

# Information Services Portal

## Contractor User

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# Contractor User

## Login

**NHS Registered Users Login**

E-mail

1a Password

\* Your password will expire after 28 days

1c [Register as a new user](#) [Forgotten your password?](#)

1b

Need to register?

For further information on registration and who is an authorised user click [here](#).

If you are not carrying out an NHS role, a limited view of the data is available via the guest log on.

**Guest Login**

If you are not carrying out an NHS role, use Guest login to see a limited view of the data

Type the code shown in the picture

- 1a From the [ISP login page](#), enter your email address and password in the spaces provided.
- 1b Click the *Login* button. Once you have successfully logged into the system you will be presented with the following page;
- 1c The automated registration process is not available to Contractors.

2a Select '+Report' to view available schedules. The page below will be displayed.

- 3a Select the Payment Information folder
- 3b Select Prescription Item Report to view this report (available in CSV/ZIP format)
- 3b Select Schedule of Payments to view this report (available in PDF format)

The following steps apply to both the Prescription Item Report and the Schedule of Payments.

- 3c Click on the PDF/CSV hyperlink for the report you want to view. This will open the report in your PDF/CSV viewer.

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

3d

- 3d The data selector can be used to filter to particular months or F/Y codes if you have multiple accounts.

Please select the report criteria

Payment Date  
[Show all]

Organisation  
Enter an F- or YP-code or leave blank for all

Prescription Type  
[Show all]

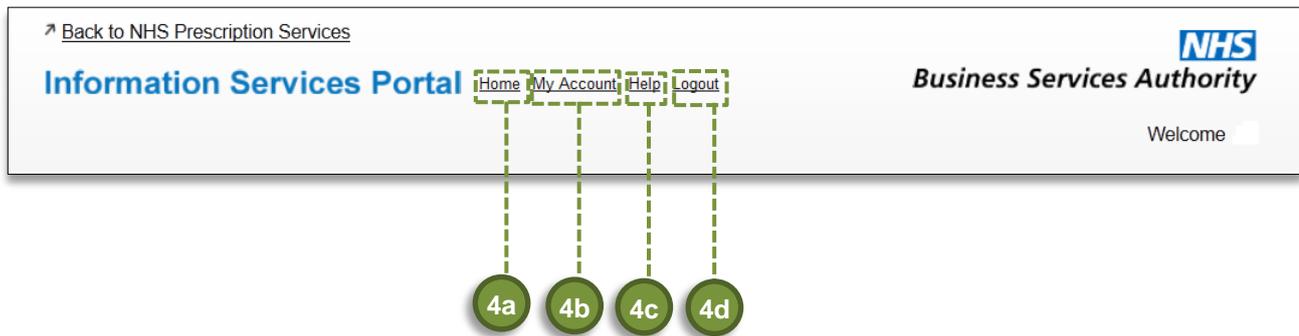
Reset Submit

- 3e Payment data can be used to filter to a particular month.

- 3f Organisation can be used to filter on F or YP codes if you have multiple accounts (search in capitals).

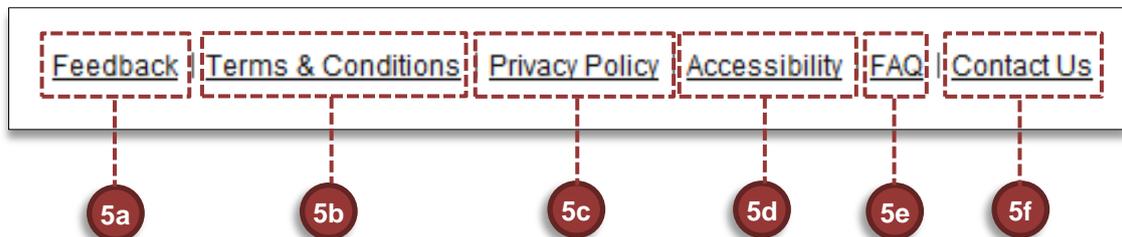
- 3g Prescription Type will allow you to filter between pharmacy Schedule of Payments and pharmacy late submission Schedule of Payments.

