

## Problems accessing NHS Supply2Health

If you are having problems using NHS Supply2Health, please try the following before attempting to contact the support team. In most cases your local lead user will be able to assist you and you may wish them to mail on your behalf.

### If you can sign in to NHS Supply2Health

1. ....but do not see the correct user permissions on your home page, contact one of your local lead users, who will be able to give you the correct permissions.
2. ....but do not see the correct home page, contact the lead user of the site you wish to be added to (your local lead users will be able to find out who this is) and contact them with your details and which permissions you require. Your local lead user can remove you from the local permission groups.
3. ....but are denied further access, check that you have accepted the terms and conditions

### If you cannot sign in to NHS Supply2Health

4. ....check that your username and password are being entered correctly. You can copy and paste them from the welcome email that you should have been sent when you were registered by a lead user. If you think your username is correct, request a new password, using the 'forgotten password' link on the sign in page and try again once you have received a new password by email. If you still cannot sign in, contact your local lead user.
5. ....check that you are accessing [www.supply2health.nhs.uk/xxx](http://www.supply2health.nhs.uk/xxx) (where xxx is your trust code) from a NHS email address

### If you have forgotten your password

- 6 ..... you can request a new one using the "forgotten password" link on the sign in page. A new password will be emailed to you. Remember that user names are usually in the format "**first name.surname**" and that passwords are case sensitive.

### If you want to be set up as a user on NHS Supply2Health

6. .... contact your local lead user, giving them your details and what permissions you require. You can be a contributor to (meaning you can create and edit) advertisements and contract award details, or an approver (meaning you can only approve the forms for publication onto the web) for advertisements or contract award details. Your local lead user will be able to provide guidance and basic training and there are a number of self-help options available once you have logged in, such as step by step animations, manuals and frequently asked questions.
7. If you get an error message while trying to reach the NHS Supply2Health website, check that you have the correct web address (<http://www.supply2health.nhs.uk/XXX>, where XXX is your trust code\*).

If the address is correct, check that other people near you can reach the address. If they cannot, contact your lead user and ask them to check that the site is available. They can contact the technical support team. If the site is available, it is likely that you cannot access NHS Supply2Health because of a problem accessing the NHS network from your location. If you can access <http://supplychain.nhs.uk>, it is likely that your local network administrator has blocked access to NHS Supply2Health. You will need to contact them to allow access to this site. If you cannot access any nww sites, but you can access sites such as [www.bbc.co.uk](http://www.bbc.co.uk), or [www.google.co.uk](http://www.google.co.uk), it is likely that there is a problem with your connection to the NHS network (known as an N3 connection). If you cannot access any external sites (nww or www) it is likely that you have a network hardware problem locally. In both cases, you should contact your local network administrator or IT support to resolve this problem.

\* note: some sites (mostly collaborative purchasing organisations and specialist commissioners) do not have trust codes, but have had site codes allocated by the NHS Supply2Health development team. Your local lead user will be able to tell you what your code is, if you do not know.