



# Digital Dermatology Referral & Triage Pathway

## Re-authentication Guidance for users of Consultant Connect in NHS Scotland



This guidance can be found on the [Digital Dermatology education and training page](#).

For security reasons, users must authenticate, or enter their NHS username and password, to access NHS Scotland data and save data to NHS Scotland systems. In this case, this means accessing patient CHI data and saving images to the National Digital Platform (NDP). The authentication is valid for 24 hours. After 24 hours, users must re-authenticate by entering their username and password.

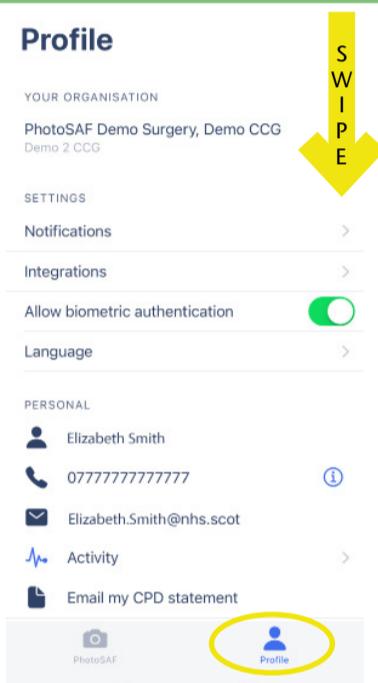
It is important to note that users will not be logged out of the Consultant Connect mobile application. This is to facilitate offline use.

### Users can re-authenticate in 3 ways:

#### Option 1: Profile page on the Consultant Connect mobile app

Swipe down on their profile page on the Consultant Connect mobile app.

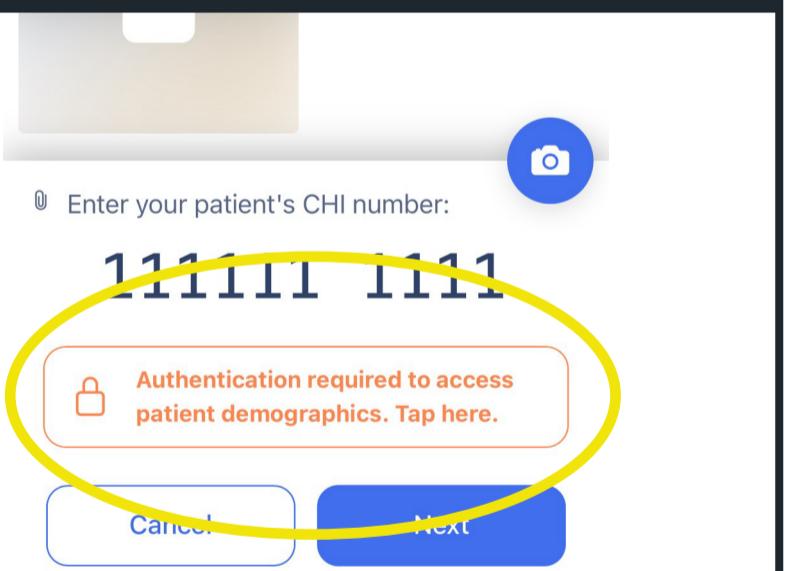
This will prompt re-authentication.



#### Option 2: Click "tap here" in the CHI look-up notification

Click "tap here" in the CHI look-up notification.

*Users will not receive this notification if their authentication hasn't expired or if they are not connected to the internet.*



#### Option 3: Log-in on the Consultant Connect website

Log-in on the Consultant Connect website.

If users save photos on the app without re-authenticating the last 24 hours, they will receive an advisory email with a link to log-in to the website.

This will allow the photos to be saved to the NDP, making them available in SCI Gateway.

#### National Digital Platform Upload Failed

Consultant Connect <no-reply@consultantconnect.org.uk>

This sender (no-reply@consultantconnect.org.uk) is from outside your organization.

An error occurred while uploading your [recent PhotoSAF session](#) to the National Digital Platform (NDP).

This usually means you need to re-authenticate with your NHS Scotland credentials.

You can do this by [clicking here](#), otherwise the upload will be retried automatically next time you log in to Consultant Connect.

For technical support, please send an email to [help@consultantconnect.org.uk](mailto:help@consultantconnect.org.uk). Do not include patient data in your message.

Thank you,  
The Team at Consultant Connect.