

NHSmail Activation and Query Template

Dear...

Your individual NHSmail account is at risk of deactivation at the **end of the February**. **Following this, you will have 30 days to reactivate your account before it will be deleted see bulletin <https://support.nhs.net/knowledge-base/national-administration-service-nas-bulletin-february-2021/>**

I've included the NHSmail FAQs attached, benefits and important support below to help you to activate/reactive your account and to ensure NHSmail is as useful as it can be for you and your organisation.

Individual email address and Self Service Password Reset

If you are unsure of your NHSmail personal email address and shared mailbox, contact england.dsptnorth@nhs.net for these details. If you are unsure of your password seek **helpdesk support outlined at the bottom of this email**. If you have already setup your account with security questions you can reset your password using self-service <https://portal.nhs.net/ForgotPassword/>

Helpdesk password reset guidance

- 1.) Select message to draft a new email from your home email
- 2.) Provide your name and registered mobile number with your NHSmail personal email address if you have it
- 3.) Put 'password reset' in the subject
- 4.) Send this through to careadmin@nhs.net
- 5.) The new password will be sent to your registered mobile number by text
- 6.) Contact england.dsptnorth@nhs.net to help with setup once you have received your password by text

Opening your shared mailbox and finding your ODS code

You can open your shared mailbox using this simple demonstration video <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-open-your-shared-mailbox/> It will always be care.V****@nhs.net depending on your ODS code which you can find using your postcode here: <https://odsportal.digital.nhs.uk/Organisation/Search>

Outlook Desktop Application - how to add your NHSmail accounts

This means your inbox is likely to be in the same place as your alternative email address and you don't need to sign in. See demo here <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-your-nhsmail-account-to-outlook/>

Adding New Users

If one of you is actively using NHSmail and needs new users adding please following the guidance sending the request from your shared mailbox

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-give-more-staff-nhsmail-accounts/>

Helpdesk support

If there are any issues accessing and using your NHSmail account, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133, you will be allocated a ticket number and have a reference number attached to the query, should you require it for future reference.

Requesting additional accounts

If you require additional accounts, you can request these with NHSmail via your shared mailbox, as the fast track form only allows you to set up accounts for two named people initially.

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.

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-give-more-staff-nhsmail-accounts/>

If no one has access to NHSmail, but accounts have been created previously, please refer to the FAQ document attached.

Many thanks,