

Contacting the NHSmail Helpdesk

Below is a step by step guide on how to contact the NHSmail Helpdesk if you were to experience problems with the following: logging in, not having access to the Shared Mailbox, or requiring to transfer an existing email address to a new care provider.

Contact Information:

NHSmail Helpdesk - 0333 200 1133

NB. When calling the Helpdesk it is recommended you call from the main landline registered to the care home (as shown on the CQC website); this helps the NHS Helpdesk identify you!

If at any point you need further assistance, please do not hesitate to contact LinCA Digital:

Varsha Modhwadia, Digital Project Manager - LinCA – v.modhwadia@nhs.net

Key Terms:

Owner – An individual within your organisation that has overall control of the Shared Mailbox. At initial set-up, this could have been either the Manager, Deputy Manager, or an Administrator. An *Owner* can allow access to the Shared Mailbox to any *User* associated/ tethered to the home.

User – A *User* has an NHS.net email address and can send/receive emails, but may not have access to the Shared Mailbox (authorisation would be required by an *Owner*)

Shared Mailbox – A central point where medical professionals etc. can send confidential information and it can be accessed by all authorised by an *Owner* to the Shared Mailbox; this could be the Managers, Nursing Staff or Senior Carers.

Before You Call:

Ensure you:

- Know your ODS code (can be found at: [NHS Digital - ODS Portal](#) or contact Varsha/Ruth)
- Know your shared mailbox address (normally in the format – care."your ODS Code"@nhs.net) – and if you are able to access it.
- Have the mobile phone to hand that was initially used when your email address was created (this may have been your personal mobile number)
- Are calling from the care home main landline telephone number

Calling the Helpdesk can take time, so you may wish to plan the call in to your day!

When You Call:

- You will hear various automated messages including one regarding resetting passwords. **Ignore** all references to online support etc.; you will be connected to an operator
- When prompted, select *Option One*, and then *Option One* again
- All people that require access to NHS mail should have their own user/email account; if you have been sharing log-ins **do not** tell the Helpdesk as this is against the **Reasonable Use Policy**, and they are likely to not help you.

What Is the Problem?

Scenario One

I have an account/email address, but I never set the security questions or accepted the Reasonable Use Policy, and now I cannot remember my password to log in.

1. Inform the Helpdesk that you are a care provider calling from ****Provider Name**** and you have been told your account/shared mailbox are administrated by the **National Administration Service (NAS)**; ask them for a **new temporary password/ password reset**.
2. If they respond that you can reset your password yourself, inform them that you have not set up the security questions/read and accepted the Reasonable Use Policy
3. At this point, they are likely to ask you to confirm your ODS code (see '*Before You Call*', above for guidance). Care Provider codes are in the format **Vxxxx**
4. A temporary password should then be sent directly to the mobile number registered against your NHS.net email address; this should be fairly instant, and with them still on the call, they will be able to talk you through finalising your account and connecting to the Shared Mailbox.

Scenario Two

I am a new Manager and require an NHS.net email address creating; the previous owner/user of the Shared Mailbox is no longer at the organisation

1. Inform the Helpdesk that you are the new Manager at ****Provider Name**** and due to a change in Management/ Personnel, no individual at the organisation has access to the NHS.net Shared Mailbox
2. Ask them to create an NHS.net email account and to set you as the *Owner* of the Shared Mailbox for your organisation (care.xxxxx@nhs.net)
3. If they recommend that you contact your Local Administrator/ CCG to close the previous accounts associated with your organisation, explain to them that from your understanding, the Helpdesk should be able to assist as the Shared Mailbox is administrated by the National Administration Service

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(NAS).

4. At this point they are likely to run through some security checks (better that you are calling from the main landline for your organisation at this point).

Have your: **ODS Code** to hand (see 'Before You Call', above for further guidance); **a direct email address** they can use (personal or company email address, they won't accept a generic address eg. manager.carehomes@carehomes.co.uk); and **a mobile number** (this again needs to be unique, and can be your personal number); it will be used to send the temporary password to.

5. The Helpdesk will be able to arrange for an NHS.net account and password to be created; the details will be sent to the email address/ mobile you provided to the above. This may take a little time, or could be instant, it will depend on their workload.
6. Once you have received the email and temporary password, log-in to the [NHS Portal](#) – change the password to something familiar (please ensure you remember this password!).

To avoid contacting the Helpdesk in the future for password resets etc., ensure you set the **Security Questions** and agree to the **Reasonable Use Policy**

If you find that the Helpdesk are hesitant in helping, it is because they have recently created a new process for setting up new managers and Shared Mailbox "Owners"; if you persist, they should, and can, help you as detailed above.

Scenario Three

I am a new Manager that has recently transferred to a different home/care provider. I have an NHS.net email account but I am unable to login as I cannot remember my password or the security questions I set up and the previous owner of the Shared Mailbox is no longer with the organisation

1. Inform the Helpdesk that you are the new Manager at ****Provider Name**** and were previously at ****Previous Provider Name****
2. Tell them your NHS.net email address (xxxxx@nhs.net), and explain to them that you need a password reset and the account "attaching" / "mapping" to the new Care Provider (care.*odscore*@nhs.net)

Let them know that you also need setting as the new *Owner* of the Shared Mailbox; this is due to a change in Management/Personnel and no individual at the organisation has access to the NHS.net Shared Mailbox

3. If they respond that you can reset the password yourself, inform them that you cannot remember the answers to the security questions you created
4. If they recommend that you contact your Local Administrator/ CCG to close the previous accounts associated with your organisation, explain to them it is your understanding that the Helpdesk can assist as the Shared Mailbox is administrated by the National Administration Service (NAS).

5. At this point they are likely to run through some security checks, and it is better that you are calling from the main landline for your new organisation.

Have to hand your ODS Code (*see Before You Call, above*); and the mobile number used when your account was originally created

6. A temporary password should then be sent directly to the mobile number registered against your NHS.net email address. This should be fairly instant, and with them still on the call, they will be able to talk you through finalising your account and connecting to the Shared Mailbox.

Further issues you may face in this same scenario are:

- If the mobile number originally registered to your email address belongs to your previous organisation, any activation/temporary passwords will be sent to it and you will not know what these are.
- The Helpdesk may tell you the accounts previously linked to your new location need to be closed/ deactivated before they can help; reiterate point 4, *above*
- The Helpdesk may also tell you that your account needs to be marked as a “leaver” at your previous organisation before they can link you to the new Shared Mailbox; this process can take up to/ over 30 days!
Confirm you will contact the previous care provider and ask them to mark you as a “leaver”, but as no one has access to the Shared Mailbox you need access as soon as possible – preferably in the next few days.

If you find that the Helpdesk are hesitant in helping it is because they have recently created a new process for setting up new managers and Shared Mailbox “Owners” – if you persist, they should, and can, help you as detailed above.

What if none of this helps?

If after calling the Helpdesk you have not resolved the problem, or they are reluctant to assist, ask them for a “Ticket Number” and forward this to either Varsha or Ruth (*above*) with a brief description of the problem – and we will escalate this for you.