NSD Account Management

The National Service Desk (NSD) Account Management team is part of CSE (Customer Service Experience) and the Service Operations function in eHealth. Requests are submitted and authorised through a form or self service approval process. Our service catalogue includes access and account management requests to HSE devices, mailboxes, and data accessed from file shares (excluding systems and applications) including:

Mailbox Access

- Setup new individual and shared mailboxes
- Amend access to mailboxes
- Add users to distribution groups
- Disable mailboxes

HealthIrl Network Folders

- Add and amend access permissions to existing folders in departmental shares
- Remove access permissions to existing folders

Domain Accounts – New and Existing

- Setup new standard HealthIrl domain personal accounts
- Amend access for legacy (regional) accounts
- Setup new elevated (administrator) domain accounts
- Setup shared (generic) accounts for accessing devices
- Disable / enable domain accounts
- Amend naming format's due to changes in personal circumstances
- Add to groups which provide access to Citrix published apps

Bulk Account Access Requests

Setup bulk requests for:
- Non Consultant Hospital Doctors (NCHD'S)
- Voluntary Hospital Users
- Citrix Cloud Access
- Citrix published application(s)
- For Bulk Account setup process please click here

Sponsor information

- Add, modify and remove HSE sponsor information for vendor and Voluntary Hospitals

Sharefile access

- Add and remove Sharefile access for users

Please contact via: **Health Service Executive (HSE) – healthservice.ie**