**NHS**
Property Services

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**.

NHS
Property Services

Welcome to Connect
Your online portal to interact with NHS Property Services

Sign In
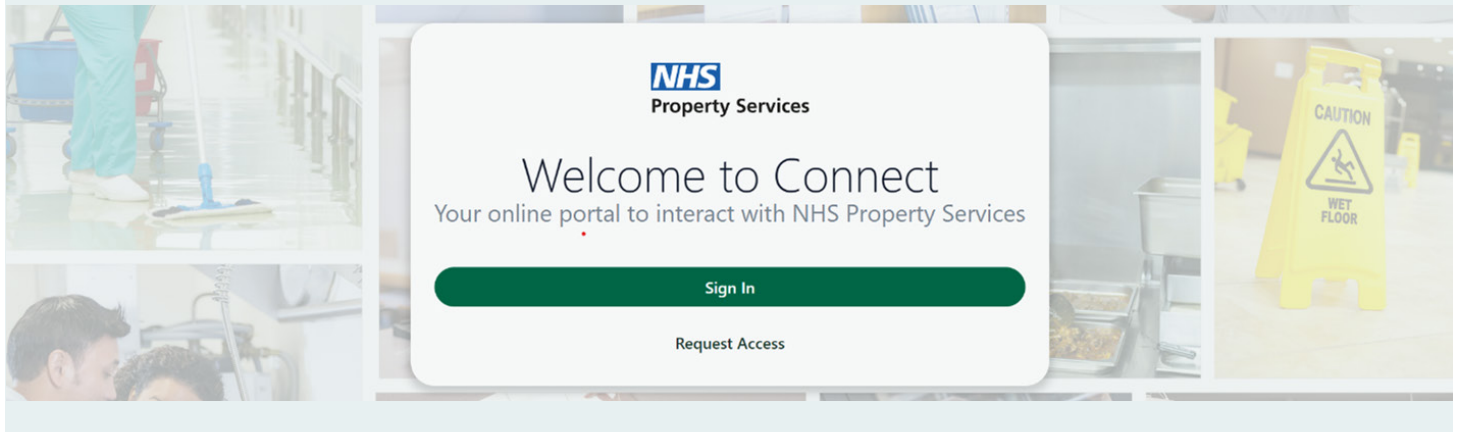
Request Access

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.

Request Access
You can also request access by contacting our Customer Support Centre on 0808 196 2045* or email customer.service@property.nhs.uk
*The Customer Support Centre is open Monday to Friday (exc. bank holidays) 8am-6pm.

First Name

Last Name

Email Address

Customer Name or Account Number

Any additional notes

Close   Submit

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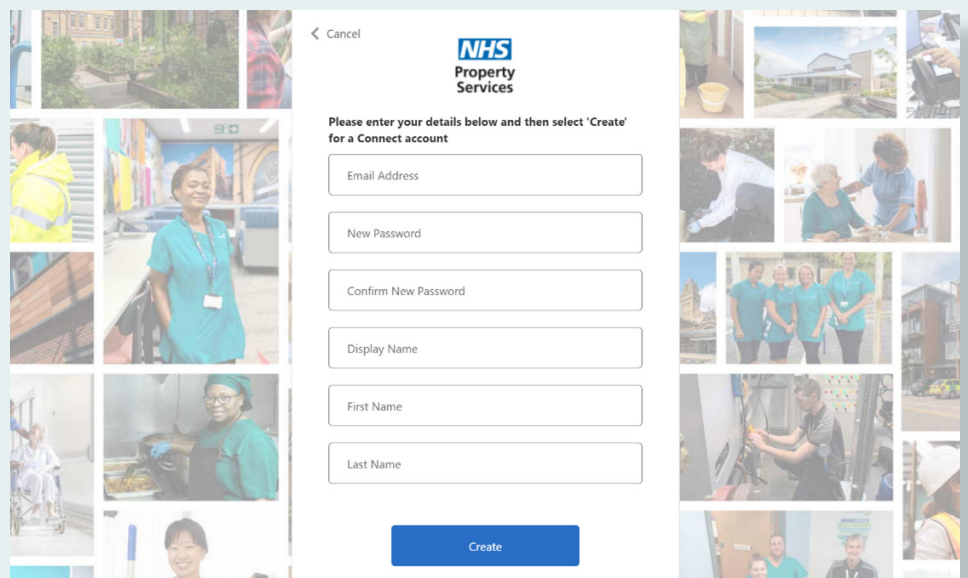

Dear Kian,

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.

