NHSmail Frequently Asked Questions

I've contacted the NHSmail Helpdesk about my account query, but it hasn't yet been resolved, who do I contact?

In the first instance, the initial query process is to contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133. The process below should be followed if a query is still outstanding and not yet been resolved.

- All escalations should be sent to feedback@nhs.net. In order for NHS Digital to investigate the issue, you should include the ticket reference number or the date and time of the call, in order for the query to be investigated.

- If you have called the NHSmail Helpdesk and feel you are not getting their query resolved by the front line of the helpdesk during a call, you can escalate whilst on the call (or in a subsequent call) asking to speak to a 'Subject Matter Expert' who will be able to assist further.
- For further details on the escalation process, please see link below: https://support.nhs.net/knowledge-base/complaints-and-escalations-process/

How do I apply for NHSmail?

You can apply using the NHSmail fast track form – if you require a form, please email: england.dsptnorth@nhs.net

Once I've completed my application form, who do I send it to?

Return your form to the DSPT North Team at: england.dsptnorth@nhs.net who will quality check the form on your behalf and forward it on to NHSmail for processing.

Why do I need NHSmail?

NHSmail gives care organisations the ability to safely share residents' information with doctors, nurses and GPs involved in their resident's direct care. It also connects them to pharmacists, dentists and anyone else in health and care who also has secure email.

NHSmail can be accessed from mobile devices as well, as desktops and includes a full directory of all users, as well as collaboration tools such as Microsoft Teams.

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How many accounts can I have? / How do apply for additional accounts?

The fast track form sets up an organisation with one shared mailbox and two individual accounts. If you require additional accounts, you can request these from the NHSmail Helpdesk via your shared mailbox.

You need to send an email to: careadmin@nhs.net from your shared mailbox and in the body of the email (not as an attachment) state the reason you require additional accounts and provide the name, current email address and mobile number of the person/people requiring the account/s. An organisation can have up to a total of 10 individual user accounts and one shared mailbox.

Please see link for further information: https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-give-more-staff-nhsmail-accounts/

Our organisation requires more than 10 individual accounts, what do we need to do?

In order to be granted more than 10 accounts, authorisation is required from the Regional Administrator. You will need to send an email to: england.dsptnorth@nhs.net explaining the business need of why you require more than 10 individual accounts for your organisation.

If the Regional Administrator approves the request, you can then forward the approval email onto the National Administration Service, including the names, email addresses and mobile numbers of each of the people requiring the accounts to: careadmin@nhs.net and they will be able to action the request.

The staff members who were originally set up with NHSmail accounts have now left the organisation, no one knows how to access the shared mailbox and we need new accounts setting up.

You need to contact the NHSmail Helpdesk, they will provide some alternative authentication options to set up the new user/s to the shared mailbox in the absence of any active members/owners (for example, an email from the current registered manager's email address or phone call from the landline registered with the CQC). We would advise contacting the National Administration Service at: careadmin@nhs.net or by calling 0333 200 1133.

It would also be useful to have your CQC information to hand before contacting the helpdesk, i.e. Location ID, Manager ID, ODS code etc.

I have sent in a fast track application form and not heard anything since.

For all NHSmail queries, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133

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I haven't received my welcome email.

The welcome email is only sent to the first person named on your original application form and contains important information on setting up your accounts. This includes your two individual email addresses, as well as the shared email address, so please share the information with the other person named on the form.

The emails are sent by NHSmail from an automated system so can sometimes go straight into your junk mail, so can be easily missed. The email is sent from: care.mailer@nhs.net and the subject of the email will read: 'Welcome to NHSmail -Please Read'.

If you have not received the welcome email, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133.

I haven't received my password.

The activation passwords are sent by text to each of the mobile numbers provided on the application form and each person will receive their own individual password.

If you have not received the password by text, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133 and they will be able to re-send the password to the mobile number you provided on your application form.

Does my password expire if I don't set up my account straight away?

The password you receive by text is the one you use to activate your account and does not expire until you have used it. It must be entered exactly as it appears on the text. Once you have entered your password, it will state your password has expired and you are asked to create a new password.

I may have put the incorrect email/mobile number on my fast track form.

If any of the information provided on the application form is incorrect, you will need to contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133.

How do I access the shared mailbox?

The shared mailbox is accessed via your individual account. The following link takes you to a short demonstration video explaining how to open the shared mailbox: https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-open-your-shared-mailbox/

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Do you need a password to access the shared mailbox?

You do not require a password to open the shared mailbox – only individual accounts require a password.

Can I add/remove users from/into the shared mailbox?

