How to access University systems with your NHS credentials

Table of Contents

Overview 2

Federated Accounts and accesses 2

Who can access the service? 2

Applications accessible through an NHS account 3

How to access the service 3

Step 1 - Login to the Portal 3

Step 2 - Request access to University of Southampton systems 4

Step 3 - How to access a university application 8

Accessing the applications by using a Microsoft 365 account 8

Accessing the applications by using a work email address 9

Troubleshooting and further information 11

Blackboard 11

Accessing Blackboard 11

Ergo 2 12

Information for users with federated account 12

SharePoint access 12

Getting IT help 13

Overview

This guide is for NHS (and gnh.net) staff who need to get access to the University of Southampton (UoS) applications and resources.

Before starting, please keep in mind that:

- **NHS users** from pre-approved organisations will be able to log in to UoS applications using the credentials from their organisation.
- **All University of Southampton users** must log in using their username and password. They do not need to register using this system.
- **Users with visitor contracts** will generally receive a Southampton account from HR and should access the relevant applications using this Southampton username and password.

Federated Accounts and accesses

Federated authentication accounts allow users to access University of Southampton applications using their credentials from a trusted organisation, such as nhs.net or uhs.nhs.uk, and support single sign-on.

By following the steps below, NHS-affiliated users will be able to access University of Southampton applications without having to setup and maintain a separate user account.

Who can access the service?

The service is open to everyone, though:

- Users from pre-approved organisations will automatically be approved for access. Pre-approved organisations are:
    - dchft.nhs.uk
    - gnh.net
    - health.gov.je
    - hhft.nhs.uk
    - nhs.net
    - porthosp.nhs.uk
    - royalberkshire.nhs.uk
    - sabp.nhs.uk
    - solent.nhs.uk
    - southernhealth.nhs.uk
    - uhd.nhs.uk
    - uhs.nhs.uk

- All other users will have to be approved by a member of the administration team at the University.

Applications accessible through an NHS account

Starting from September 2024, all NHS accounts will use federated accounts to access the following applications:

- Blackboard
- eAssignments
- ERGO2
- Panopto
- Vevox

If you are having issues logging in or need further help, please contact ServiceLine or visit a Tech Hub.

Medusa Access

Due to a recently identified security risk, this application has been temporarily taken offline. The application will be moved to Blackboard by the end of November 2026. Once the move is complete, the existing Medusa portal address will automatically redirect you to the new location. This will be available via the link http://www.southampton.ac.uk/medusa.

How to access the service

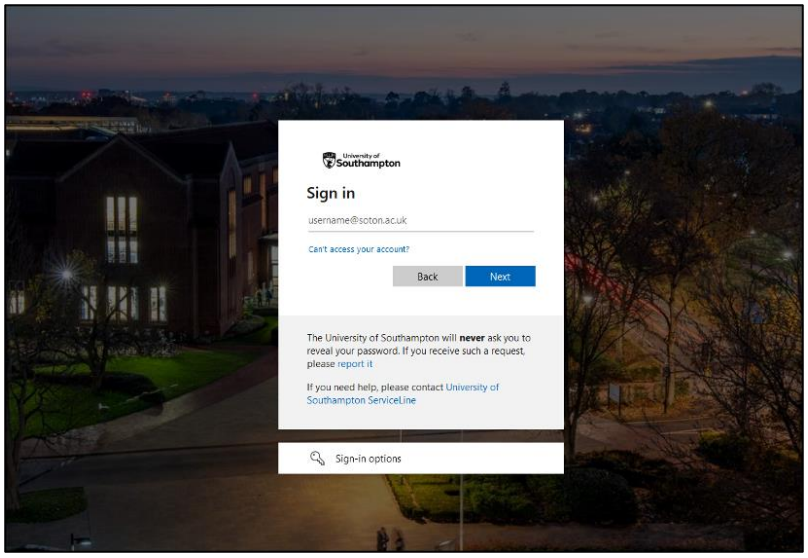
Step 1 - Login to the Portal

1. Open a web browser and browse to the Access portal. If you are facing issues, please:
    a. Open a new private window in your browser
    b. Copy and paste the following URL: https://myaccess.microsoft.com/@sotonac.onmicrosoft.com
    c. Launch the page
2. You will be prompted to log in. If your organisation uses Microsoft 365 for authentication, you can log in using these credentials.

