How to complete the NHSmail GP Locum Registration Portal

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Introduction

This guide explains how to complete the NHSmail GP Locum registration portal so that your NHSmail account can be created, and how to activate your account once it is available.

Data Security Awareness training

Data Security Awareness training must have been completed within the last 12 months. This must be acknowledged when completing the NHSmail GP Locum registration portal.

You can access free e-learning from most local Clinical Commissioning Groups (CCGs) or complete the e-Learning for Healthcare (e-LfH) - Data Security Awareness – Level 1 course.

To register onto the e-LfH Hub and to access the course, you can use Organisation Data Services (ODS) code – X33 – this code is for GP Locums only.

Note: To register for the e-LfH Hub, you must have one of the email addresses below or an Open Athens Account:

nhs.uk\nhs.net\ndoctors.org.uk\ndoctors.net\hseni.net

If you don’t have one of these accounts, please contact support@e-lfh.org.uk.

How to complete GP Locum registration

Invitation

You will be invited to complete the GP Locum registration portal via an email to your registered email address, as held on the NHS England National Performers List.

Please see example invitation email below:

Dear

Invitation to join NHSmail

As a GP Locum, we believe you do not currently have an NHSmail email account. If you already have an NHSmail account please continue to use it and delete this email - you do not need to create a new account via this process.

We would like to invite you to register for an account using the GP Locum portal registration tool.

To complete registration, please visit the NHSmail Self-Service Registration Portal by the end of 06/07/2019, providing the information listed below.

- Confirmation that you have completed your Data Security Awareness training in the last 12 months
- GMC reference number
- Individual NHSmail one-time passcode
- Your mobile phone number, for us to send you a password for activating your account

Once registration is complete, we will create your account and send a further email with instructions on how to activate your account. For more information and guidance on the registration process and associated requirements, please see the portal registration guide.

If you require further assistance, please email the GP Locum support team or call the NHSmail helpdesk on 0333 200 1133 which is available 24 hours a day 7 days a week.

This mailbox is not monitored so please do not respond to this email.

Best wishes,
The NHSmail team
Registration overview and initial questions

1. Once you have received your invitation email, follow the link to the NHSmail Self-Service Registration Portal. You will be presented with the GP Locum Registration page as shown below:

![GP Locum Registration Portal](image)

2. On the ‘GP Locum Registration’ screen, read the ‘Registration overview’ message carefully before proceeding.

3. As part of the registration process you must answer the questions, confirming that:
   - you do not already have an NHSmail account – (if you do, please see our GP Locum Frequently Asked Questions document for more information on what to do)
   - you have completed your Data Security Awareness training in the last 12 months
   - your name is displayed correctly in the ‘your details’ section.
Additional information

4. On the next screen (shown below) you will be asked to provide:
   - General Medical Council (GMC) Reference Number.
   - One-Time Passcode (OTP) – this was contained in the invitation email which was sent to you.
     **Note:** OTPs will expire 30 calendar days after being issued. The OTP will be a randomly generated 6-digit unique code.
   - Your mobile phone number, for account set-up information to be sent to. This number is also required for the self-service password reset function, so should be a number that is available to you once the registration process is complete.
   - Mobile numbers used to register for an NHSmail account must be UK based. Any NHSmail account registered with non-UK number will be disabled and will need to contact their local organisation to apply a UK based phone number to their NHSmail account. Please see Information – Non-UK registered Phone Numbers for more information.

5. Click on the “Confirm and finish” button.
Registration completion

6. You will be presented with the ‘Registration Request Complete’ screen as shown below.

![Registration Request Complete Screen](image)

7. Once the registration request has been submitted, a welcome email will be sent to the email address supplied containing your new nhs.net username. The email will also provide instructions on how to activate and use the new NHSmail account.

Please see example welcome email below:

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Dear 

We are delighted to welcome you to NHSmail, the national secure collaboration service for health and social care.

Getting started with NHSmail

We will shortly be sending you a text message to the mobile phone number you supplied when registering for your NHSmail account - this text will contain your password for logging in. If this is not received in 24 hours, please contact the GP Locum support team by email or call 0333 200 1133.

To activate your account:

1. Go to [https://portal.nhs.net/](https://portal.nhs.net/)
2. Click the 'Login' button
3. Enter the username
4. Enter the password sent to your mobile phone

Following successful login, you will be asked to change your password and specify some security questions. You will have the option to hide your mobile phone number from the NHS Directory at this stage if you wish to do so.

Please complete these actions as soon as possible to start using your NHSmail account.

Further information is available in the [guide](https://guide.nhsmail.nhs.uk) for GP Locums using NHSmail.

For any queries relating to your NHSmail account, please email the GP Locum support team or call the NHSmail helpdesk on 0333 200 1133 which is available 24 hours a day 7 days a week.

This mailbox is not monitored so please do not respond to this email.

Best wishes,

The NHSmail team
```
8. You will also receive an SMS message to your mobile phone number (which you supplied via the registration portal) with your temporary password. If you don’t receive a text message within two hours of registering (check your Junk folder), please email the GP Locum support team.

Example SMS message containing your NHSmail account password:

Support and guidance

Further information is available on the NHSmail support site. Some useful documents include:

- Using Outlook Web App – email (www.nhs.net)
- How to change your password
- Updating your mobile phone number in the NHS Directory

Specific guidance is available for GP Locums in the GP Locums using NHSmail Guide. GP Locum NHSmail users can contact the GP Locum support team via locumadmin@nhs.net or call the NHSmail helpdesk on 0333 200 1133 – the NHSmail helpdesk is available 24 hours a day 7 days a week.

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