



# How to acquire your own work's email address (Education Staff)

## Primary/ASN/Early Years Sector


 **Q.** I have never had a work's email address.

**A.** Inform your Head Teacher that you wish to acquire this info. The HT shall download a request form from <https://blogs.glowscotland.org.uk/nl/itsc/firstclass/> and send to the IT Service Desk on your behalf - at [ITServiceDesk@northlan.gov.uk](mailto:ITServiceDesk@northlan.gov.uk).



IT Service Desk will then send your HT the relevant information.

Remember: You will be prompted to update your First Class password!!


 **Q.** I have a work's email address but cannot remember my username/password.

**A.** Please contact the IT Service Desk on 0300 555 0406 to resolve this for you.

Once you acquire this email address, log onto  and update your user email address.

**NB: For all schools, email accounts are issued in the following format: "name@schooldomain.n-lanark.sch.uk".**

## Secondary Sector

 Each secondary school has their own designated admin support who can help provide you with your email address, upon your request.

 Once you acquire this email address, log onto  and update your user email address.

 If you are receiving your username/password for the first time for First Class, you will be prompted to change your password.

**Your  user email address is used for password resets and also for HTs/managers responses to all leave requests.**

If you need any further support, please call the ESC People Helpdesk on 01698 403151 or email [esc-helpdeskteam@northlan.gov.uk](mailto:esc-helpdeskteam@northlan.gov.uk).