



How to activate your NHSmail Account

NHSmail User Guide for Care Providers

www.picbdp.co.uk

picare@bpc.ac.uk



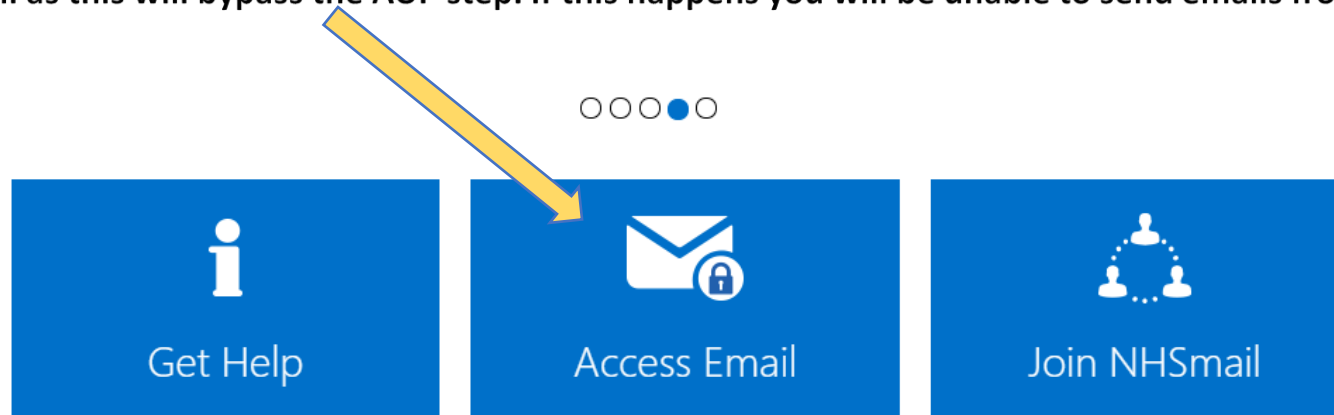
Step 1. Go to internet browser and enter www.nhs.net. This will take you to the NHSmail Portal

Step 2. To activate your account for the first time, click **Login** at the top right hand corner of the web page.



NOTE: you will be asked to accept the Acceptable Use Policy (AUP) when signing in for the first time .

Do NOT select access email as this will bypass the AUP step. If this happens you will be unable to send emails from your new account.

