Resetting the web form password and setting up the security questions.

eOphthalmic Web Payments
Welcome to the eOphthalmic webforms service. This service is for authorised users only. Anyone attempting unauthorised access will be considered for appropriate legal action.

By entering claim and patient data using this service you are able to store and submit payment claims electronically to Practitioner Services for processing. Under the Data Protection Act you are the data controller for such personal health data.

If you have any specific questions about eOphthalmic payments please contact the ophthalmic helpdesk on 0131 275 6200 or email NSS.psdophthalmic@nhs.net Further information can be found on our web site at
1. Once the secure connection has been accessed (VPN or Tunnel) you will see the usual logon screen.

2. The next screen is the homepage and the message in red is advising that you need to set 5 security questions. The answers to these questions will be used to validate your identity when resetting your password and are **case sensitive**.
3. Click on the maintain security questions link and you will see the screen below. Once the 5 security question have been set you can close this screen and process claims as normal.

4. The logon screen now has a link named (Unable to login) so click that if you cannot remember your password.

5. You will now be asked for your username.
6. The screen below will ask you answers to some of your security questions. The answers you give are **case sensitive**.

7. If you get a number of answers wrong your account will become locked and will need to be unlocked by the customer services team and they will advise what to do next.

8. You will now 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.
9. The logon screen will be shown and you can logon as normal and start processing claims.

SYSTEM OUTAGE TEST MESSAGE

eOphthalmic Web Payments will be unavailable for essential maintenance from 18:00 to 20:00 on Tuesday 7th August.

Messages will be output by Atos as directed by PCFS.