# How to complete the NHSmail social care provider registration portal

March 2021 Version 4

# Contents

Introduction	3
How to complete the registration portal	3
Care provider pre-requisite questionnaire	3
Step 1: Care Provider Organisation details	5
Step 2: Add town details and members	6
Next steps	10
Support and guidance	11

# Introduction

This guide explains how to create your NHSmail accounts by completing the NHSmail social care organisation's registration portal and how to activate the accounts once they are available.

The registration portal allows providers to request the creation of a shared mailbox and up to 10 personal user accounts, which can be given access to the shared mailbox if required.

**Note**: This route is currently only available to social care organisations (i.e. care homes and domiciliary care organisations). Hospices are not able to join via this route and should join via the third party process.

To apply for an NHSmail account, social care organisations must have accredited to at least 'approaching standards/higher' level of the Data Security and Protection Toolkit (DSPT).

# How to complete the registration portal

Visit the NHSmail social care registration portal at: https://portal.nhs.net/Registration#/careprovider

This will take you to the first page, entitled 'Care Provider Pre-Requisite Questionnaire'.

## Care provider pre-requisite questionnaire

Complete the care provider pre-requisite questionnaire - you will need to provide some unique information however you will have a choice which information you supply, and this will be determined by the answers you give here.

Once you have answered the pre-requisite questionnaire you will be asked to enter your organisation details including; postcode, care provider name and optionally your registered manager's email address, if you have stated in the pre-requisite questionnaire that you know this.

## **One-time passcode**

If you cannot locate your CQC contact ID, we will not be able to process your registration without a one-time passcode. This will be sent to you by request, to your registered manager's email address or your CQC registered postal address.

If you would like to use the alternative one-time passcode method of authenticating your organisation, then on the pre-requisite questionnaire page please answer 'no' to the question 'Do you know your CQC Contact ID?'. This will make the one-time passcode option available.

Once you have received your code you will be able to use it on the online registration portal, as we will have completed the authentication process.

Note: One-time passcodes expire 3 weeks after being issued.

Care Provider organisation background details		
This form is to allow you to request a care provider organisation shared mailbox account and linked personal acc	ounts.	
Please answer the questions below to help us tailor the registration form for your organisation.		
Pre-Requisite Questionnaire:		
		$ \longrightarrow $
Do you already have an NHSmail account?	Yes	No
Do you already have an NHSmail account? Have you completed the Data Security and Protection Toolkit to entry level or higher? ②	Yes Yes	No
Do you already have an NHSmail account? Have you completed the Data Security and Protection Toolkit to entry level or higher? ② Have you already received an email or a letter containing a One-Time Passcode within the past 2 weeks?	Yes Yes Yes	No No
Do you already have an NHSmail account? Have you completed the Data Security and Protection Toolkit to entry level or higher? Have you already received an email or a letter containing a One-Time Passcode within the past 2 weeks? Do you know your CQC Contact ID (or Registered Manager's ID or Manager ID)?	Yes Yes Yes	No No No

When you have entered this information, select **Next** and you will be taken to step one of the registration process.

NHS SCOTLAND	Login
Home Email Help	
NHSmail Enabling collaboration for health and social care	
Care Provider Registration	
Care Provider organisation background details	
This form is to allow you to request a care provider organisation shared mailbox account and linked p Please answer the questions below to help us tailor the registration form for your organisation.	personal accounts.
Thanks, please complete the boxes below:	
LL9	
Organisation Name 🕹	
Amazing Carehomes - CPOD52	
Organisation ODS Code 😔 *	
CPODS2	
Registered Manager's Email Address*	
AmazingCarehomes@gmail.com	
	Next

## **Step 1: Care Provider Organisation details**

- 1.1 Enter the social care provider ODS Code and CQC Location ID.
- 1.2 Then enter one of the following:
  - one-time passcode (this will have been sent to you by post or email, if you requested this in the pre-requisite questionnaire)
  - Care Quality Commission (CQC) contact ID you will be able to find this within your CQC registration information. This is also known as the registered manager's ID.

**Note**: If you are unable to locate your organisation, please contact careadmin@nhs.net and you will be supported through the process.

Click **Next** and, if your details are authenticated, you will be able to proceed to step 2.

