

Sp-ICE Support Arrangements

Support is provided by the NHSBT Service Desk. If you experience any system performance issues please contact your local IT to ensure there are no local issues affecting your network before you contact NHSBT. If it is not an N3 or local IT issue:

- NHSBT provide support from 08:00 to 17:00 Monday to Friday, excluding public holidays.
- It is essential that any software issues and unexpected error messages are reported at the earliest opportunity. The priority/urgency of the call should be made clear.
 - Telephone – 0113 820 8777
 - Email – service.desk@nhsbt.nhs.uk
- The service desk will unlock local administrator accounts however, it is better to use the “Forgotten Password” option to avoid locking your account.
- Users must not contact the software supplier directly concerning any issues.
- NHSBT will notify in advance of all planned system down time.

Sp-ICE has proved to be a really reliable system however if there is an interruption to the Sp-ICE service for non-urgent results please try logging in one hour later . In the unlikely event of long interruptions to the SP-ICE service, NHSBT will inform hospitals of contingency arrangements via normal contingency planning communication routes. For urgent results, please telephone your local RCI or H&I department as appropriate.

Any errors in patient data or result queries should be referred to your local RCI or H&I department as appropriate.