

# Information Services Portal

Quick start guide for  
dispensing contractors



## Logging in

Before logging in, make sure you have activated your account by clicking on the link included in your registration email.

After activating your account, log in to the Information Services Portal at: <http://www.nhsbsa.nhs.uk/PrescriptionServices/4926.aspx> and click on 'Access here'.

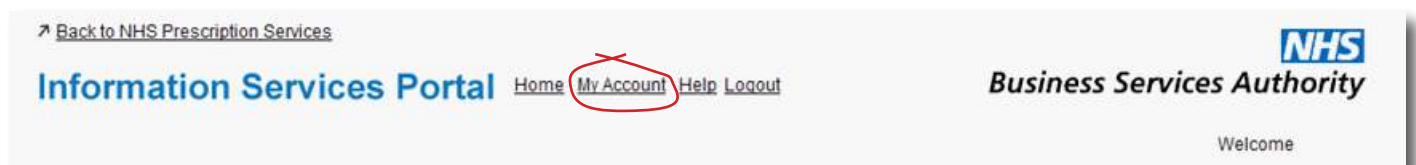
The Login box below will be displayed. Enter your email and the password you set up when activating your account.



The screenshot shows the 'NHS Registered Users Login' form. It has a dark header with the title. Below the header are two input fields: 'E-mail' and 'Password'. Below the password field is a note: '\* Your password will expire after 28 days'. There are two links: 'Register as a new user' and 'Forgotten your password?'. Below a horizontal line, there is a section titled 'Need to register?' with a link 'here' and a note: 'If you are not carrying out an NHS role, a limited view of the data is available via the guest log on.'

NB: The 'Register as a new user' link and the 'Need to register?' information on this page are for prescribing information users only. Information on registration for dispensing contractors can be found here: <http://www.nhsbsa.nhs.uk/PrescriptionServices/4926.aspx>

You will now see the home page. To update your details, click on 'My Account' located at the top of this page.



The 'My Account Details' page will be displayed, where you can update the name, telephone number and password details the NHS Business Services Authority holds for you. Please note you can't change your email address on this page. If you need to update your email address, please contact Information Support using the contact details below.

**Please remember** that Information Services Portal passwords expire every 28 days. Your password must contain a mix of uppercase and lowercase letters plus either a symbol or a number.

## Payment information

The Information Services Portal contains payment information in the form of a copy of your Schedule of Payments and a Prescription Item Report. This provides transparent information for payments made on prescription items which have been dispensed in England.

You can access these by logging into the system and clicking on '+Report' then 'Payment Information', followed by the report you wish to view.



## Schedule of Payments

After clicking Schedule of Payments you will see a list of all the reports available to you.

A screenshot of the 'Schedule of Payments' page. The page has a dark header with the title 'Schedule of Payments' and an information icon. Below the header, there is a 'Data Selector' button and a 'Bookmark' icon. A section titled 'Available reports' contains a table with the following data:

Payment Date	Type	Organisation Code	Action
01-Apr-2015	Pharmacy Late Submission	F9999	 PDF

You can download each schedule by clicking on the hyperlink marked PDF.

You will be prompted to either save or open the PDF file, and can print it once opened.

You can use the 'Data Selector' to filter data from particular months. You can also use this function to filter particular F/Y codes if you have multiple accounts.

The screenshot shows a 'Data Selector' form with the following sections:

- Payment Date:** A dropdown menu with '[Show all]' and a blue arrow button.
- Organisation:** A text input field with the placeholder text 'Enter an F- or YP-code or leave blank for all'.
- Prescriptions type:** A dropdown menu with '[Show all]' and a blue arrow button.
- Buttons:** 'Reset' and 'Submit' buttons at the bottom right.

## Prescription Item Report

After clicking the Prescription Item Report you will see a list of all the reports available to you.

The screenshot shows the 'Prescription Item Report' interface. It includes a 'Data Selector' button, a 'Bookmarked' star icon, and a table of available reports.

Payment Date	Type	Organisation Code	Action
01-Dec-2014	Pharmacy	F9999	CSV

You can download each prescription item report by clicking on the hyperlink marked CSV.

You can use the 'Data Selector' to filter data from particular months. You can also use this function to filter particular F/Y codes if you have multiple accounts.

## Further information

You can find more information about the Information Services Portal at:

<http://www.nhsbsa.nhs.uk/PrescriptionServices/4926.aspx>

including our full user guides, payment dates, understanding your payment schedule FAQs and a glossary to help you understand the Prescription Item Report.

## Contact us – Payment queries

Helpdesk support is available Monday to Friday 8am to 6pm excluding Bank Holidays.

**Please call us on:**

0300 330 1349 or

**email us at:**

[nhsbsa.prescriptionservices@nhsbsa.nhs.uk](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)

## Feedback

We welcome your feedback about the system, so please click the 'Feedback' button found at the bottom of the screen and complete the form. We log and respond to all comments as they help us to continually improve our systems and shape the future of information provision.

[Feedback](#) | [Terms & Conditions](#) | [Privacy Policy](#) | [Accessibility](#) | [FAQ](#) | [Contact Us](#)