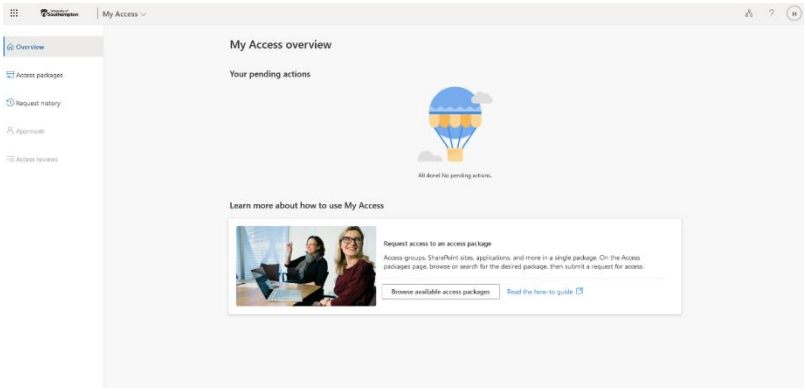
    If your organisation does not use Microsoft 365 for authentication, you can:

    a. Enter your work email address. You will be emailed a one-time password to complete the procedure.

b. Log in using a personal Microsoft 365 account. In this case, your access request may require additional approval delaying your access



3. You will now see the **Access Portal** landing page



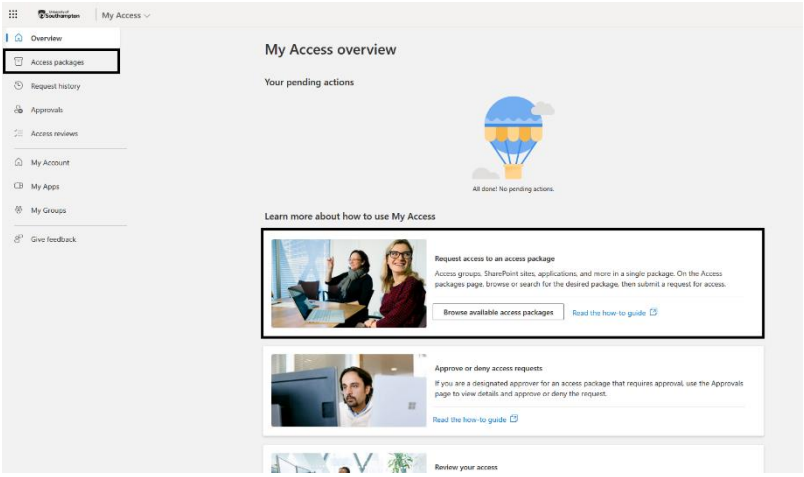
Step 2 - Request access to University of Southampton systems

Once you are logged in, you will see the **Access Packages** window. This will give you access to all applications and resources within the university.

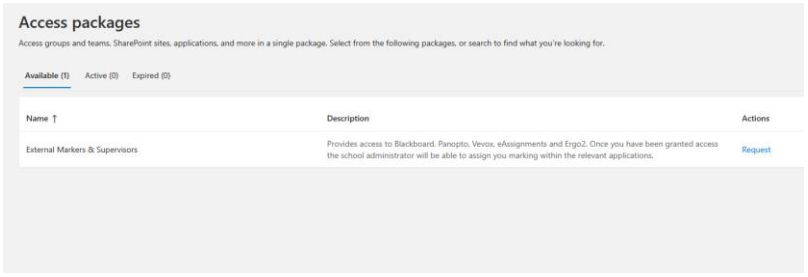
How to request access to marking applications:

1. From the landing page please select either:
    - The **Browse available access packages** button (within the 'Request access to an access package' box), or

