

NHSmail Frequently Asked Questions

How do I apply for NHSmail?

You need to apply using the NHSmail portal: <https://portal.nhs.net/Registration#/careprovider>

Why do I need NHSmail?

NHSmail gives care organisations the ability to safely share residents' information with doctors, nurses and GPs involved in their resident's direct care. It also connects them to pharmacists, dentists and anyone else in health and care who also has secure email.

NHSmail can be accessed from mobile devices as well, as desktops and includes a full directory of all users, as well as collaboration tools such as Microsoft Teams.

How many accounts can I have? / How do I apply for additional accounts?

You can have up to 10 individual accounts set up and one shared mailbox per site. If you require additional mailboxes, please see following link for further information:

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-give-more-staff-nhsmail-accounts/>

Does my password expire if I don't set up my account straight away?

The password you receive by text is the one you use to activate your account and does not expire until you have used it. It must be entered exactly as it appears on the text. Once you have entered your password, it will state your password has expired and you are asked to create a new password.

I may have put the incorrect email/mobile number whilst registering on the portal.

If any of the information provided is incorrect, you will need to contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133

How do I access the shared mailbox?

The shared mailbox is accessed via your individual account – you will also need your shared mailbox address which will be in the following format: care.ODScode@nhs.net. (ODScode is unique to your own organisation). The following link takes you to a short demonstration video explaining how to open the shared mailbox: <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-open-your-shared-mailbox/>

NHS England and NHS Improvement



Do you need a password to access the shared mailbox?

You do not require a password to open the shared mailbox – only individual accounts require a password.

Can I add/remove users from/into the shared mailbox?

If you are the shared mailbox 'owner' and have full permissions, you can add and remove users, further details can be found using the following link: <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-users-to-your-shared-mailbox/>

I've already set up my account, but I've forgotten my password/ locked myself out of my account - what do I do?

On the login screen, enter your NHSmail address and click on 'Unlock Account or Forgotten Password'. You will be asked random questions based on the security questions you originally set up and asked to confirm the last 4 digits of your registered mobile number.

The 'Unlock Account' button offers the option of unlocking and resetting the password as well as the option of unlocking only, however there's certain criteria which must be met for this to show;

- There needs to be a mobile number registered
- The account needs to be locked

Further information can be found on the following link: <https://support.nhs.net/knowledge-base/unlocking-your-account/>

I've contacted the NHSmail Helpdesk about my account query, but it hasn't yet been resolved, who do I contact?

In the first instance, the initial query process is to contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133. The process below should be followed if a query is still outstanding and not yet been resolved.

- All escalations should be sent to feedback@nhs.net. In order for NHS Digital to investigate the issue, you should include the ticket reference number or the date and time of the call, in order for the query to be investigated.
- If you have called the NHSmail Helpdesk and feel you are not getting your query resolved by the front line helpdesk during a call, you can escalate whilst on the call (or in a subsequent call) asking to speak to a 'Subject Matter Expert' who will be able to assist further.
- For further details on the escalation process, please see link below: <https://support.nhs.net/knowledge-base/complaints-and-escalations-process/>

NHS England and NHS Improvement



NHSmial Account Password Recovery

Please follow the steps below when calling the Helpdesk:

- Call Helpdesk 0333 200 1133
- Listen to the message until the first choose from the following options
- Choose option 1 (Unable to access account)
- Listen to the message where the helpdesk suggests you can reset password yourself on the log in page. It will then say contact your Local Administrator.
- THEN it says if you are social care/ pharmacy etc., please press 1 to be transferred to an agent.
- The agent will be able to help with other questions – such as adding users as well.

When calling the Helpdesk, the account holder will need to provide

- Email address of your individual NHSmial account
- Mobile number linked to the account
- If you have set up security questions, you will be prompted for certain characters by the Helpdesk agent

Additionally, if you would like the password sending to a different mobile number than the one linked to your account, a confirmation email from the shared mailbox will be required to authenticate this.

Once you have your password, please follow the steps below to access your account:

- In your internet browser, go to <https://portal.nhs.net/>
- Click on the login button in the top right
- Enter your new email address in the email address box:
- Enter the password sent to your mobile phone in the password box

Once you have successfully logged into your NHSmial account for the first time, you will be asked to change your password, create some security questions and accept the Acceptable Use Policy. These steps must all be completed before you can send emails from your new account.

