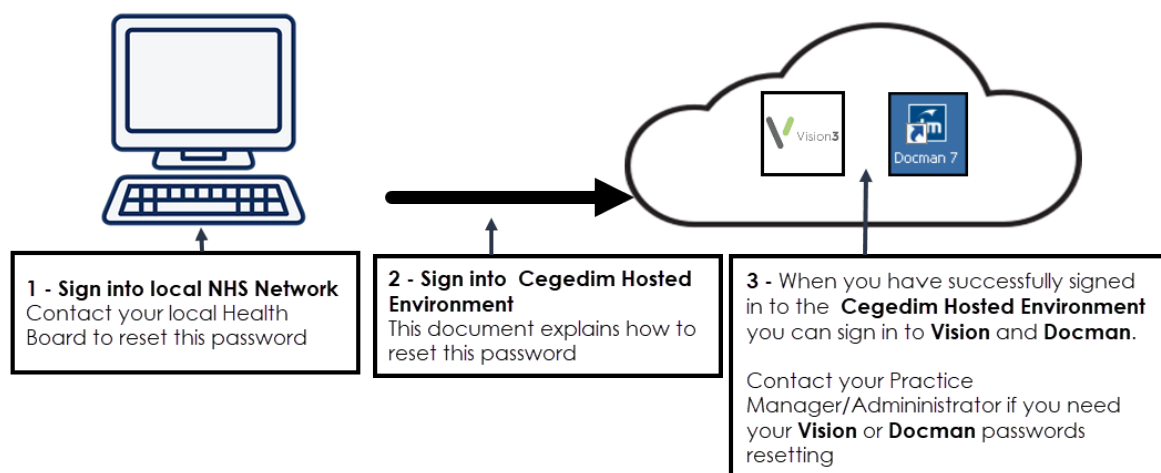



Managing your Passwords for Cegedim's Hosted Environment


Before you can access **Vision**, you need to firstly sign into your local NHS network, and then sign into the **Cegedim Hosted Environment**, this document explains how to manage your password for the **Cegedim Hosted Environment**.




 **Note** - If you need assistance with your local NHS Network password, please contact your local Health Board.
For assistance with your **Vision** or **Docman** password, please contact your Practice/IT Manager.

There are two ways to manage your password for the **Cegedim Primary Care Hosted Solution** once you are live using **Vision**:

- **Change Windows Password**, for when you are logged into the **Cegedim Hosted Environment**, see [Changing your Windows Password on page 3](#).
- **Imprivata OneSign**, for when you are not logged into the solution, see [Managing your Imprivata OneSign Password on page 6](#).


 **Note** - We recommend you reset your password using the **Windows reminder** as there can be a small delay when using **Imprivata OneSign**.

Password Requirements

 **Training Tip** - Accepted current best practice is to set passwords comprised of three random words, but of greater length. If you would like to read more about staying secure online, see <https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online/three-random-words>.

Your new password must:

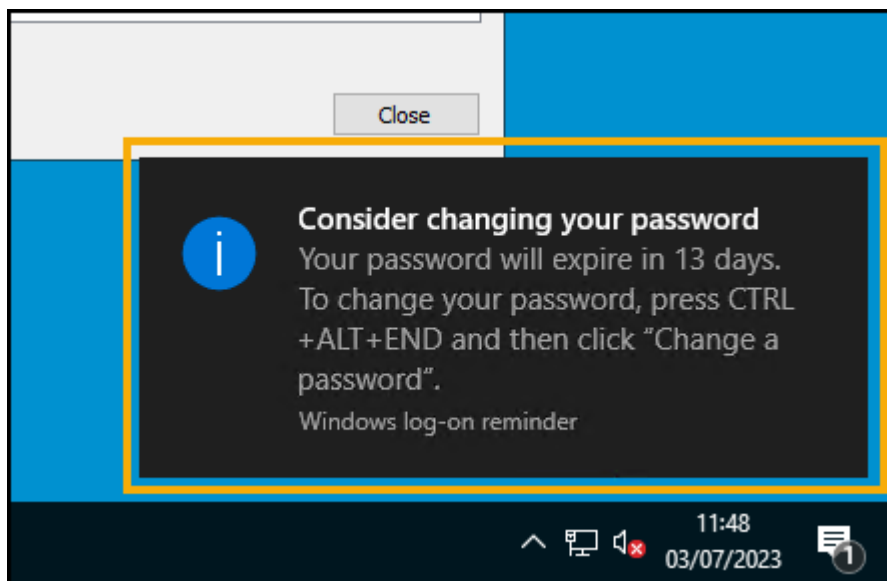
- Be at least 14 characters in length.
 - Not contain your account name or parts of your full name that exceed two consecutive characters.
 - Not be on the compromised password list as published by the National Cyber Security Centre.
-


