

# How to complete the NHSmail GP Locum Registration Portal

October 2018  
Version 1

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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 accounts once they are available.

## Data Security and Protection Toolkit e-learning

Data Security and Protection / Information Governance training must have been completed within the last 12 months. This must be acknowledged in the pre-requisite questionnaire when completing the registration portal.

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

To access the e-Learning for Healthcare course you can use ODS code - X33 when you register which will allow access to the course (**GP Locums only**). The code allows registration onto the e-LfH Hub and subsequently access to the course.

**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|doctors.org.uk|doctors.net|hscni.net|

If you don't have one of these accounts, please contact [support@e-lfh.org.uk](mailto:support@e-lfh.org.uk).

## Invitation to complete the GP Locum registration portal

A GP Locum will be invited to complete the GP Locum registration portal via an email to their registered email address, as held on the NHS England [National Performers Lists](#).

### Example - invitation email



Dear Joe Bloggs,

You have been identified as a GP Locum worker requiring an NHSmail account. If you have not already been provided with an NHSmail account, we would like to invite you to register for an account using the portal registration tool.

Please find below your individual one-time passcode that is required to complete your NHSmail account registration process.

One-time passcode : **431842**

To complete your registration, please visit the [NHSmail Self-Service Registration Portal](#) by **30/10/2018** and complete the form ensuring all requested information is provided.

In relation to your registered National Performer's List, you will need to provide:

- Confirmation that you have completed Data Security or IG toolkit version 1.4 E-learning in the last 12 months
- Confirmation that your details from the National Performer's list are correct
- GMC registration number
- Individual One-Time Passcode: **431842**
- Your current mobile phone number, for us to send your account set-up data to

Once the registration is complete and your account has been created, you should review the [Guide for GP Locums using NHSmail](#) which provides information on how to use your NHSmail account.

If you require further assistance, you should contact the Locum support team at [locumadmin@nhs.net](mailto:locumadmin@nhs.net) or over the phone on 0333 200 1133.

We have two helpdesks one specifically designed to support locums They are available between 9am - 5pm Monday - Friday excluding bank holidays. Outside of these times the National Service desk can provide support using the details above.

Best Wishes,  
The NHSmail team

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[enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)  
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## How to complete the GP Locum registration portal

1. Follow the link to the NHSmail self-service registration portal in the [invitation email](#) which was sent to you. You will be presented with the GP Locum registration page.
2. On the 'Locum Registration' screen, read the 'Locum background details' message carefully and ensure your record in the NHS England [National Performers Lists](#) is correct before proceeding.

### Locum Pre-requisite Questionnaire

The screenshot shows the NHSmail website interface for the Locum Pre-requisite Questionnaire. At the top, there are NHS and NHS Scotland logos, a 'Login' link, and navigation links for 'Home', 'Email', and 'Help'. Below this is a blue banner with the text 'NHSmail Enabling collaboration for health and social care'. The main heading is 'Locum Pre-Requsite Questionnaire'. The content area is titled 'Locum background details' and contains a light blue informational box with the following text:

This form is to allow you to request an NHSmail account. Before we ask you for details we just need to take you through some pre-requisite questions. Please answer the questions below to help us tailor the registration path you take. Throughout this registration process we will reference what you enter against the National Performers List. This is to check it's you. Before proceeding, please make sure your record in the performers list is up to date as we will create your account using these details such as in your email address e.g. Forename.Surname@nhs.net (Locum).

GP's and GP Locums are only allowed one NHSmail account, duplicate accounts will be removed. Therefore, if you already have an NHSmail account please continue to use it and do not create a new one via this process. The helpdesk can help to move your account to the Locum part of the service.

As your account will be managed by NHS Digital's NHSmail Service and there is no employer associated with your account we have an obligation to ensure we link your account to your Responsible Officer should your account need to be audited in line with our Information Management Policies like any other user of the platform.

Below the text are three questions with 'Yes' and 'No' buttons:

- Do you already have an NHSmail account? (Buttons: Yes, No)
- Have you completed your Data Security Training / eLearning within the last 12 months? (Buttons: Yes, No)
- Please confirm if the details below from the National Performers List are correct? (Buttons: Yes, No)

At the bottom, there is a section titled 'Your details' containing a table of information:

Name :	Joe Bloggs
Responsible officer location :	NHS England South (South West)
Job Title :	GP Locum

3. Complete the 'Pre-requisite Questionnaire' as part of the registration process. You must confirm 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.

4. Confirm that you have completed the [Data Security and Protection / Information Governance e-learning](#) in the last 12 months.
5. Confirm that the details held in the [National Performers Lists](#) are correct by reviewing the pre-populated details in the “Your details” section.

