NHSmail – Frequently asked Questions

The how, what and why to all your questions

What is NHSmail and why should I use it?

NHSmail is a secure emailing system which any service commissioned to deliver publicly funded health and social care can use. It is accredited for sharing patient identifiable and sensitive information.

The benefit of this emailing system is to enable care providers to share sensitive information with other health care professionals. This allows many providers to get rid of their fax machines.
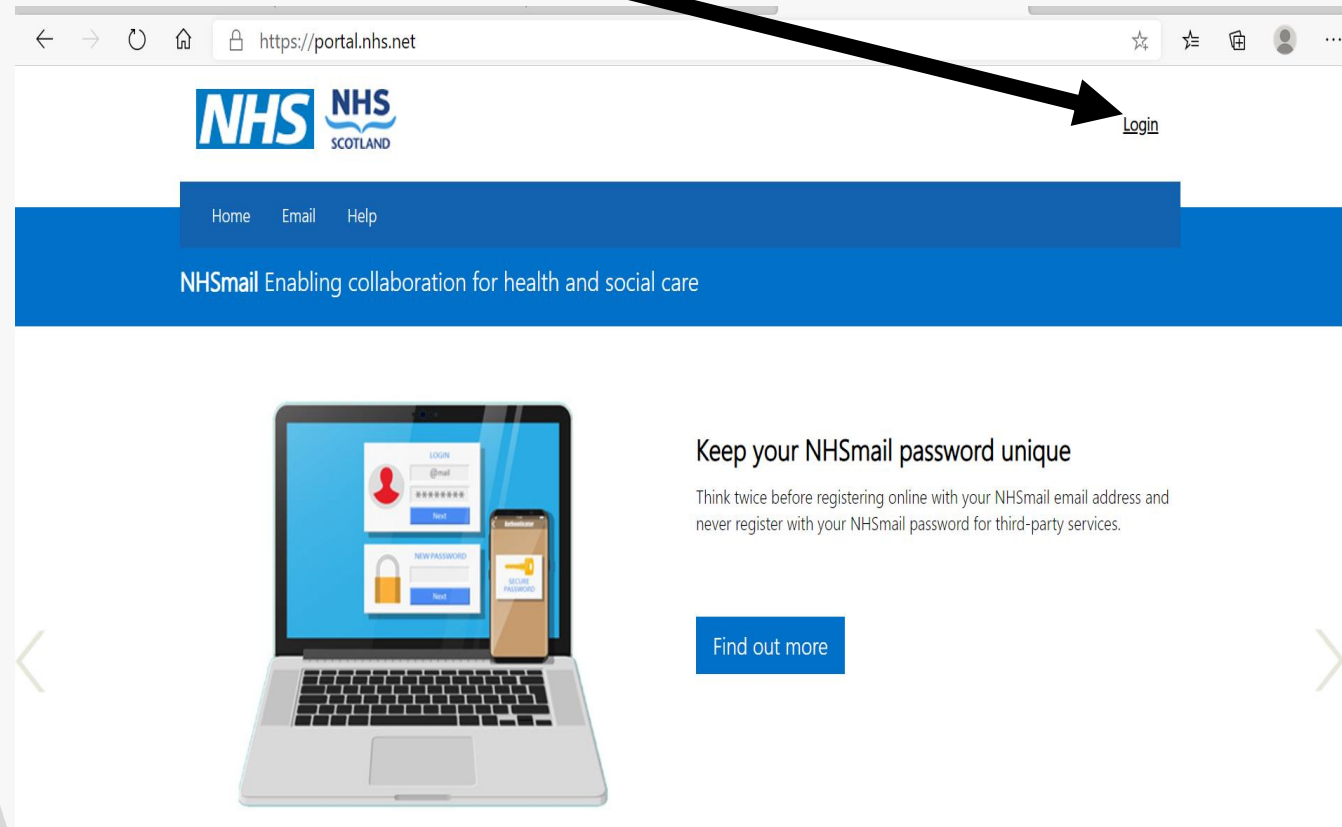
NHSmail is beneficial when:

- Receiving test results from the hospital

- Contacting GP surgeries about your clients
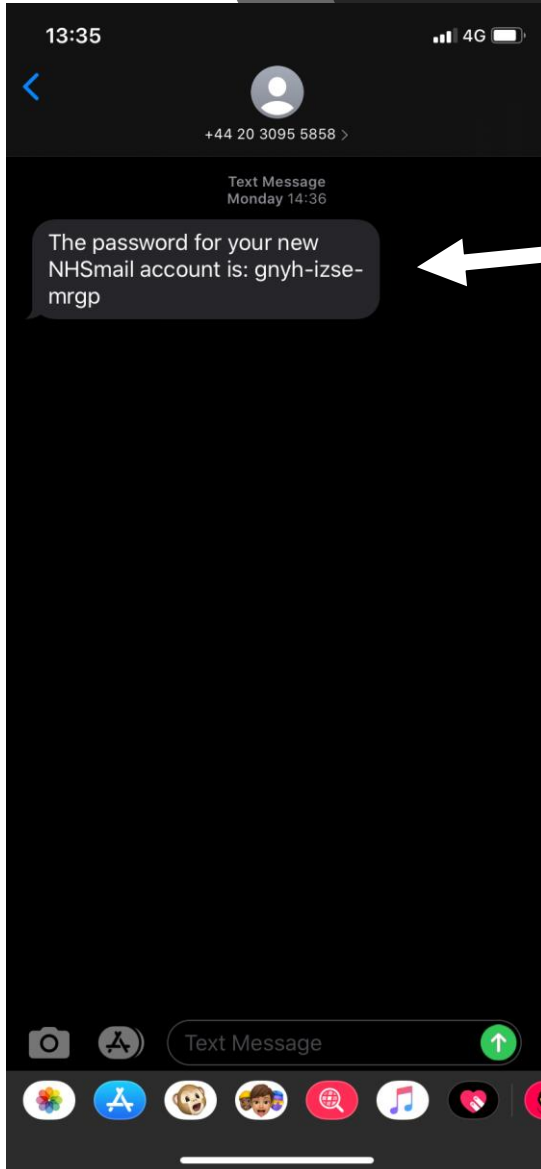
How do I access my NHSmail?

To open your NHSmail email inbox, log in via: **https://www.nhs.net**

Click the "Log in" button in the top right of the screen.

I have been text a password. What do I do?

Once you receive the text with the password in, go to **https://www.nhs.net** and click login.

Enter your email address (this would have been emailed to you) which looks like ****.****@nhs.net

Enter the password which has been text to you.

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

I've been told I have an account but I don't know the email address?

If you are unsure whether you have an email account set up for your organisation you can email Digital Projects Manager, Varsha, (v.modhwadia@nhs.net).

Varsha will be able to tell you whether there is an account set up and what the email address is.

I have not previously logged into my account and need a new password

If you need a new password sending to your mobile phone number. Please call: 0333 200 1133, you are best to do this off of your organisations registered number.

When you call the helpdesk please stay on the line to speak to a member of the helpdesk. When prompted please press 1 and when prompted again please press 1 again.

When you speak to a member of the helpdesk please ask for a temporary password to gain access to your account and you have **not** previously set security questions so are unable to do this yourself.

If you are not struggling with this, please contact LinCA to gain further support.

I have forgotten my password and I have previously logged in and set security questions.

1. When trying to log in, click the button next to 'Unlock Account or Forgotten Password?'

2. Enter your NHSmail email address, along with the last 4 digits of the mobile telephone number that is linked to your NHSmail account.

3. You will then be asked to provide specific characters from the security questions you set when signing into your account for the first time.

4. If these are completed correctly, you will receive a new password by text message.

5. Go back to the login page and login using your email address and the password just sent to your mobile phone

I have been sent attachments but I cannot see them?