 **Note** - Your account is locked out if you get your password incorrect five times. If this does happen you need to reset your password using **Imprivata OneSign**, see [Managing your Imprivata OneSign Password on page 6](#) for details.

Changing your Windows Password

You can change the password you use to access the **Cegedim Primary Care Hosted Solution** while you are logged in to Windows.

You will be prompted to change your password when the **Consider changing your password** reminder displays in the lower right corner of your screen. Your password can also be changed at any other time, for example, if you feel your password has been compromised.




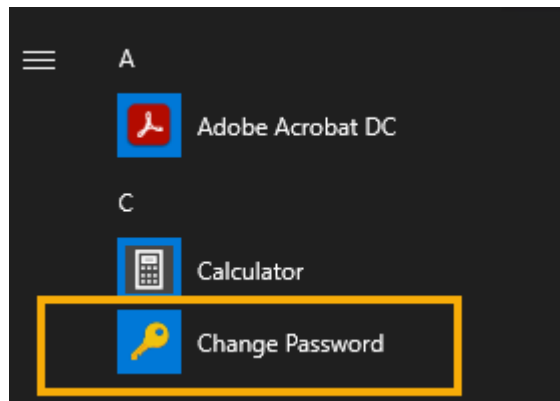
 **Training Tip** - Remember it is important to change passwords when the **Consider changing your password** reminder displays. If you allow it to expire, you will have no access to the system and must contact the **Cegedim Healthcare Solutions** Service Desk for assistance.

To reset your password:

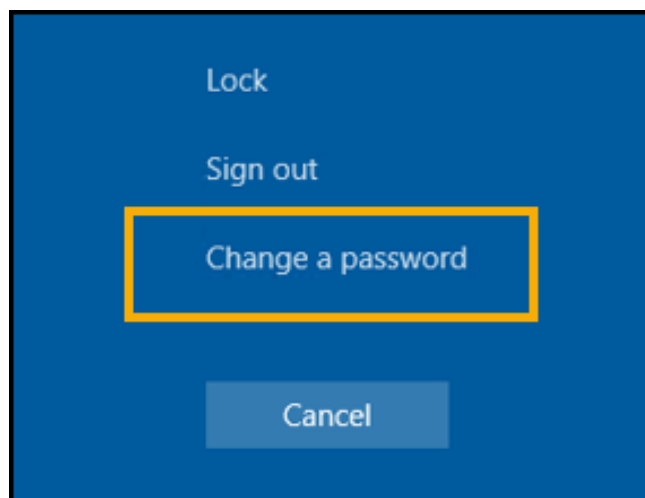
1. From your Windows Desktop, either.

