

How to complete the NHSmail Dentistry Registration Portal

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Version 2

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Introduction

This guide explains how to complete the NHSmail dentistry registration portal, in order for your NHSmail accounts to be created, and how to activate the accounts once they are available.

The portal allows practices to request the creation of a shared mailbox and up to 10 personal user accounts, which can be given access to the shared mailbox if required.

To apply for an NHSmail account, dental practices must have achieved a minimum status of two within the [Information Governance Toolkit \(IGT\)](#) version 14.1, or accredited via the [Data Security and Protection Toolkit \(DSPT\)](#).

How to complete the registration portal

- Visit the NHSmail dentistry registration portal at: <http://support.nhs.net/joiningnhsmail> and go to the 'Registering Dentists' section.
- Click 'register now' to open the dentistry registration portal, this will take you to the first page, entitled 'Dentistry Pre-requisite Questionnaire'.

Dentistry pre-requisite questionnaire

First complete the dentistry pre-requisite questionnaire. You will need to provide some unique information however, you will have a choice which information you supply and, this will be determined by the answers you give here.

Once you have answered the pre-requisite questionnaire you will be asked to enter your practice details including: postcode, practice name and optionally your registered manager's email address if you have stated in the prerequisite questionnaire that you know this.

The screenshot shows the 'Dentistry Pre-Requisite Questionnaire' form. It has a title bar with a menu icon and the title 'Dentistry Pre-Requisite Questionnaire'. Below the title bar is a section titled 'Dentistry organisation background details'. A light blue banner contains the text: 'This form is to allow you to request a dentistry organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.' The main content area is titled 'Pre-Requisite Questionnaire:' and contains five questions, each with two radio button options:

- Do you already have an NHSmail account? (Yes/No)
- All Dental practices must have submitted an IG Toolkit return before applying. Please state 'Yes' to confirm that you have submitted a valid return (Yes/No)
- Have you already received an email or a letter containing a One-Time Passcode within the past 2 weeks? (Yes/No)
- Do you know your CQC Contact ID (or Registered Manager's ID or Manager ID)? (Yes/No)
- You will need a One-Time Passcode to complete your registration, would you like to receive this One-Time Passcode via email or via the post? (Email/Post)

When you have entered this information, you will be asked to provide your postcode. This will enable us to determine whether we have all your dental practice's information, or whether we will require further details.

Depending on the information we hold for your dental practice we will direct you on one of two routes:

If we have the information we require, you will be directed to Route A.

If we require further information, you will be directed to Route B.

Step 1: Route A

1. Enter the dental practice CQC location ID.

2. Then enter:

- Dental practice one-time passcode (this will have been sent to you by post or email, if you requested this in the pre-requisite questionnaire).

OR

- Dental practice Care Quality Commission (CQC) contact ID – you will be able to find this within your CQC registration information.

Note: If you are unable to locate your practice, please contact dentistadmin@nhs.net and you will be supported through the process.

Click 'next' and, if your details are authenticated, you will be able to proceed to [step 2](#).

Step 1 - Dental Practice details

This form is to allow you to request a dental practice organisation shared mailbox account and linked personal accounts. Some of the information provided in this form will be used to create both the dental practice organisation specific shared mailbox account and personal accounts. It is important that the information is correct. Information recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS Digital and Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be changed on first login. If you already have an NHSmail account which is sponsored by a local organisation you do not need to reapply for an NHSmail account. If you require a practice shared mailbox please ensure that those requesting the accounts do not already have an NHSmail account. Once the shared mailbox is created the nominated shared mailbox owner will be able to give those with existing accounts access.

Please provide the details for your organisation below to proceed with your registration:

Postcode

Dental Practice Name

Dental Practice ODS Code

Dental Practice CQC Location ID *

Dental Practice One-Time Passcode Code 

OR

Dental Practice CQC Contact ID 

Next

Step 1: Route B

Enter the one-time passcode, that has been posted to your dental practice address, and the CQC location ID. Select verify after completing each field.

Once you have done this, check the information that appears under 'CQC Details'.

