

A new IT Self Service Portal is now live

Please be aware that as of Friday 13th October we will no longer accept any manual forms submitted to us via email, example of the manual forms are New Starters forms, Leavers forms, Hardware Requests forms, etc. After Friday 13th October we will only accept such requests by tickets raised via our IT Self Service Portal.


Below is the list of tickets currently live in Self Service, more tickets will be added in the future.

Tickets currently available to use within Self Service:

- Raise an Incident
- General Enquiry
- NHS Mail – New Application Email Request
- NHS Mail – New Email Request
- NHS Mail - Password Reset
- NHS Mail – New Distribution List
- NHS Mail – New Shared Email Request
- NWL Hardware Disposal
- NWL Hardware Request
- NWL Mobile Device Request (Only available for Corp users)
- NWL Lost and Stolen Form
- NWL Leaver Request
- NWL New Starter Request
- NWL Software Request
- Okta – Application Access Request
- Password Reset (WSIC)
- Password Reset Windows
- Request For Working Abroad
- Restore File
- Restore Folder
- Unlock Account NHS Mail
- Unlock Account Windows

Instructions for accessing the Self Service portal:


1. Self Service link - <https://selfserviceportal.nw.london.nhs.uk/HEAT>
2. Once on the homepage click on **Sign In With NHS Mail** (indicated below with a tick)
Please do not use the username and password fields (indicated with an X) as these will not allow you to log in.



For IT support, please login to our self-service portal on this page.

Sign-in using your NHS Mail login details.

Further details about ICT support can be found on Collabor8.



NHS

North West London

User name ❌


Password ❌

Sign in with NHS mail

[Forgot Password?](#)

TEL: 0203 350 4050
 EMAIL: nhsnw.servicedesk@nhs.net
 To learn more about our innovative IT Service Management solutions, visit our website at [\[url\]](#)
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- Once you click on the Sign in with NHS Mail, you will get redirected to the NHS Mail landing page:



To use the NHSmail shared tenant services you must review and accept the NHSmail Acceptable Use Policy (AUP). No action is needed if you have already accepted the AUP.

Sign in with your NHSmail account

This is a private computer

[Forgotten Password? Please visit Self-Service Password Reset Portal.](#)

Please enter your email address, followed by your email address password.

4. You will then be directed to select a role, please click on **Self Service Mobile** and click on **Submit**.



North West London

Select Role

[Self Service Mobile](#)

[Submit](#)

If you experience any issues with logging on, please contact the NHS NWL Service desk on 0203 350 4050.