- Press **Ctrl +Alt+ End** on your keyboard, or

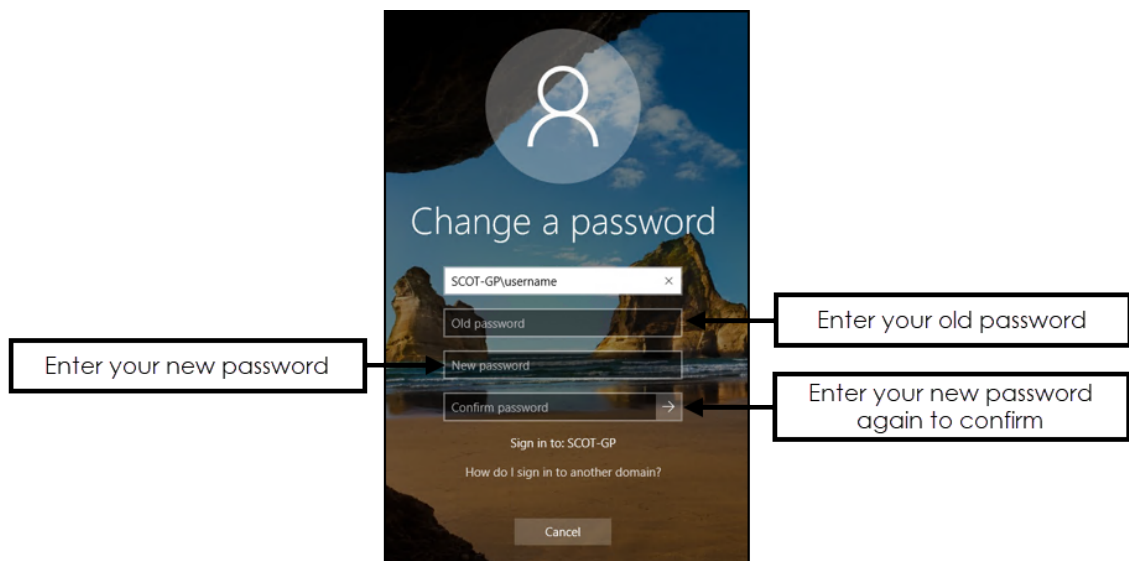
- Select **Start**  and from the available list, select **Change Password**.



2. Now, select **Change a password**.



3. From the **Change a password** screen.



Complete as required:

- **Old password** - Enter your old password.
- **New password** - Enter your new password.
- **Confirm password** - Enter your new password again to confirm.

4. Select **Submit** .

5. The '**Your password has been changed**' screen displays, select **OK**.

Managing your Imprivata OneSign Password

For those Scottish Health Boards using Single Sign On, **Cegedim Healthcare Solutions** has invested in 'single sign-on' to enable you to open applications from the **Cegedim Primary Care Solutions** managed desktop without having to retype your passwords. This facility utilises software provided by **Imprivata** called **OneSign** and is installed on all **Cegedim Cloud** practice virtual servers hosted under the new Scottish contract.

As part of this provision, a password reset portal allows you to reset the password required to log on to your hosted system. This facility is available to you once you complete enrolment by providing answers to a set of unique security questions.

The reset portal is accessed from the following URL, simply hold **Ctrl** on your keyboard and select the link, or enter the address into your web browser:

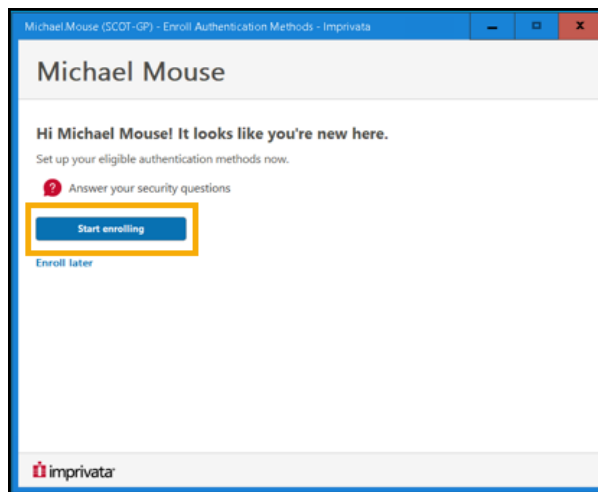
- <https://ssportal.chs.scot.nhs.uk/>


Before you can use the self-service password reset, you must enrol and enter your answers to five security questions. You are given a default choice of five questions, although you can select another question if preferred.

