NHS
University Hospitals Sussex
NHS Foundation Trust

Getting started at

UHSussex – IT Welcome Pack

Worthing/St Richards/Southlands

Welcome to UHSussex. Below are some quick start guides and information to make your IT experience as easy as possible.

Contents

1. Logging In for the first time

Once you have your username and password you will be able to sign into any PC within the trust.

All initial passwords are temporary, and you will be prompted to change them when you login for the first time.

Once this is complete passwords will expire every 12 months once set.

1.1 Password Criteria

- 12 or more characters
- 1 Capital
- 1 Number
- Not any of your previous passwords
- Does not contain any part of your first name or surname

Do not share this password with anyone else. Account sharing is against the Trusts IT Password policy and may result in disciplinary action

The full Password Policy can be found on Staffnet (Note: This link will only work when loaded on Trust PCs)

1.2 Troubleshooting

Common Issue	Possible Reason(s)	Resolution
Error: "One sign could not authenticate you"	Your username or password has been typed incorrectly	Ensure Caps lock is off and try again
	Your domain is incorrect	Ensure the domain is set to "SUSSEX" if you are located at WOR/SRH/SOU
	This PC is not connected to the network	If others also cannot log into the PC report the machine to ITHub by calling ext 65777
Error: "Your new password was not saved"	You are not hitting the password criteria with your new password	Try another password that hits the above criteria

2. Introduction to NHSMail

NHSMail is the trusts email provider. All staff are eligible for an account.
An NHSMail account will be created at the same time as your computer log in.

2.1 I already have an account at my previous trust?

If you already have an NHSMail account and wish to transfer this from a previous trust please contact your previous trusts IT department and ask to be marked as a leaver. Once this is done contact the ITHub at ext 65777 to be marked as a joiner to UHSussex

2.2 Accessing NHSMail for the first time

Please go to https://portal.nhs.net/ and click on the top-right "Login" button to login to agree to the Acceptable Use Policy, and setup an Account Secret (See Below) with a valid mobile number.

NOTE: IT can take up to 24 hours for the account to work after the Acceptable Use Policy is completed

2.3 Account Secret

When calling the ITHub for ANY password or account resets we will use your NHSMail account secret to verify your identity.

As a result, it is important your account
secret is memorable, appropriate and objective.

NOTE: Failure to successfully answer your account secret will prevent the ITHub from being able to help you with account issues over the phone

2.4 Multi Factor Authentication

Multi-factor authentication (MFA) is an additional way of checking that it is really you when you log in to your email account.

In addition to your email address and password, you will need to set up a second form of authentication, such as an authentication app on your mobile phone, text message or phone call. This second layer of security is designed to prevent anyone but you from accessing your account, even if they know your password.

Further information and a guide on how to set this up can be found here: **Getting Started with MFA – NHSmail Support**

2.5 Access to shared mailboxes

If you require access to any shared mailboxes as part of your role the owner of the mailbox will grant you permissions. They will have been sent a guide when the account was created detailing how to do this if they are unsure. Once this is done you will have access to this mailbox until removed by the owner

2.6 Further guides

A full selection of internal guides for NHSMail can be found on the IT Self Service.

3. Printing

UHSussex utilised Canon Secure Print as our printing solution. Secure Print holds print jobs in a queue until you sign into a printer. This prevents confidential information from sitting unattended on printer trays.

The most common way to log into these printers is with a Smartcard. You can order a smartcard for yourself via the IT Self Service.

The Larger Canon printers will also allow Manual sign in with your computer username and password.

