

How to complete the NHSmail Social Care Provider Registration Portal

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Version 1

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Introduction

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

The portal allows providers 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, social care providers must have completed the [Information Governance Toolkit \(IG Toolkit\)](#) or its successor; the [Data Security and Protection Toolkit \(DSP Toolkit\)](#).

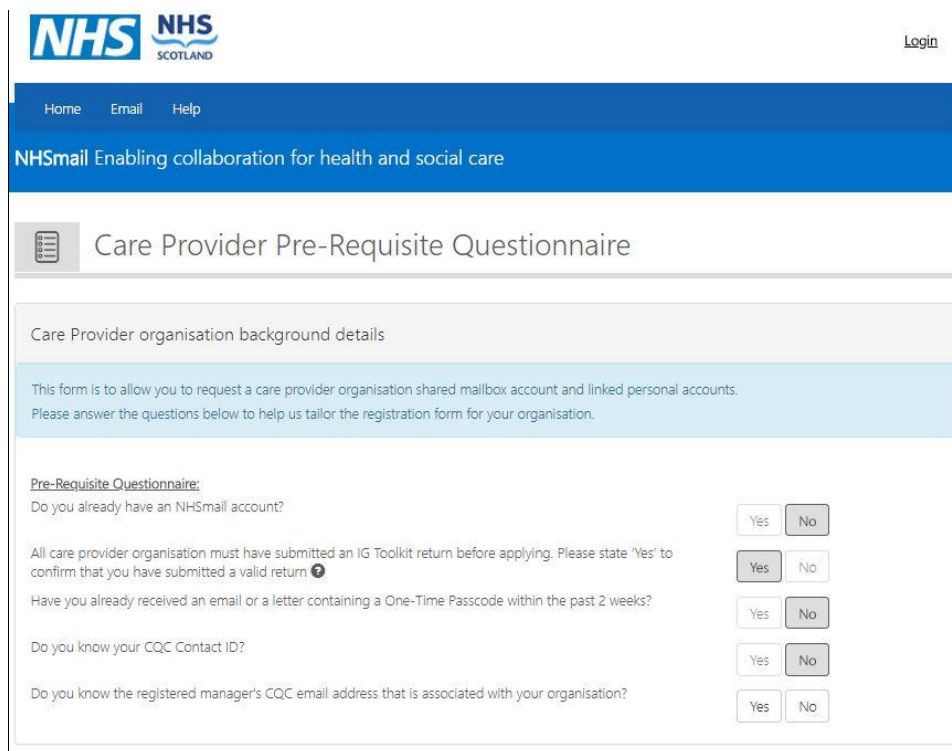
How to complete the registration portal

- Visit the [joining NHSmail Portal help pages](#) and go to the 'Registering a Social Care organisation' section.
- Click 'register now' to open the social care provider registration portal, this will take you to the first page, 'Care Provider Pre-Requisite Questionnaire'.

Care Provider Pre-Requisite Questionnaire

First, complete the care provider pre-requisite questionnaire. The answers that you provide here will determine what unique information you will be asked to supply in the subsequent section.

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



The screenshot shows the NHSmail Scotland website interface. At the top left is the NHS Scotland logo, and at the top right is a 'Login' link. Below the logo is a navigation bar with 'Home', 'Email', 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 'Care Provider Pre-Requisite Questionnaire'. Underneath, there is a section for 'Care Provider organisation background details' with a light blue background. A text box explains: 'This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.' Below this, the 'Pre-Requisite Questionnaire' section contains five questions, each with 'Yes' and 'No' radio button options:

- Do you already have an NHSmail account? (Yes/No)
- All care provider organisation 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? (Yes/No)
- Do you know the registered manager's CQC email address that is associated with your organisation? (Yes/No)

NHS NHS SCOTLAND Login

Home Email Help

NHSmail Enabling collaboration for health and social care

Care Provider Registration

Care Provider organisation background details

This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.

Thanks, please complete the boxes below:

Postcode *
LL9

Organisation Name *
Amazing Carehomes - CPODS2

Organisation ODS Code *
CPODS2

Registered Manager's Email Address*
AmazingCarehomes@gmail.com

Next

When you have entered this information, you will be taken to step one of the registration process, 'Care Provider Organisation details'.

