



# Ophthalmic Schedule Communications

**December  
paid January  
2025**

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

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

**December paid January cut-off date: Monday 10 February 2025 at 5pm**

## **Managing user access to eOphthalmic**

### **Adding payment location number**

Existing users that require a new store's payment location number to be added to their account must ask the store staff or store manager to phone or email us to authorise its addition.

If emailing, the email must contain the username and a clear request to add the payment location number to the account. The email must also have a signature showing clearly who the requestor is and their place of work.

We cannot accept the requests directly from the account user.

### **Removing payment location number**

The removal of a location number from a user account can be requested by the user or the store's staff or store's manager. Again, this can be a telephone call or email containing the username and a clear request to remove the payment location number. If emailing, the email must have a signature showing clearly who the requestor is and their place of work.

### **Requesting new user eOphthalmic account**

Request a new user account to gain access to eOphthalmic by completing the relevant forms:

- username and password form;
- personal identification number (PIN) form, if required for submitting GOS claims;
- acceptable use policy form.

These forms can be found on this [page](#).

### Closing an eOphthalmic account

Contact us with the username and request the account to be closed and details of the reason if it is not the account holder contacting us:

[NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

### E-schedule contacts

We send a monthly email regarding the availability of eSchedule reports and schedule communications to the relevant eSchedule contacts in different practices. If you do not have an eSchedules account or you wish to update the eSchedule contacts for your practice to receive these emails, please complete the [eSchedule contact form](#) and send it via email to [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot).

Telephone: 0131 2756200 | email:  
[NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

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

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