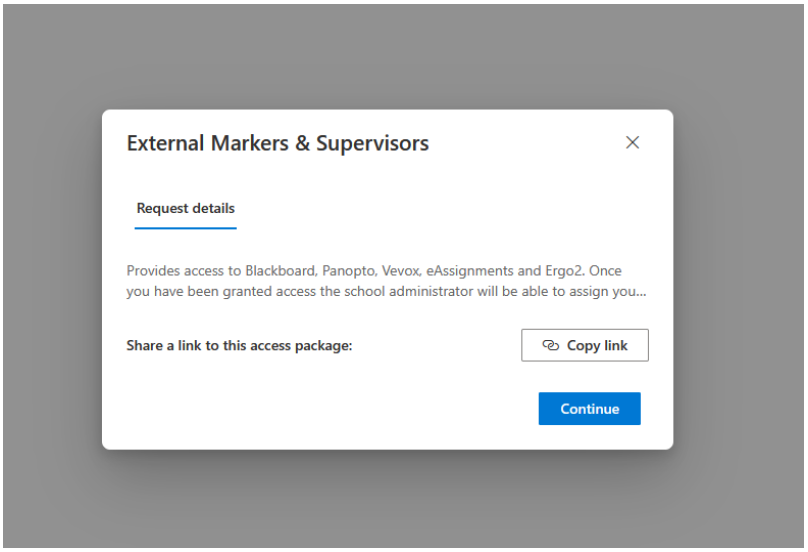
- The **Access packages** link in the main navigation menu



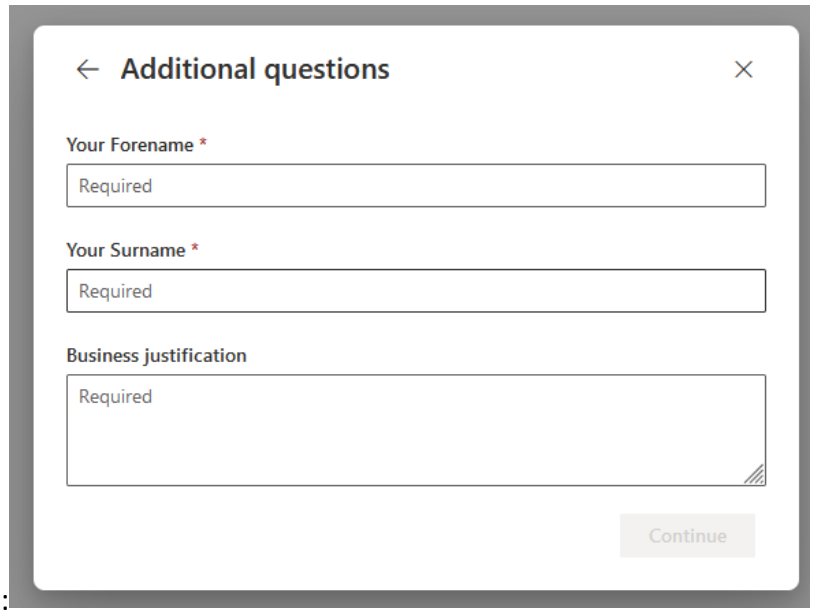
2. Select the **Request** button



3. Select the **Continue** button

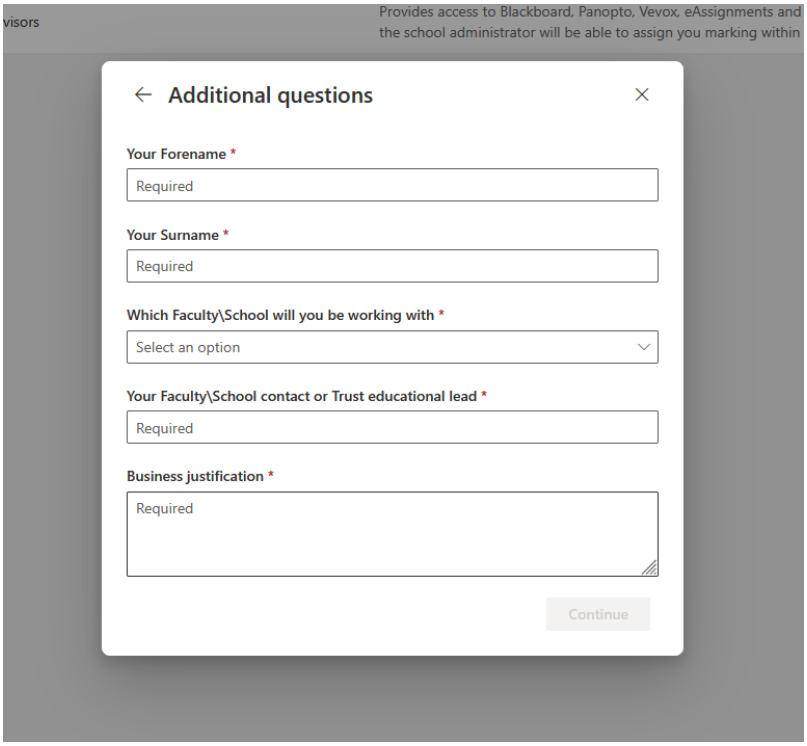


4. If you are **from a pre-approved organisation**, you will see the following form. You must complete the **forename** and **surname** fields, but the business justification is optional:



