IT support for optometrists using SCI Gateway

NHS Lothian

Introduction

In the first instance you should refer to the documentation left in the practice when the software was first installed or if the practice you are working in is part of a group you should speak to their own IT Support.
If this does not resolve your issue then you should contact the relevant department from the list below:

For problems with Cisco Anywhere / soft or hard tokens/ VPN access
contact NISG at:

Email: NSS.NISGServiceDesk@nhs.net

Telephone: 0141 282 2100

between 8:30 am and 5:30 pm Monday to Friday

For problems accessing SCI Gateway including password reset
contact the NHS Lothian IT helpdesk on:

Telephone: 0131 536 5050

between 8:30 am and 5:00 pm Monday to Friday

If you require the software to be installed in a new practice or to a new PC you should contact the NHS Lothian IT helpdesk if you are not able to do it from the information you have.

If you cannot find a CHI number for a patient you are referring
contact the CHI Helpdesk

Telephone: 0131 242 7887