

NHSmail Dentists - Frequently Asked Questions

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Dentists - Frequently Asked Questions

How do I register for an NHSmail account?

Please see the [how to complete the dentistry registration portal guide](#).

How do I activate my personal NHSmail account?

Once you have received your username (sent to the email address provided when you registered) and the temporary password (sent to the mobile phone number supplied), you can activate your account by carrying out the following steps:

1. Navigate to www.nhs.net
2. Click the 'Login' button
3. Enter your NHSmail username (@nhs.net will be automatically populated for you)
4. Type the temporary password sent to the mobile phone supplied

More information on how to activate your account is available in the [guide for dentists using NHSmail](#).

Please note you do not need to activate a shared mailbox.

I'm an extended hours contractor. Will I be able to access the shared mailbox in my practice or is there a limit on the number of people who can access it?

There is no restriction on the number of users who can access a shared mailbox, providing each individual has a personal NHSmail account.

Do I need a password to use my NHSmail account?

Yes. Every individual requires their own username and password to access NHSmail for their personal mailbox. These will be sent to the personal email address and mobile phone number supplied when you applied for your account.

You will need to ensure your account remains active by changing your password at least every 90 days, otherwise it may become inactive and will be removed from the service.

A password is not required to access a shared mailbox as this can be accessed via your personal mailbox, once you have logged into it.

I have received details of my practice's shared NHSmail account but not my personal NHSmail account. What do I do?

If you have received your shared NHSmail account and not your personal NHSmail account, you should contact dentistadmin@nhs.net, providing your first and last name, practice ODS code and the name of the shared mailbox.

I have received my personal NHSmail account but not the shared NHSmail account. What do I do?

If you have received your personal NHSmail account and not your shared NHSmail account, you should contact dentistadmin@nhs.net, providing your first and last name and practice ODS code.

If I email dentistadmin@nhs.net, how quickly will I get a response?

The dentist administration team will endeavour to respond to your enquiry as soon as possible.

The team is available between 9am-5pm, Monday to Friday, excluding bank holidays and can be contacted at dentistadmin@nhs.net.

Outside of these hours simple tasks, like password resets, can be performed by yourself or the national helpdesk. For more complex tasks, out of hours, these can be logged through email dentistadmin@nhs.net or over the phone via the national helpdesk on 0333 200 1133. These will be assigned to the dentist resolver group, to complete when they are next available.

What do I need to do if I already have an NHSmail account?

You do not need to do anything. You must not apply for another account via the NHSmail registration portal as this will create a duplicate account, causing confusion with your colleagues. The NHSmail registration portal should only be used for those that do not already have an NHSmail account. If you require access to the practice shared mailbox, the shared mailbox owner can grant you access once the shared account has been created.

A process to transfer existing NHSmail accounts from their existing organisation owner to the NHS dental organisation, will be launched in summer / autumn 2018.

What do I need to do if I'm moving to another practice or leaving dentistry altogether?

If your account is administered by NHS dental:

If you are leaving your practice you will need to notify the national helpdesk via dentistadmin@nhs.net, who will mark your NHSmail account as a 'leaver'. If you are moving to another dental practice you will also need to inform them, so your account can be marked as a 'joiner' to your new organisation.

If you are leaving the dentistry profession and no longer require an NHSmail account, your account will be permanently deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally, for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the national helpdesk are informed.

If your account is administered by another organisation:

If you are leaving your practice you will need to notify your local administrator, asking them to mark your account as a 'leaver'. If you are moving to another dental practice you will need to inform the national helpdesk via dentistadmin@nhs.net and ask them to mark your account as a 'joiner'.

If you are leaving the dentistry profession and no longer require an NHSmal account, your account will be permanently deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the national helpdesk are informed.

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

Further information can be found within the [leavers and joiners guide](#).

I am joining a practice and require an NHSmal account, what do I need to do?

If you do not have an NHSmal account you will need to inform the shared mailbox owner for your new practice, this is likely to be the practice manager or local administrator. You will need to provide them with your mobile phone number, as your password will be sent to you via a text message. It will also be used for the self-service password reset function. If this is a personal mobile number and you do not wish this to be published in the NHS Directory, you should follow the guidance in the [guide for dentists using NHSmal](#), once you have your account and select the option to hide it.

The shared mailbox owner will then need to email the national helpdesk at dentistadmin@nhs.net, asking for your account to be created.

Why is my mobile phone number needed to set up my account?

A mobile phone number needs to be provided when applying for an NHSmal account, as temporary passwords are sent via a text message.

It is important that this mobile phone number is only used once within the registration portal, as the number will also be used to check that an account for that user is not already in use - the phone number must be a mobile phone number and be personal to that user.

Please note, the mobile phone number provided as part of your NHSmal application is automatically added to the NHS Directory, however you can opt for this to not be visible. Guidance on how to do this is available in the [guide for dentists using NHSmal](#).

What if I forget my password, am unable to answer my security questions and do not have a mobile phone number which can be used as authentication?

You will need to speak to the shared mailbox owner of your practice account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset

your password. The national helpdesk will ask the shared mailbox owner to confirm the mobile phone number for the temporary password to be sent to. It is the responsibility of the shared mailbox owner to ensure local validation checks on individuals have been completed.

I am a shared mailbox owner, what is my mobile phone number used for?

Shared mailbox owners are required to supply a mobile phone number that they have access to and to be the primary point of contact for the national helpdesk to liaise with if, for example, another user in your practice forgets their password and is unable to answer their security questions and they do not have a mobile phone number that can be used as part of the authentication process.

What if I cannot take my mobile phone to work?

If you are unable to take your mobile phone to work and are therefore unable to activate your account from a work computer, you can log into your account for the first time from a home computer. You will receive an email to your personal email address which you supplied when registering, which will contain your new email address and instructions on how to log into your account. If you do not have a home computer or the internet, you can make a note of your password and set up your account when you are at work. However, it is recommended that you have your mobile phone available when signing into your account for the first time, as the password will contain a mix of different characters and upper and lower-case letters.

How often do I need to log into my NHSmal account?

To ensure your personal NHSmal account is not marked as inactive and removed from the NHSmal service, you need to log into your account at least every 90 days.

Shared mailboxes will not be deleted, however it is recommended that the shared mailbox is accessed on a regular basis to ensure that all clinical referrals and urgent communications are received and processed in an appropriate and timely manner.

Note: please ensure that any NHSmal accounts created are used on a regular basis.

My application has been rejected because my dental practice does not meet the minimum requirement for the Information Governance Toolkit. What should I do?

To receive an NHSmal account, dental practices must comply with the Information Governance Toolkit (level 2), therefore the practice would need to take action and reassess, in order to meet this requirement. [Further information is available regarding the toolkit.](#)

What do I need to do if my practice already has a shared mailbox sponsored by another organisation?

We are unable to change the format of your current shared mailbox. You will need to apply for a new shared mailbox. The request will need to be completed by a member of staff who does not already have a personal NHSmal account, to avoid a duplicate account being created. Any staff members who already have a personal NHSmal account must not apply for a new one, as a duplicate account will be created.

Once your new shared mailbox has been created, please contact the local administrator of your sponsoring organisation to inform them that you have received a new shared mailbox, via the national process, and they can delete your old shared mailbox.