

# NHSmail GP Locums - Frequently Asked Questions

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## Frequently Asked Questions

### How do I register for an NHSmail account?

Please see the [How to complete the GP Locum registration portal guide](#).

### How do I activate my personal NHSmail account?

Once you have received your username (sent to the email address provided when you registered) and the temporary password (sent to the mobile phone number supplied), you can activate your account by carrying out the following steps:

1. Navigate to [www.nhs.net](http://www.nhs.net)
2. Click the 'Login' button
3. Enter your NHSmail username (@nhs.net will be automatically populated for you)
4. Type the temporary password sent to the mobile phone supplied

More information on how to activate your account is available in the [Guide for GP Locums using NHSmail](#).

### How can I gain access to the Data Security and Protection Toolkit training?

The [Data Security and Protection Toolkit](#) details the training requirement for all health and care professionals.

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).

### Do I need a password to use my NHSmail account?

Yes. Every individual requires their own username and password to access NHSmail for their personal mailbox. These will be sent to the personal email address and mobile phone number supplied when you applied for your account.

You will need to ensure your account remains active by changing your password at least every 90 days, otherwise it may become inactive and will be removed from the service.

## **I have not received details of my personal NHSmail account - what should I do?**

If you have not received your personal NHSmail account, you should email the [National Administration Service \(NAS\)](#), providing your first and last name, General Medical Council (GMC) number and GMC registered email address.

## **If I email the National Administration Service (NAS), how quickly will I get a response?**

The National Administration Service ([locumadmin@nhs.net](mailto:locumadmin@nhs.net)) will endeavour to respond to your enquiry as soon as possible. The team is available between 9am-5pm Monday to Friday, excluding bank holidays.

Outside of these times you can contact the National Helpdesk who provide out of hours support via the same contact details ([locumadmin@nhs.net](mailto:locumadmin@nhs.net) / 0333 200 1133).

## **What do I need to do if I already have an NHSmail account?**

You do not need to do anything. You must not apply for another account via the NHSmail registration portal as this will create a duplicate account, causing confusion with your colleagues. The NHSmail registration portal should only be used for those that do not already have an NHSmail account.

## **Can I update my email address to include my middle name?**

We use GMC and National Performers List information to compile your email address. The NHSmail email address naming convention is `firstname.surname@nhs.net` or `initial.surname@nhs.net`. If you are known by and normally use your middle name as your first name, please email the [National Administration Service \(NAS\)](#) or call 0333 200 1133 to amend your email address.

## **What do I need to do if I'm leaving a practice to become a GP Locum?**

If you are leaving your practice to become a GP Locum, you will need the Local Administrator in your current organisation to mark your account as a 'leaver' in the NHSmail Portal.

You will then need to contact the [National Administration Service \(NAS\)](#), using your NHSmail email account, requesting they mark you as a 'joiner' to the GP Locum organisation in the NHS Directory.

You will have 30 days to complete this process or risk your account being permanently deleted. You should ensure any data required by your team, or that is important, is saved locally as a backup.

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

## **I already have an NHSmail account with my current employer / commissioner. How do I turn this account into a GP Locum account?**

You would need to inform your Local Administrator that you would like the account to be a GP Locum account. Your Local Administrator needs to update the job role / title to 'GP Locum' and mark you as a 'leaver' in the NHSmail system.

You will then need to contact the [National Administration Service \(NAS\)](#), using your NHSmail email account, requesting they mark you as a 'joiner' in the GP Locum organisation in the NHS Directory.

You should ensure any data required by your team / colleagues at your current employer is saved locally for them to access at a later date.

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

## **I am joining a GP practice as a GP Locum and require an NHSmail account, what do I need to do?**

If you do not have an NHSmail account, you can register for one through the registration portal. Further guidance is available in the 'GP Locums' section of the [Portal help pages](#).

## **Why is my mobile phone number needed to set up my account?**

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 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 the NHS Directory, however you can opt for this to not be visible. Guidance on how to do this is available in the [Guide for GP Locums using NHSmail](#).

## **What if I forget my password, am unable to answer my security questions and do not have a mobile phone number which can be used as authentication?**

You will need to email the [National Administration Service \(NAS\)](#) from a colleague's NHSmail account or call on 0333 200 1133.

Please ensure you provide your name, General Medical Council (GMC) number, GMC registered email address and possibly the mobile phone number registered to your NHSmail account.

## What if I cannot take my mobile phone to work?

If you are unable to take your mobile phone to work and are therefore unable to activate your account from a work computer, you can log into your account for the first time from a home computer.

You will receive an email to your personal email address which you supplied when registering, which will contain your new email address and instructions on how to log into your account. If you do not have a home computer or the internet, you can make a note of your password and set up your account when you are at work.

However, it is recommended that you have your mobile phone available when signing into your account for the first time, as the password will contain a mix of different characters and upper and lower-case letters.

## How often do I need to log into my NHSmail account?

To ensure your personal NHSmail account is not marked as inactive and removed from the NHSmail Service, you need to log into your account at least every 90 days.

**Note:** Please ensure that your NHSmail account is needed and used on a regular basis to deliver health and care. NHSmail accounts that are not utilised for 90 days become inactive and will be permanently deleted after a further 90 days.

## What if I'm not a GP Locum but I want an NHSmail account?

Information is available on the NHSmail Portal help pages on [Joining NHSmail](#).

## Can I have a second account for my clinical duties as a GP Locum?

**I'm a GP Locum but I already have an NHSmail account for my non-clinical role (for example NHS England, Health Education England, Public Health England etc.)**

No. The ability to have more than one NHSmail account is not available right now.

The NHSmail Service reserves the right to remove duplicate accounts.

Access to [shared mailboxes](#) via your personal account can be used for GP Locum work.

## How do I find out more about the NHSmail Service?

Further information is available on the Portal help pages on the [NHSmail Service](#).