SCCD 1	Care Provider Organisation details
Some of accounts	is to allow you to request a care provider organisation shared mailbox account and linked personal accounts. The information provided in this form will be used to create both the care provider organisation specific shared mailbox account and personal It is important that the information is correct.
Informati Digital ar	on recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS d Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be
changed If you ain practice s nominate	on first login. ady have an NHSmail account which is sponsored by a local organisation you do not need to reapply for an NHSmail account. If you require a hared mailbox please ensure that those requesting the accounts do not already have an NHSmail account. Once the shared mailbox is created th d shared mailbox owner will be able to give those with existing accounts access.
Thanks	please use the One-Time Passcode that has been sent to your email address to complete the required information on this page:
Post	lode
LI	99 9LL
Care	Provider Organisation Name
A	nazing Carehomes - CPODS2
Care	Provider Organisation ODS Code
C	YODS2
Care	Provider Organisation COC Location ID
0	1000000002
L.	
Care	Provider Organisation One-Time Passcode 🚱
	1862
51	OR
5	-1740)
Care Mar	Provider Organisation CQC Contact ID (or Registered ager's ID or Manager ID) 🚱

## Step 2: Add town details and members

2.1. Enter the postcode town in which your social care provider is located.

The town name is limited to 10 characters, so for names exceeding 10 characters these will be abbreviated.

2.2. Enter the name of the members within your organisation who require personal NHSmail user accounts, a minimum of two and up to a maximum of ten staff