Step 1: Care Provider Organisation details

- 1.1 Enter the social care provider ODS Code and CQC location ID.
- 1.2 Then enter:
 - the care provider one-time pass code (this will have been sent to you by post or email, if you requested this in the pre-requisite questionnaire)
 - OR**
 - the care provider Care Quality Commission (CQC) contact ID – you will be able to find this within your CQC registration information. This is also known as the registered manager's ID.

Note: If you are unable to locate your organisation, please contact the national helpdesk at careadmin@nhs.net and you will be supported through the process.



Care Provider Registration

Step 1 - Care Provider Organisation details

This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts.

Some of the information provided in this form will be used to create both the care provider 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 your email address to complete the required information on this page:

Postcode

LL99 9LL

Care Provider Organisation Name

Amazing Carehomes - CPODS2

Care Provider Organisation ODS Code

CPODS2

Care Provider Organisation CQC Location ID *

CONT-3000000002

Care Provider Organisation One-Time Passcode

581862

OR

Care Provider Organisation CQC Contact ID (or Registered Manager's ID or Manager ID)

Next

Click 'next' and, if your details are authenticated, you will be able to proceed to the next step.

Step 2: Add town details and members

- 2.1 Enter the postcode town in which your social care provider is located. The town name which is entered will inform the first part of your provider 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, care.postcodetown.carehomenameODScode@nhs.net.
- 2.2 Enter the name of the members within your organisation who require personal NHSmail user accounts, for a minimum of two and up to a maximum of ten staff members within your organisation. The first member entered will be the shared mailbox owner.
- 2.3 As other members are added they can be given administration rights, by ticking the box 'Mark as Mailbox Admin?' (see screenshot below).

Care Provider Registration

Step 2 - Add details for Amazing Carehomes - CPODS2

Setup Shared Mailbox
 Enter the most appropriate town/city name associated with the care provider organisation 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 care provider organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts
 Each care provider organisation must nominate a Shared Mailbox Owner who will be able to access the organisations Shared Mailbox and give permission for other NHSmail users in their organisation to access the mailbox if required. The Shared Mailbox Owner should be the Organisation Manager or Administrator. The Shared Mailbox Owner will be able to:

- * Activate the shared mailbox account for the care provider organisation.
- * 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 site. 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 Social care 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 site 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.

Enter Town Name for Amazing Carehomes - CPODS2*

Confirm Town Name for Amazing Carehomes - CPODS2*

Full Name	Email Address	Mobile Phone	Options	Role	Add to Shared Mailbox? *	Mark as Mailbox Admin? *
Minnie Mouse Shared Mailbox Owner	Minnie@gmail.com	07123456789	Edit	Administration & Clerical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mickey Mouse	Mickey@gmail.com	07987654332	Edit Remove	Care Assistant	<input type="checkbox"/>	<input type="checkbox"/>

2 of 10 available members specified (2 required)

Add new member (minimum 2)

Title

Please select ▼

First name*

Last name*

Business or personal email address *

Mobile Phone *

Role*

Please select ▼

Add member

Next

Note:

The shared mailbox owner, typically the organisation’s 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 social care provider’s using NHSmail](#).

If there are staff at your organisation who already have an NHSmail personal account (ending in @nhs.net), they should not be entered in the form, as this will create a duplicate account.

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

The screenshot shows a web form titled "Add new member (minimum 2)". The form 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 is positioned below the "Role*" dropdown. A "Next" button is located at the bottom right of the form area.

Below the form is a yellow confirmation box with the text "Please confirm" and "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.

NHSmail
Enabling collaboration across Health and Social Care



Welcome to NHSmail

Friday 27 April 2018

Dear User Name,

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.

If you do not receive a password by SMS please contact the National Administration Service on careadmin@nhs.net or call 0333 200 1133.

Accessing your NHSmail account

Before you access your account, please read the [Guide for Social Care Providers](#) which includes the following information:

- How to log into your account
- How to send and receive emails
- How to access a shared mailbox
- Help available to users

Once you have read the [Guide for Social Care Providers](#) and received your password, you can access your account:

1. Go to www.nhs.net
2. Click the 'login' button
3. Enter your username: user_name@nhs.net
4. Enter the password sent to your mobile

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.

