

# 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>

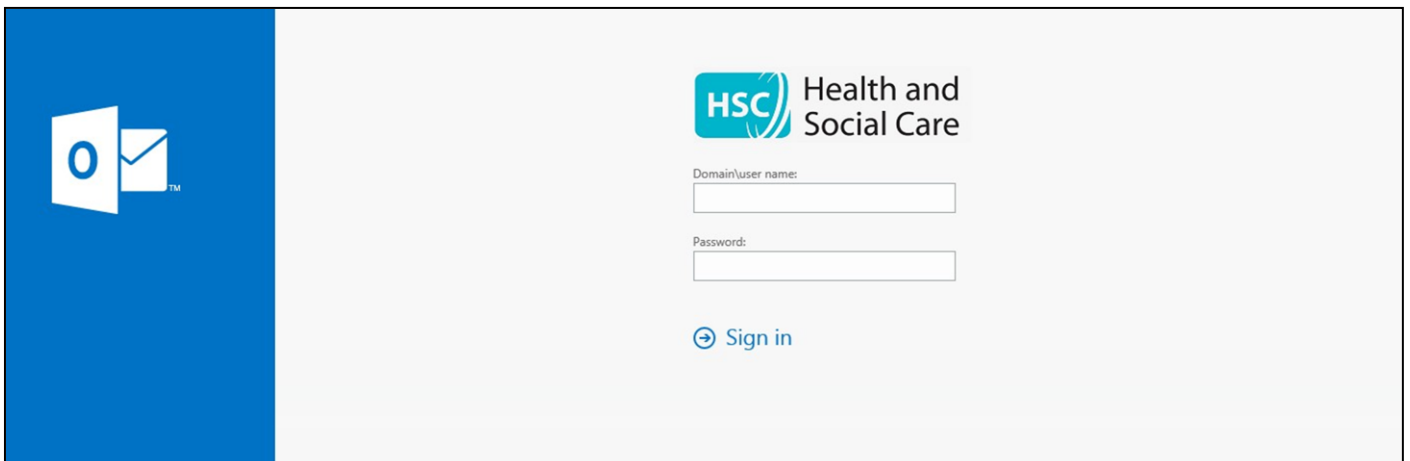
Note: (This may already be saved in your IE Browser favourites)

Username	Tokencode
Your 4 digit BSO Contractor Number	Your 4 digit PIN followed immediately by 6 digit code from Cryptocard. <i>(The default PIN was 1212, however during the recent Cryptocard rollout, you would have been prompted to change this during your first login attempt)</i>

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



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

A screenshot of the HSCNI email login page. On the left is a blue vertical bar with the Outlook logo. The main area is white and contains the HSCNI logo (a blue square with "HSC" in white) and the text "Health and Social Care". Below this are two input fields: "Domain/user name:" and "Password:". A "Sign in" button with a right-pointing arrow is located below the password field.

4. Click into the **Domain/user name field**. Enter your **username** (shown above) including the HSCNI\ domain. *(For example: hscni\pharmacy.0001)*
5. Click or tab into the **Password field**. Enter your HSCNI **password** (shown above).
6. Press the **Return** key or Click **Sign in**.
7. The first time you log in, you will be prompted to select your own password – see password complexity requirements on page 6.



The following screen will be displayed.



**HSC** Health and Social Care

### Change password

Your password has expired and you need to change it before you sign in to Outlook.

Domain\user name:

Current password:

New password:

Confirm new password:

 Submit

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



**HSC** Health and Social Care

Your password has been changed. Click OK to sign in with your new password.

 OK

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

**Note: You are required to reset your password every 90 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 90 days, **your account will be locked**.

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



## Accessing the HSCNI Email Service for the first time.

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

The following screen will be displayed.



The screenshot shows the Outlook configuration interface. At the top left is the Outlook logo, consisting of a blue square with a white 'O' and a white envelope icon, followed by the word 'Outlook' in blue. Below the logo, the text 'Choose your preferred display language and home time zone below.' is displayed. There are two dropdown menus: the first is labeled 'Language:' and has 'English (United Kingdom)' selected; the second is labeled 'Time zone:' and has 'Select time zone' selected. At the bottom left, there is a blue circular button with a right-pointing arrow and the word 'Save' next to it.

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**.

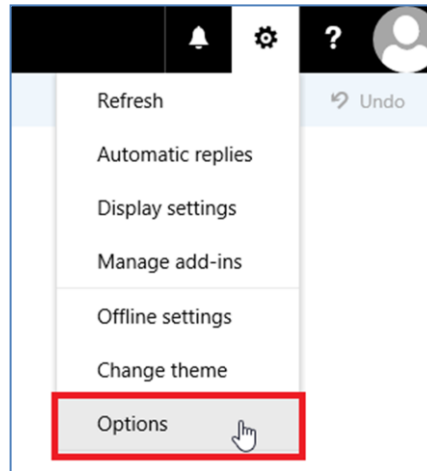
Your mailbox will load up.

