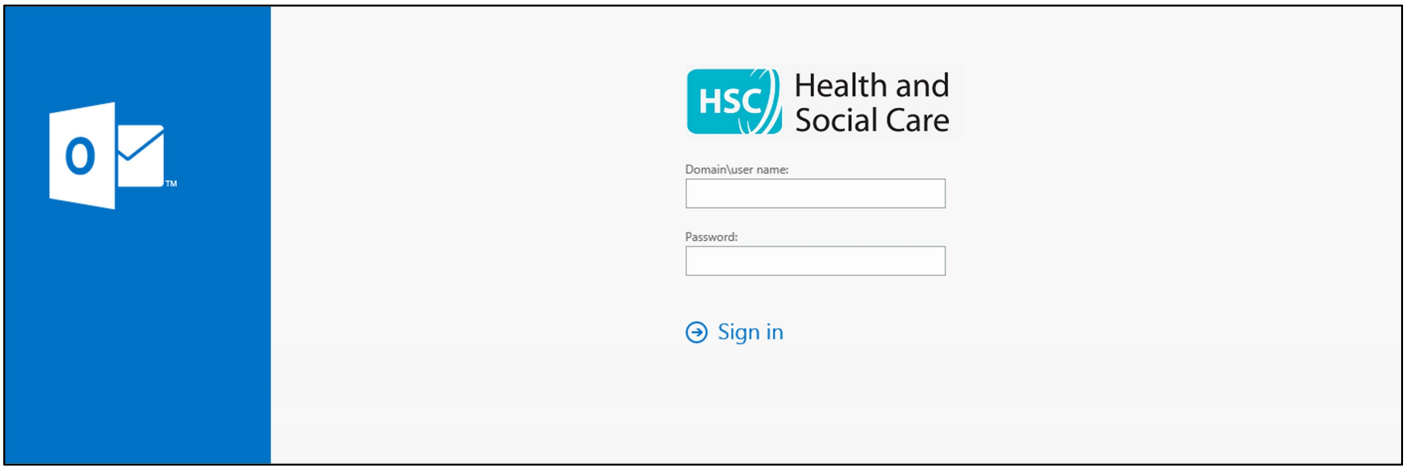
   ***Note**: (This may already be saved in the Internet Explorer (Web browser) favourites or as a desktop shortcut on your PC / Laptop)*

Username	Passcode
<BSO Contractor Number>	4 digit PIN followed immediately by 6 digit code from Cryptocard

   ***Note**: The PIN was originally set to a default value of 1212. You would have been prompted to change this to a 4 digit number after the first successful login attempt. Our suggestion was to use the BSO 4 digit contractor number again; however it was entirely the user's choice what their PIN is set as.*

2. Click on **HSCNI Email Service** (as shown below)

3. The HSCNI email login page for the Outlook Web App (OWA) will be displayed.



4. Click into the **Domain\user name field**.
   - Enter your **username** including the HSCNI\ domain (EG: hscni\pharmacy.0001)

5. Click or tab into the **Password field**.
   - Enter your HSCNI password.

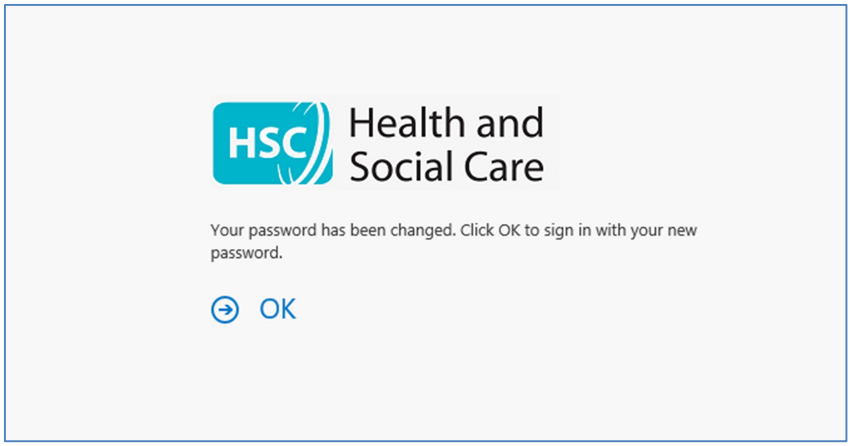
***Note**: Login credentials (Username / Password) issued to Contractors via HSCB / BSO Letters.*

6. Press the **Return** key or Click **Sign in.**

A. The first time you log in, you will be prompted to select your own password.

The following screen will be displayed.