If you are **not from a pre-approved organisation**, then you will see a form asking for the following mandatory fields:

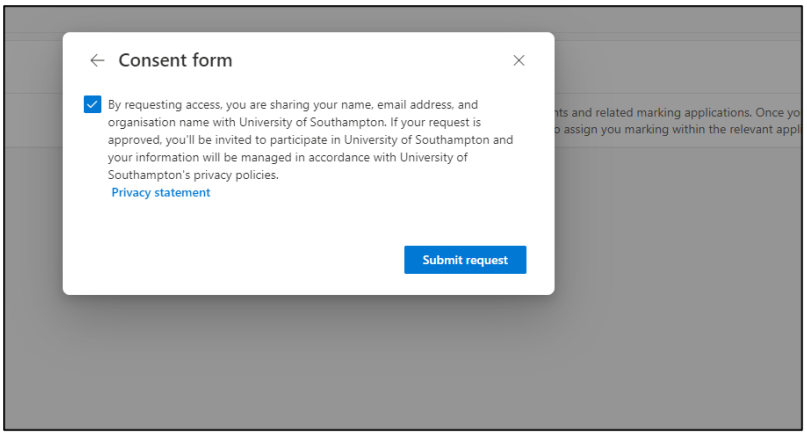
- Your forename
- Your surname
- Which Faculty / School will you be working with?
- Your Faculty / School contact or Trust educational lead
- Business justification



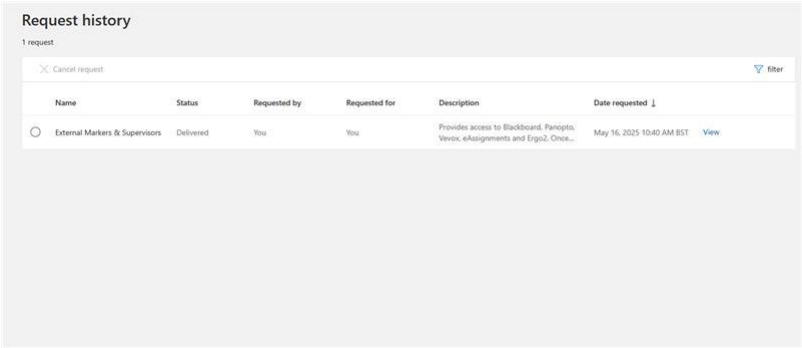
You must complete all fields including the business justification field, please add as much detail as possible to the business justification to allow us to determine whether you should be provided access or not. If you do not have a Faculty / School contact, please provide the name of the person who has alerted you to this service.

An example of a business justification can be: "Teaching on X module", "Conducting ACCs", "Supervising research project", or similar.

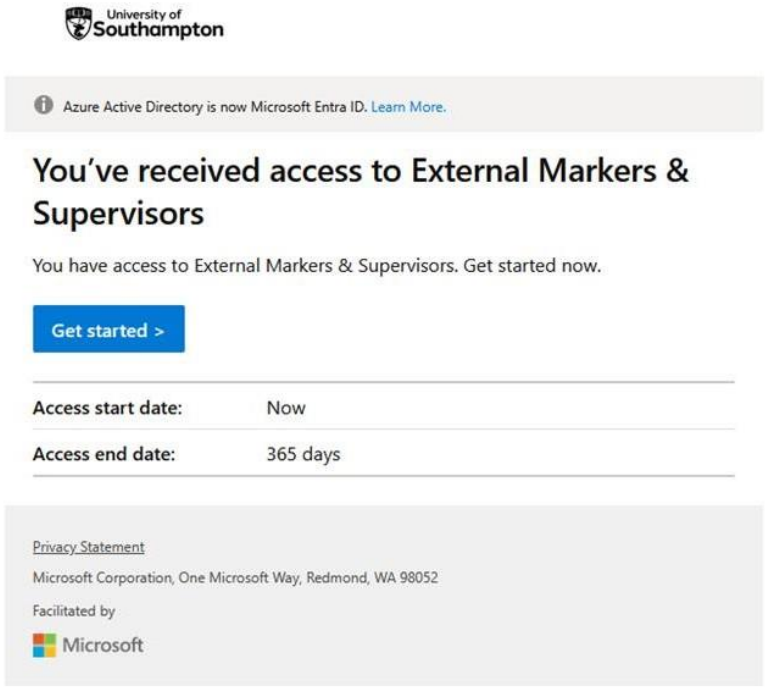
5. Check the consent form to share with the university:
    - Your name
    - Your email address
    - Your organisation details