**Important:** If these details are correct click ‘yes’, if incorrect please click ‘no’ and update your records with [Primary Care Support England](#).

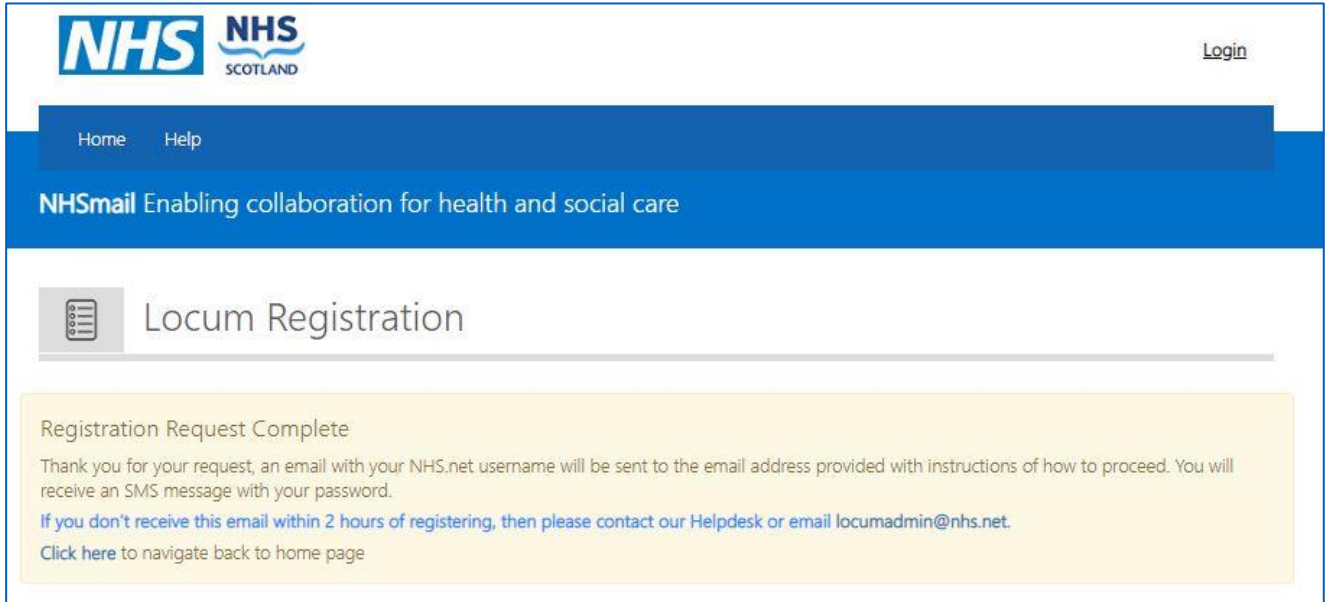
## Locum Background Details

The screenshot shows the NHSmail website interface. At the top left are the NHS and NHS Scotland logos, and at the top right is a 'Login' link. Below the logos is a navigation bar with 'Home' and 'Help' links. A blue banner below the navigation bar reads 'NHSmail Enabling collaboration for health and social care'. The main content area is titled 'Locum Registration' and contains a section for 'Locum background details'. This section includes a light blue box with the following text: 'This form is to allow you to request an NHSmail account. Before we ask you for details we just need to take you through some pre-requisite questions. Please answer the questions below to help us tailor the registration path you take. Throughout this registration process we will reference what you enter against the National Performers List. This is to check it's you. Before proceeding, please make sure your record in the performers list is up to date as we will create your account using these details such as in your email address e.g. Forename.Surname@nhs.net (Locum). As your account will be managed by NHS Digital's NHSmail Service and there is no employer associated with your account we have an obligation to ensure we link your account to your Responsible Officer should your account need to be audited in line with our Information Management Policies like any other user of the platform.' Below this text is a green bar that says 'Thanks, please complete the boxes below:'. There are three input fields: 'GMC Registration number', 'One-Time Passcode' (with a question mark icon and an asterisk), and 'Mobile Phone' (with a question mark icon and an asterisk). At the bottom of the form is a yellow bar with the text 'Please confirm that all the data in the form above is correct to the best of your knowledge, by clicking this button' and a 'Confirm and finish' button.

6. Enter your General Medical Council (GMC) Registration number.
7. Enter the One-Time Passcode (OTP) contained in the [invitation email](#) which was sent to you. OTPs will expire **30** calendar days after being issued. The OTP will be a randomly generated 6-digit unique code.

8. Enter your mobile phone number, for account set-up information to be sent to it. This number is also required for the self-service password reset function, so should be a personal number that is available to you once the registration process is complete.
9. Click on the “Confirm and finish” button.


