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Introduction

NHSmail can be used by independent midwives to securely exchange patient or sensitive information with other health and social care organisations.

The purpose of this document is to provide independent midwives with guidance on:

- how to register for NHSmail
- how to get started using NHSmail
- what to do if you experience any issues with NHSmail.

Further information about NHSmail is available at https://support.nhs.net/

Answers to frequently asked questions can be found on the NHSmail support site.

**Note:** This guidance document is only applicable to independent midwives based in England.

If you are based in Scotland please contact nhsmail.scotland@nhs.net.

Registering for NHSmail

If you would like to register for an NHSmail email account and you are an independent midwife based in England, please email the deputy regional maternity lead, clarecapito@nhs.net.

As part of the registration process you will need to confirm your midwife registration information is current and you have completed the Data Security Awareness e-learning within the last 12 months.

Once you have requested an account your application will be processed by the independent midwives (IM) administration team im.admin@nhs.net, who will send you your log-in details.

A mobile phone number is required when applying for an account as a temporary password will be sent to you via a text message. It is important this mobile phone number is unique to each user requested within the registration portal, as the number will also be used to check that an account for the user is not already in use. The phone number must be a mobile phone number and be personal to the user. Please refer to the document NHSmail Independent Midwives-FAQ to know the importance of mobile numbers in setting up your account.

When you log into your account for the first time you will be asked to accept the Acceptable Use Policy (AUP). At this stage you will also be asked to set up security questions, which are required if you are locked out of your account or have forgotten your password and need to complete a self-service password reset.

If you require a password reset and are unable to answer your security questions (or have not set them up yet) the IM administration team will use your mobile phone number to authenticate you.

The mobile phone number provided as part of your NHSmail application will be hidden from the NHS Directory (People Finder) by default. You can choose to unhide your mobile number so it appears in the NHS Directory by following the guidance on the NHSmail support site.
It is recommended you do not remove your mobile phone number as this will be used by the IM administration team as part of the authentication checks for account administration purposes, such as resetting your password or unlocking your email account. Please ensure your mobile phone number is kept up to date within your profile.

How do I activate my personal NHSmail account?

Using your username (received via email) and a temporary password (sent to the mobile phone number supplied upon registration), you can activate your NHSmail account as outlined below:

- Go to www.nhs.net
- Click ‘Login’ at the top right hand corner of the screen
- Enter your username (top box) and the temporary password (bottom box). Ensure you either select (if no-one else uses the computer) or de-select (if others use the computer) the option ‘This is a private computer’, to protect your mailbox data.

Note: If you de-select ‘This is a private computer’ you will not be able to download attachments and will only be able to view them as a web page.

- The Portal homepage will load. To access your account select ‘Email’ in the menu.

When you log in for the first time you will be asked to change your password.

- Set up a new password, accept the NHSmail Acceptable Use Policy (AUP) and set up security questions upon request.

Password requirements

Your NHSmail email account must adhere to the NHSmail password policy.

For further information refer to the Changing your password page on the NHSmail support site.
Using Outlook Web App (OWA)

The NHSmail Portal uses the Outlook Web App (OWA) as its email provider. Guidance is available on the NHSmail support site which covers all aspects of the NHSmail service including:

- Email
- Calendars
- People (Contacts)
- Tasks and reminders

What to do if you are locked out of your account

If your account is locked you can unlock it using the account unlock guidance. To use this, you must know the answers to your security questions and have a mobile number set within the profile section of your account.

**Note:** Your mobile number needs to be unique to you and you must have access to your mobile.

If you are experiencing frequent lockout issues, please refer to the Frequent Account Lockout Guidance.

If the problem persists you can contact the IM administration team or call the NHSmail helpdesk on 0333 200 1133 which is available 24 hours a day 7 days a week.

If you are unable to answer your security questions they will use your mobile phone number to authenticate you and to confirm the mobile phone number for the temporary password to be sent to.

How to use the NHS Directory to find people, independent midwives and other health and care organisations

You can use the NHS Directory to search for the details (email, telephone number, pager, organisation details) of other colleagues who use NHSmail.

The NHS Directory provides a single source of contact information for health and social care. The Directory is available via the NHSmail Portal and provides the ability to search for people based on a number of different profile attributes for example, name, clinical speciality and location. You can also search for shared mail boxes and distribution lists using ODS(organisation data service) code, location and post code.

Guidance on how to use the NHS Directory can be found on the NHSmail support site.
Further support for NHSmail users

NHSmail users can contact the independent midwives administration team via im.admin@nhs.net or call the NHSmail helpdesk on 0333 200 1133 – the helpdesk is available 24 hours a day 7 days a week.