6. If you are a member of a pre-approved organisation your request will be automatically approved, if not you will need to wait for your request to be approved by an administrator.
   To see the status of your request select the **Request History** tab in the left-sidebar.
   Your status will appear as follows:



7. Once your request has been approved, you will receive an email from Microsoft confirming your access.
   The sender's email address will appear as "mssecurity-noreply@microsoft.com".
   Please check your spam folder in case the email is miscategorised.



You will also receive an email with the details of all the Applications accessible through an NHS account. Please save this email for future reference.

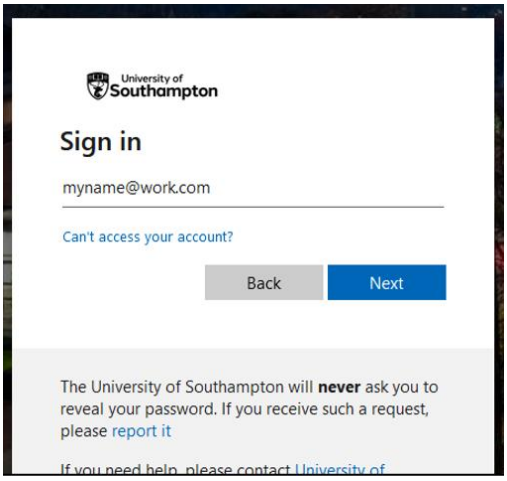
Step 3 - How to access a university application

Once your request has been approved it **will take up to 24 hours for your new account details to be added to the relevant applications**.

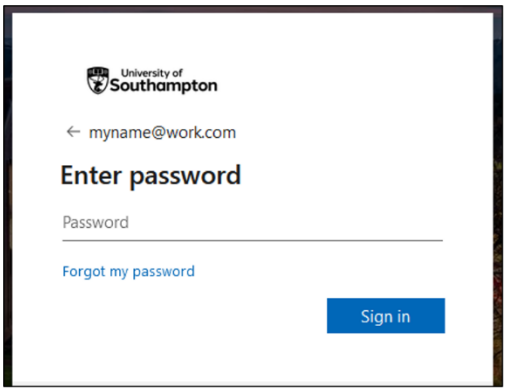
After this period has elapsed, you will then be able to log in to all the listed applications.

Accessing the applications by using a Microsoft 365 account

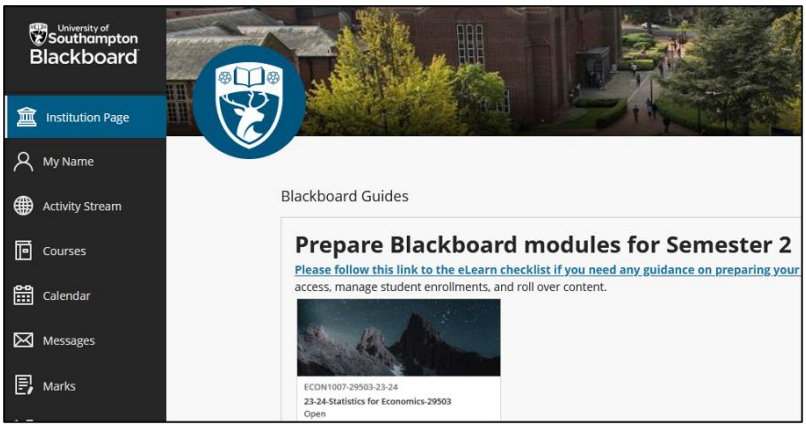
1. Select the **relevant link** for the application that you wish to log in to
2. When prompted to log in:
    a. Enter your Microsoft 365 **account username**
    b. Select **Next**