## Registration Request Complete




The screenshot shows the NHSmail website interface. At the top left are the NHS and NHS SCOTLAND logos. A 'Login' link is in the top right. A blue navigation bar contains 'Home' and 'Help' links. Below this is a blue banner with the text 'NHSmail Enabling collaboration for health and social care'. The main content area has a 'Locum Registration' heading with a list icon. A yellow box contains the following text: 'Registration Request Complete', 'Thank you for your request, an email with your NHS.net username will be sent to the email address provided with instructions of how to proceed. You will receive an SMS message with your password.', 'If you don't receive this email within 2 hours of registering, then please contact our Helpdesk or email [locumadmin@nhs.net](mailto:locumadmin@nhs.net).', and 'Click [here](#) to navigate back to home page'.

10. You will be presented with the ‘Registration Request Complete’ screen.
11. Once the registration request has been submitted, a [welcome email](#) will be sent to the email address supplied with your new nhs.net username. The email will also provide instructions on how to activate the new NHSmail account and how to use it.
12. You will also receive an [SMS message](#) to your mobile phone number (which was supplied via the registration portal) with your temporary password. If you don’t receive an email within two hours of registering (check your Junk folder), please email the [National Administration Service \(NAS\)](#).

## Example - welcome to NHSmail email





Dear Joe Bloggs,

We're delighted to welcome you to NHSmail; the national secure collaboration service for health and social care. This email provides guidance on getting started with NHSmail.

In preparation for logging into your NHSmail account, please read the Guide for GP Locums using NHSmail which provides useful information on logging into your account, how to send and receive emails and further guidance.

You will receive an SMS message containing your password within 24 hours. This will be sent to the mobile phone number you specified when you registered for your NHSmail account.

Once you have read the Guide for GP Locums using NHSmail, and received your password, you can access your account:

1. Go to <https://portal.nhs.net>
2. Click the 'login' button
3. Enter the username: [joe.bloggs@portal.nhs.net](mailto:joe.bloggs@portal.nhs.net)
4. Enter the password sent to your mobile

When you log in for the first time, you will be asked to change your password and to set up some security questions. Should you wish to hide your mobile number from the NHS Directory, this can be done at this stage. Please ensure you log in to your account, and change your password, as soon as possible so your NHSmail account is activated.

If you do not receive a text message with your password, or if you have any issues accessing your NHSmail account, please contact the National Administration Service on [locumadmin@nhs.net](mailto:locumadmin@nhs.net) or call 0333 200 1133.

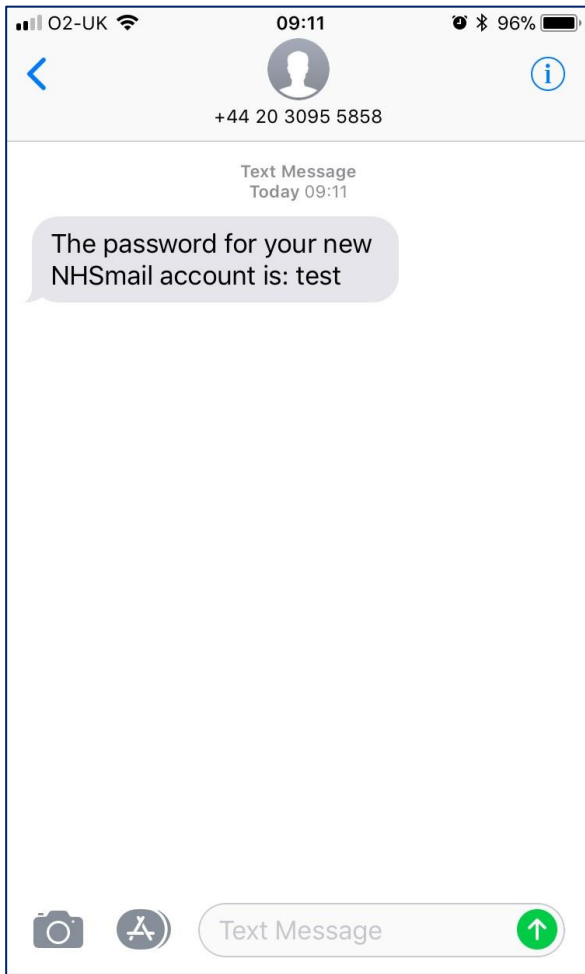
Best Wishes,  
The NHSmail team

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[enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)  
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## Example - SMS message containing your NHSmail account password



## 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](http://www.nhs.net))
- [Portal User Guide](#) (how to change your password, updating your mobile number in the NHS Directory)
- Specific guidance is available for GP Locums in the [Guide for GP Locums using NHSmail](#).

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.