

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.

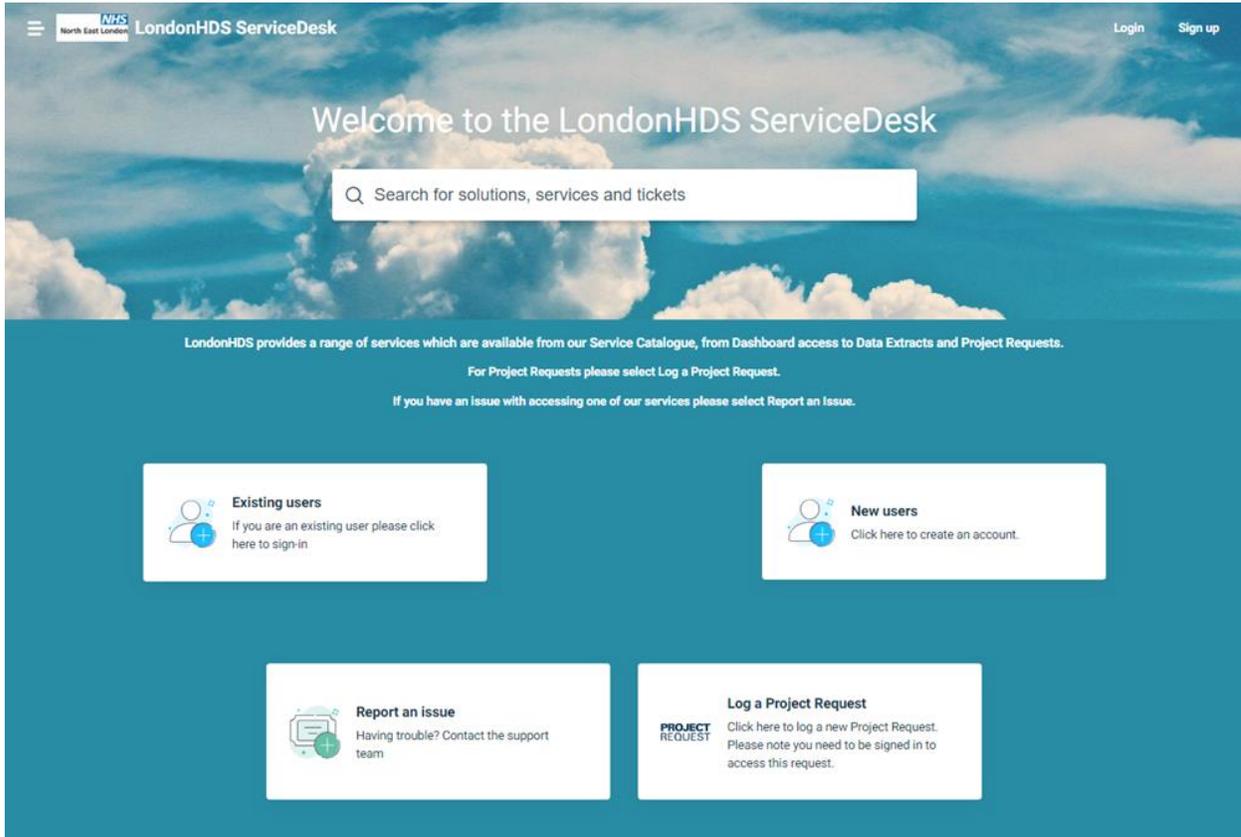
Creating a new Requestor account

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>
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

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 *

Last name *

cannot be blank 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 Data Controller Console (DCC) request

STEP 1:

Select Data Controller Console (DCC)



Data Controller Console (DCC)
Click here to log a Data Controller Console (DCC) Ticket. Please note you need to be signed in to access this request.

STEP 2:

Select the request type from the drop down and complete the Form shown by completing all the fields.

Once complete click Place Request to submit your request.



Data Controller Console

Data Controller Console request form
Request a service or log an incident for the Data Controller Console Team

[Read less](#)

Data Controller Console request form for:
User account Issues,
Organisation Issues
ICO Code Update (RSU ONLY)
Email Domain Set-up (RSU ONLY)
ISA/DSA Generation Issue
System errors
Create ISA/DSA request
Training Requests
Request for information
Other requests not listed

Please select your request from the drop-down list

[Attach a file](#) (File size < 40 MB)

Place Request