



CUSTOMER USER GUIDE



Property Services

Signing up

HOW TO CREATE AN ACCOUNT:

1. To get an account for Connect, contact the Customer Service Centre on **0808 196 2045** or by email on customer.service@property.nhs.uk and provide your:
 - First and last name
 - Email address
 - Phone number
 - Job title
 - The name of the organisation you work for (i.e. the Trust, GP, ICB etc)

2. Once our Customer Service Centre has set you up, you will receive an email with a link to **verify your details**.

Dear Kian,

We are pleased to invite you to create your account with Connect, the new self-service customer portal of NHS Property Services.

Through Connect, you can report all of your non-urgent facilities management jobs, log queries and make a complaint. For more information, [visit our website](#).

To get started:

1. Click [this link to verify your details](#) and complete the sign up process.
2. Save <https://connect.property.nhs.uk> to your favourites to access Connect from now on.

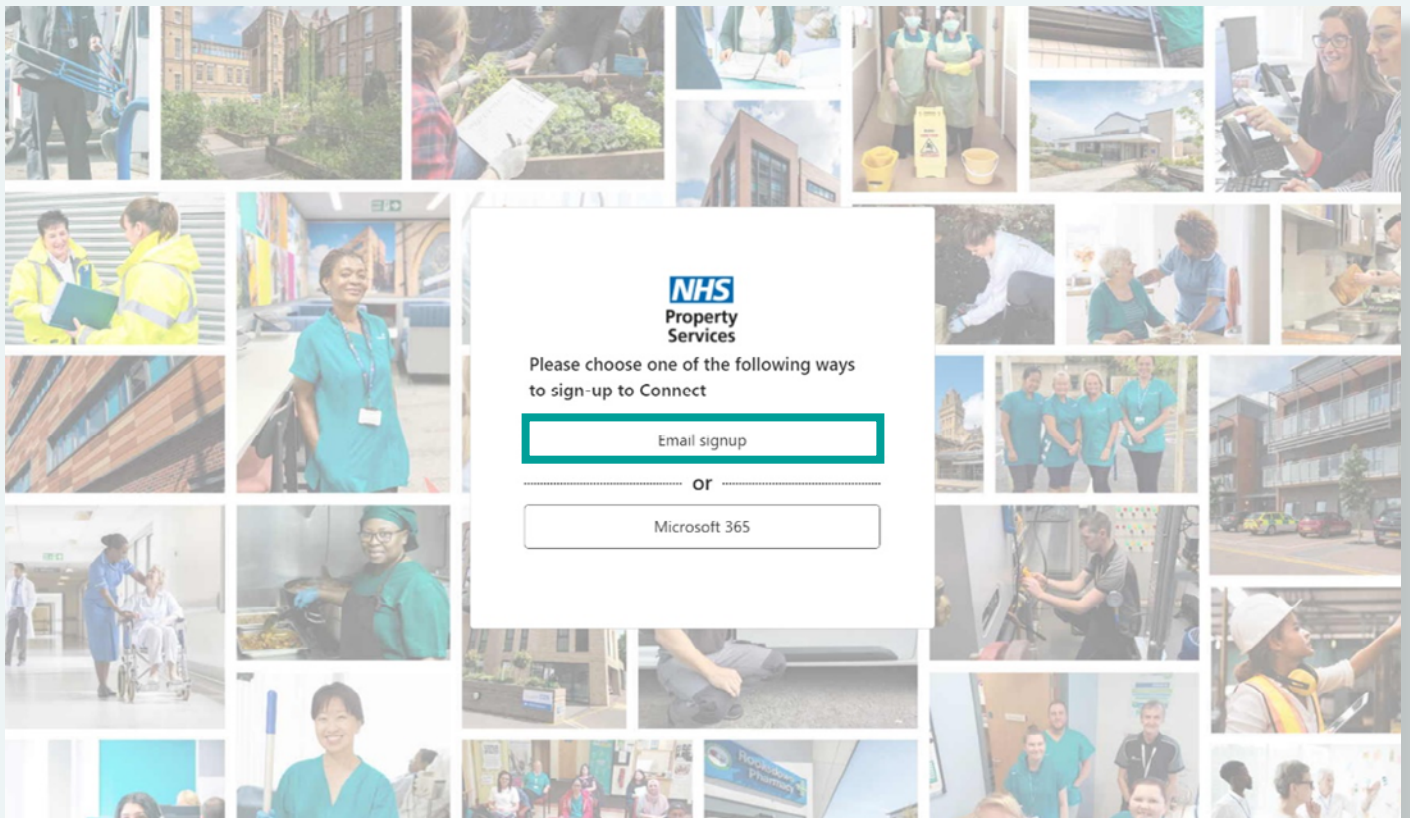
Once you have created your account, the 'verify your details' link in point 1 will become void.