## Header



- 4a Select to go back to the home page
- 4b Select to go to your account. For more information, please see the My Account section below.
- 4c This will take you to a NHS BSA Information Page.
- 4d Select to logout of the system.

## Footer



- 5a If you wish to give feedback about the Information Services Portal please select Feedback. See Section 6 for further details.
- 5b A new page will open showing the Terms and Conditions.
- 5c A new page will open showing privacy information.
- 5d A new page will open showing accessibility information.
- 5e This will download the Frequently Asked Questions document.
- 5f Click this link if you would like to contact us via email regarding any questions you have about the system.

## Feedback Form

### Feedback Form

NHSBSA Information Services welcomes feedback to help further develop the services.

\*All fields are mandatory

The screenshot shows a feedback form with the following fields and callouts:

- 6a**: Points to the **Name** and **Email** input fields, which are pre-populated with "Ann Other" and "Ann.Other@email.com" respectively.
- 6b**: Points to the **Feedback Type** dropdown menu and the **Comments** text area.
- 6c**: Points to the **Reset** and **Submit** buttons at the bottom right of the form.

The form also includes a "Maximum of 1000 characters" note below the comments field.

- 6a** Your name and email address will be pre-populated.
- 6b** Select the type of feedback you wish to leave from the drop down box and leave your comments below.
- 6c** If you wish to remove the information you have entered, select *Reset*. When you have finished, select *Submit* to send your feedback. If your feedback has been sent successfully you will be sent to the following page;

## Feedback Form



**Thank You for your feedback on Information Services Portal.**

We cannot respond to you personally, but please know that your feedback has been received and will be reviewed by the Information Services Team. If we need to follow up with you on your ideas, we will contact you directly.

We appreciate your assistance.

Information Services Team

## My Account

**My Account Details** | Request New Profile **7f**

### Account Details

Some of your details are not editable from this page. If you wish to make amendments to these details please contact NHSBSA Information Services at [nhsbsa.help@nhs.net](mailto:nhsbsa.help@nhs.net) **7c**

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#### Personal Details

**7a**

First Name  
Last Name  
Telephone  
Email  
Organisation Type  
Organisation  
Organisation Code

---

Change Password **7e**

Current Password   
New Password  **7d**  
Confirm New Password  **7b**

[Cancel](#) **Edit Personal Details** **Save Changes**

- 7a** This section will display your personal details, as well as the details of your organisation.
- 7b** If you wish to amend your personal details, click *Edit Personal Details*. This will allow you to change your first name, last name, and telephone number. Click *Save Changes* when you have finished.
- 7c** You can email the Prescription Processing Helpdesk at any time for assistance with your account using this address.

- 7d If you want to change your password, enter the relevant details here.
- 7e Hover your mouse over this symbol for information on how to choose a password.
- 7f The *Request New Profile* tab is currently not applicable to Dispensing Contractor Users.

## Forgotten Password

### Contractor User

- 8a If you have forgotten your password, from the login page click *Forgotten your password* and the following will appear;

- 8b Enter your email address into the box and click *Submit*. The following box will appear;

**8c** You will be asked one of your security questions. Enter your answer and click *Submit*. If successful the following message will appear;

Once you have received the email, click on the link provided and answer the security question. Then the following will appear;

**8d** Enter your new password and select *Submit*. You will then be directed to the home page.

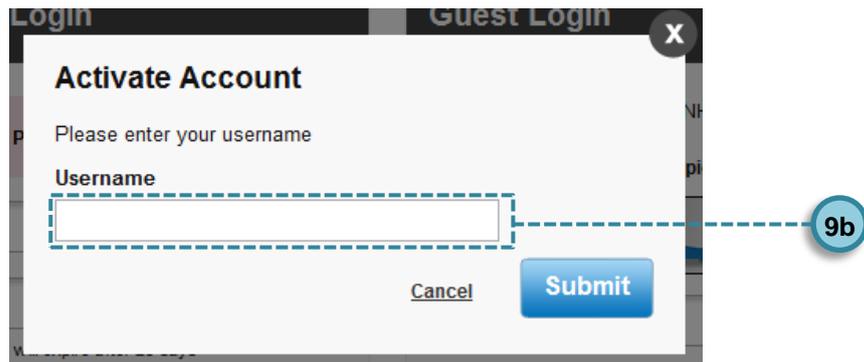
**8e** Hover your mouse over this symbol for information on how to choose a password

