NHSmail Support and Guidance for Care Homes

Who do I call for NHSmail support and queries?

- For all NHSmail related enquiries including password resets, you can contact the **National NHSmail helpdesk** **24 hours a day, 365 days a year**.

- **Telephone**: **0333 200 1133** or by **e- mail**: helpdesk@nhs.net

  Choose option 1 – unable to access account and you will have the option to select your organisation type, e.g. social care/ pharmacy etc. please choose option 1 to be transferred to an agent

  The agent will be able to help with other questions e.g. adding users, reactivation of deleted account

  When calling the helpdesk, the account holder will need to provide email address of their NHSmail account, mobile number linked to the account and if you, as the account holder have set up security questions, you will also be prompted for certain characters by the helpdesk agent.

- **Please note our local LHIS Project team cannot create NHSmail accounts or reset passwords.**

NHSmail frequently asked questions (FAQs)

Follow this link for NHSmail FAQs - https://support.nhs.net/knowledge-base/nhsmail-pods-faqs/

NHSmail Additional Help and guidance

Secure NHSmail is now being used by care providers to communicate with GP practices, LPT services and Adult Social Care teams about the care of residents and service users.

If you have NHSmail but are not yet confident using it, then help is on hand:

- Digital Social Care have published a friendly help and Support guide for NHSmail with advice and tips including **how to recover your password, how to add additional users, joiners and leavers, shared mailbox management, and how to add NHSmail accounts to Outlook** so you can see all your emails in one place.

- You can access support videos and guides by clicking here: https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/

Deletion of Inactive NHSmail accounts

As part of IT hygiene process, NHSmail national team will **disable inactive individual NHSmail user accounts (i.e. with 0% activity for 90 days or more) from the platform regularly.**

It is **only the individual NHSmail accounts that will be disabled** and **all shared mail boxes for social care sites will remain.** Sites that are at risk are those sites whereby all the individual user accounts will be deleted and therefore no one will have access to the shared mail box.

Please follow *what action I need to take* guidance below to keep staff NHSmail accounts active and secure.

What action do I need to take?

1. **If any staff in your Care Home who has <u>NHSmail account that has been inactive</u> (i.e. not logged into for more than 90 days)**, Please ask staff to logon to their NHSmail to keep their account active and advise any users, needing to request a new password, to email helpdesk@nhs.net.

2. **Please send request to NHSmail team to remove any staff that no longer works at your site** and **to revoke access to care home's Shared mailbox**. This **must do** for information governance and data & security reasons.

3. Please **continue using NHSmail and shared mailbox regularly for day to day communications** with health and social organisations, so your e-mail exchanges are secure and your account remains active. This is also not to miss any important e-mails and communications from the NHS.

4. **In Care Homes where all staff accounts are inactive, the Shared Mail box of the Care Home is at risk**, so please contact helpdesk to setup new users.

Reinstating a deleted account:

As staff will probably not realise their account is deleted, NHS Digital are advising anyone, experiencing issues with accessing their account, to contact the help desk.

This process can be followed for anyone having trouble logging in or accessing their account.

If **all linked user accounts have been deleted** (e.g. both staff and manager left the organisation) then the current manager of the site should contact the helpdesk highlighting that all linked accounts to the shared mail box have been deleted and they need to set up a new individual NHS mail account that can be linked to the shared mail box to allow access.

When contacting the helpdesk, It would be useful to have the ODS code of your site to hand and also contact the helpdesk from your care home registered landline telephone so helpdesk can verify your site.

_____End of Guide_____