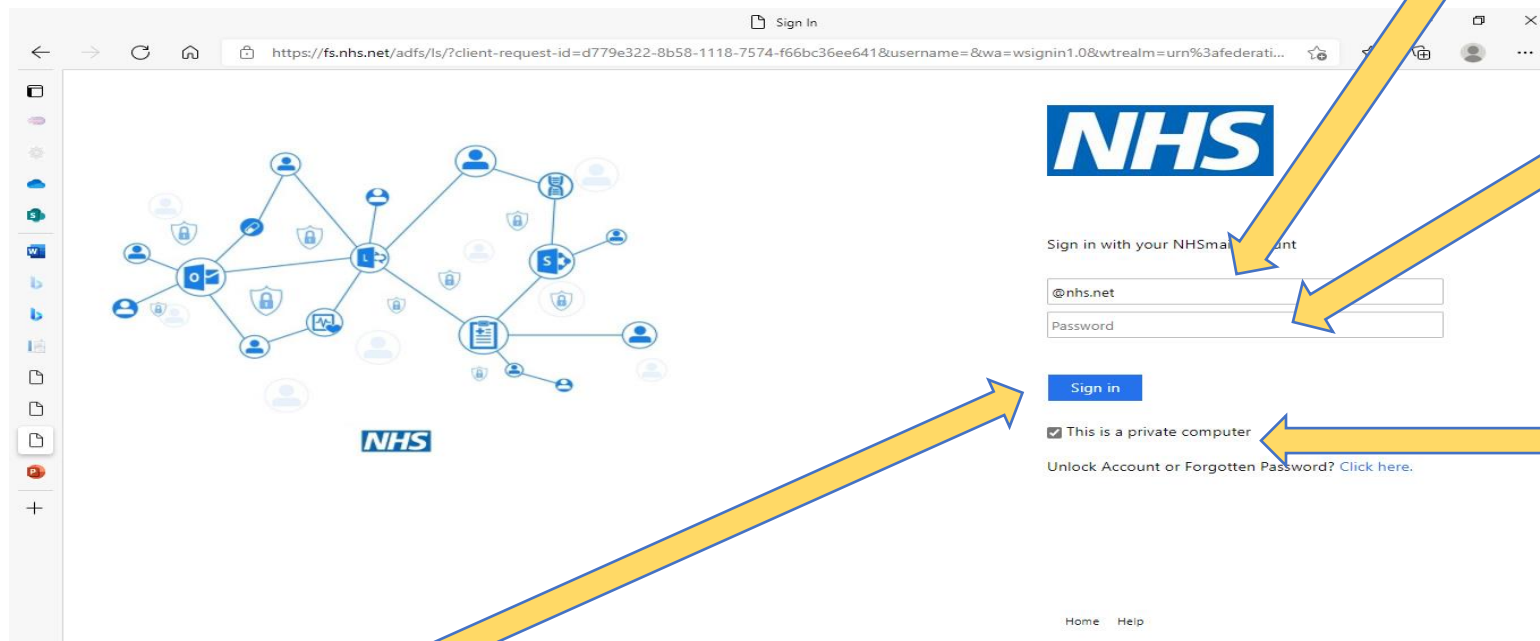


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Step 3. Enter the NHS mail email address you have been provided XXXX .nhs.net
Do not use your personal email address e.g. yahoo.co.uk



Step 4. Enter the temporary password exactly as it is in the text message sent to your mobile phone.
This is the number you gave when registering for your NHS mail account.

Step 5. If you are on a work computer or one that is only used by yourself tick the box 'This is a private computer'
If you do not tick this box you will be unable to access attached documents.

Step 6. Once you are happy Click 'sign in'



Step 7. You will be asked to change your password
Enter the NHS email again and the password you were provided in
the text message

Step 8. Enter your new password following the 'rules' listed

A screenshot of the NHS 'Update Password' form. The NHS logo is at the top left. Below it, the text reads 'Update Password' and 'You must update your password because your password has expired.' There are three input fields: the first contains the email 'sam.test5@nhs.net', the second is masked with dots, and the third is also masked with dots. At the bottom, there are 'Submit' and 'Cancel' buttons. A yellow arrow points from the text 'Step 8' to the password input fields.

Please note there are certain rules you will have
to follow when entering your new password.
Listed here:

- Your new password must meet the criteria below:
- Minimum length – 10 characters **without** requiring a mix of character types
 - Must not match previous 4 passwords
 - Not detected as a common password, for example Password123, Winter2018
 - Not detected as a breached password (a password used for an account that has previously been compromised)
- Your new password can be used for up to 365 days.



Step 9. You will automatically be logged out of your account.

You will then be asked to re-enter your NHS email address and your NEW password. **Remember** if you Are not using a shared computer tick 'this is a private computer'

A screenshot of the NHS sign-in page. At the top is the NHS logo. Below it, the text 'Sign in with your NHSmail account' is displayed. There are two input fields: the first contains the email address 'sam.test5@nhs.net' and the second contains a masked password '*****'. A blue 'Sign in' button is positioned below the password field. At the bottom, there is a checkbox labeled 'This is a private computer' which is checked, and a link that says 'Unlock Account or Forgotten Password? Click here.' with a mouse cursor pointing to it.

Step 10. You will then be taken to the Acceptable Use Policy. This is a standard policy applied to all users of NHSmail.

Have a read through scroll to the bottom and click accept when you are ready.

If you do not accept this policy you will be able to access the NHS mail account but unable to send emails.

A screenshot of the 'Acceptable Use Policy' page. The title 'Acceptable Use Policy' is at the top with an information icon. Below the title is a list of sections: '1. Introduction', '2. General information about NHSmail', '3. Your responsibilities when using the NHSmail', '4. Using NHSmail services to exchange sensitive information', and '5. Using the NHSmail Office 365 (O365) Hybrid Service'. Under section 3, there is a sub-list: '3.1 General responsibilities when using NHSmail', '3.2 Responsibilities when using the NHSmail email service', '3.3 Responsibilities when using the NHS Directory service', '3.4 Responsibilities when using your calendar', and '3.5 Information governance issues'. A mouse cursor is hovering over item 3.2. At the bottom of the page, the section '1. Introduction' is visible.



