

OBOS Support Arrangements:

- If you have any queries regarding use of OBOS in your hospital, please contact users within your Trust with administrator access level to OBOS, i.e. transfusion laboratory manager.
- If you are an OBOS administrator and experiencing problems unlocking, setting up or amending accounts or have any other general administration issue please email - OBOS@nhsbt.nhs.uk or contact your local Customer Service Manager.
- NHSBT can unlock local administrator accounts however, it is better to use the “Forgotten Password” option to avoid locking your account.
- If you experience any system performance issues please contact your local hospital 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 please contact your local Hospital Services Department. When possible please capture any error messages you may see.

Please note NHSBT will notify in advance of all planned system down time.