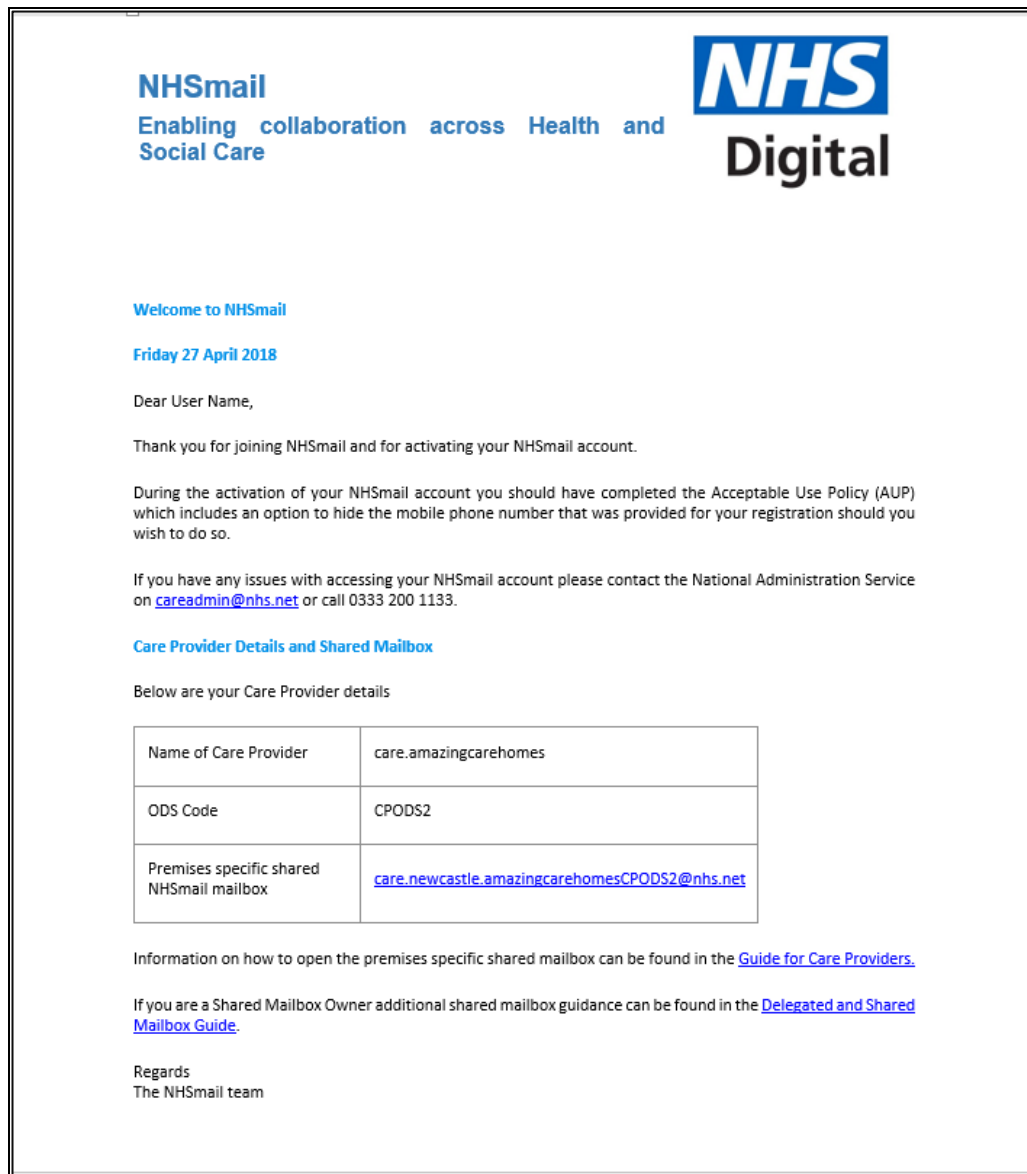
If you have any issues with accessing your NHSmail account please contact the National Administration Service on careadmin@nhs.net or by call 0333 200 1133.

The shared mailbox account that has been set up for your practice will be sent to your new NHSmail email address.

Regards
The NHSmail team

The temporary passwords for these accounts will be sent by SMS, to the individual's mobile phone number which 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 organisation's shared mailbox and information on how to access this.

If a staff member within the organisation 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 organisation.



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. Alternatively, this can be posted to your CQC registered postal address, however this will take longer.

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 \(www.nhs.net\)](http://www.nhs.net) - email.
- [Portal user guide](#) (how to change your password, how to update your mobile number in the NHS Directory).

- Specific guidance is available in the [guide for social care providers using NHSmail](#).

If you require further assistance, you should contact the social care provider support team, at careadmin@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.