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


Please choose one of the following ways to sign-up to Connect

Email signup

or

Microsoft 365

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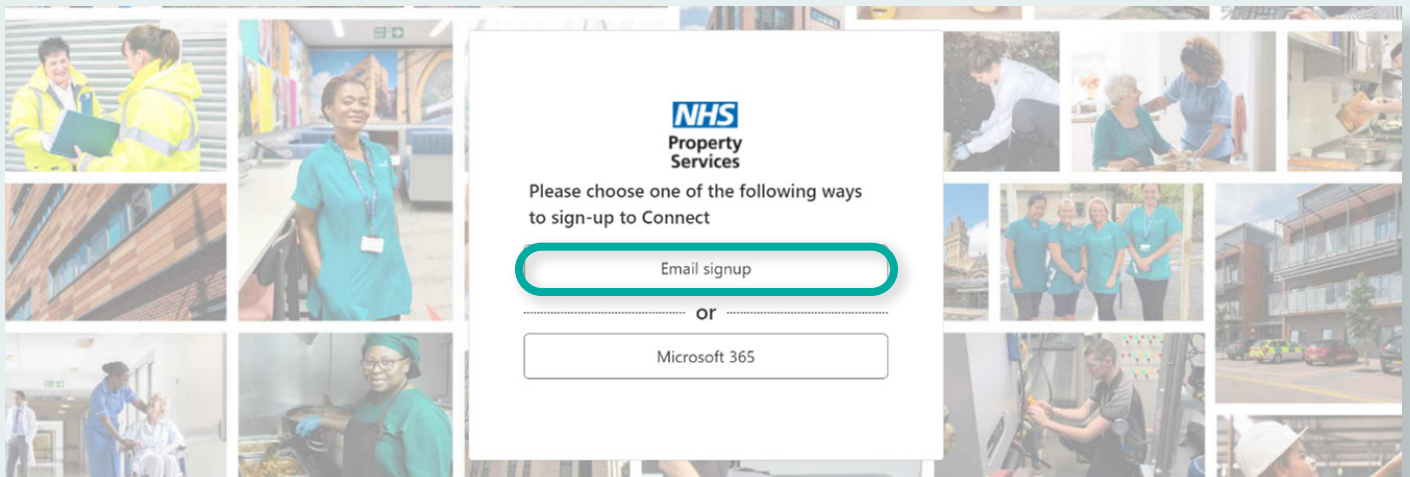
5. Input your **email address**, **new password**, **confirm new password**, **choose a display name** which is how Connect will greet you when you log in. Then input your **first** and **last name**. **Click on create** to complete the sign-up process.
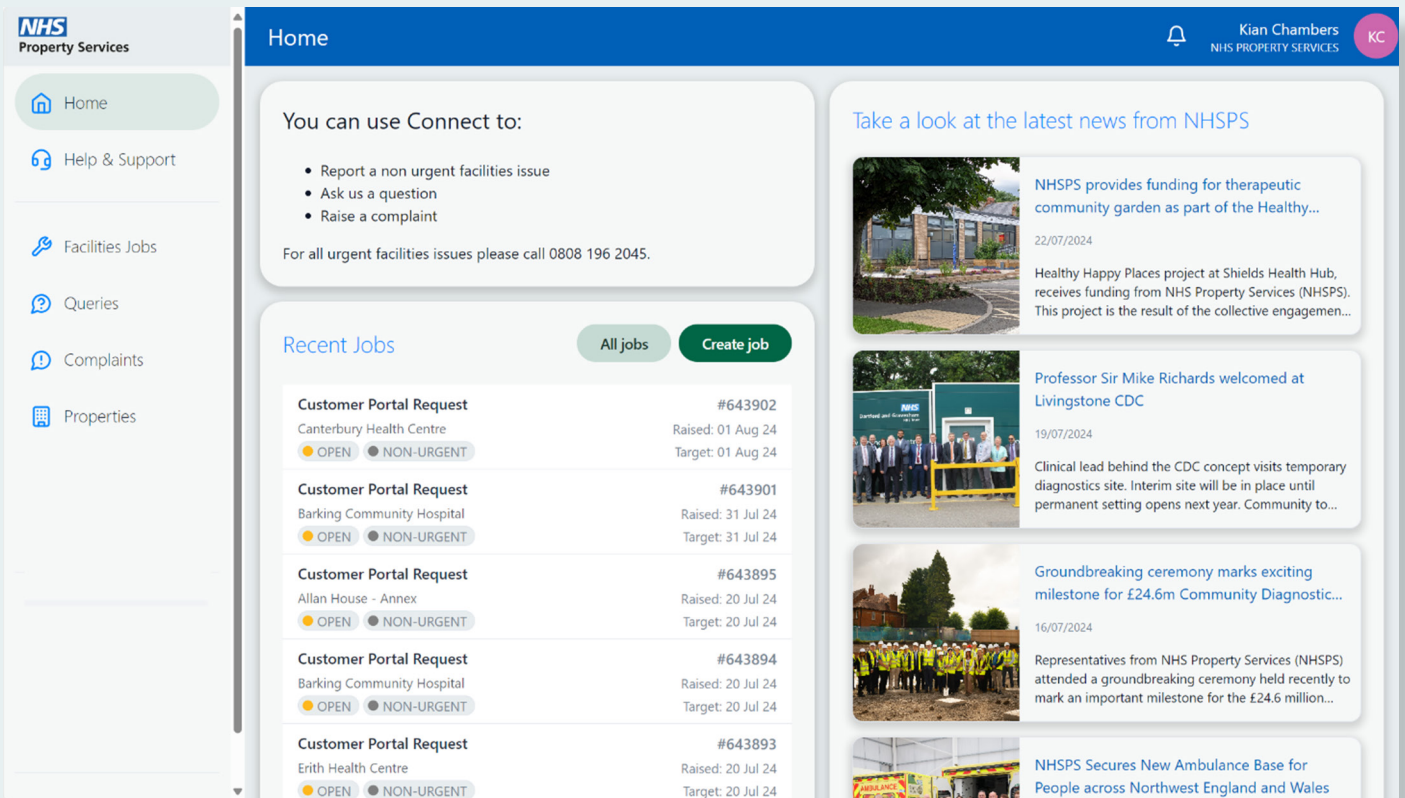

