The Shrewsbury and Telford Hospital
NHS Trust

NHS

A Guide to Activate NHSmail Email Account

Introduction

This guide explains how to access and setup your NHSmail account.

Contents

Logging into NHSmail as a new user for the first time

The first time you log into your NHSmail account at www.nhs.net, as a new user you will need to complete three tasks before you are able to start using your account to send and receive emails; Accepting the Acceptable Use Policy (AUP), updating your profile and setting your security questions and answers.

Firstly, every user of the NHSmail service is required to sign up to the AUP. This policy defines your responsibility to make sure you use the NHSmail service properly and without doing anything to compromise the security of the information that you send or receive. It is a promise to all NHSmail users, the public and patients that you are continually mindful of the information that you are sharing over NHSmail.

> **Note**
>
> Acceptable use policy only appears when you follow the welcome email or log into the NHSmail portal for first time via the Login button in the top-right of the main NHSmail page.

To log in for NHSmail for the first time as a new user:

1. Log into your NHSmail account using your **temporary password** via the **Login** button in the top-right of front page.

Your local administrator will provide you with your temporary password following a method approved by local policy guidelines.

You will then be prompted to **change your password**

2. Enter your **old password** and **new password twice** in the appropriate text boxes and click **Submit** (as below)

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Update Password

You must update your password because your
password has expired.

stephanie.marsh@dev4.wks.accenturenhs.co.uk

Old password

New password

Confirm new password

Submit   Cancel

Warning

Do not use the '£' character in passwords as it is not supported in certain application
layer protocols.

Note: Refer to the Additional Information box on page 6 for information on password
requirements

Once the password has been accepted, you will be prompted to log in with this new
password

3. Enter your **new password** and click **Sign in**

NHS

Sign in with your NHS Mail account

stephanie.marsh@dev4.wks.accenturenhs.co.uk

•••••••

Sign in

Forgot your password?

4. Read the **Acceptable Use Policy** and agree to the terms by **clicking Accept** at the bottom of the page

ⓘ Acceptable Use Policy

About this document

General information about the NHSmail service

Your responsibilities when using the service

Using NHSmail to exchange sensitive information

About this document

This document explains how the NHSmail service should be used. It is your responsibility to ensure that you understand and comply with this policy. It ensures that:

- You understand your responsibilities and what constitutes abuse of the service.
- Computers and personal data are not put at risk.

If you have any questions about these terms and conditions, you should contact the NHSmail team at feedback@nhs.net.

The NHSmail team reserves the right to update this document as necessary. A copy of the current version can be found at http://www.nhs.net. Click 'Search Directory' and the Acceptable Use Policy (AUP) can be seen in the bottom left hand corner of the screen. (An NHS/N3 connection must be used).

Supporting information can be found via the NHSmail Training and Guidance pages at https://web.nhs.net/portal/InformationGuidanceServices/DefaultPage.aspx when logged into your account.

Accept

Additional Information

For your password to be valid it must meet the following criteria:

o   Minimum length – 10 characters **without** requiring a mix of character types
o   Should not contain the '£' character
o   Not matching previous 4 passwords
o   Not detected as a common password, for example Password123, Winter2018
o   Not detected as a breached password (a password used for an account that has previously been compromised). Breached passwords will be sourced from an internet-based breach database.

Your new password can be used for up to 365 days.

If you receive an error when attempting to change your password, check that it meets the requirements listed above and try again.

Creating security questions and answers

As a user of NHSmail, you are required to set 3 security questions and answers through the Portal. The answers to these questions will then be used to check your identity, for example, if you need to contact your local administrator due to an account lock out or if you wish to use the self-service password reset. You will never be asked for the whole answer to your security question, only individual characters from it. You should never share the questions or answers with anyone as this will compromise the security of your NHSmail account

1. Click **Profile** in the navigation bar at the top of the screen

2. Select the **Security Questions** tab at the top of the screen

3. Type a question of your choice into the **Question textbox** and type the correct answer into the **Answer textbox** under **Security Question 1**

Your security questions and answers must **satisfy the following criteria**:

- Each of the questions/answers must be different

- Each question/answer must be between 5 and 12 characters long

- You cannot use repeating numbers or letters in a question/answer (eg. 111 or aaa)

- A space will count as a character

Example of security questions could be, your mother maiden name, the model of your first car or the name of your first pet. A green tick will show to the left of the question/ answer when it fulfil the requirement guidelines

4. Repeat the same process for **Security Question 2** and **Security Question 3**

5. Click **Save** at the bottom of the page

Warning

You should never share the full questions or the answers of your security questions with anyone. You will only be asked for specific character by your LOA or the help desk

Additional Information:

If you forget the answers to your security question you should contact your local administrator to discuss the local process of how you can alternatively authenticate yourself. Once you are re-authenticated, you will need to reset your security questions. Refer to the Updating Security Questions Quick Reference Guide for more information on how to do this.

How to hide / unhide your mobile phone number from the NHS Directory

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message.
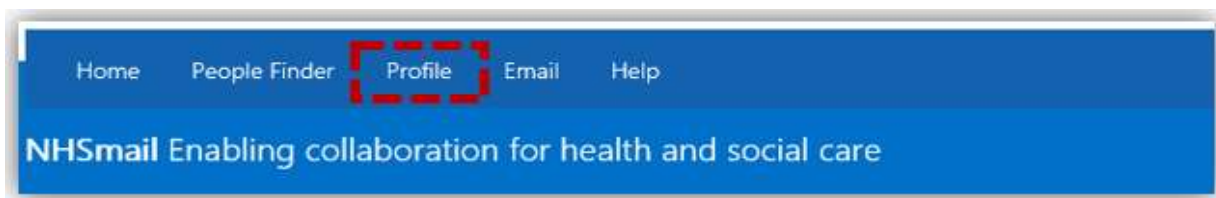
The mobile phone number provided during registration is automatically added to the NHS Directory but you can opt for this to not be visible.

Note: For independent midwives, community pharmacy, dentistry and social care users, the mobile phone number is automatically hidden from the NHS Directory by default, at the time of registration.

To hide the mobile number:

To do this you will need to follow the below steps:

1. Log into your account via www.nhs.net

2. Click **Profile** in the navigation bar at the top of the screen

3. Click on **My Profile** tab

4. If you wish to hide a personal mobile number from being displayed in the NHS Directory click the '**Hide mobile number from address book**' option (as below)

This information is displayed in the directory to other users of the email system

ANDERSON, Pat (LEEDS TEACHING HOSPITAL)

Telephone	
Mobile	7777771111
	☑ Hide mobile number from address book
Fax	
Pager	
Web Page	
Profile	

Cancel   Next

5. Click **Next**

To unhide the mobile number:

Follow the steps 1-3 as mentioned above

1. Untick the '**Hide mobile number from address book**' option

2. Click **Next**