NOTE: Answers to your security questions must be at least 6 characters long

NOTE: Spaces between words count as a character i.e. the space between Downside Close will count as a character

Step 11. After accepting the Acceptable Use Policy you will be able to set up your security questions to complete your NHS mail activation.

This page will load automatically with the mobile number you provided with 'hide my mobile number' already ticked.

This means no one else can see your mobile number. However, if you want people to see this number untick the box. **IMPORTANT:** please do not delete your number from this box, this number is used for any password resets. So if you forget your password in the future it will be this number that the new temporary password will be sent to. If no mobile is provided the process of unlocking your account is much longer.

Profile

Shared Mailboxes Distribution Lists

My Profile Security Questions Self-Service

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

TEST, Sam (ACCENTURE - LSP01)

Telephone

Mobile

Hide mobile number from address book

Fax

Pager

Web Page

Profile

These questions are used if you need to reset the password on your account. They must meet the following conditions:

- Each of the questions and answers must be different
- They must be at least 6 characters long, you could select a phrase or sentence
- They can't be repeating letters or sequential numbers i.e. aaaa, 1234
- Answers may not contain special characters
- Character length should not be more than 100 characters

Security Question 1

Question* Favourite Colour

Answer* Orange

Security Question 2

Question*

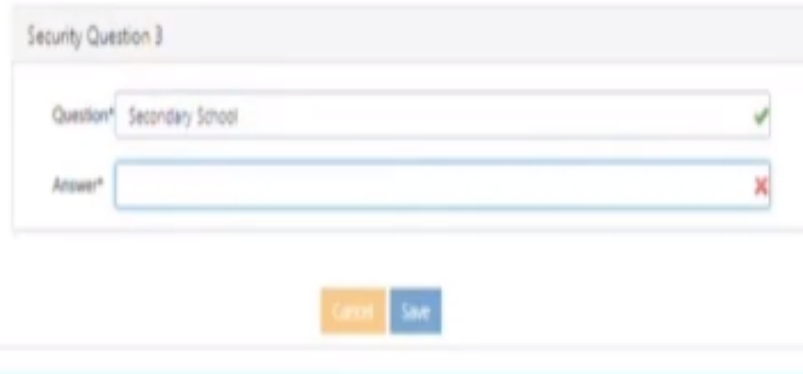
Answer*

Security Question 3

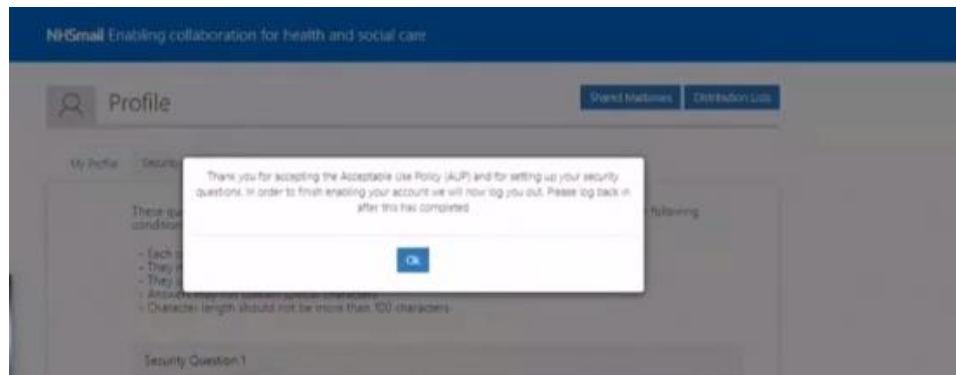
Question*

Answer*

Step 12. After completing your security questions click 'save'



Step 13. A pop up box will appear with a 'thank you' message. Click 'OK'
You are now signed out



Step 14. It is recommended you sign back in and access your account straight away. Enter your NHS mail address and password.



Sign out
You have signed out or your session has been idle too long. If you're signing out please close your browser.
[To go back to the Email Click Here](#)
[To go back to Portal Click Here](#)



Sign in with your NHSmail account

This is a private computer

[Unlock Account or Forgotten Password? Click here.](#)

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Step 15. You will be taken to the Outlook Web App and asked to choose your 'Language' and 'Time Zone'

Time zone (UTC + 00:00) Dublin, Edinburgh, Lisbon, London

Click 'Save'



This is what your NHSmail will look like through the portal