When you login to your NHSmail, ensure you tick the box 'This is a private computer.'

Only tick this box if you are on a private computer and not one which can be accessed by unauthorised individuals.

NHS

Sign in with your NHSmail account

@nhs.net

Password

Sign in

☑ This is a private computer

Unlock Account or Forgotten Password? Click here.

Home   Help

How do I change my password?

1. Log into your NHSmail account on a web browser

2. Click 'Email' on the blue bar at the top of the page

3. Select the Gear Icon in the top right of your screen.

4. Select 'Options' from the drop down list

5. Select the 'account' tab on the left panel

6. Select 'change your password' under 'shortcuts to other things you can do'
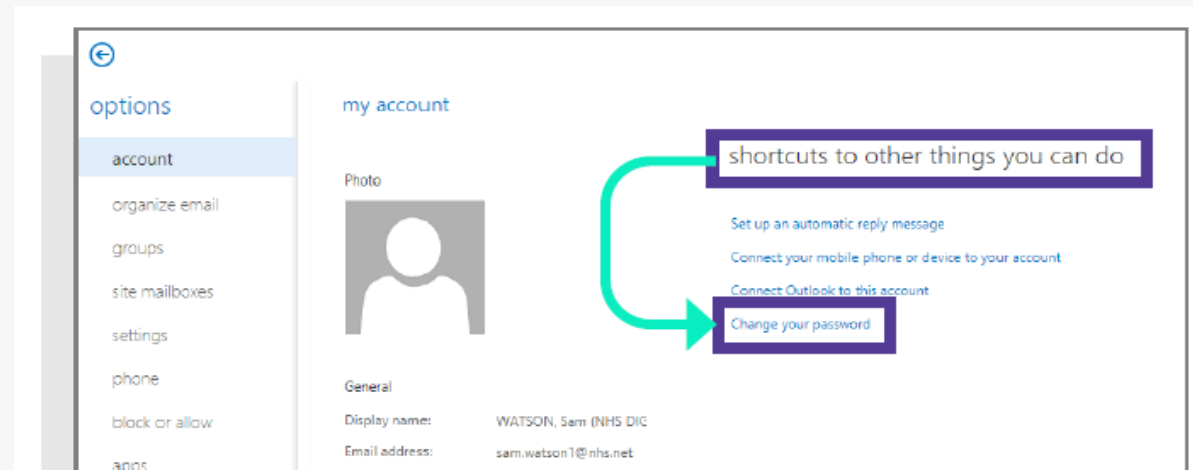
I am a new manager; I need to access an NHSmail account

There a few options here.

I work for a large provider

If you work for a national/large provider- the chances are the account will be set up at head office. You will need to contact your head office to find the person who will help you gain access to an account.

If you are unsure if your accounts were set up at this level please contact:

v.modhwadia@nhs.net

I am a new manager; I need to access an NHSmail account

If you are a new manager and nobody in your organisation has access to NHSmail you need to contact the helpdesk. Please call: 0333 200 1133, you are best to do this off of your organisations registered number.

When you call the helpdesk please stay on the line to speak to a member of the helpdesk. When prompted please press 1 and when prompted again please press 1 again.

When you speak to an agent please inform them you need a new account linked to your organisations ODS code and due to changes in the organisations the owner and user of the shared mailbox have left.

They should set you up a new account mapped to the shared mailbox and send you through a temporary password for the new account.

If you need further support please contact LinCA.

A member of my staff needs an account setting up

If you have a member of staff which requires NHSmail you need to email off of you **Shared mailbox.**

You will need to email careadmin@nhs.net stating you need a new NHSmail set up in your organisation with this information:

- The new account holders name

- Their email address [this can be personal]

- Their mobile phone number [this can be personal]

When I log into my NHSmail I am taken to a different account?

If you log into your NHSmail and click onto 'email' and it takes you to a different email account, you will need to log out of that account and re – log in on NHSmail.

To log out of the account you will need to click on the initials in the top right hand corner and click 'sign out'.