3.1 Enrolling your Smartcard for Secure Print

PLEASE NOTE: Enrolment cannot be completed on Canon printer model 1643. You will need to complete the below process on a larger Canon printer of any other Model number

Once you have your card follow the below steps to register it on Secure Print. Once this is done you will only need to "Tap" into the printer to access your prints
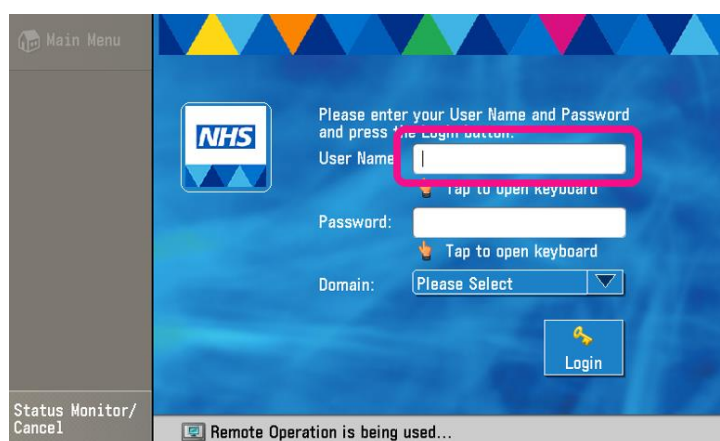
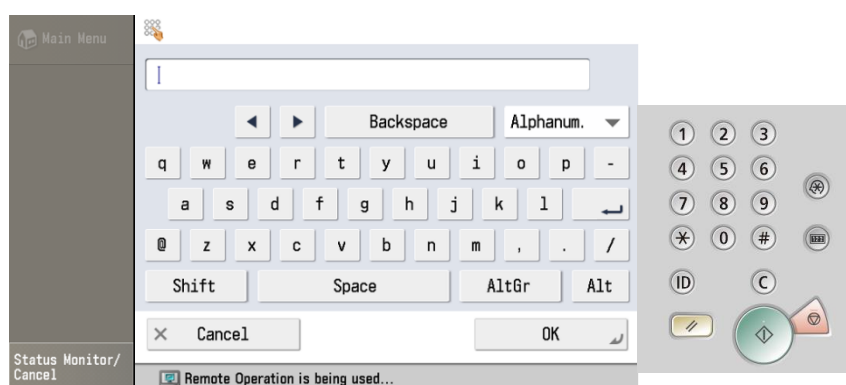1. Tap your Smartcard on the printer's card reader

Note: If you cannot find the card reader, please ask a colleague to help you

2. Click the username field to open the keyboard and type your computer username.
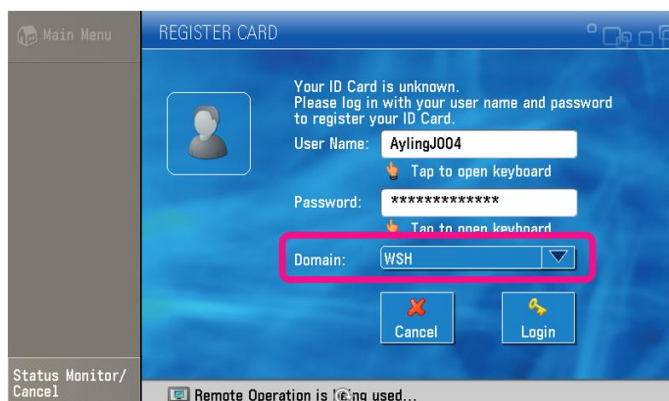
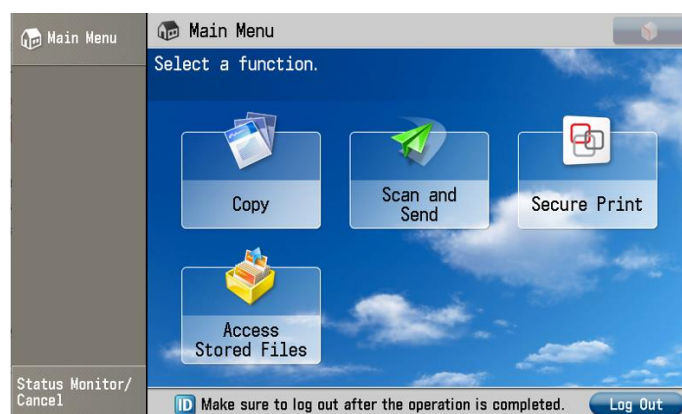**This is the username and password you use to log on to the computer NOT your email address**

Repeat this process for your password

TIP: When typing numbers in your password/username use the physical number buttons on the side of the printer

