



CUSTOMER USER GUIDE



Property Services

Signing up and logging in to Connect

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**. Click the link to complete the sign up process and create a username and password.

HOW TO LOG IN:

1. Visit: <https://connect.property.nhs.uk>
2. Use '**Option 1**'; so put in your email address and password and click 'Sign in'.

NHS
Property
Services

Option 1: Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Option 2: Sign in with Microsoft 365

Microsoft 365

3. You have now signed in and are ready to log your facilities jobs, queries and complaints.

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.