3. Enter your password and select the **Sign in** button

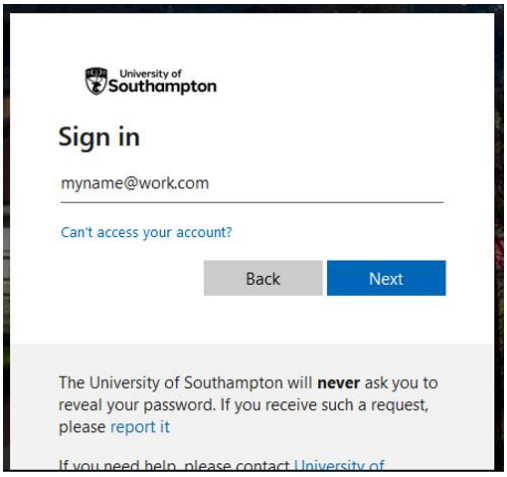


4. You are now logged in

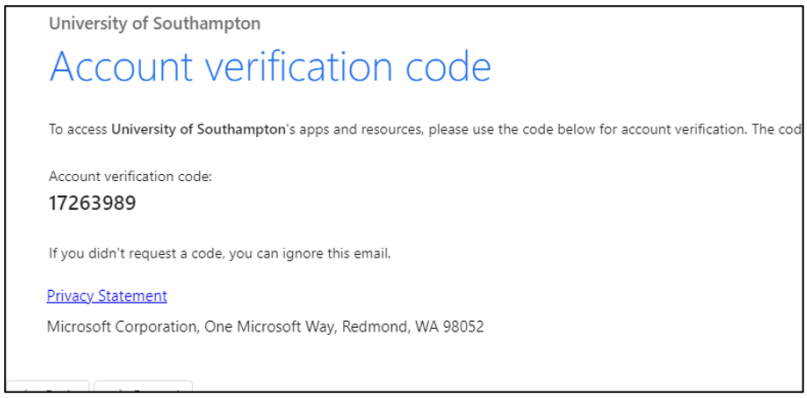


Accessing the applications by using a work email address

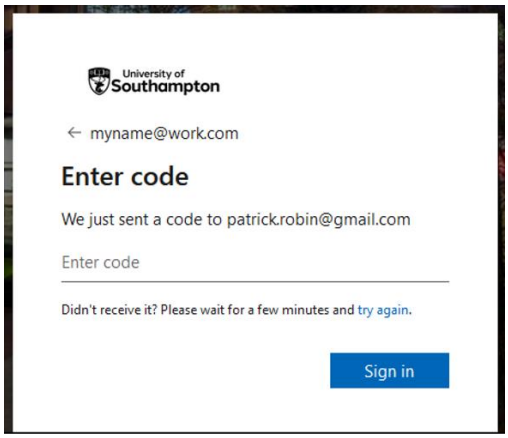
1. When prompted to log in:
    a. Enter your **work email address**
    b. Select **Next**



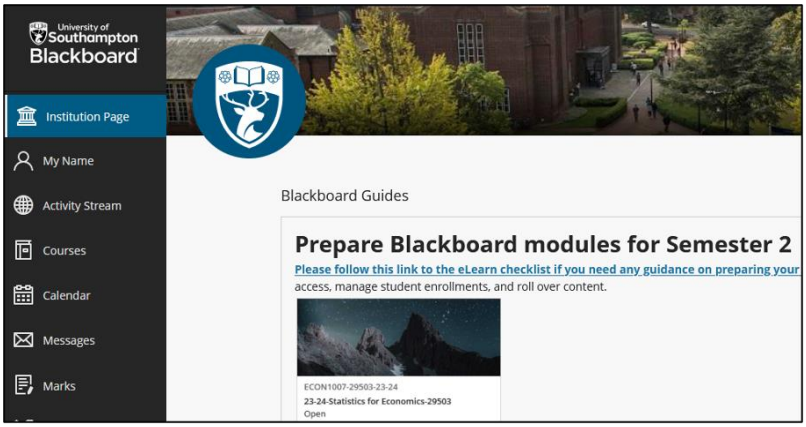
2. A one-time password will be sent to your work email address



