

NHSmail Social Care providers - Frequently Asked Questions

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Social care providers - frequently asked questions

How do I register for an NHSmail account?

Please see the [how to complete the social care 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. Go to 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 social care organisations using NHSmail](#).

Please note you do not need to activate a shared mailbox.

I'm an extended hours contractor. Will I be able to access the shared mailbox in my organisation or is there a limit on the number of people who can access it?

There is no restriction on the number of users who can access a shared mailbox, providing each individual has a personal NHSmail account.

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. Your password will be a temporary one and you will need to change it as soon as you log-in for the first time.

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

A password is not required to access a shared mailbox as this can be accessed via your personal mailbox, once you have logged into it.

I have received details of my organisation's shared NHSmail account but not my personal NHSmail account. What do I do?

If you have received your shared NHSmail account and not your personal NHSmail account, you should contact careadmin@nhs.net, providing your first and last name, organisation's ODS code and the name of the shared mailbox.

I have received my personal NHSmal account but not the shared NHSmal account. What do I do?

If you have received your personal NHSmal account and not your shared NHSmal account, you should contact careadmin@nhs.net, providing your first and last name and the care provider ODS code.

If I email careadmin@nhs.net, how quickly will I get a response?

The social care provider national administration service (NAS) team will endeavour to respond to your enquiry as soon as possible.

The team is available between 9am-5pm, Monday to Friday, excluding bank holidays and can be contacted at careadmin@nhs.net.

Outside of these hours simple tasks, like password resets, can be performed by yourself or via the national helpdesk. For more complex tasks, out of hours, these can be logged through email helpdesk@nhs.net or over the phone via the national helpdesk on 0333 200 1133. These will be assigned to the social care provider resolver group, to complete when they are next available.

What do I need to do if I already have an NHSmal account?

You do not need to do anything. You must not apply for another account via the NHSmal registration portal as this will create a duplicate account, causing confusion with your colleagues. The NHSmal registration portal should only be used for those that do not already have an NHSmal account. If you require access to the organisation shared mailbox, the shared mailbox owner can grant you access once the shared account has been created.

A process to transfer existing NHSmal accounts from their existing organisation owner to the social care providers, will be launched in late summer / autumn 2018.

What do I need to do if I'm moving to another provider or leaving social care altogether?

If your account is administered by the national administration service team:

If you are leaving your organisation you will need to notify the national helpdesk via careadmin@nhs.net, who will mark your NHSmal account as a 'leaver' and ensure that you are removed from any shared mailboxes you no longer need access to.

If you are moving to another health or social care organisation you will also need to inform the national helpdesk, so that they can mark your NHSmal account as a 'joiner' and ensure that you are added to the shared mailbox of your new organisation, if needed.

If you are leaving the social care profession and no longer require an NHSmal account, your account will be permanently deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally, for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the national helpdesk are informed.

If your account is administered by another organisation:

If you are leaving your organisation you will need to notify your local administrator, asking them to mark your account as a 'leaver'. If you are moving to another social care provider, you will need to inform the local administrator of your new organisation and ask them to mark your account as a 'joiner'.

If you are leaving the social care profession and no longer require an NHSmail account, your account will be permanently deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the national helpdesk are informed.

Note: NHSmail accounts that are marked as 'leavers' are permanently deleted after 30 days, if no new organisation is identified. Additionally, NHSmail accounts that are not utilised for 90 days become inactive and will be permanently deleted after a further 90 days.

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

I am joining a social care organisation and require an NHSmail account, what do I need to do?

If you do not have an NHSmail account you will need to inform the shared mailbox owner for your new organisation, this is likely to be the provider's manager or local administrator. You will need to provide them with your mobile phone number, as your password will be sent to you via a text message. It will also be used for the self-service password reset function. If this is a personal mobile number and you do not wish this to be published in the NHS Directory, you should follow the guidance in the [guide for social care organisations using NHSmail](#), once you have your account and select the option to hide it.

The shared mailbox owner will then need to email the national helpdesk at careadmin@nhs.net, asking for your account to be created.

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 social care organisations 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 speak to the shared mailbox owner of your provider's account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password. The national helpdesk will ask the shared mailbox owner to confirm the mobile phone number for the temporary password to be sent to. It is the responsibility of the shared mailbox owner to ensure local validation checks on individuals have been completed.

I am a shared mailbox owner, what is my mobile phone number used for?

Shared mailbox owners are required to supply a mobile phone number that they have access to and to be the primary point of contact for the national helpdesk to liaise with if, for example, another user in your organisation forgets their password and is unable to answer their security questions and they do not have a mobile phone number that can be used as part of the authentication process.

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.

Shared mailboxes will not be deleted, however it is recommended that the shared mailbox is accessed on a regular basis to ensure that all clinical referrals and urgent communications are received and processed in an appropriate and timely manner.

Note: please ensure that any NHSmail accounts created are used on a regular basis.

My application has been rejected because my social care provider does not meet the minimum requirement for the Information Governance Toolkit. What should I do?

To receive an NHSmail account, social care providers must comply with the Information Governance Toolkit (Level 2), therefore the organisation would need to take action and reassess, in order to meet this requirement. [Further information is available regarding the toolkit.](#)

What do I need to do if my provider already has a shared mailbox sponsored by another organisation?

We are unable to change the format of your current shared mailbox. You will need to apply for a new shared mailbox. The request will need to be completed by a member of staff who does not already have a personal NHSmail account. Any staff members who already have a personal NHSmail account must not apply for a new one, as a duplicate account will be created.

Once your new shared mailbox has been created, please contact the local administrator of your sponsoring organisation to inform them that you have received a new shared mailbox, via the national process, and they can delete your old shared mailbox.