

NHSmail dentistry local registrations

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Introduction

The NHSmail dentistry local registrations route is for dental practices who have access to a local NHS trust, clinical commissioning group, clinical support unit or other organisation who is willing to sponsor them to join NHSmail. This sponsoring organisation takes responsibility for administration tasks in relation to the NHSmail accounts their organisation sponsors.

In the NHSmail service, the term Local Administrator (LA) means the resource that manages the administration of email accounts. Typical local administration duties include:

- Being the first point of contact for users.
- Keeping up to date with the NHSmail service, by reading our LA communications and taking part in our LA webinars and cascading information to their users when appropriate - <https://portal.nhs.net/Help/communications>.
- Practical examples are; re-setting passwords, creating and closing accounts, creating distribution lists. The [NHSmail Portal LA guide](#) provides clear guidance and further information.

Registration process

To register for an NHSmail account, if you work for a dental practice only:

1. Fill in the [application form](#). N.B. You will need to provide a mobile number that is unique to you within your workplace. This is to provide you with the activation security code to access your account for the first time and to enable the self-service password reset function. Once complete, email the form to your [regional NHSmail contact](#). Note: if you work for a national chain of dentists, you still need to apply for accounts locally on an individual basis.
2. Your regional contact will review your request, make sure they have all the information they need and then pass it to the appropriate NHSmail Local Administrator (LA) to set up the account.
3. If you are not eligible for an account, they will let you know. You may not be eligible for an account if you only need to exchange patient or sensitive information on an infrequent or ad-hoc basis with health and social care organisations, or if you already use another email service that is publicly funded.
4. Before you are registered, you will need to have completed the [Information Governance Toolkit v14.1](#) or the [Data Security and Protection Toolkit](#). If you are registering as part of a practice, only one person per practice needs to do this. If you are registering as part of a group of practices, only one nominated headquarters needs to do this. This is an accreditation that is required for access to any NHS national service, to ensure that these services remain secure.
5. Your LA will contact you with details of your new account and how to activate it. The LA will text you a security code and then call you with your account details. Once you have confirmed the security code you have received, they will give you your username and a password which you will need to change the first time you log in.
6. If you have registered a number of accounts for your practice, the LA can allocate administrator rights to one or more of them if required – this will allow that account holder to unlock accounts and reset passwords.

7. Once you have activated your account and logged in, you will find a welcome email.
8. Your Local Administrator can set up a shared account for your practice or site. A shared mailbox is a type of mailbox that can be accessed by a group of users from the same organisation via their individual NHSmal accounts. The naming convention for a shared mailbox is:
nhsdental.postcodetown.dentalpracticenameODScode@nhs.net i.e.
nhsdental.newcastle.bumbletonpracticev12345@nhs.net