

NIVS Communications 24/02/2022

Dear Colleagues,

Due to a system issue OKTA users will be required to update their passwords before they are able to access. Users will not be able to access OKTA or the systems that use OKTA for authentication until they have updated their password. An email has been sent to registered email addresses from the OKTA system. Users can only update their password using the link in the email. OKTA will not text you to ask for your details. The email has been sent by noreply@okta.com

The wording of the email is below:

Hi {user},

We're getting in touch because you recently told us you'd forgotten your NHS England applications account password or were having trouble logging in. If you did not make this request, please email [IT Service Desk](#).

Click this link to reset the password for your username, {email}:

{link}

This link expires in 30 days.

If you experience difficulties accessing your account, send a help request to [IT Service Desk](#).

Many thanks,

NHS England

Kind regards,

National Immunisation & Vaccination System Support Team

Telephone: **0121 611 0187**

Email: nivs@england.nhs.uk

Web: <http://nivs.ardengemcsu.nhs.uk/home>

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