



Dear Colleagues,

Please see the important Update below from the Community Ophthalmic Link Support Team:

As the Community Ophthalmic Link continues to evolve, safeguarding patient data remains a top priority.

*Effective 1 May 2026, we will be introducing enhanced security measures for password reset requests. All existing and new COL users will be required to register a security challenge question and answer. This question should be memorable to you, but not easily guessed by others. **Please provide this to us at your earliest convenience** by emailing ghn-tr.col_ophthalmology@nhs.net – please state your full name on the email as well as the question and answer.*

When requesting a password reset (via email, telephone, or WhatsApp), you will be asked to confirm:

- Your name
- The last practice at which you successfully logged in
- Your answer to your chosen security question

For email requests, we will also verify that the message is sent from the email address registered to your account. Please ensure you use the same email address you provided during your initial registration or use this as an opportunity to update your preferred email address for communication.

Thank you for your cooperation in helping us maintain a secure system.

COL Support Team

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