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

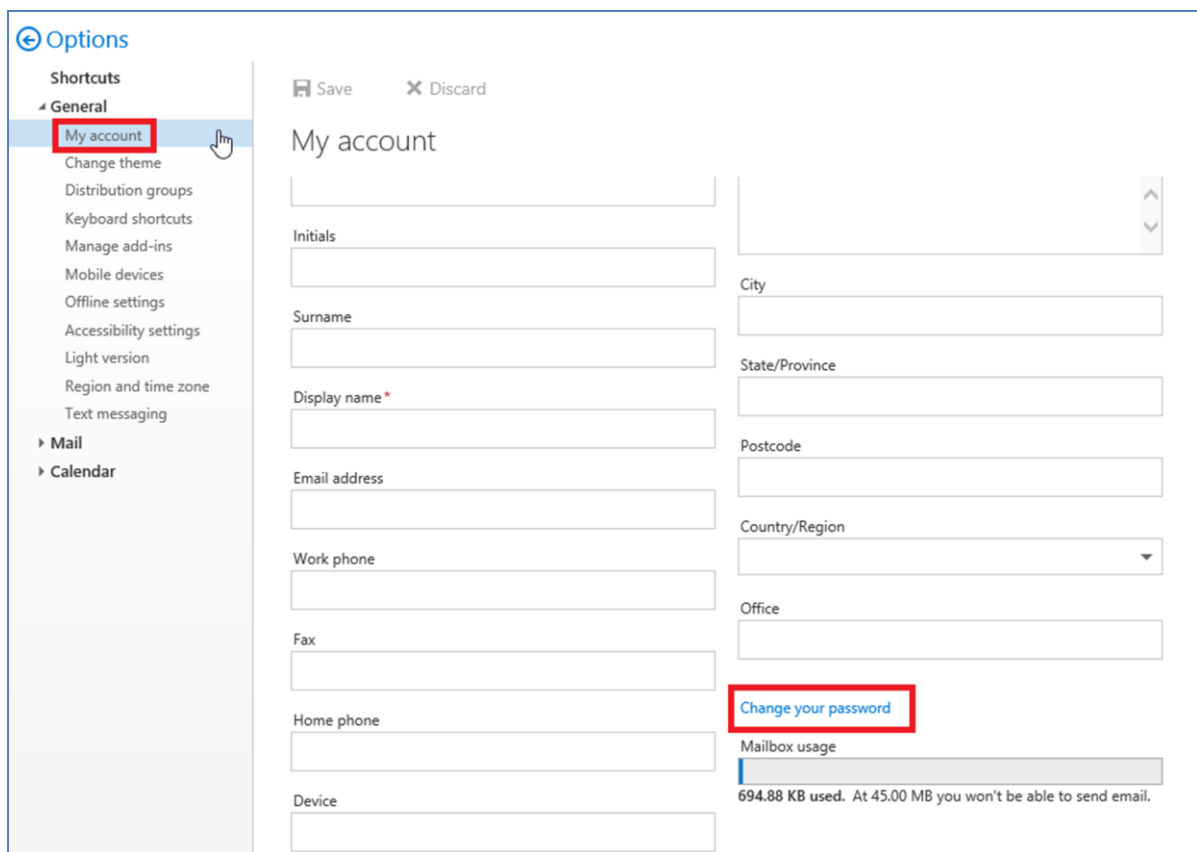
## How do you manually reset your account password?

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.



✓ Save    ✕ Discard

## Change password

Enter your current password, type a new password and then type it again to confirm it.

After saving, you might need to re-enter your username and password and sign in again. You'll be notified when your password has been changed successfully.

Email address: @hscni.net

Current password:

New password:

Confirm new password:

### **Password complexity Requirements:**

- Password must **not** be based on the user's account name.
- Password should be a **minimum** of 8 characters in length
- Password should contain characters from **three** of the following four categories:
  - Uppercase alphabet characters (A–Z)
  - Lowercase alphabet characters (a–z)
  - Arabic numerals (0–9)
  - Non alphanumeric characters (for example, !\$,%,)

Other Policy rules include:

- Password must be changed every **90** days
- The last **24** passwords are remembered and therefore cannot be reused until the cycle expires.
- The account will be automatically locked out for **30** minutes after **5** invalid logon attempts.

#### **4. Click Save.**

The main email home screen will be displayed.

*Note:* The password expiry flag on your account will reset. A new 90-day cycle will begin from the date and time you successfully go through the password reset process.

