













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