



NW PACS Portal

User Guide - Abbreviated

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Confidentiality

This document and its contents are strictly confidential and intended solely for the use of the individual or entity to whom it is addressed. Unauthorised disclosure, copying, distribution, or reliance on the contents of this document is strictly prohibited.

Purpose

This guide explains how to:

- Access the North West PACS Portal
- Log in using your credentials
- Request access if you do not yet have permission

It is intended for all end users of the application.

Accessing the NW PACS Portal

1. Open a supported web browser (ideally latest version of Edge, Chrome, or Firefox).
2. Navigate to <https://PACS.greatermanchester.org.uk>
3. You will be presented with the Login screen.
4. Select 'PACS Portal Login' .
5. Authenticate using your usual employee login credentials.
6. If you are an authorised user, you will be redirected to the PACS application as an authenticated user, where you will be able to securely access the reports and images you require.

Requesting Access to the NW PACS Portal

1. Open a supported web browser (ideally latest version of Edge, Chrome, or Firefox).
2. Navigate to <https://PACS.greatermanchester.org.uk>
3. You will be presented with the Login screen.
4. Select 'Request Access' .
5. Authenticate using your usual employee login credentials.
6. Fill out the access request form and submit.
7. A sponsor at your employing organisation will receive an automated copy of your request and will confirm that you are an employee in a role that requires access to the PACS system.
8. Once confirmed as a relevant clinician employed within your organisation, your request will automatically be forwarded to the organisation that hosts the PACS system you are requesting access to. They will review your request, along with any notes from your organisational sponsor. They will then approve or decline access, providing an explanation where declined.
9. Once approved, you will receive a confirmation email and you may access as per 'Accessing the NW PACS Portal' above.

Administration of the NW PACS Portal

Administrators of the NW PACS are designated PACS managers within specific NHS Trusts, as authorised by the owners of the NW PACS Portal. A separate guide for administration of the system has been provided to those administrators.

Common Issues and Troubleshooting

Unable to Log In

- Check that your email address and password are entered correctly.
- Ensure Caps Lock is not enabled.
- Try logging on elsewhere within your organisation. This portal uses your main employee login – if you have issues elsewhere, then you will likely also have issues logging into the portal. You should follow your organisation instructions for recovering your employee account.

Access Denied After Login

- You may not yet have permission to use the application.
- Submit an access request or contact your PACS administrator.

No Confirmation Email

- Check your junk, spam, or quarantine (often: security.microsoft.com/quarantine) folder
- Ensure you used the correct email address.

Getting Help

If you have any other issues using the NW PACS Portal, please contact your organisational IT support team or PACS administrator.

Further Information

For further information, please refer to user guides within the NW PACS Portal, once you have been provided with authorised access.