Welcome to the schedule communications, where you will find useful information and helpful tips!

Ophthalmic helpdesk closure over Easter

The ophthalmic helpdesk and the eOphthalmic unlock line will be closed on Friday 10 April and Monday 13 April 2020 for the Easter break. It will reopen at 8.30am on Tuesday 14 April 2020. Please note our offices at Gyle Square, Edinburgh will also be closed on these dates.

Remember, you can set up security questions on your eOphthalmic account, which means if you get locked out of your account you can reset your password at any time, without having to contact us. This feature is especially useful if you work evenings or weekends when our helpdesk is closed.

The answers to the security questions you set will validate your identity when resetting your password. Please remember the answers are case sensitive.

There is a guidance document available on our web site which helps you set up your security questions if you haven’t already done so.

Scottish Government Health and Social Care Directorates issue PCA(O)2020(1)

The Scottish Government Health and Social Care Directorates have issued PCA(O)2020(1) which provides important information to community optometry practices and practitioners regarding a change in how RSA token users will securely access NHS systems. It also includes a brief update on other future changes to digital services.

Claim cut-offs

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<tr>
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<th>Electronic</th>
<th>Post (HES forms only)</th>
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<tbody>
<tr>
<td>Mar paid</td>
<td>5pm Wed 8 Apr ‘20</td>
<td>4pm Tue 31 Mar ‘20</td>
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<tr>
<td>Apr paid</td>
<td>5pm Mon 11 May ‘20</td>
<td>5pm Thu 30 Apr ‘20</td>
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nhsnss.org

Telephone: 0131 275 6200

e-mail: nss.psdophthalmic@nhs.net