Please enter your details below and then select 'Create' for a Connect account

Email Address

New Password

Confirm New Password

Display Name

First Name

Last Name

Create

6. Sign-up is now complete. Log-in using your **email** and newly created **password**.
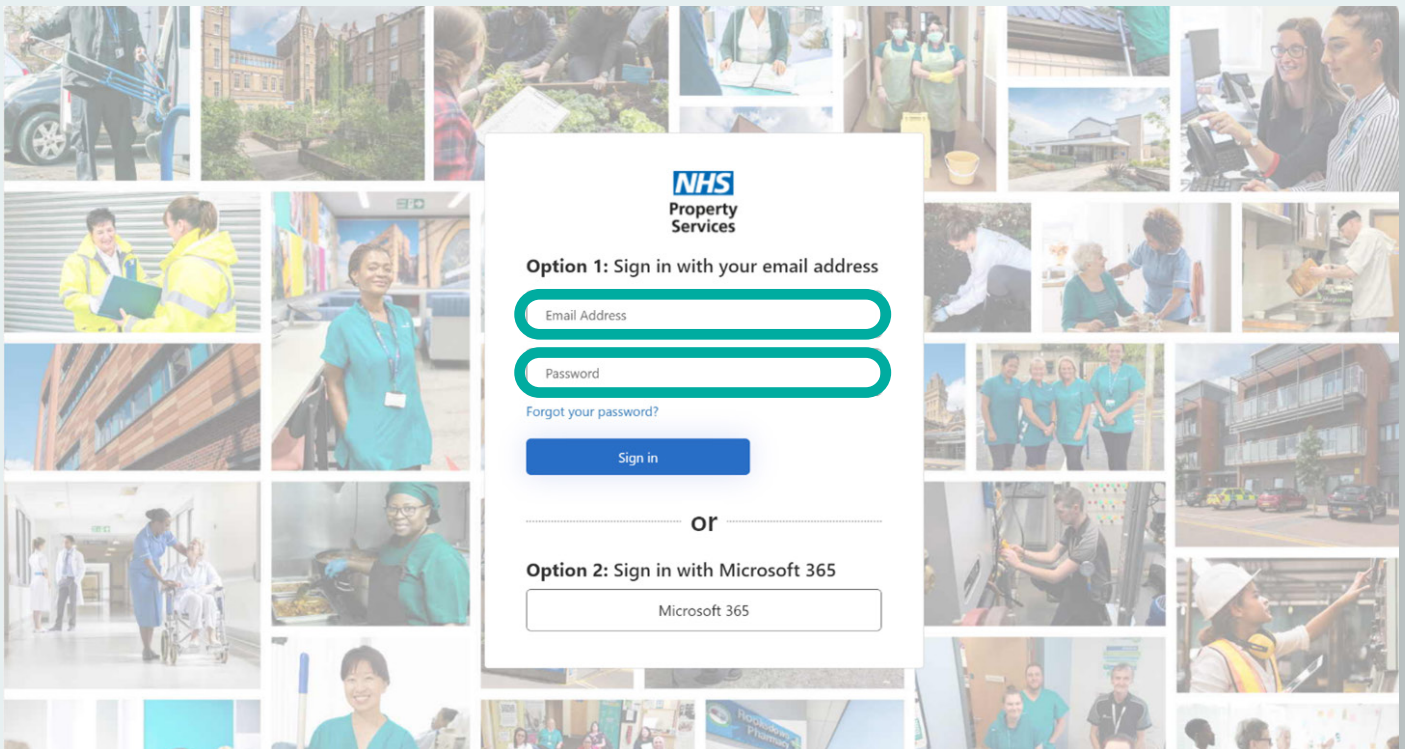
7. You have now successfully logged into **Connect**.

For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.