



**Ophthalmic
Schedule
Communications**



**January paid
February 2024**

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

Access the schedule close dates and payment timescales [here](#)

February paid March cut-off date: Monday 11 March 2024 at 5pm

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Changes to your IT environment

Any change to the IT environment in your practice may affect the link to the CAT20 Fortinet box, which connects the practice to SWAN for NHS applications. Therefore, if you intend to make any such changes such as adding a new PC to the practice or changing your broadband provider, you must contact the NISG Service Desk in advance to obtain details of your CAT20 Default Gateway and IP addresses. These can be given to the engineer from your new provider to configure the new router with the CAT20.

You will be provided with documentation on:

- how to connect to the CAT20;
- check and configure static routes; and
- change the addresses (if necessary).

Please ensure the engineer connects the new router to the CAT20 before leaving the practice.

How to Contact the NISG Service desk

You can raise your own ticket on the Customer Service portal by clicking on: [Landing Page - NSS \(service-now.com\)](https://www.nss.scot.nhs.uk/service-now.com)

The first time you raise a ticket you will need to register. Thereafter, the portal will remember your details.

Alternatively, you can email NISG the service desk at: NSS.NISGServiceDesk@nhs.scot

ePractitioner Verification Certificates

Notice for awareness:

The systems that are used to support the submission of claims etc to practitioner services are due to have certificates renewed, specifically the ePractitioner Verification Certificate which is due for renewal over the next few weeks.

The renewal of the Verification certificate used to secure elements of the ePractitioner infrastructure is due by 24th of March 2024. After this date, if the new certificate (the same certificate is used by all message end points) has not been installed on ePractitioner adapter servers this may affect your submissions to practitioner services.

We have written to each Ophthalmic software supplier to support the work required to update these certificates.

Rollout of this certificate update will be tracked centrally and reported on regularly to ensure progress for relevant suppliers and their practices, where each practice runs a local copy of the Adapter.

Please be aware of this impending work which PMS providers are currently working on a plan and will be in touch with practices shortly. Practices should be ready to work with PMS providers to update the certificate and be aware of the date for when it should be completed.

eOphthalmic Downtime

Due to essential updates the eOphthalmic system will be unavailable between 19.00 and 22.00 on Tuesday 20 February 2024. You will not be able to submit any claims during this period. We apologise for any inconvenience this may cause.

eSchedules Access and Password Reset

Please note that if you are receiving an error when trying to open your eSchedule reports, you may need to change your password. Sometimes when a password expires, you will still be able to log into account however it will not allow you to run any reports due to an error stating that your account is locked or access is denied. Please see instructions below on how to change your password.

Change or reset your eSchedules password

To change/reset your eSchedules password please visit the [Directory Information System](#) (DIS) website. Please use a device, such as your personal Smart Phone, that is not connected to your CAT20 to access the DIS website.

Reminder: Do NOT Send Any Mail to Bain Square

No ophthalmic mail should be sent to Bain Square. Any mail sent to Bain Square will not be processed. Please read our [mail delivery guide](#) for instructions on where to send mail.

Telephone: 0131 2756200 | email:
NSS.psdophthalmic@nhs.scot

Visit [Ophthalmic services page on the NSS website](#)

Visit [Scotland's national website for eye care services and eye health information – For the public For professionals](#)