If these details are correct, click next. If incorrect, check whether you are entering the correct CQC location code and correct and valid (in-date) one-time passcode.

If the details are incorrect, or you require further assistance, you should contact the dentist support team at dentistadmin@nhs.net or by calling 0333 200 1133 who provide support between 9am and 5pm Monday to Friday.

Once you have successfully completed this section, please proceed to [step 2](#).

 **Dentistry Registration**

Step 1 - Dental Practice details

This form is to allow you to request a dental practice organisation shared mailbox account and linked personal accounts. Some of the information provided in this form will be used to create both the dental practice organisation specific shared mailbox account and personal accounts. It is important that the information is correct.

Information recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS Digital and Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be changed on first login.

If you already have an NHSmail account which is sponsored by a local organisation you do not need to reapply for an NHSmail account. If you require a practice shared mailbox please ensure that those requesting the accounts do not already have an NHSmail account. Once the shared mailbox is created the nominated shared mailbox owner will be able to give those with existing accounts access.

Thanks, please use the One-Time Passcode that has been sent to you to complete the required information on this page:

Postcode

Dental Practice Name 

Dental Practice ODS Code

Dental Practice One-Time Passcode 

Dental Practice CQC Location ID 

CQC Details

Organisation Location ID: 1-1002733005

Organisation Name: SAMPLE DENTAL CARE

Organisation Address: 123 ROAD NAME, WIMBLEDON, LONDON, SW19 4AB

Are these your CQC registration details?

Thanks for confirming your CQC registration details. Please click the Next button to proceed with the registration.

Step 2: Add town details and members

1. Enter the postcode town in which your dental practice is located. The town name which is entered will inform the first part of your practice email address, therefore it is essential that you enter this information carefully. The town name is limited to 10 characters, so for names exceeding 10 characters, these have been abbreviated, for example, nhsdental.newcastle.bumbletonpractice.v12345@nhs.net.

Step 2 - Add Town Details and Members for DENB1Name - DODSB1

Setup Shared Mailbox

Select or enter the most appropriate town name associated with the dental practice that is registering below. Please note that this field is mandatory to complete the registration request successfully.

The town name forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific organisation. Please note that the town name entered will support accurate selection of this dental practice organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts

Each dental practice must nominate a Shared Mailbox Owner who will be able to access the practice Shared Mailbox and give permission for other NHSmail users in their practice to access the mailbox if required. The Shared Mailbox Owner should be the Practice Manager or Administrator.

The Shared Mailbox Owner will be able to:

- * Activate the shared mailbox account for the dental practice.
- * Setup access to the shared mailbox accounts for relevant staff by linking their NHSmail personal user accounts to this shared mailbox account.
- * Act as the person who will facilitate the setting up of NHSmail for the staff working at the dental practice. This includes sending through details of new staff members that require NHSmail personal user accounts and requesting the removal of staff that are leaving the dental profession. A link to the shared mailbox guide is sent to all NHSmail account users as part of the welcome to NHSmail email.

The Shared Mailbox Owner will be set up with a personal user account to access the Shared Mailbox. In addition to this the practice can request up to a maximum of 10 NEW personal user accounts. These user accounts will not be given access to the Shared Mailbox but the Shared Mailbox Owner can link users to the Shared Mailbox if required.

There is no need to add users that already have NHSmail accounts as the Shared Mailbox Owner can link these users to the Shared Mailbox once it has been established.

Please note that an * indicates a mandatory field.

Select town name for DENB1Name - DODSB1* OR Enter a town name for DENB1Name - DODSB1*

Add new member (minimum 2)

Title First name* Last name*

Business or personal email address ⓘ* Mobile Phone ⓘ* Role*

0 of 10 available members specified (2 required)

2. Enter the name of the members within your practice who require personal NHSmail user accounts, for a minimum of two and up to a maximum of ten staff members within your practice. The first member entered will be the shared mailbox owner.
3. As other members are added they can be given administration rights by ticking the box 'Mark as Mailbox Admin' (see screenshot below).