If you are the shared mailbox 'owner' and have full permissions, you can add and remove users, further details can be found using the following link: https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-users-to-your-shared-mailbox/

I've already set up my account, but I've forgotten my password/ locked myself out of my account - what do I do?

On the login screen, enter your NHSmail address and click on 'Unlock Account or Forgotten Password'. You will be asked random questions based on the security questions you originally set up and asked to confirm the last 4 digits of your registered mobile number.

The 'Unlock Account' button offers the option of unlocking and resetting the password as well as the option of unlocking only, however there's certain criteria which must be met for this to show;

- There needs to be a mobile number registered
- The account needs to be locked

Further information can be found on the following link: https://support.nhs.net/knowledge-base/unlocking-your-account/

I am having issues re-setting my password/unlocking my account, although I've followed the process above.

This may be due to the following reasons and may require you to: clear cache, clear browser history, check other devices and clear any historical passwords. The following link provides troubleshooting guidance: https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/news-and-service-updates/technical-updates/the-guide-to-clear-your-browser-java-cache

Why can't I download documents/open attachments?

When logging in, you must ensure the box next to 'This is a private computer' is ticked – this confirms you are not using a public computer and it is safe to download documents and open attachments. (The box is automatically defaulted to ticked, so you must change it if using a public computer, i.e. in an internet café or library).

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Why can't I send emails?

This is due to not accepting the Acceptable Use Policy (AUP) when you set up your account. You must accept this in order to be able to have full functionality. You need to login using the NHSmail portal: https://portal.nhs.net/. If you have not accepted the AUP, it will pop up on the screen after you have logged in via the portal and ask you to accept it.

Why do you require a mobile phone number? What is it used for?

Your mobile number is used to send the activation password and to reset your password should you forget it or lock yourself out of your account. When you set up your account, you have the choice of hiding your mobile number from the central directory. However, we strongly advise against deleting the mobile number as this simplifies the password reset process.

Can I access NHSmail via Outlook?

Outlook tends to be the preferred platform and NHSmail can easily be set up in Outlook. The following link demonstrates how to set this up: https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-your-nhsmail-account-to-outlook/

Can I access my emails on a mobile device?

Yes, the following link explains how to do this: https://support.microsoft.com/en-gb/office/add-a-shared-mailbox-to-outlook-mobile-f866242c-81b2-472e-8776-6c49c5473c9f

What is an ODS code?

An ODS code is used to identify organisations across health and social care and every code is unique. CQC data is used to create ODS codes. If you are not CQC registered, you will need to contact Exeter Helpdesk at: exeter.helpdesk@nhs.net or 0300 303 4034 and they will be able to advise.

ODS codes are required in order to gain access to national systems such as NHSmail and the Data Security and Protection Toolkit (DSPT).

How do I find my ODS code?

The ODS codes can be found using the ODS portal. The easiest way to search is by postcode using the following link: https://odsportal.hscic.gov.uk/Organisation/Search

If there are several codes listed against your organisation and you are unsure which one is the correct one, please contact Exeter Helpdesk on: 0300 303 4034 and they will be able to assist.

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What does 'Owner' and 'Member' refer to on the fast track form?

This refers to the shared mailbox permissions:

If you are the mailbox 'owner', you have full permissions, giving you the opportunity to add and remove users to the shared mailbox.

If you are a shared mailbox 'member' you have access to the mailbox, but have restricted permissions.

However, the shared mailbox 'owner' can grant full permissions to the 'member' if they choose to make the 'member' a mailbox 'owner'.

What if I move to another organisation – can I take my NHSmail account with me?

Each user has the ability to nominate themselves as a leaver. To do this, please follow this link https://support.nhs.net/knowledge-base/request-for-leaver-and-joiner/ - this will allow the leaver to also join another organisation if they are moving to another care home.

What if I need to send an encrypted email to a non-secure email address?

NHSmail is a secure and encrypted email system, however, many email systems may not be secure. In order to encrypt the email, in the subject field of the email, enter the word [secure] before the subject of the message. The word secure must be surrounded by the square brackets for the message to be encrypted. Please note: **.gov.uk** accounts are also secure and encrypted so you do not need to use this encryption process when emailing accounts ending in **.gov.uk**

Is there any additional training for NHSmail?

The following link explains how to set up your account. You will also find the information detailed in your welcome email.

https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-access-and-activate-your-nhsmail-account/

In addition to the above information, the DSPT North Team hold NHSmail support webinars every Tuesday, 2pm–3pm. Please use the following link to join the webinar: Join Microsoft Teams Meeting

If you would like a copy of the NHSmail User Guide, please contact the DSPT North Team at: england.dsptnorth@nhs.net

Where do I direct my NHSmail queries?

For all NHSmail queries, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133.

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