

Data Controller Console



Logging a Service Desk Ticket

Version 7

October 2025



Logging a Service Desk Ticket

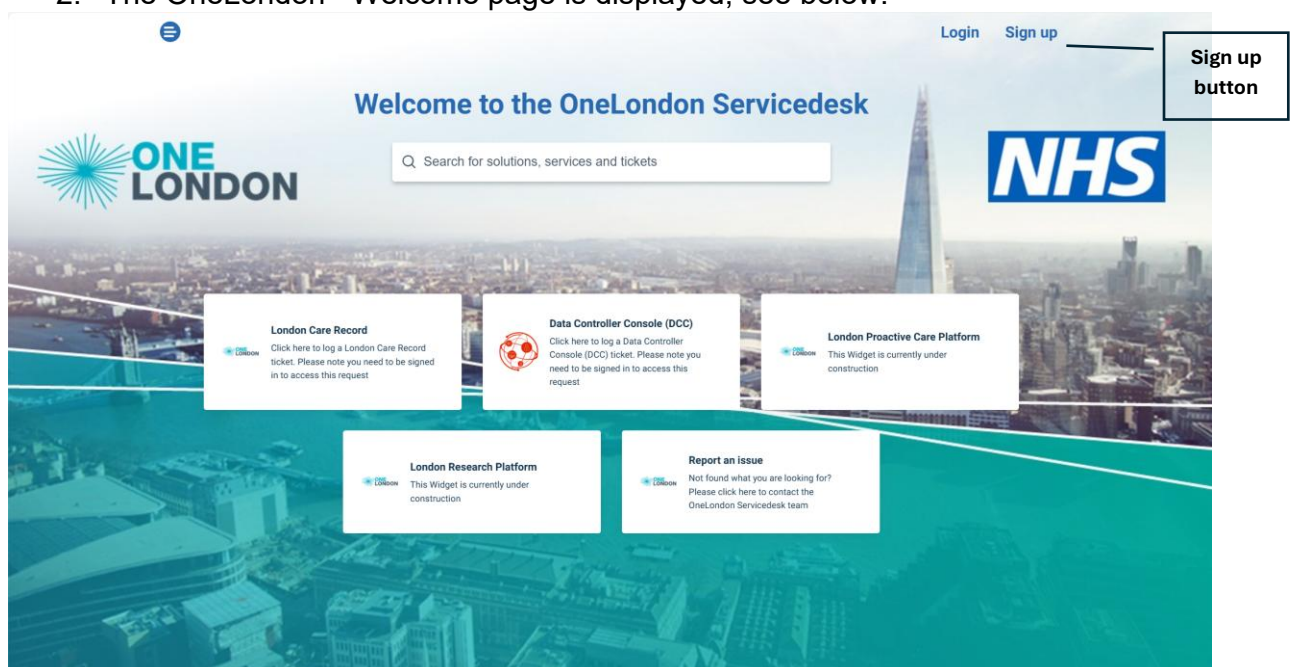
This Quick Reference Guide covers the following topics:

1. How to register for the OneLondon ServiceDesk
2. How to log a ticket for a Data Controller Console (DCC) request or issue

Please Note: If this is the first time you have visited the London Service Desk, please follow the instructions below to register and log into the Portal. You need to create a OneLondon Service Desk account to access the Data Controller Console request section on the portal.

1. How to register for the OneLondonServiceDesk

1. Click on this link: <https://one.london.nhs.uk/> to proceed to the London Portal
2. The OneLondon Welcome page is displayed, see below:



3. Click on Sign up button, (Top left of screen)
4. The Signup page for the London Health Data Service- ServiceDesk is displayed, see below:

Signup for your London Health Data Service - ServiceDesk

First Name *

Last Name

Email *

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

5. Complete all fields on the displayed form

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6. Click the Register button
7. An email like 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>
Sent: Friday, May 3, 2024 9:36 AM
To: 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://xxxvvdydydydiuinvite/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

8. Click on the link in the email you received from the L Service Desk to finish setting up the account
9. The Sign-in page is displayed, see below:

First name *

cannot be blank

Last name *

cannot be blank

Enter password *

Please enter your password

Confirm password *

Language

English

Time Zone

(GMT+01:00) London


Activate your account

10. Complete the fields shown above
11. Click on Activate your account button to continue setup
12. The Enable two-factor authentication window is displayed, see below:

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?

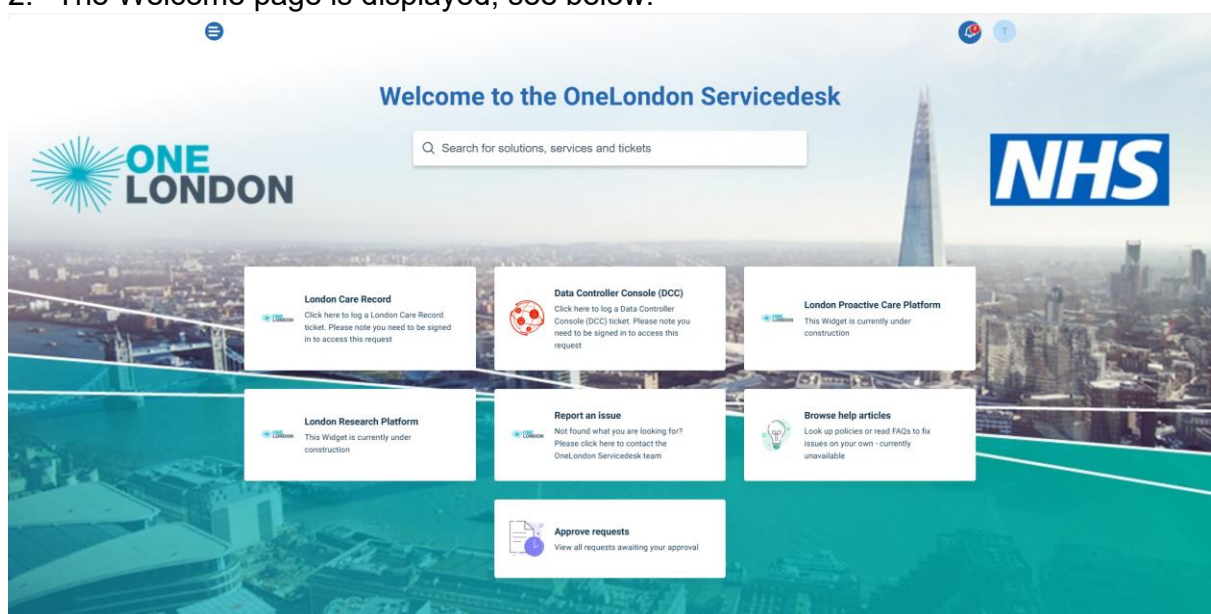
After scanning the QR code, you will be given a 6-digit verification code. Please enter it below.