Please note, if you are the first person in your organisation to log in to Connect via Microsoft 365, you might get a message asking you to 'ask an admin to grant permission to this app before you can use it.' If you get this message, please contact your IT team to make the connection between our Connect portal and your Microsoft 365 system.

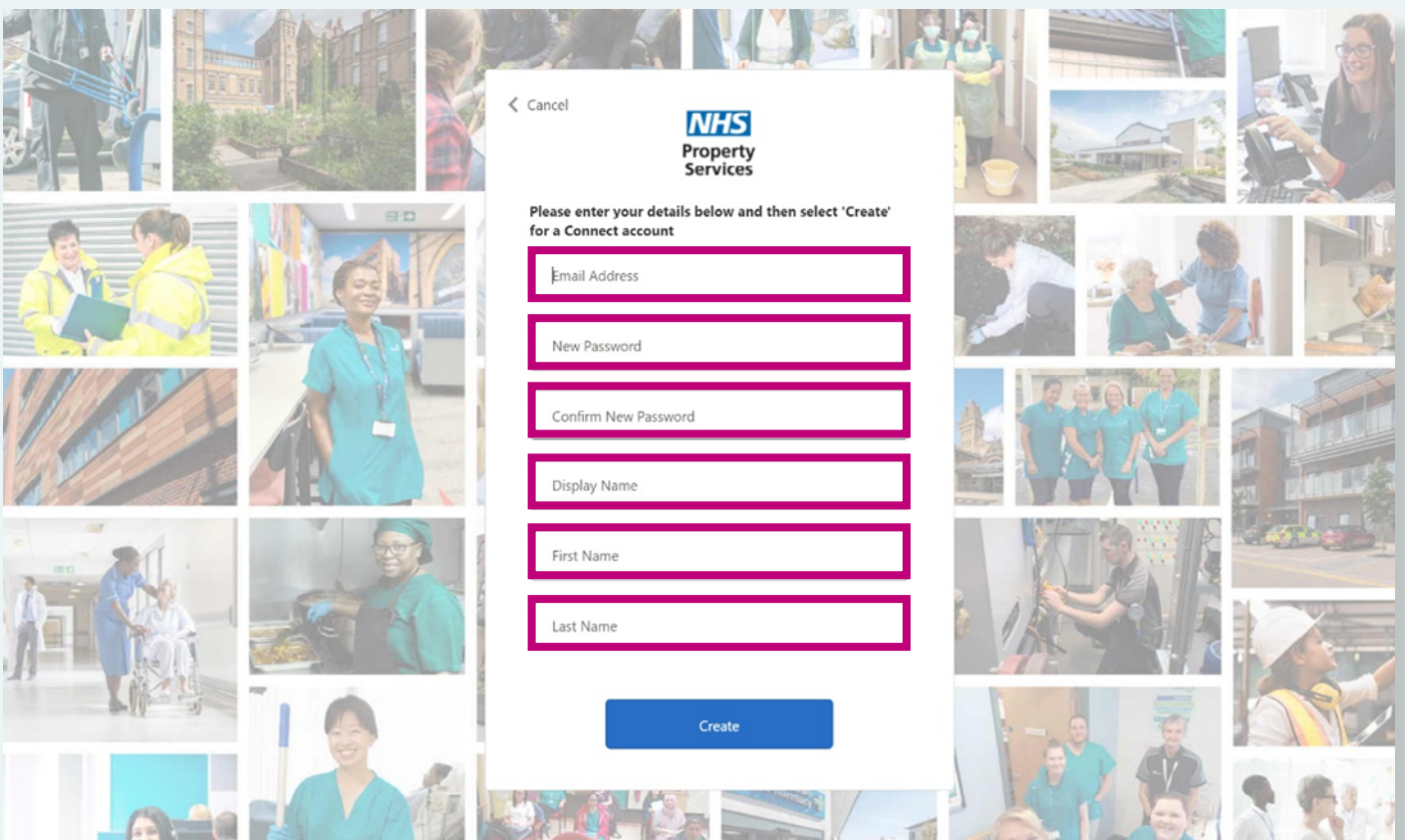
If you have any questions or think you may have received this email in error, please contact our Customer Support Centre on 0808 196 2045 or forward this email to customer.service@property.nhs.uk. Our team are available on weekdays between 8am and 6pm, excluding bank holidays.