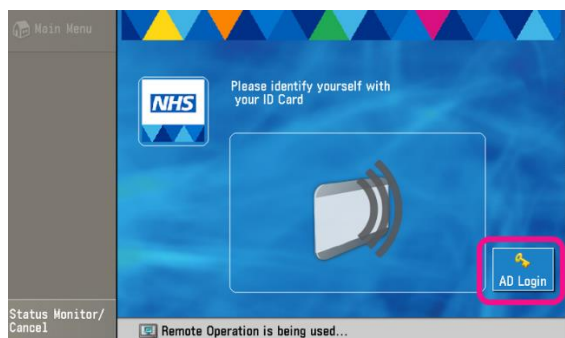3. Click the domain drop down and select "WSH"

4. Click "Login"

5. The printer will now sign in and take you to a function page.

Select what you would like to do, and you are ready to go

3.2 Logging into printers manually WITHOUT a smartcard:

Note: You cannot manually sign into Canon printers with model number 1643. You must tap your Smartcard on these smaller machines
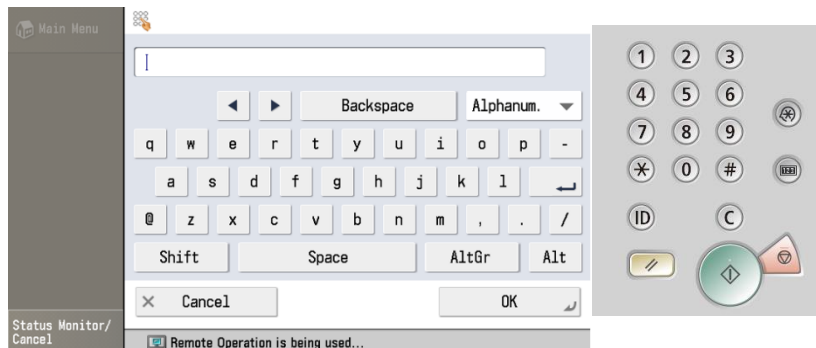
1. On the printer display click AD login in the bottom right corner of the screen
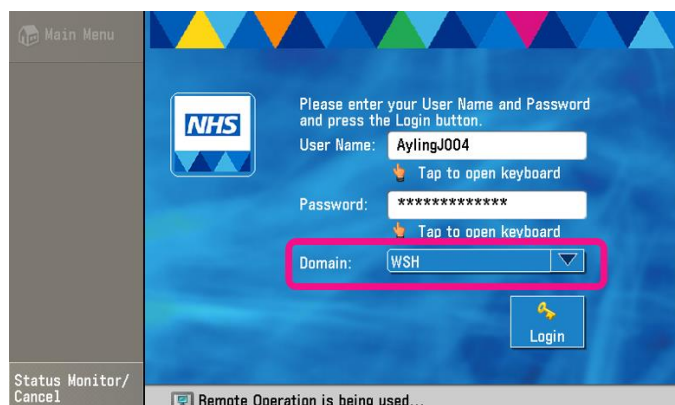
2. Click the username field to open the keyboard and type your computer username.
Repeat this process for your password
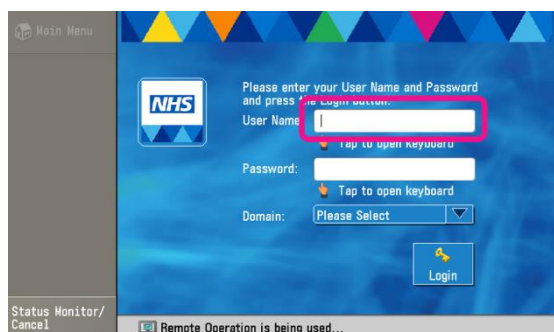
TIP: When typing numbers in your password/username use the physical number buttons on the side of the printer display
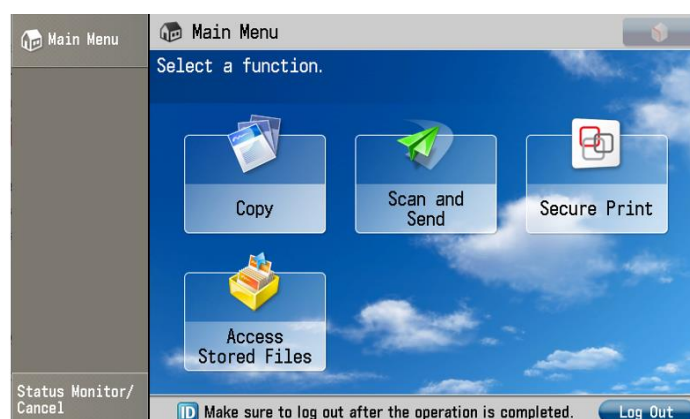