Enrolling to use the Self-Service Password Reset

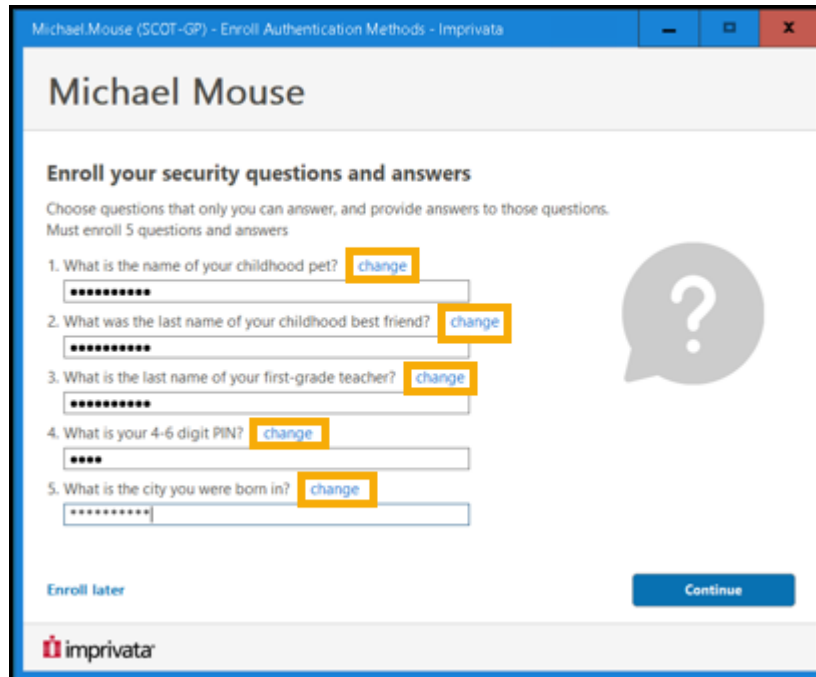
To enrol for the self-service password reset:


1. When you log in to the **Cegedim Primary Care Solutions** managed desktop, you are prompted to set up 5 security questions. Setting up these questions allows you to reset your login password without contacting the Service Desk. The prompt displays each time you log in until you set up your questions. Select **Start enrolling**.



 **Note** - It is possible to skip enrolment for up to 30 days, simply select **Enroll later**, but after 30 days, you must enrol before the desktop presents a hosted session.

2. The **Enroll your security questions and answers** screen displays, enter your answers to the questions presented. Should you wish to change the question, select **change**.



 **Training Tip** - Take care to choose questions that you are confident you can remember the answer to. Three of these question are asked of you when you reset your password.

3. Select **Continue** to submit your answers and the **Enrolled authentication methods** screen displays detailing your enrolled authentication methods.



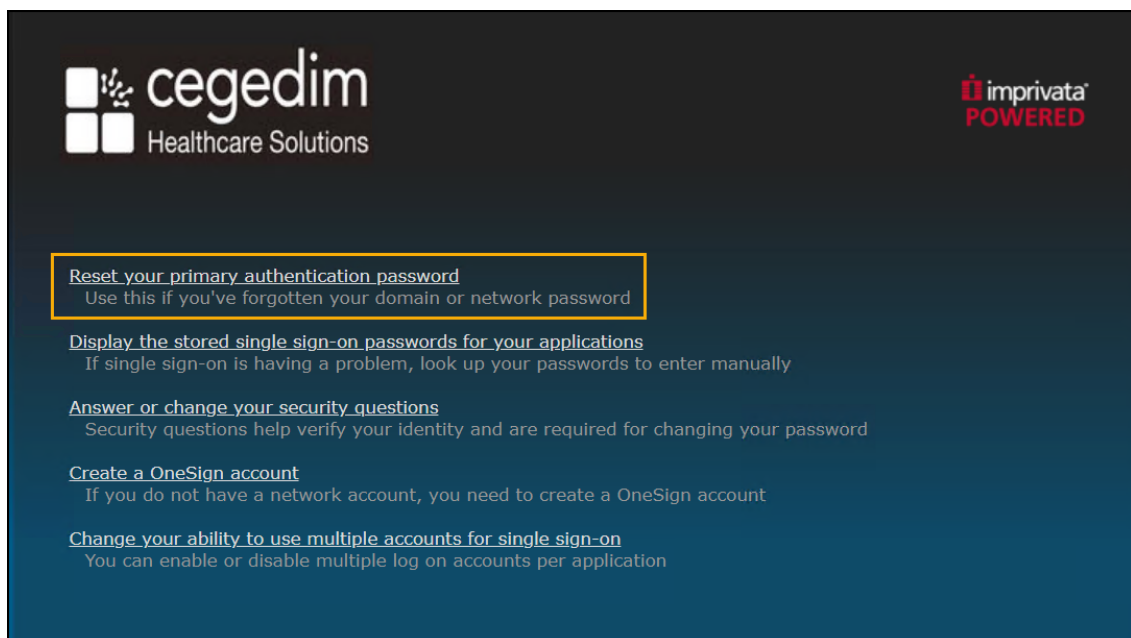
4. Finally, select **Close**  to complete the process.

