

# Quick Guide to Requesting Access to a Dashboard

If this is the first time you have visited the LondonHDS Service Desk, please follow the instructions below to register and log into the Portal. You need to create a LondonHDS Service Desk account to access the Dashboard Access Request Form.



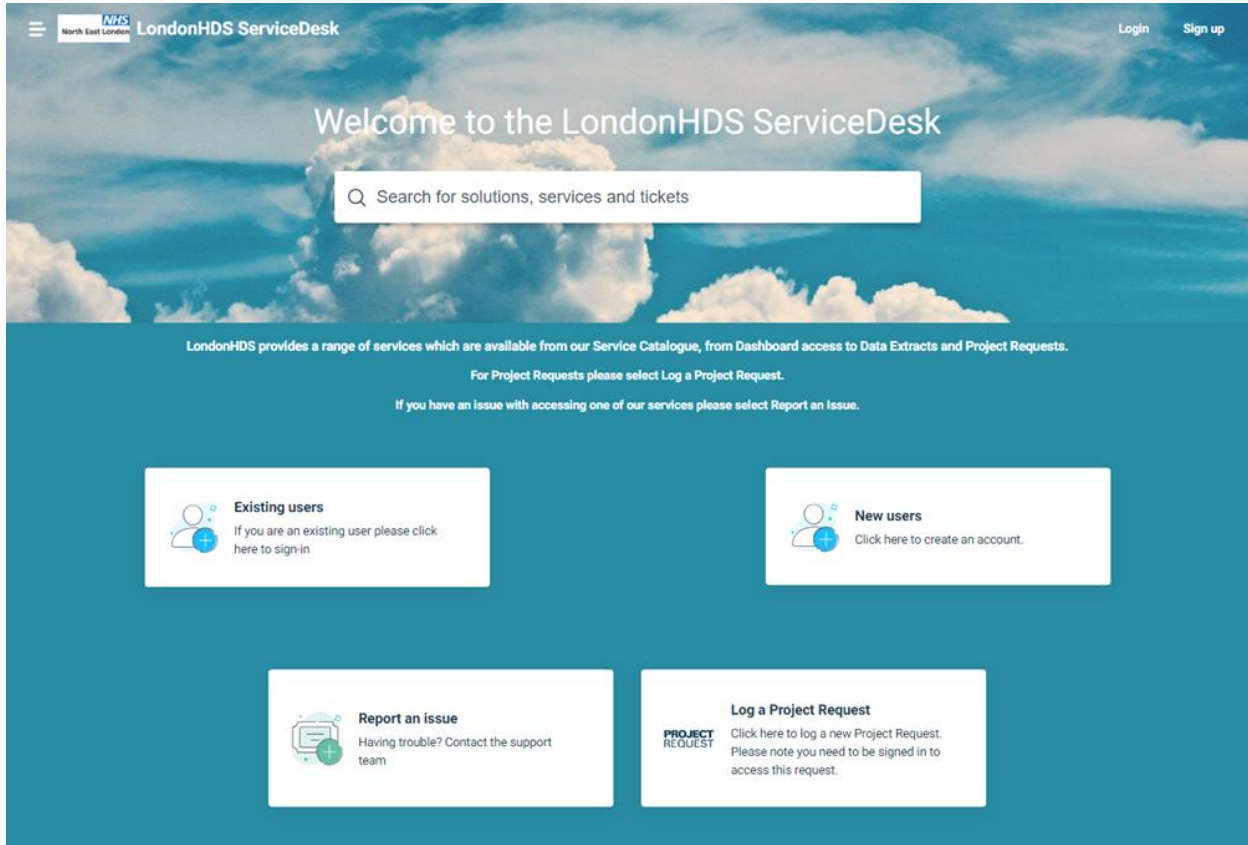
## Creating a new Requestor account

A Requestor can visit the LHDS Service Desk on the web via:

<https://sd.londonhds.nhs.uk/>

From here the requestor can either login or for first time use create an account, by clicking on New users:

STEP 1: Click on New users



STEP 2:

Enter the First Name

Enter the Last Name

Enter your e-Mail Address

Tick the I'm not a robot check box

Click on Register

## Signup for your London Health Data Service - ServiceDesk

First Name \*

Last Name

Email \*

I'm not a robot



Register

Cancel

STEP 3:

An email similar to the one below will be sent from the Service Desk to the Email address entered above

**PLEASE CHECK THE JUNK\SPAM FOLDER IF THIS IS NOT RECEIVED IN YOUR INBOX**

**From:** LHDS ServiceDesk <[ServiceDesk@LondonHDS.nhs.uk](mailto:ServiceDesk@LondonHDS.nhs.uk)>  
**Sent:** Friday, May 3, 2024 9:36 AM  
**To:** [xxxxxxx@outlook.com](mailto:xxxxxxx@outlook.com)  
**Subject:** London Health Data Service - ServiceDesk user activation

Hi New User,

A new London Health Data Service - ServiceDesk account has been created for you.