3. Click the domain drop down and select "WSH"

4. Click "Login"

5. The printer will now sign in and take you to a function page. Select what you would like to do, and you are ready to go

4. IT Department – Reporting issues and making requests

There are several ways you can report faults and request services from the IT department at UHSussex.

4.1 Contacting the IT Service Desk

You can report issues, make requests and view guides via the self-service portal. This is available on all trust PCs. (See below)

In case of emergency the ITHub is open Monday-Friday 8am-5pm (excluding bank holidays) and can be contacted on ext 65777

4.2 Accessing the IT Self Service Portal

The IT Self Service portal can be accessed from any Trust machine at any time. It can be found in the IT Support folder on your desktop.
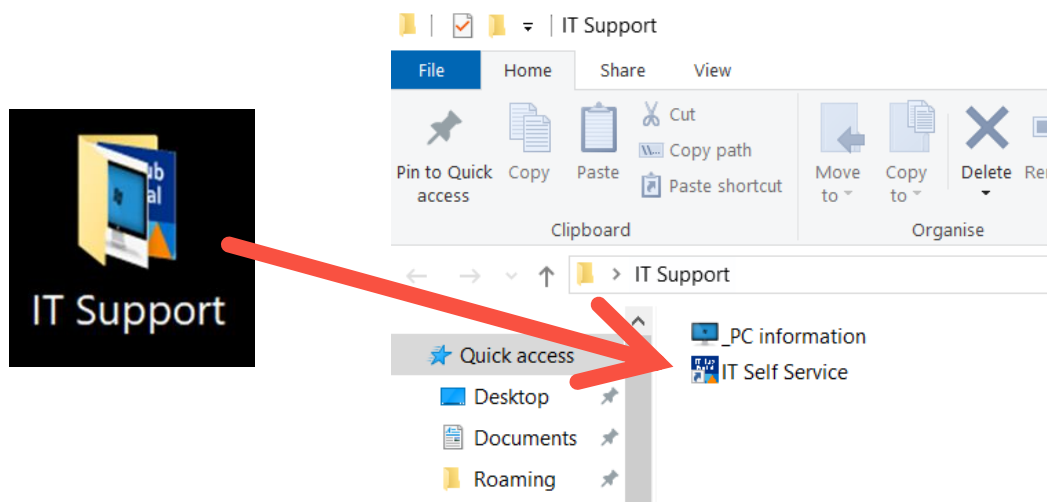
The IT Self Service portal allows you to report faults, request access for various services and software and browse guides and FAQ's

5. Wi-Fi

Please note that personal mobile devices are not supported by IT, but most models of mobiles will be able to connect to Trust Wi-Fi

govroam is a national roaming service which provides internet access to public sector staff across the UK.
Hundreds of public sector organisations currently use govroam, including NHS Trusts, local authorities and emergency services.
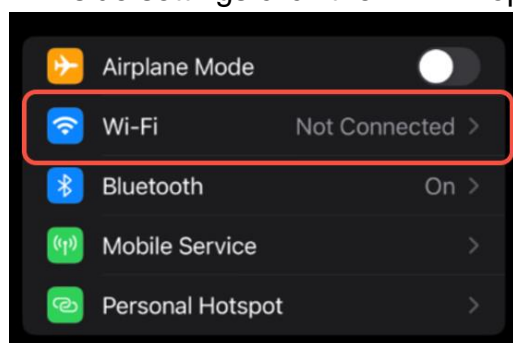
You can connect to govroam with your computer username and password to access Wi-Fi across UHSussex site and at public sector locations across the country.

