

Guide for independent midwives using NHSmail

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1 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.

A more detailed step-by-step guidance about NHSmail is available at <https://portal.nhs.net/>.

Please note the information below is only applicable to London based Independent Midwives. If you are based in any other region of England then please contact your Regional Maternity Lead and if you are based in Scotland then please contact nhsmail.scotland@nhs.net.

2 Registering for NHSmail

If you would like to register for an account and you are an independent midwife based in London, then please contact Clare Capito on clarecapito@nhs.net.

As part of the registration process you will need to confirm that your Information Governance training is up to date and that your midwives validation is current.

Once you have requested an NHSmail account your application will be processed by Accenture, the NHSmail service supplier, who will send you your log-in details.

A mobile phone number is required when applying for an NHSmail account as temporary passwords are sent via a text message.

When you log in to your account for the first time you are asked to accept the Acceptable Use Policy (AUP). At this stage you will also be asked to set up security questions. These are required as you will need to be able to answer these questions 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 helpdesk will use your mobile phone number to authenticate you.

Please note the mobile phone number that is provided as part of your NHSmail application is automatically added to the NHS Directory but you can opt for this to not be visible. Please see Section 13 for guidance on how to hide your mobile phone number.

It is not recommended that you remove your mobile phone number as this will be used by the helpdesk as part of the authentication checks. Please ensure your mobile phone number is kept up to date within your profile.

3 How to log into your account

Once you have received your log-in details, go to www.nhs.net where you can access your email account and visit the support pages for help and guidance.

- Go to www.nhs.net
- Click 'Login' at the top right hand corner of the screen
- Enter your username (top box) and 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.

Sign in with your NHSmail account

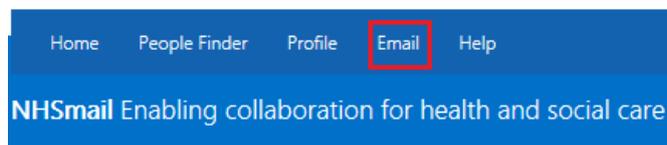
Sign in

This is a private computer

Forgotten Password? [Click here.](#)

N.B. 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.

- You are now on the Portal homepage and should use the 'Email' menu option to access your mailbox.



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

3.1 Password requirements:

- Password must NOT include your username (pre-fix of your email address)
- It must contain a mix of three out of the following four character types:
 - uppercase letters (A-Z)
 - lowercase letters (a-z)
 - numbers (0-9)
 - symbols (!"£\$%^&*)
- It must be 8 or more characters long
- It cannot be any of your four previous passwords

Your password will then need to be changed at least every 90 days and you will receive several email reminders to do so before your password expires.

You will need to ensure your account remains active by changing your password at least every 90 days otherwise it may be de-activated or removed from the service.

4 How to send and receive emails

Users can send, receive and delete emails from their own mailbox.

Information on how to do this can be found in the [quick reference guide](#) .

5 How to add an email signature

An email signature is a way of providing your contact details when you send an email, such as your name, job title, organisation and phone number.

Information on how to do this can be found in the [advanced email use quick reference guide](#). It also includes information on how to set an automatic response (out of office).

6 What to do if your name changes

If your name changes e.g. you get married and change your surname, you should contact the National Administration Service who will edit your name and update your email address.

Your old email address will be retired but will remain associated with your new account. If another user sends an email to your old email address it will be re-directed to your new email address indefinitely.

7 What to do if you are leaving the NHS

If you are leaving the NHS you will need to notify the deputy regional maternity lead for London Claire Capito, [via her email address which is clarecapito@nhs.net](mailto:clarecapito@nhs.net). Your NHSmail account will be marked as a leaver.

Note: NHSmail accounts that are marked as 'leavers' are permanently deleted after 30 days if no new organisation is identified. Additionally, NHSmail accounts that are not utilised for 90 days are de-activated and will be permanently deleted after a further 90 days.

[Guidance is available](#) for users who are leaving the NHS or transferring between NHS organisations.

7.1 What to do if you are transferring between NHS organisations

Your NHSmail account has been setup as an independent midwifery account. If you transfer to work for an NHS organisation, and cease independent midwifery, you will need to notify the deputy regional maternity lead for London, Claire Capito, [via her email address which is clarecapito@nhs.net](mailto:clarecapito@nhs.net). Your NHSmail account will then be marked as a 'leaver'.

You should then contact the IT department of your new organisation to request a transfer of your NHSmail account to the new organisation. Your new organisation will have 30 days to mark you as a joiner before your account will be permanently deleted.

8 Training and guidance materials

Training and guidance materials are available at <https://portal.nhs.net/Help> and cover all aspects of the NHSmail service including:

8.1 Outlook Web App (OWA – www.nhs.net)

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

9 Help available to users

All NHSmail users can contact the National Administration Service via im.admin@nhs.net or call **0333 200 1133**.

The NHSmail service provides a national helpdesk 24 hours a day, 365 days a year.

10 What to do if you forget your password

If you have forgotten your password you can contact the National helpdesk by calling **0333 200 1133**.

If you are unable to answer your security questions the helpdesk will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the NHS Directory you will need to speak to the shared mailbox owner of your premises account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password.

Further information on password resets can be found in the portal guidance <https://portal.nhs.net/Help/portalindex>. The guidance also includes instructions on how to set security questions and answers.

11 What to do if you are locked out of your account

NHS email users can contact the helpdesk or email support by calling **0333 200 1133**.

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

12 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 other NHSmail users and can save these contacts in your contact list.

Guidance on how to use the NHS Directory can be found in the [managing contacts quick reference guide](#).

13 How to hide your mobile phone number from the NHS Directory

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message. The mobile phone number provided during registration is automatically added to the NHSmail directory but you can opt for this to not be visible.

To do this you will need to follow the below steps:

1. Log into your account via nhs.net
2. Click **Profile** in the navigation bar at the top of the screen



Home People Finder Profile Email Help

NHSmail Enabling collaboration for health and social care

3. Click on **My Profile** tab
4. If you wish to hide a personal mobile number from being displayed in the NHS Directory click the '**Hide mobile number from address book**' option

This information is displayed in the directory to other users of the email system

ANDERSON, Pat (LEEDS TEACHING HOSPITAL)

Telephone

Mobile

Hide mobile number from address book

Fax

Pager

Web Page

Profile

5. Please ensure your mobile phone number is keep up to date as this may still be required for authentication purposes should you forget your password

Guidance on how to hide your mobile phone number and update your personal details is available within the updating profile details section of the [Portal user guide](#).

It is not recommended that you remove your mobile phone number as this will be used by the helpdesk as part of the authentication checks.

14 Service status and known issues

Up to date information on the status of the NHSmail services and any key known issues impacting users can found on the support pages: <https://portal.nhs.net/Help/servicestatus>.