Click the url below to activate your account and select a password!

<https://xxvvvdydydydiuinvite/feb63ade-a88b-40e0-8009-990dfb>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,  
London Health Data Service - ServiceDesk

STEP 4:

Click on the link in the email you received from the LHDS Service Desk to finish setting up the account

This will take you to the Sign in page as below

Complete the fields shown below

Click on Activate your account to continue setup

First name\*   
cannot be blank

Last name\*   
cannot be blank

Enter password\*   
Please enter your password

Confirm password\*

Language  Time Zone

## STEP 5:

Enable two factor authentication (2FA)

Open the authenticator app on your phone – Microsoft Authenticator app is commonly used, so if you already have this installed you can use this app to create your 2FA account. If you do not have this installed, please see link below to help guide you through the process

[Download and install the Microsoft Authenticator app - Microsoft Support](#)

You will see a set of two factor recovery codes – Please download and save to a secure location of your choice. These are one-time codes and are used if you cannot access your mobile device.


## STEP 6:

When prompted enter the verification code and click on Enable to complete the setup of your LHDS Service Desk user account.

### Enable two-factor authentication

You are required to enable 2FA as per your organization's security policies. By enabling two-factor authentication, you add an extra layer of security that prevents unauthorized access to your accounts.

Scan the QR code below using any authenticator app of your choice such as Authy, Google Authenticator, LastPass Authenticator



[Can't scan the QR code?](#)

After scanning the QR code, you will be given a 6-digit verification code. Please enter it below.

Verification code

Please enter your verification code

**Enable**

# Requesting Access to a Dashboard

Once you have logged into the LondonHDS Service Desk Portal successfully, please follow the steps below to log your Dashboard Access Request.

PLEASE NOTE IT IS **ONE REQUEST** PER DASHBOARD

## STEP 1:

Select Request a service:

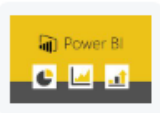


### Request a service

Browse the list of services offered and raise a request

## STEP 2:

Then select Dashboard Access Request

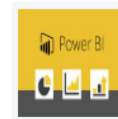


### Dashboard Access Req...

IMPORTANT: This request must be raised b...

## STEP 3:

Complete the Form shown by completing all the fields. Once complete click Place Request to submit your access request.



### Dashboard Access Request

IMPORTANT: This request must be raised by the user requiring the access, not on behalf of someone else. Please note it is one request per Dashboard

[Read more](#)

Please click [HERE](#) to view our current Dashboards and the reports contained within each one.

Please select the required Dashboard \*

Purposes for Dashboard Access \*

What is Your Current Job Title? \*

Full Name of Your Manager or Team Lead \*

Email Address of Your Manager or Team Lead \*

Please select the Organisation You currently work for \*

Please Read the Terms and Conditions before Submitting this Request.

1. Should your current role or circumstances at your employing organisation change, you must immediately notify the LHDS ServiceDesk via: [servicedesk@LondonHDS.nhs.uk](mailto:servicedesk@LondonHDS.nhs.uk)
2. If you discover or suspect that there has been any data breach involving the security of information relating to the dataset, you must report it immediately to NEL ICB by emailing [nelondonicb@nhs.net](mailto:nelondonicb@nhs.net) within twenty-four (24) hours of that known or suspected security breach.
3. You shall not share your login credentials, nor allow anyone else to access the secure environment.
4. You must immediately notify NEL ICB should you no longer require access to the environment.
5. You will fully co-operate with NEL ICB, should they require any information, including securely returning all or part of a dataset, should it be requested.
6. You must not, without prior consent of NEL ICB perform any linking or patient re-identifying process.
7. No dashboard data can be published without authorisation from NEL ICB.
8. You shall comply with all applicable laws, including the Data Protection Legislation, in the use of the dataset.
9. You shall not do anything that may materially damage the reputation of your organisation and/or that of the NEL ICB.
10. You shall not access any dashboard from any location outside of the United Kingdom.
11. You shall not access any dashboard via a satellite internet provider such as 'Starlink' or similar VPN which has not been approved by your local organisation's information Governance and Cyber Security teams.
12. If you are planning on accessing a dashboard from a non-corporate device i.e. a home computer, personally owned laptop or in an internet café, mobile phone, etc. you must gain explicit permission from NEL ICB to confirm this is acceptable use.

Please note:

We will be reviewing access to all dashboards every three months to confirm this is still required as an ongoing control mechanism for our data. Please ensure you respond to these checks regularly.

Please Tick Box Once you have Read and Agreed the Terms and Conditions \*

Place Request