

# Guide for GP Locums using NHSmal

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Version 1

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## Introduction

NHSmail can be used by GP Locums, to securely exchange patient or sensitive information with other health and social care organisations.

The purpose of this document is to provide GP Locums with guidance on:

- how to register for NHSmail
- how to get started, using NHSmail
- what to do if you experience any issues with NHSmail.

More detailed step-by-step guidance about NHSmail is available on the [Portal help pages](#).

## Registering for NHSmail

Information on how to register for NHSmail accounts can be found in the [Joining NHSmail](#) section of the Portal help pages, under 'GP Locums'.

Registration is for new users of NHSmail only. GP Locums with existing NHSmail accounts do not need to register for a new account. A process to transfer these accounts to the NHS GP Locum container will be launched in 2019.

- Once you have requested an NHSmail account, your application will be processed by the National Administration Service (NAS), run by Accenture (the NHSmail service supplier), who will send you your log-in details.
- A mobile phone number needs to be provided when applying for an NHSmail account, as temporary passwords are sent via a text message. It is important that this mobile phone number is unique to each user requested 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 NHSmail application is automatically added to your personal profile within the NHS Directory, but you can opt for this to not be visible.

Please see the section entitled '[How to hide your mobile phone number from the NHS Directory](#)'. Guidance is also available within the updating profile details section of the [Portal User Guide](#).

- 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. 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.
- 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.

## How to log into your personal NHSmail account

Once you have received your log-in details, go to [www.nhs.net](http://www.nhs.net), where you can access your email account and visit the [Portal help pages](#) for help and guidance.

- Go to [www.nhs.net](http://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

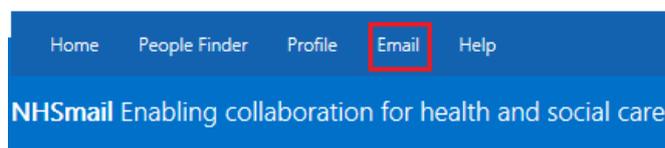
This is a private computer

Forgotten Password? [Click here.](#)

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.

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

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



## Password requirements

- Passwords 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 eight or more characters long
- It cannot be any of your four previous passwords

Passwords should be memorable to you, but not easy to guess by others. For example, you must not use Password01, NHSmail01, Monday01 or other generic terms which could be guessed.

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 using your account and changing your password at least every 90 days, otherwise it may be de-activated or removed from the service.

## 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](#).

## 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 and phone number. Some GP practices may request that you use a standardised email signature. We recommend that you include your General Medical Council (GMC) number in your email signature.

Information on how to add an email signature can be found in the [Advanced email use quick reference guide](#).

## How to set an automatic reply (out of office)

Before setting automatic replies, GP Locums should contact the practice manager where they are working most as they may have specific requirements or a standard template which should be used. Consent should be gained before setting an automatic reply.

An automatic reply (out of office message) is an automatic response that is sent to the sender when you receive an email and should be set when you will not be accessing your emails for a period of time. It will commonly include details of when you will be returning and who to contact in your absence.

Information on how to set an automatic reply can be found in the [Advanced email use quick reference guide](#).

## What to do if your name changes

If your name changes, for example, you get married and change your surname, you should contact the [National Administration Service](#) (NAS), or your Local Administrator if your account is associated to a practice and administered by a Local Administrator, 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're leaving the GP profession

If you are leaving the GP profession and no longer require an NHSmail account, you need to contact the [National Administration Service](#), or your Local Administrator if you are associated with a practice, who will mark your NHSmail account as a 'leaver'. Your account will be

permanently deleted from the service 30 days after being marked as a 'leaver'. You should ensure any data relating to your role is saved locally as once the mailbox has been deleted, any data contained within it can no longer be retrieved.

If you are moving to another practice or another organisation on a permanent basis you will need to inform the Local Administrator for the new practice / organisation who will mark you as a 'joiner' to the new organisation.

**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.

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

## Training and guidance materials

Training and guidance materials are available on the NHSmail [Portal help pages](#) and include:

### Outlook Web App (OWA – [www.nhs.net](http://www.nhs.net))

The Outlook Web App is our online website portal where you can access your emails. For more information about this please see here - [Outlook Web App \(OWA\) Learning Series](#)  
Our guidance covers the following areas:

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

## Portal

- [NHS Directory](#)
- [Managing your password](#)
- [Managing your personal profile](#)
- [NHSmail Portal help pages](#)
  - [Policy and Guidance documents](#) – you should familiarise yourself with the content of these
  - [Service Status page](#) – this provides details of any service issues and should be the first place you check if you are experiencing problems with your NHSmail account

## What to do if you forget your password

If you have forgotten your password, you can reset it by following the guidance in the 'Using self-service password reset and unlock' section, within the [Self-Service Password and Unlock Management](#) page of the Portal help pages.

If you are unable to reset your password, you can email the [National Administration Service \(NAS\)](#) for support, or alternatively you can phone them on 0333 200 1133. If your account is associated with a practice, you can contact your Local Administrator.

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

If you are locked out of your account, you can unlock it by following the guidance in the 'Using self-service password reset and unlock' section, within the [Self-Service Password and Unlock Management](#) page of the Portal help pages.

If you are unable to reset your password, you can email the [National Administration Service \(NAS\)](#) for support, or alternatively you can phone them on 0333 200 1133. If your account is associated with a practice, you can contact your Local Administrator.

## How to use the NHS Directory to find people / other NHS organisations

You can use the NHS Directory to search for other NHSmail users and can save these contacts in your contact list.

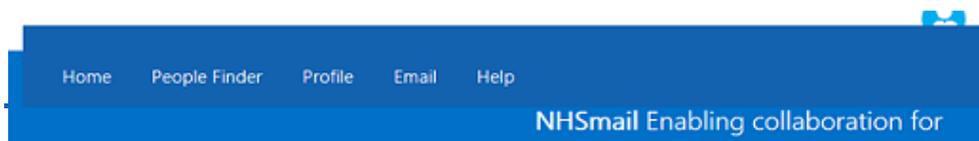
Guidance on how to use the NHS Directory can be found in the [Managing contacts quick reference guide](#).

## 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 via [www.nhs.net](http://www.nhs.net)
2. Click **Profile** in the navigation bar at the top of the screen.



3. Click on **My Profile** tab (if it isn't already selected).
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.

Further 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.

## Service status and known issues

Up to date information on the status of the NHSmail Service and any key known issues impacting users can be found on the [Portal help pages](#).

## Help available to users

GP Locum NHSmail email users can email the [National Administration Service \(NAS\)](#) for support, or alternatively can phone 0333 200 1133. The NAS is available between 9am-5pm Monday to Friday, excluding bank holidays. Outside of these times the National Helpdesk provide out of hours support via the same contact details.

If your account is associated with a practice, you can contact your Local Administrator.