



# CUSTOMER USER GUIDE

## Logging in to Connect

### HOW TO CREATE AN ACCOUNT

1. To get an account for Connect, click on '**Request Access**'.

You can also request access by contacting our Customer Service Centre on **0808 196 2045** or by email on **customer.service@property.nhs.uk**.

The screenshot shows the NHS Property Services website. The top navigation bar includes the NHS logo, a search bar, and links for 'About', 'Our Services', 'Careers', and 'Contact Us'. The main content area has a blue header 'Home'. Below it, a 'Welcome to Connect' box contains the text: 'If you have an account [please sign in.](#)' and 'This application is restricted to approved users only.' Another box, 'Make Every Square Metre Count', features a green graphic with the text 'Get more from your space' and a small image of people working in an office. A sidebar on the left has links for 'Home' and 'Help & Support'. A 'Sign In' button is in the top right corner.

2. Complete the form providing your first and last name, email address, Customer name or account number and any additional information. Then click '**Submit**'. This information will be sent to our Customer Service team to set up your access.

The screenshot shows the 'Request Access' form. The form fields are: 'First Name' (input field), 'Last Name' (input field), 'Email Address' (input field), 'Customer Name or Account Number' (input field), and 'Any additional notes' (input field). At the bottom are 'Close' and 'Submit' buttons. The background of the form features blurred images of a person in scrubs, a 'WET FLOOR' caution sign, and two people working at a desk.

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

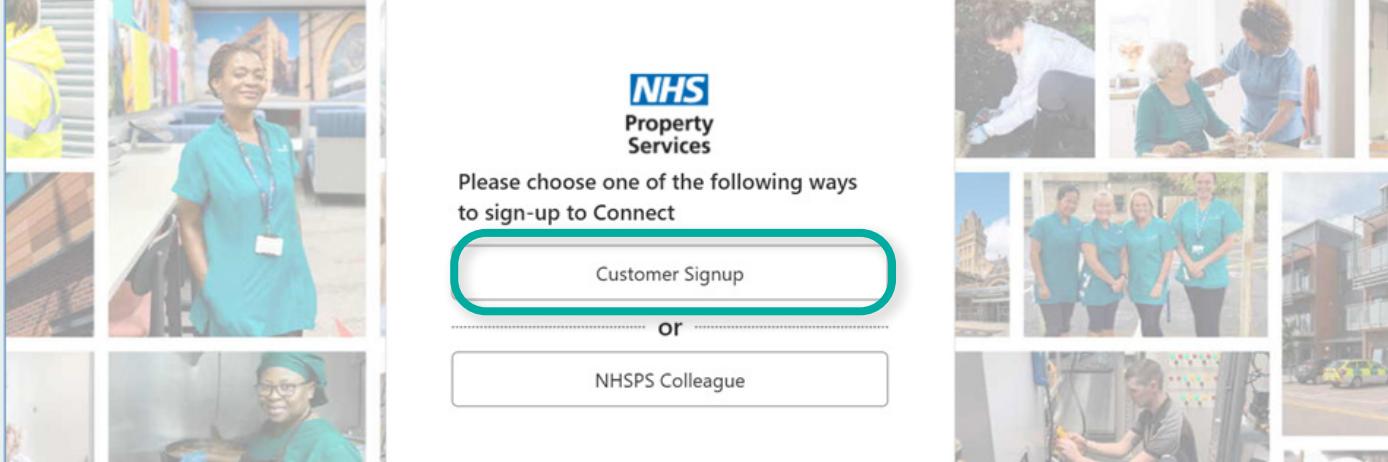


Dear Kian,

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

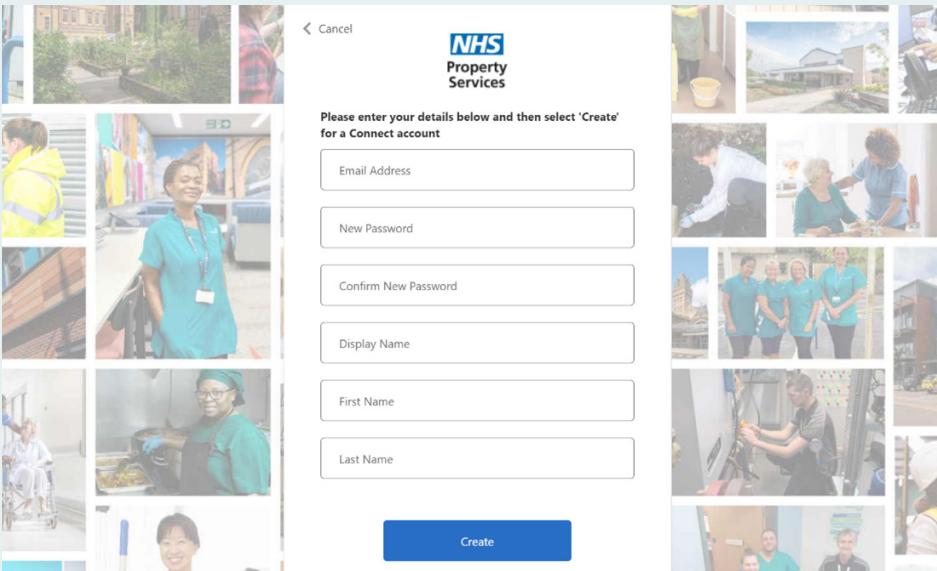
Through Connect, you can report all of your non-urgent facilities management jobs, log queries and make a complaint. For more information, [visit our website](#).

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



The page features a central 'NHS Property Services' logo and a grid of images showing various staff and facilities. A large button labeled 'Customer Signup' is highlighted with a teal oval, while the 'NHSPS Colleague' button is in a standard box.

5. 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.



The form is titled 'Please enter your details below and then select 'Create' for a Connect account'. It includes fields for Email Address, New Password, Confirm New Password, Display Name, First Name, and Last Name, each with a corresponding input box. A 'Create' button is at the bottom right.

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6. Sign-up is now complete. Click on '**Sign in**' in the top right corner of the screen, or click on the sign on link in the middle of the screen.

7. Use **Option 1: Customer login** and input the email address and password you set up when you signed up,

You have now successfully logged into Connect.

For more information about Connect, visit [www.property.nhs.uk/connect](http://www.property.nhs.uk/connect) or contact our Customer Service Centre on [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) or 0808 196 2045.