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5.1 Connecting to govroam with your

Apple Device

1. Navigate to your "Settings" tile

2. Inside settings click the "Wi-Fi" option

3. Select "govroam" from the list of available Wi-fi networks

4. Enter your computer username with the correct domain after (See below), enter your password and then click "Join"
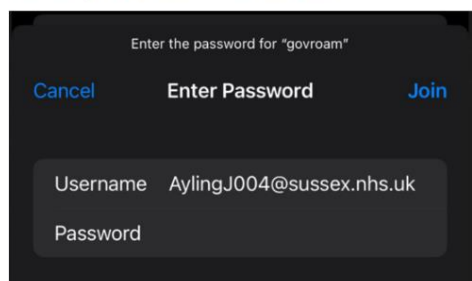
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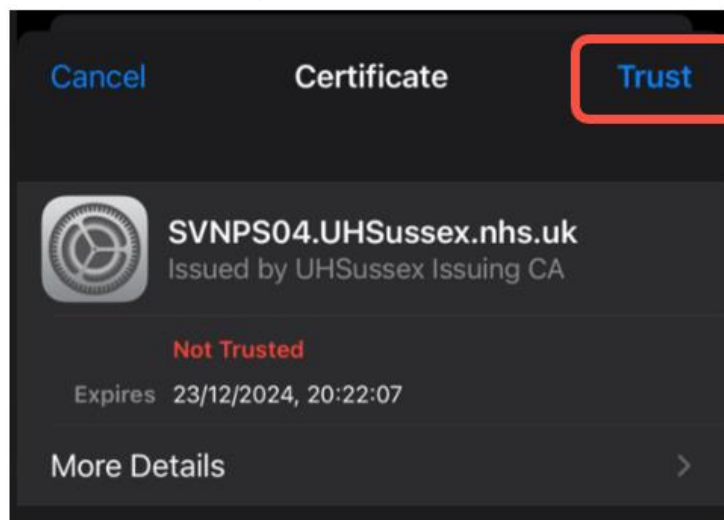**Legacy West**
Domain: @sussex.nhs.uk
Sites: WOR/SRH/SOU
Username style: Surname, first initial e.g. SmithJ
Example: SmithJ@sussex.nhs.uk

5. On the next page click "Trust" to accept the certificate


6. You are now connected to govroam.

5.2 govroam – Connecting your Android device to the Wi-Fi

PLEASE NOTE: Due to certificate settings, if your Android device is running Android version 11 or above it will NOT be able to connect to govroam at this time. If you cannot connect to govroam please connect to NHSWifi instead

1. Navigate to settings and select Wi-Fi
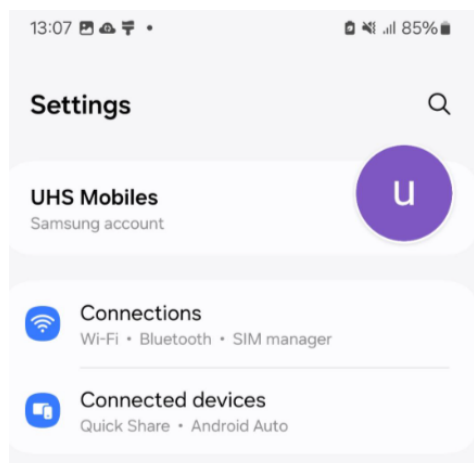
2. Select "govroam" from the list of Wi-Fi options
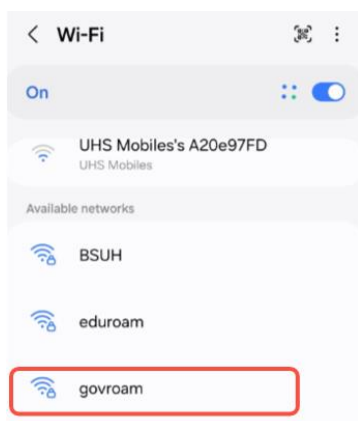
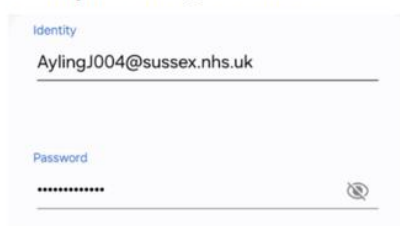3. In the identity and anonymous identity field insert your computer username followed by sussex domain (see below)

