



Bermuda Hospitals Board

Need IT Support? Here is what to do:

Contacting Service Desk

- If you are having an issue – email servicedesk@bhb.bm. Please leave the phone lines open for emergency/critical calls.
 - Include as much detail in the ticket (*-required)
 - Issue you are having*
 - BHB username*
 - Teamview id number & password*
 - Contact number*
 - Screenshot if possible

Look Up Known Issues

- If there is a known issue, we will post on our Service Desk portal - <https://bdahospital.freshservice.com/support/home>

Change Your Password

- Use the tools to reset your password - <https://mypassword.bhb.bm>

Access BHB Emails Online

- To view and reply to emails – log onto <http://webmail.bhb.bm>

Personal Devices

- ITS will attempt to assist but is not responsible for your personal devices. Please ensure it meets the minimum requirements for the environment
 - Windows 7 and above are supported
 - Mac OS X 10.12 (Sierra) and above are supported
 - *Chrome OS (Chromebook operating system) is not supported*