Step 2 - Add Town Details and Members for DENB1Name - DODSB1

Setup Shared Mailbox

Select or enter the most appropriate town name associated with the dental practice that is registering below. Please note that this field is mandatory to complete the registration request successfully.

The town name forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific organisation. Please note that the town name entered will support accurate selection of this dental practice organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts

Each dental practice must nominate a Shared Mailbox Owner who will be able to access the practice Shared Mailbox and give permission for other NHSmail users in their practice to access the mailbox if required. The Shared Mailbox Owner should be the Practice Manager or Administrator.

The Shared Mailbox Owner will be able to:

- * Activate the shared mailbox account for the dental practice.
- * Setup access to the shared mailbox accounts for relevant staff by linking their NHSmail personal user accounts to this shared mailbox account.
- * Act as the person who will facilitate the setting up of NHSmail for the staff working at the dental practice. This includes sending through details of new staff members that require NHSmail personal user accounts and requesting the removal of staff that are leaving the dental profession. A link to the shared mailbox guide is sent to all NHSmail account users as part of the welcome to NHSmail email.

The Shared Mailbox Owner will be set up with a personal user account to access the Shared Mailbox. In addition to this the practice can request up to a maximum of 10 NEW personal user accounts. These user accounts will not be given access to the Shared Mailbox but the Shared Mailbox Owner can link users to the Shared Mailbox if required.

There is no need to add users that already have NHSmail accounts as the Shared Mailbox Owner can link these users to the Shared Mailbox once it has been established.

Please note that an * indicates a mandatory field.

Select town name for DENB1Name - DODSB1*

OR

Enter a town name for DENB1Name - DODSB1*

Full Name	Email Address	Mobile Phone	Options	Role	Add to Shared Mailbox?	Mark as Mailbox Admin?
David Smith Shared Mailbox Owner	dsmith@businessemail.com	07912345678	Edit	Dentist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monika Patel	mpatel@blackpooldentists.net	07998765432	Edit Remove	Dentist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Efan Williamson	ewilliamson@domaim.com	07777777777	Edit Remove	Administration & Clerical	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sarah Jones	sarahj@emaildomain.co.uk	07888888888	Edit Remove	Dental Nurse	<input type="checkbox"/>	<input type="checkbox"/>

4 of 10 available members specified (2 required)

Add new member (minimum 2)

Title First name* Last name*

Business or personal email address * Mobile Phone * Role*

Add member

Next

Note:

The shared mailbox owner, typically the practice manager or administrator, has the responsibility for managing the shared mailbox permissions. Up to two shared mailbox owners can be nominated.

It is important that the mobile phone numbers entered are 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 NHSmail application is automatically added to your personal profile within the NHS Directory, however you can opt for this to not be visible. Guidance will be provided on how to do this within the [guide for dentists using NHSmail](#).

If there are staff at your practice who already have an NHSmail personal account (ending in @nhs.net), they should not be entered in the form, to avoid a duplicate account being created.

Once you have completed entering user details, click confirm and finish.

The screenshot shows a registration form titled "Add new member (minimum 2)". It contains the following fields and controls:

- Title:** A dropdown menu with "Please select" as the current selection.
- First name*:** A text input field.
- Last name*:** A text input field.
- Business or personal email address*:** A text input field with a small icon to its left.
- Mobile Phone*:** A text input field with a small icon to its left.
- Role*:** A dropdown menu with "Please select" as the current selection.
- Buttons:** A blue "Add member" button and a grey "Next" button.

Below the form is a yellow confirmation box with the text: "Please confirm. Please confirm that all the data entered is correct to the best of your knowledge, by clicking the button below." A "Confirm and finish" button is located at the bottom right of this box.

Next Steps

Once the registration request has been submitted, an email will be sent to the email addresses supplied, advising of usernames. The email will also provide instructions on how to activate the new NHSmail account and how to use it.