Verification code

Please enter your verification code

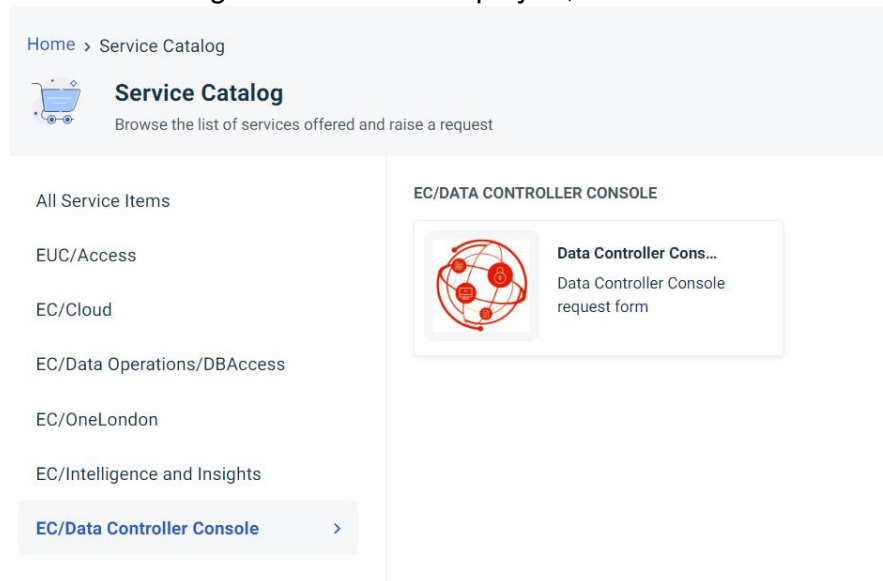
Enable

13. On your mobile phone open the authenticator app
 14. Click the + button at the top right of the screen
 15. Choose Work or School Account from the options
 16. Choose Scan QR Code
 17. Enter the displayed 6-digit code shown in the app into the Verification Code text box on the laptop
 18. Click the Enable button
 19. 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.
 20. Two-factor Authentication is now enabled on your account.
2. How to log a ticket for a Data Controller Console (DCC) request or issue
 1. Log into the OneLondon Service Desk Portal at <https://one.london.nhs.uk/>
 2. The Welcome page is displayed, see below:

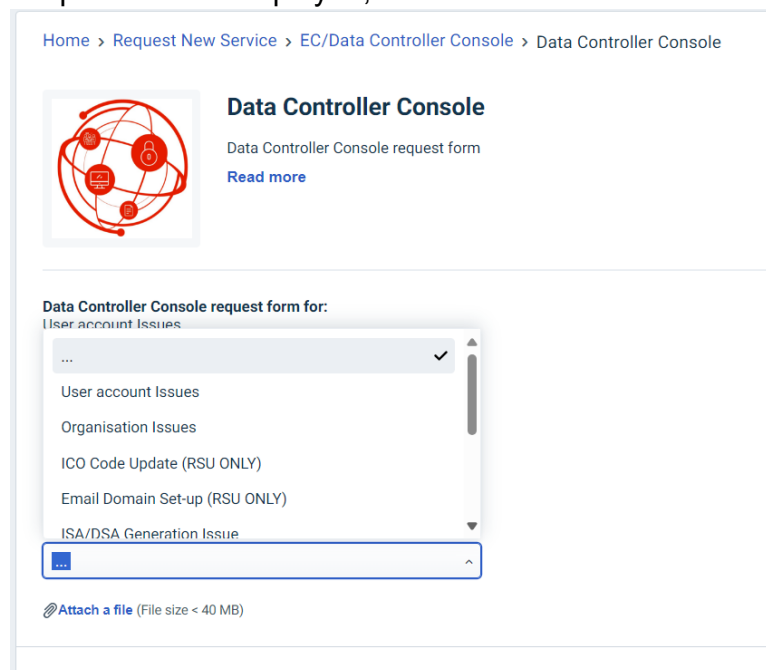


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3. Click on the Data Controller Console (DCC) button
4. The Service Catalog for the DCC is displayed, see below:



5. Select Data Controller Console (DCC) request form
6. The New request form is displayed, see below:



7. Choose the appropriate category for your request
8. The screen will now customise to ask specific information about your request
9. Please complete as much as possible and attach any screenshots or other information to the request
10. Once complete, click the Place Request button at the bottom right
11. You will receive a confirmation email from the ServiceDesk including the reference number for future reference.
12. Your ticket will be passed to an agent for resolution, and any correspondence will be updated via email reply. Therefore, always reply to the email from the ServiceDesk.