



# Ophthalmic Schedule Communications

January  
2022

**Welcome** to the schedule communications, where you will find useful information and helpful tips!

## Administration Forms

If you have an NHS.scot email you can email completed administration forms to us. Completed forms should be emailed to: [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)  
The administration forms are all available to download on our [web site](#).

If you have not set up your NHS.scot email as yet, contact your local NHS Board to do so as this is the preferred method of submission for our administration forms.

For advice on where to email or send forms check our [mail delivery guide](#). Please note that **no mail** should be sent to our offices at Bain Square in Livingston.

## Windows 11 compatibility – DO NOT UPGRADE

It has come to our attention that some sites have upgraded their PCs to Windows 11. Please **DO NOT** upgrade your PCs to Windows 11 at this time as SCI Gateway and PECOS will not be accessible through Windows 11.

If you require any further information regarding Windows 11 please contact NISG Service Desk:

email: [nss.nisgservicedesk@nhs.scot](mailto:nss.nisgservicedesk@nhs.scot)

Tel: 0141 2822100

## Resetting the webform password

The following steps will help you reset your webform password:

- Once the secure connection has been accessed (VPN or Tunnel), you will see the usual login screen.
- The next screen is the homepage and the message in red will advise you to set five security questions. The answers to these questions will validate your identity when resetting your password and are case sensitive.
- Click on the maintain security questions link. Once you set the five security questions, you can close this screen and process claims as normal.
- The login screen now has a link named (Unable to login), so click that if you cannot remember your password.
- You will now be asked for your username.
- Fill in the answers to your security questions. Remember, the answers you give are case sensitive.
- If you get a number of answers wrong your account will become locked and will need to be unlocked by the customer services team. They will advise what to do next.
- You'll be asked to create a new password using the criteria detailed on this screen. Once the new password has been entered press the 'Set new password and login' button.
- The logon screen will appear and you can logon as normal and start processing claims.

## Claim cut-off dates – Jan paid Feb Schedule

Electronic: To be confirmed

Post (HES forms only): 4.30pm Monday 31 January 2022

Telephone: 0131 2756200 Email: [NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

Website: [nss.nhs.scot/ophthalmic-services](https://nss.nhs.scot/ophthalmic-services)