NHSmail Portal
User Guide:
Guide for New Users
Logging into NHSmail as a new user for the first time

The first time you log into your NHSmail account at www.nhs.net, as a new user you will need to complete three tasks before you are able to start using your account to send and receive emails:

Accepting the AUP, updating your profile and setting your security questions and answers

Firstly, every user of the NHSmail service is required to sign up to the Acceptable Use Policy. This policy defines your responsibility to make sure you use the NHSmail service properly and without doing anything to compromise the security of the information that you send or receive. It is a promise to all NHSmail users, the public and patients that you are continually mindful of the information that you are sharing over NHSmail

Please note: Acceptable use policy only appears when you follow welcome email or log into portal for first time

To log in for NHSmail for the first time as a new user:

1. Log into your NHSmail account using your temporary password

Your local administrator will provide you with your temporary password following a method approved by local policy guidelines

You will then be prompted to change your password

2. Enter your old password and new password twice in the appropriate text boxes and click Submit

Once the password has been accepted, you will be prompted to log in with this new password

3. Enter your new password and click Sign in
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4 Read the **Acceptable Use Policy** and agree to the terms by clicking **Accept** at the bottom of the page

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**Acceptable Use Policy**

About this document

General information about the NHSmail service
Your responsibilities when using the service
Using NHSmail to exchange sensitive information

**About this document**

This document explains how the NHSmail service should be used. It is your responsibility to ensure that you understand and comply with this policy. It ensures that:

- You understand your responsibilities and what constitutes abuse of the service.
- Computers and personal data are not put at risk.

If you have any questions about these terms and conditions, you should contact the NHSmail team at feedback@nhs.net.

The NHSmail team reserves the right to update this document as necessary. A copy of the current version can be found at [http://www.nhs.net](http://www.nhs.net). Click 'Search Directory' and the Acceptable Use Policy (AUP) can be seen in the bottom left hand corner of the screen. (An NHS/NI connection must be used).


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You will then be prompted to update your profile details and set your security questions and answers
Updating Profile Details

Your user profile contains contact information that is added from the information provided when your NHSmail account is created. This information is displayed in the NHS Directory. You can edit your personal contact details, e.g. if your mobile number changes or if you want to add personal description for yourself. Any updates you make to your profile will be updated in the Directory—but you should be mindful that this information may become over-written by a connector (central managed data source) if your organisation is connector managed. Ensure to notify your Local Administrator if any of your key details e.g. mobile number changes.

To update your personal details:

1. Click Profile in the navigation bar at the top of the screen

2. Click on the My Profile tab

3. Enter your new Telephone, Mobile, Fax or Pager number

4. Enter in your Web Page if applicable

This could be your own personal webpage or your organisation’s website
Guide for New Users

Update Profile Details

5. Type a brief description of yourself under **Profile**
   
   This will show as an About Me section when a user searches for your entry in the Directory. The character limit within this section is 1000

6. Click **Next** at the bottom of the page
   
   You will then click through to the security questions page, where you will have the option to update your questions and answers if necessary. Refer to the *Updating your security questions and answers* section for more information

7. Click **Save** at the bottom of the page
   
   The screenshot below demonstrates how other users will see your profile information when they search for your details in the Directory

   ![Profile Screenshot]

   **Nadia Tuner**
   
   **About Me**
   
   My name is Nadia and I am a DVT nurse at Lakemore Foundation Trust. I have worked in the NHS for 9 years
   
   **Get in Touch**
   
   nadia.tuner@dev4.wks.accenturenhs.co.uk
   
   Telephone: 020711907065
   
   Mobile: 020739380734
   
   Pager:
   
   Fax: 0208986560701
   
   Web page:

   **Organisation**
   
   Leeds Teaching Hospital
   
   Address:
   
   Leeds Teaching Hospital
   
   Royal Hallamshire Hospital
   
   Acon
   
   09967654321

   **Additional Information**

   - **Personal Detail Requirements** (telephone, mobile, pager fax)
     - Maximum length is 20 characters, including 8 to 13 digits, and characters +- ()
   
   - **Profile Requirements**
     - Maximum length is 1000 characters
   
   - If your organisation is Connector (centrally managed data source) managed, be mindful that the connector source will also need to be updated to ensure that any new profile information is not over-written by old details stored within the connector
   
   - If you would like to update your profile picture this is changed through Outlook Web App. More information on this can be found in the Outlook Web App User Guide under *Adding and deleting a photo on your profile*. 
Creating security questions and answers

As a user of NHSmail, you are required to set 3 security questions and answers through the Portal. The answers to these questions will then be used to check your identity, for example, if you need to contact your local administrator due to an account lock out or if you wish to use the self-service password reset. You will never be asked for the whole answer to your security question, only individual characters from it. You should never share the questions or answers with anyone as this will compromise the security of your NHSmail account.

To create security questions and answers:

1. Click **Profile** in the navigation bar at the top of the screen.

2. Select the **Security Questions** tab at the top of the screen.

3. Type a question of your choice into the **Question textbox** and type the correct answer into the **Answer textbox** under **Security Question 1**.

Your security questions and answers must satisfy the following criteria:

- Each of the questions/answers must be different
- Each question/answer must be between 5 and 12 characters long
- You cannot use repeating numbers or letters in a question/answer (e.g., 111 or aaa)
- A space will count as a character

Example of security questions could be, your mother maiden name, the model of your first car or the name of your first pet. A green tick will show to the left of the question/answer when it fulfills the requirement guidelines.
Creating security questions and answers

4. Repeat the same process for Security Question 2 and Security Question 3.

5. Click Save at the bottom of the page.

Warning
You should never share the full questions or the answers of your security questions with anyone. You will only be asked for specific character by your LOA or the helpdesk.

Additional Information
- If you forget the answers to your security question you should contact your local administrator to discuss the local process of how you can alternatively authenticate yourself. Once you are re-authenticated, you will need to reset your security questions. Refer to the Updating Security Questions Quick Reference Guide for more information on how to do this.

Once you have completed the steps above, you should refer to the fully-comprehensive NHSmail User Guide for more information on how to find and use all the features of the Portal e.g. Opening your NHSmail Outlook Web App (OWA) account.