B. Complete each field required. **Click Submit** to finalise your password choice.



C. Click **OK**. You will return to the main HSCNI email login screen.

Note: You are required to reset your password every 180 days.

BSO recommends you set a reminder on your calendar, PC or mobile phone to prompt you to do so. If you do not reset your password every 180 days, **your account will be locked**.

To unlock an account, or for any technical issues regarding the Email application you log a call with the BSO IT Service Desk by emailing supportteam@hscni.net or by telephone at (028) 9536 2400.

Accessing the HSCNI Email Service for the first time.

When Contractors access their HSCNI email for the first time they will be prompted to configure your location settings.

The following screen will be displayed.

1. Leave the Language set at the default value **English (United Kingdom)**.
2. Click the **Time Zone** drop down menu and scroll until you find:

   (UTC +00:00) Dublin, Edinburgh, Lisbon, London

3. Click **Save**.

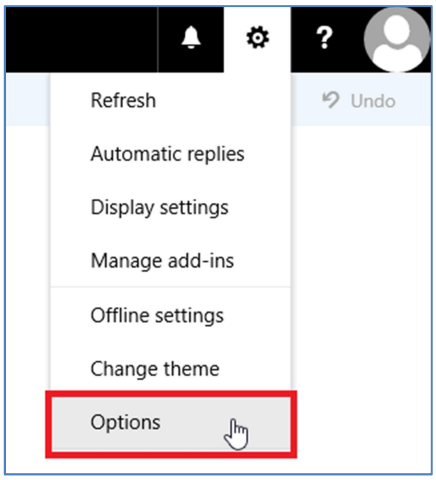
   The generic mailbox for the pharmacy email account will be displayed.

   Note: *The default location is set to the Inbox.*

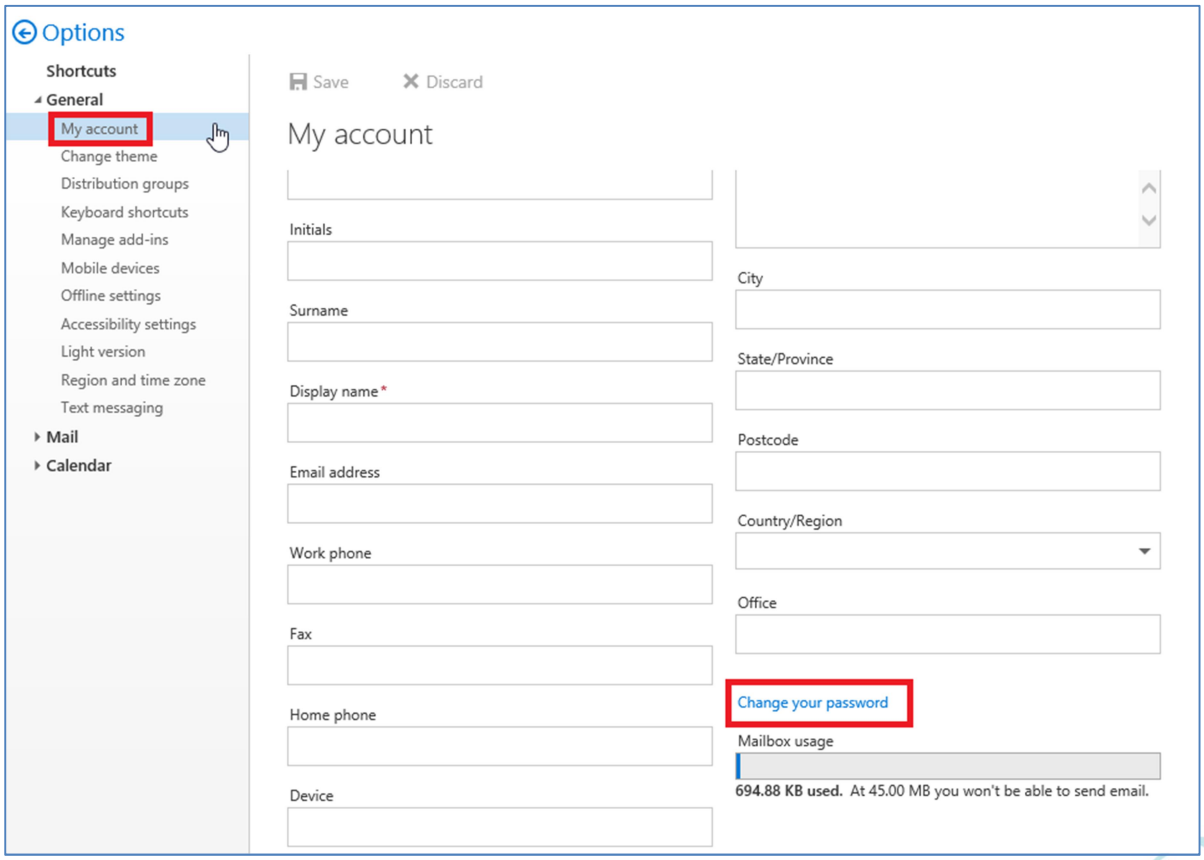
How do you manually reset your account password?