After doing this, you will also be able to log in to [Microsoft Teams](#). This will allow you to conduct video and audio calls, as well as instant message, with the people you need to work with a cross Health and Care.

NHS England and NHS Improvement



The staff members who were originally set up with NHSmail accounts have now left the organisation, no one knows how to access the shared mailbox and we need new accounts setting up.

You need to contact the NHSmail Helpdesk, they will provide some alternative authentication options to set up the new user/s to the shared mailbox in the absence of any active members/owners (for example, an email from the current registered manager's email address or phone call from the landline registered with the CQC). We would advise contacting the National Administration Service at: careadmin@nhs.net or by calling 0333 200 1133.

It would also be useful to have your CQC information to hand before contacting the helpdesk, i.e. Location ID, Manager ID, ODS code etc.

I haven't received my password

The activation passwords are sent by text to each of the mobile numbers provided when you register and each person will receive their own individual password.

If you have not received the password by text, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133 and they will be able to re-send the password to the mobile number you originally provided.

I am having issues re-setting my password/unlocking my account, although I've followed the process above.

This may be due to the following reasons and may require you to: clear cache, clear browser history, check other devices and clear any historical passwords. The following link provides troubleshooting guidance: <https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/news-and-service-updates/technical-updates/the-guide-to-clear-your-browser-java-cache>

Why can't I download documents/open attachments?

When logging in, you must ensure the box next to 'This is a private computer' is ticked – this confirms you are not using a public computer and it is safe to download documents and open attachments. (The box is automatically defaulted to ticked, so you must change it if using a public computer, i.e. in an internet café or library).

NHS England and NHS Improvement



Why can't I send emails?

This is due to not accepting the Acceptable Use Policy (AUP) when you set up your account. You must accept this in order to be able to have full functionality. You need to login using the NHSmail portal: <https://portal.nhs.net/>. If you have not accepted the AUP, it will pop up on the screen after you have logged in via the portal and ask you to accept it.

Why do you require a mobile phone number? What is it used for?

Your mobile number is used to send the activation password and to reset your password should you forget it or lock yourself out of your account. When you set up your account, you have the choice of hiding your mobile number from the central directory. However, we strongly advise against deleting the mobile number as this simplifies the password reset process.

Can I access NHSmail via Outlook Desktop Application?

Outlook tends to be the preferred platform and NHSmail can easily be set up in Outlook. This will also simplify the log in process. The following link demonstrates how to set this up: <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-your-nhsmail-account-to-outlook/>

Can I access my emails on a mobile device?

Yes, the following link explains how to do this: <https://support.microsoft.com/en-gb/office/add-a-shared-mailbox-to-outlook-mobile-f866242c-81b2-472e-8776-6c49c5473c9f>

What is an ODS code?

An ODS code is used to identify organisations across health and social care and every code is unique. CQC data is used to create ODS codes. If you are not CQC registered, you will need to contact Exeter Helpdesk at: exeter.helpdesk@nhs.net or 0300 303 4034 and they will be able to advise.

ODS codes are required in order to gain access to national systems such as NHSmail and the Data Security and Protection Toolkit (DSPT).

How do I find my ODS code?

The ODS codes can be found using the ODS portal. The easiest way to search is by postcode using the following link: <https://odsportal.hscic.gov.uk/Organisation/Search>

If there are several codes listed against your organisation and you are unsure which one is the correct one, please contact Exeter Helpdesk on: 0300 303 4034 and they will be able to assist.

NHS England and NHS Improvement



What if I move to another organisation – can I take my NHSmail account with me?

In order to transfer your existing NHSmail account over to another organisation, the ‘owner’ of the shared mailbox at the previous organisation needs to send an email to careadmin@nhs.net requesting the user is marked as a leaver to join the other organisation.

However, if the shared mailbox owner is not available or you were the shared mailbox owner of the previous organisation and have now left, you will need to raise an initial ticket with careadmin@nhs.net and escalate to feedback@nhs.net

What if I need to send an encrypted email to a non-secure email address?

NHSmail is a secure and encrypted email system, however, many email systems may not be secure. In order to encrypt the email, in the subject field of the email, enter the word [secure] before the subject of the message. The word secure must be surrounded by the square brackets for the message to be encrypted. Please note: **.gov.uk** accounts are also secure and encrypted so you do not need to use this encryption process when emailing accounts ending in **.gov.uk**

Where do I direct my NHSmail queries?

For all NHSmail queries, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133.

NHS England and NHS Improvement

