Guide for Independent Midwives using NHSmail

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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 then 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 that your midwife registration information is current and that 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.

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 – 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 IM administration team 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 the section 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.
How to log into your account

Once you have received your log-in details:

- Go to https://portal.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.

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.

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

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

Password requirements

For your password to be valid it must meet the following criteria:

- Minimum length – 10 characters without requiring a mix of character types
- Not matching previous 4 passwords
- Not detected as a common password, for example Password123, Winter2018
- Not detected as a breached password (a password used for an account that has previously been compromised). Breached passwords will be sourced from an internet-based breach database.

Your password will then need to be changed at least every 365 days and you will receive several email reminders to do so before your password expires. Failure to change your password may cause your account to be de-activated and eventually removed from the service.
Using Outlook Web App (OWA)

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

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

What to do if your name changes

If your name changes, for example, you get married and change your surname, you should contact the [IM administration team](https://nhsmail.nhs.uk) 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.

What to do if you forget your password

If you have forgotten your password or locked your account you can use the self-service password reset and unlock feature within the Portal.

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 do not know the answers to your security questions or you do not have a mobile phone number associated with your account, you will need to contact the deputy regional maternity lead, Clare Capito, who will contact the IM administration team to confirm she can authenticate you and ask them to reset your password.

Further information is available on [Passwords and Unlocks](https://nhsmail.nhs.uk).

What to do if you are locked out of your account

If you are experiencing frequent lockout issues, please refer to the [Frequent Account Lockout Guidance](https://nhsmail.nhs.uk).

If the problem persists you can contact the [IM administration team](https://nhsmail.nhs.uk) 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 other NHSmail users and can save these contacts in your contact list.

Guidance is available on how to use the NHS Directory.

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 NHS 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 at https://portal.nhs.net
2. Click Profile in the navigation bar at the top of the screen.
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.
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 updating your personal details is available on the NHSmail support site.

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

Further support for NHSmail users

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