Thank you,
NHS Property Services

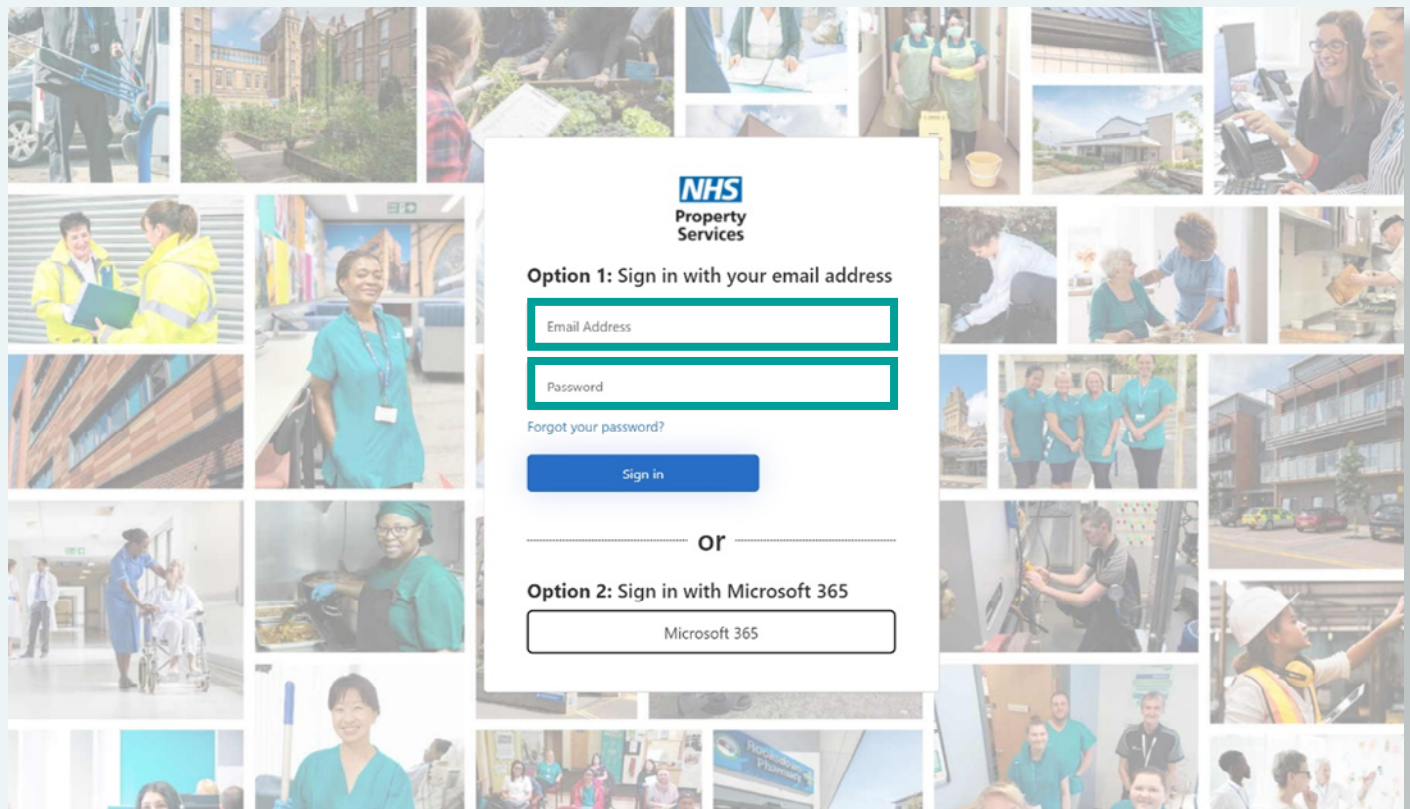
3. Click the link to complete the sign-up process. **Click email sign-up** to create your email and password details.