The screenshot shows an email titled "Welcome to NHSmail" dated "Thursday 8 February 2018". The content includes:

- Greeting:** "Dear"
- Thank you message:** "Thank you for joining NHSmail. Shortly you will receive a text message containing your password to the mobile phone you specified when registering for an NHSmail account."
- Contact information:** "If you do not receive a password by SMS please contact the National Administration Service on dentistadmin@nhs.net or call 0333 200 1133."
- Section Header:** "Accessing your NHSmail account"
- Instructions:** "Before you access your account, please read the [Guide for Dentists](#) which includes the following information:"
- Bulleted List:**
 - How to log into your account
 - How to send and receive emails
 - How to access a shared mailbox
 - Help available to users
- Next steps:** "Once you have read the [Guide for Dentists](#) and received your password, you can access your account:"
- Numbered List:**
 1. Go to <https://portal.dev2.wks.accenturenhs.co.uk/>
 2. Click the 'login' button
 3. Enter the username: peter.kiernan@dev2.wks.accenturenhs.co.uk
 4. Enter the password sent to your mobile
- Final instructions:** "Once you have successfully logged into your account you will be asked to change your password and specify some security questions. At this stage you will have the option to hide the mobile phone number that was provided for your registration should you wish to do so. Please ensure you complete these actions as soon as possible so your NHSmail account is activated."
- Contact information:** "If you have any issues with accessing your NHSmail account please contact the National Administration Service on dentistadmin@nhs.net or call 0333 200 1133."
- Shared mailbox note:** "The shared mailbox account that has been set up for your pharmacy will be sent to your new NHSmail email address."
- Sign-off:** "Regards, The NHSmail team"

The temporary passwords for these accounts will be sent by SMS, to the individual's mobile phone number that was originally supplied in the registration portal. Once users have logged into their NHSmail account, they will see an email confirming the email address of the practice's shared mailbox and information on how to access this.

If a staff member within the practice already has a personal NHSmail account, the shared mailbox owner will be able to link the staff member's personal NHSmail account to the shared mailbox, once the shared NHSmail account has been set up for the practice.

Welcome to NHSmail

Thursday 8 February 2018

Dear

Thank you for joining NHSmail and for activating your NHSmail account.

During the activation of your NHSmail account you should have completed the Acceptable Use Policy (AUP) which includes an option to hide the mobile phone number that was provided for your registration should you wish to do so.

If you have any issues with accessing your NHSmail account please contact the National Administration Service on dentistadmin@nhs.net or by call 0333 200 1133.

Dental Practice Details and Premises Shared Mailbox

Below are your Dental Practice details

Name of Dental Practice	DENB1Name
ODS Code	DODSB1
Premises specific shared NHSmail mailbox	nhsdental.birmingham.denb1namedodsb1@dev2.wks.accenturenhs.co.uk

Information on how to open the premises specific shared mailbox can be found in the [Guide for Dentists](#).

If you are a Shared Mailbox Owner additional shared mailbox guidance can be found in the [Delegated and Shared Mailbox Guide](#).

Regards,
The NHSmail team

One-time passcode

If you cannot locate your CQC contact ID, we will not be able to process your registration without a one-time passcode. This will be sent to you by request, to your registered manager's email address or your CQC registered postal address. If you would like to use the alternative one-time passcode method of authenticating your organisation, then on the pre-requisite questionnaire page please answer 'no' to the question 'Do you know your CQC Contact ID?'. This will make the one-time passcode option available.

Once you have received your code you will be able to use it on the online registration portal, as we will have completed the authentication process. One-time passcodes expire two weeks after being issued.

Support and guidance

Further information on how to use NHSmail can be found within the NHSmail [Portal help pages](#).

Some useful documents include:

- Using [Outlook Web App](#) - email (www.nhs.net)

- [Portal user guide](#) (how to change your password, updating your mobile number in the NHS Directory)
- Specific guidance is available for dental practices, in the [guide for dentists using NHSmail](#).

If you require further assistance, you should contact the dentist support team at dentistadmin@nhs.net who provide support between 9am and 5pm Monday to Friday, excluding bank holidays. Outside of these hours, simple tasks such as password resets can be performed by the national helpdesk by calling 0333 200 1133.