## Account Locked

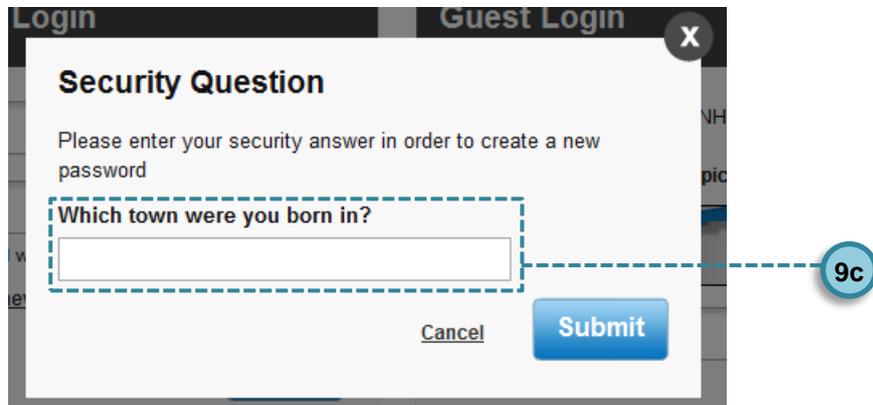
## Contractor User



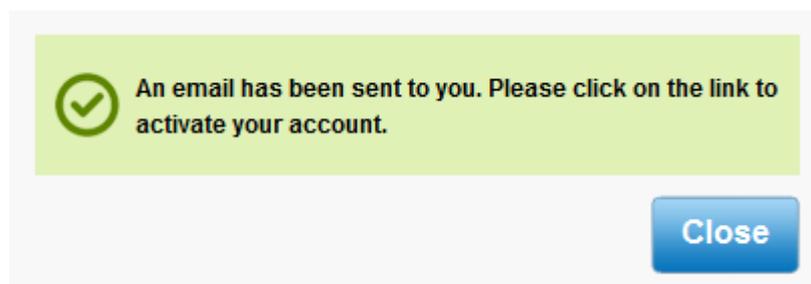
- 9a If you enter the wrong password three times your account will become locked and this message will appear. To unlock your account click the link and the following will appear;



- 9b Enter your email address and click *Submit*. The following will appear;



- 9c Answer the security question and select *Submit*. If successful the following will appear;



Once you have received the email, click on the link provided and answer the security question. Then the following will appear;

Registered Users Login

**Create a New Password**

Please create a new password

New Password i 9e

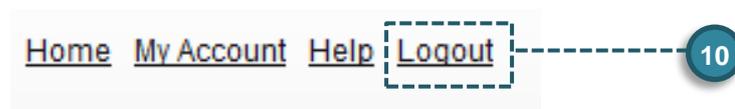
Confirm New Password

[Close](#) Submit 9d

9d Enter your new password and select *Submit*. You will then be directed to the home page.

9e Hover your mouse over this symbol for information on how to choose a password.

## Logout



10 To logout of the system, click *Logout*. If you do not submit any requests for 30 minutes you will automatically be logged out of the system.

## Other Information

- Your password will expire after 28 days. If you try to logon after your password has expired you will be directed to the change password screen where you have to enter a new password.
- If you do not logon for 12 months your access will expire and you will have to re-register.
- Queries relating to the content of your Pharmacy Schedule of Payments/Prescription Item Report should be directed to the Prescription Processing Helpdesk on 0300 3301349.
- Please see the following link for further information on Pharmacy Schedule of Payments and the Prescription Item Report <http://www.nhsbsa.nhs.uk/PrescriptionServices/4926.aspx>.
- Schedule of Payments are categorised by payment date and organisation code