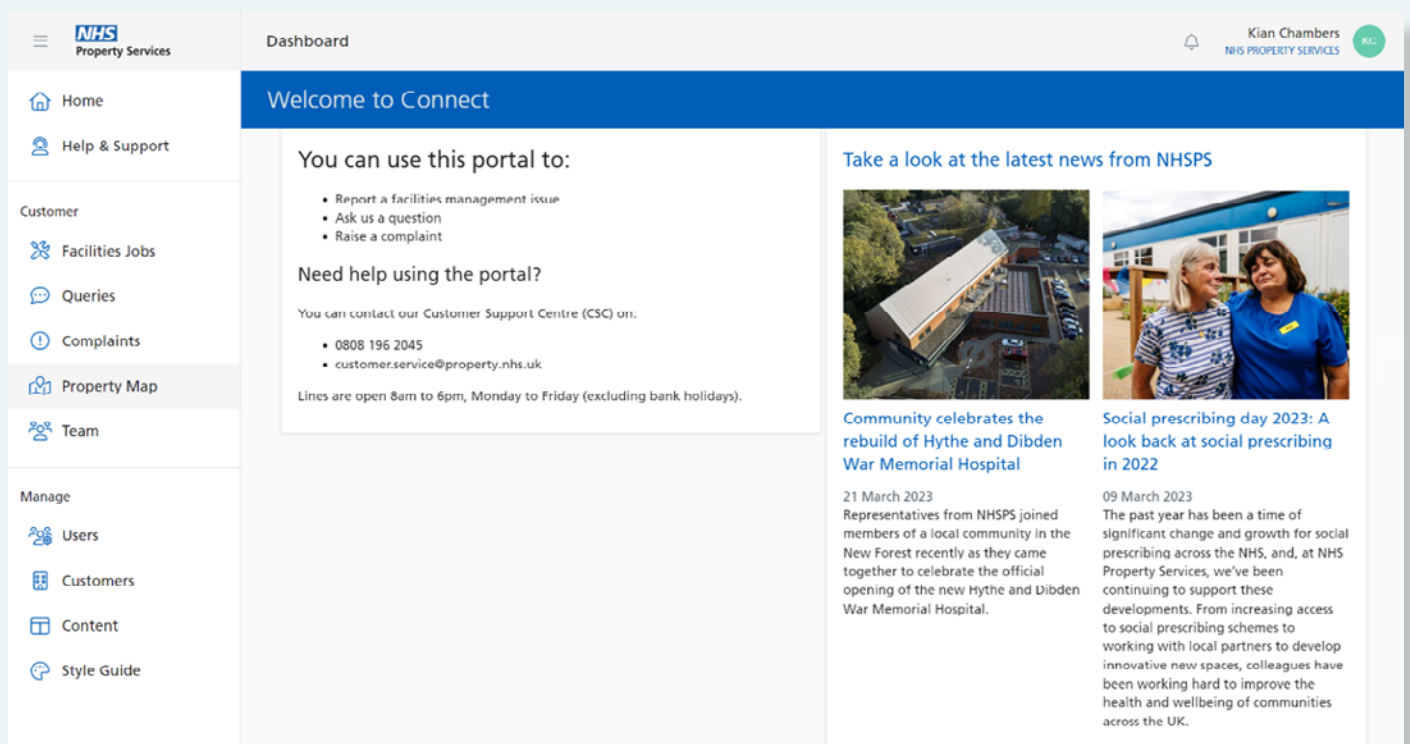
4. Input your email address, new password, confirm new password, choose a display name which is how Connect will greet you when you log in. Then input your first and last name. **Click on create to complete the sign-up process.**



5. Sign-up is now complete. **Log in** using your email and newly created password.



6. You have now successfully logged into **Connect**.



For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.