3. Copy the verification code
4. Enter it in the login screen



5. Select **Sign in**
6. You are now logged in



Troubleshooting and further information

Blackboard

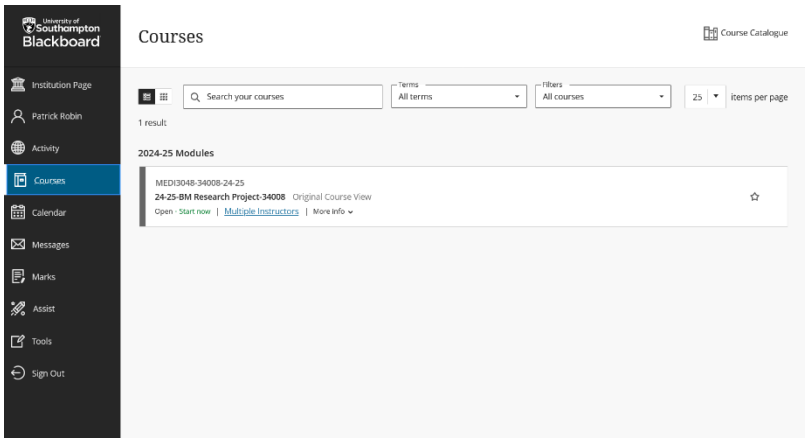
Accessing Blackboard

You will need to be enrolled on any Blackboard modules you require access to. The eLearn guide "How do I request access to a Blackboard module? – NHS staff" explains this process.

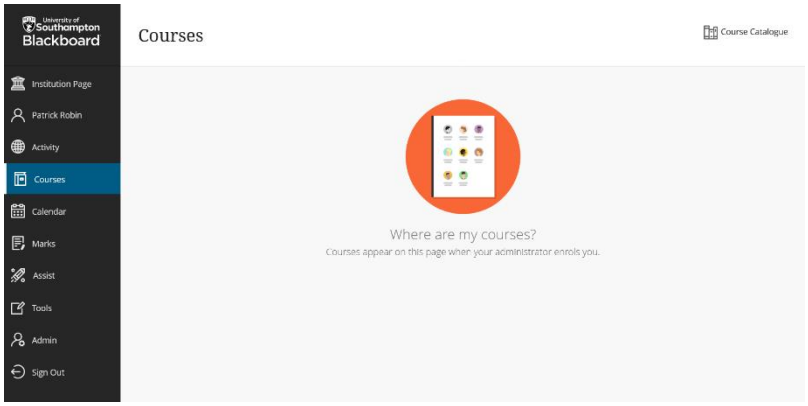
Once your account is created, you will receive an email notification saying "Please allow 24 hours for your permissions to propagate before logging in."

How to know if you have been added to any courses in Blackboard

All NHS federated access users are automatically enrolled on the MEDI3048 module for the current year. You will see your courses by selecting the **Courses** tab:



If you have not been enrolled on any courses, you will see no courses when you select the **Courses** tab:



Please contact your module lead asking to be enrolled on the relevant Blackboard course(s).

Ergo 2

Information for users with federated account

Your Ergo 2 account data has been moved over to your new federated account.

There is no further action on your part and you can now access Ergo 2 and any historical data using your federated account.

If you have any issues or questions, please contact ServiceLine.

Information for users without a federated account, Ergo 2 data not migrated

This section is for users that have not registered for a federated account yet.

On 15/10/2024, our technical team moved Ergo 2 data from old NHS accounts to new federated accounts. Unfortunately, we were unable to move your data as you have not yet registered for a federated account.

To retain access to Ergo 2 and access to historical data, please complete the following actions:

- Register for a federated account
- Email our ServiceLine team with the following information:
    - A subject of "Ergo 2 data migration"
    - Stating the email address used with your federated account as well as your old NHS.Soton username
    - Requesting your data to be migrated

SharePoint access

If you have any issues accessing University SharePoint sites, please let us know by emailing ServiceLine with a link to the specific site.

Please be aware that we cannot guarantee access to all SharePoint sites, but we will look into your request and respond as soon as possible.

Getting IT help

If you need help, please contact ServiceLine or visit one of our Tech Hubs.