1. To change your password, log in into your email account as normal.

   Click **Settings** (**Cog icon**) located in the upper right corner of your screen. Select **Options**.

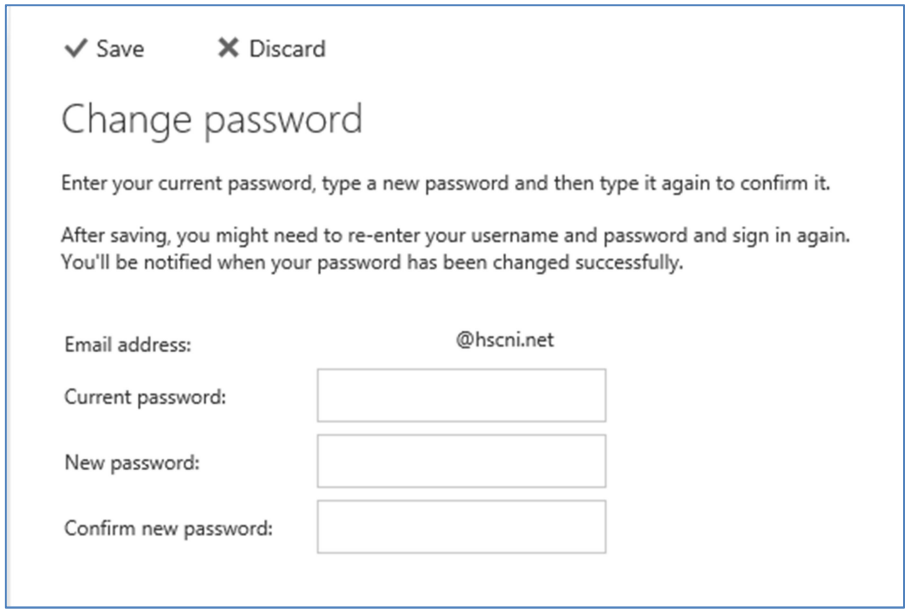


2. Navigate to the **General** tab. Select **My Account.**



3. Click **Change your password**.

   Follow the on-screen instructions and complete each field required.



4. Click **Save.**

The main email home screen will be displayed.

***Note**: The password expiry flag on your account will reset. A new 180-day cycle will begin from the date and time you successfully go through the password reset process.*