**Legacy West**
Domain: @sussex.nhs.uk
Sites: WOR/SRH/SOU
Username style: Surname, first initial e.g. SmithJ
Example: SmithJ@sussex.nhs.uk

Identity

AylingJ004@sussex.nhs.uk
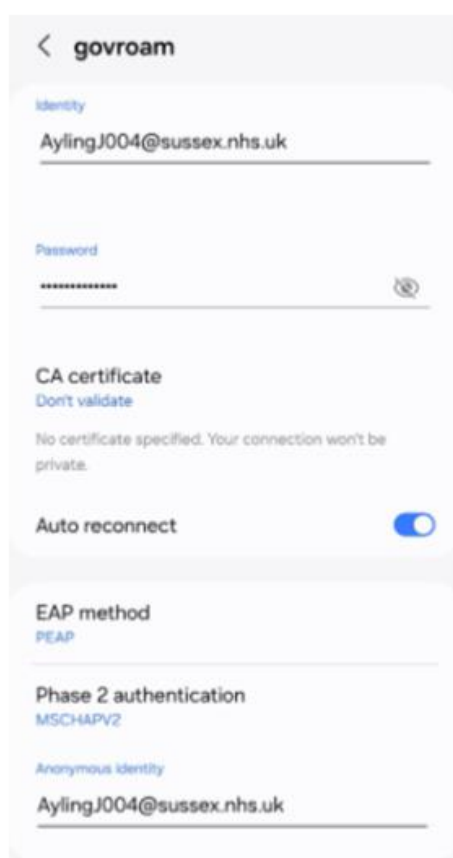
Password

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4. Under CA Certificate select "Do not validate" or "Do not Authenticate" (The wording will depend on your phone)

NOTE: If you do not have a CA certificate option your version of Android is incompatable with govroam. Please user NHSWifi instead
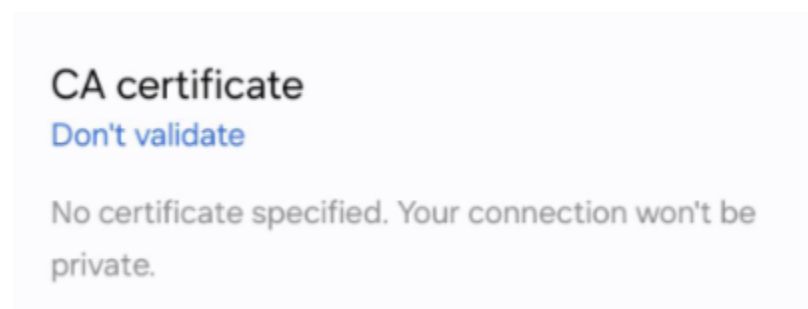
5. Your settings should be as follows

Identity: Your username followed by domain
as above
Anonymous Identity: Your username followed by domain as above
Password: Your computer password
EAP Method: PEAP
Phase2Authentication: MSCHAPV2

6. Once settings are correct press connect

7. You are now connected to govroam. Please refer to the below for terms of use.

5.3 Terms of use

By accepting this agreement and accessing the wireless network, you acknowledge that you are of legal age, you have read and understood, and agree to be bound by this agreement.

1. The wireless network service is provided by University Hospitals Sussex NHS Trust and is completely at their discretion.

2. Your access to the network may be blocked, suspended, or terminated at any time for any reason.

3. You agree not to use the wireless network
for any purpose that is unlawful or otherwise
prohibited and you are fully responsible for your use.

4. The wireless network is provided "as is" without warranties of any kind, either
expressed or implied.

5. Internet access through this wireless network is monitored.