Resetting your Password when using Imprivata Single Sign On

i Important - It is vital that you update your password when prompted. If you allow it to expire, you will have no access to the system and must contact the Service Desk for assistance.

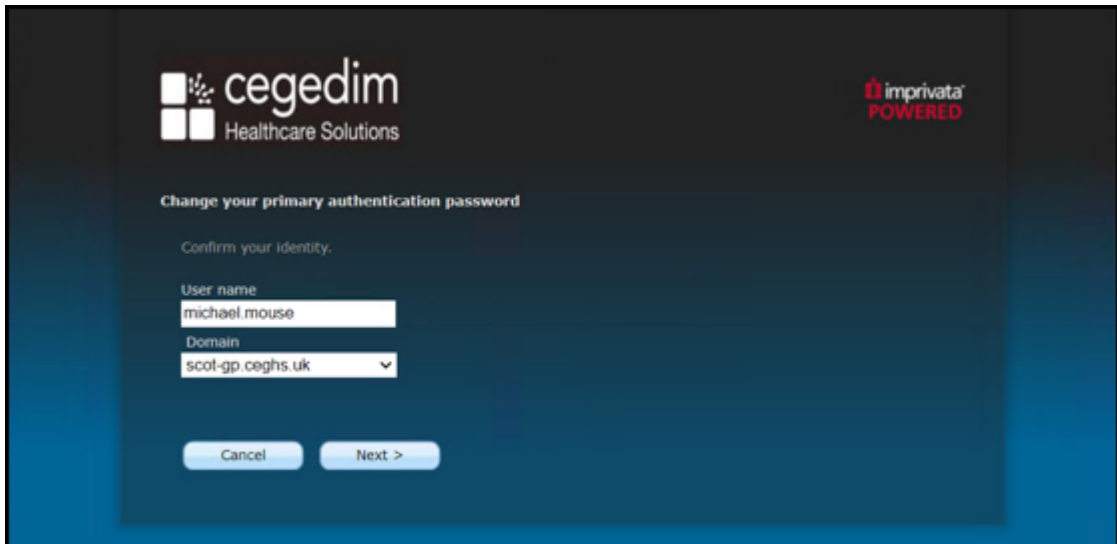
To reset your password:

1. From your local desktop either select **Ctrl** and the following link, or enter <https://ssportal.chs.scot.nhs.uk/> into your browser. The **Cegedim Healthcare Solutions imprivata Powered** screen displays.

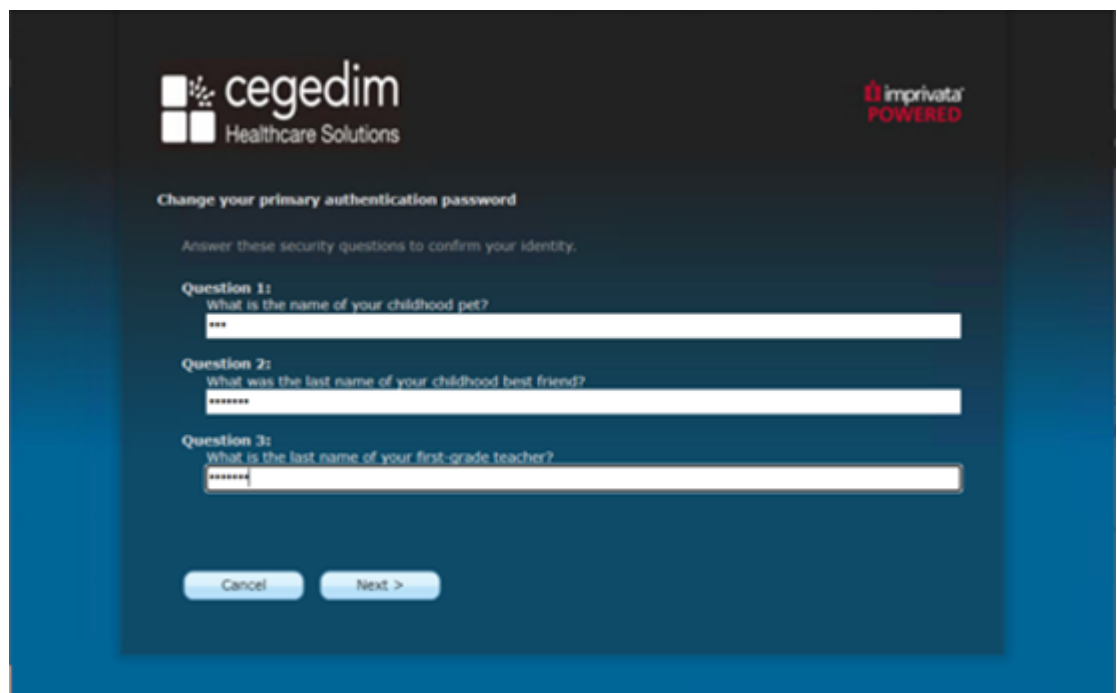


💡 Training Tip - You can reset your password from any standard browser, for example, Microsoft Edge or Google Chrome.

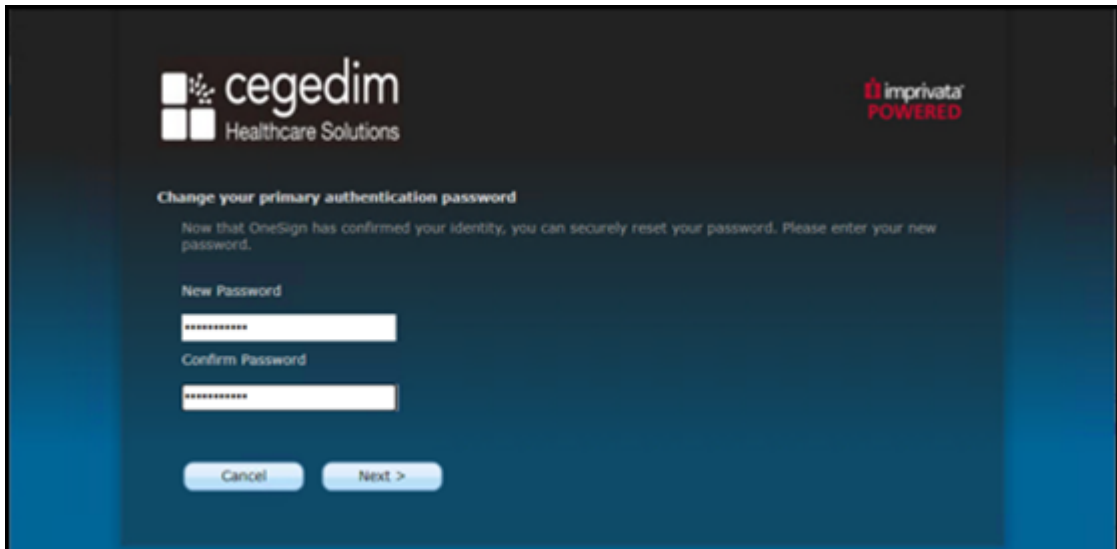
2. Select **Reset your primary authentication password** and the **Change your primary authentication password** screen displays.



3. In **User name**, enter the user name you use to log on to scot-gp.ceghs.uk and select **Next**.
4. Three questions display selected from the five you set up when you enrolled. Enter your answers and select **Next**.



5. You must now create your new password:
 - **New Password** - Enter the password you want to use.
 - **Confirm Password** - Re-enter your new password.



6. The **Your password has been changed** screen displays. You can now simply close your browser.