# members within your organisation. The first member entered will be the shared mailbox owner. Select **Next**.

itep 2 - Add details i	for Amazing Carehom	ies - CPODS2				
etup Shared Mailbox						
nter the most appropriate omolete the registration r	e town/city name associated equest successfully.	with the care pr	ovider organ	isation that is registeri	ng below. Please note i	that this field is mandatory to
he town name forms the pecific organisation. Pleas	first part of the shared mails e note that the town name	pox account nam entered will supp	e and will be port accurate	used by local and nat selection of this care p	ional health and care o provider organisation w	rganisations to identify a ithin the NHSmail directory.
etup Shared Owner and I	ersonal User Accounts					
ach care provider organis ther NHSmail users in the	ation must nominate a Shar ir organisation to access the	ed Mailbox Own e mailbox if requ	er who will b ired. The Sha	e able to access the or red Mailbox Owner sh	rganisations Shared Ma ould be the Organisati	ilbox and give permission fo on Manager or Administrato
he Shared Mailbox Owne	r will be able to:					
Activate the shared mails	iox account for the care pro	vider organisatio	n.			
Setup access to the share	d mailbox accounts for rele	vant staff by link	ing their NH	Smail personal user ac	counts to this shared m	ailbox account.
Art as the nerson who w	II facilitate the setting up of	NHSmail for the esting the remov	staff workin al of staff th	g at the site. This inclui at are leaving the Soci	des sending through d al care profession. A lin	etails of new staff members k to the shared mailbox
iat require NHSmail perso uide is sent to all NHSma	il account users as part of th	ne welcome to N	HSmail emai			
iat require NHSmail persi uide is sent to all NHSma ne Shared Mailbox Owne 10 NEW personal user a	il account users as part of th r will be set up with a perso ccounts. These user account	ne welcome to N nal user account ts will not be give	HSmail emai to access th en access to	e Shared Mailbox. In ac the Shared Mailbox bu	ddition to this the site of the Shared Mailbox C	an request up to a maximum owner can link users to the
nat require NHSmail parsu uide is sent to all NHSma he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required	il account users as part of th r will be set up with a perso ccounts. These user account	ne welcome to N nal user account ts will not be give	HSmail emai to access th en access to	e Shared Mailbox. In at the Shared Mailbox bu	ddition to this the site o t the Shared Mailbox C	an request up to a maximun wher can link users to the
hat require NHSmail persi uide is sent to all NHSma he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us rabilized	il account users as part of the r will be set up with a perso ccounts. These user account ers that already have NHSm	ne welcome to N nal user account is will not be give nail accounts as t	HSmail emai to access th en access to he Shared M	e Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link	ddition to this the site of t the Shared Mailbox C these users to the Shar	an request up to a maximun owner can link users to the ed Mailbox once it has been
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us tablished. lease note that an " indic	il account users as part of th r will be set up with a perso ccounts. These user account ers that already have NHSm stee a mandatory field	ne welcome to N nal user account ts will not be give nail accounts as t	HSmail emai to access the access to he Shared M	e Shared Mailbox. In ac the Shared Mailbox bu Iailbox Owner can link	ddition to this the site o t the Shared Mailbox C these users to the Shar	an request up to a maximun wher can link users to the ed Mailbox once it has been
hat require NHSmall persi uide is sent to all NHSma he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. lease note that an * indic	il account users as part of th r will be set up with a perso accounts. These user account ers that already have NHSm ates a mandatory field.	ne welcome to N nal user account is will not be give nail accounts as t	HSmail email to access th an access to he Shared M	e Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link	ddition to this the site of t the Shared Mailbox C t the Shared Mailbox C these users to the Shar	an request up to a maximun wher can link users to the ed Mailbox once it has been
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an * indic	il account users as part of th r will be set up with a perso accounts. These user account ers that already have NHSm ates a mandatory field.	na welcome to N nal user account ts will not be give nail accounts as t	HSmail email to access th en access to he Shared M	 e Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link	ddition to this the site of t the Shared Mailbox C	an request up to a maximun winer can link users to the ed Mailbox once it has been
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an " indic inter Town Name for Ama	il account users as part of the r will be set up with a person coounts. These user account ers that already have NHSm ates a mandatory field.	na welcome to N nal user account is will not be give nail accounts as t	HSmail email to access th en access to he Shared M	L Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link onfirm Town Name for	ddition to this the site ( t the Shared Mailbox C these users to the Shar Amazing Carehomes	an request up to a maximun wher can link users to the ed Mailbox once it has been cPODS2*
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an * indic nter Town Name for Ama London	il account users as part of the r will be set up with a person coounts. These user account ers that already have NHSm ates a mandatory field.	ne welcome to N nal user account is will not be give nail accounts as t	HSmail email to access th en access to he Shared M	- e Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link allbox Owner can link onfirm Town Name for London	ddition to this the site ( t the Shared Mailbox C these users to the Shar Amazing Carehomes	an request up to a maximun lwner can link users to the ed Mailbox once it has been - CPODS2*
at require NHSmail persu ide is sent to all NHSma he Shared Mailbox Owne to NEW personal user a hared Mailbox if required here is no need to add us stablished. ease note that an * indic here Town Name for Ama London	il account users as part of the r will be set up with a persoi coounts. These user account ers that already have NHSm ates a mandatory field.	ne welcome to N nal user account is will not be give nail accounts as t	HSmall email to access the en access to he Shared M	- e Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link lailbox Owner can link nonfirm Town Name for London	ddition to this the site ( t the Shared Mailbox C these users to the Shar Amazing Carehomes	an request up to a maximur owner can link users to the ed Mailbox once it has been CPODS2*
hat require NHSmall perso uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an * indic nter Town Name for Ama London	il account users as part of the r will be set up with a person cocounts. These user account ers that already have NHSm ates a mandatory field. ting Carehomes - CPODS2*	ne welcome to N nal user account is will not be give nail accounts as t Mobile Phone	HSmall email to access th an access to he Shared M C Options	a Shared Mailbox. In ac the Shared Mailbox bu lailbox Owner can link and the share of the share of the lailbox Owner can link and the share of the s	ddition to this the site ( t the Shared Mailbox C these users to the Shar Amazing Carehomes Add to Shared Mailbox? Q	an request up to a maximum owner can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>Q</b>
hat require NHSmail persu uide is sent to all NHSma he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stabilished. lease note that an * indic iter Town Name for Ama London Full Name Minnie Mouse Stared Malbox Owner	il account users as part of the r will be set up with a persoi occounts. These user account ers that already have NHSm ates a mandatory field. Email Address Minnie@gmail.com	ne welcome to N nal user account is will not be give nail accounts as t Mobile Phone 07123456789	HSmall email to access the ne access to he Shared M C Options Edit	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link allbox Owner can link notifiem Town Name for London Role Administration & Clerical	Addition to this the site ( t the Shared Mailbox C these users to the Shar Amazing Carehomes Add to Shared Mailbox? <b>Q</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>Q</b>
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an * indic iter Town Name for Ama London Full Name Vinnie Mouse Shired Malbox Owner.	il account users as part of the r will be set up with a person occounts. These user account ers that already have NHSm ates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the en access to he Shared M C Options Edit Remove	a Shared Mailbox. In ac the Shared Mailbox bu ailbox Owner can link: and the share of the share of the condon: Role Administration & Clerical Care Assistant	Addition to this the site ( t the Shared Mailbox C these users to the Shar Arnazing Carehomes - Add to Shared Mailbox? <b>Q</b> <b>(</b> )	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>O</b>
hat require NHSmall persu uide is sent to all NHSma he Shared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stabilished. lease note that an * indic nter Town Name for Ama London Full Name Minnie Mouse Shared Malbox Owner Mickey Mouse 2 of 10 available member	il account users as part of the r will be set up with a persol occounts. These user account ers that already have NHSm ates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the en access to he Shared M C Options Edit Edit Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link: onfirm Town Name for London: Role Administration & Clerical Care Assistant	Addition to this the site of t the Shared Mailbox O these users to the Share Amazing Carehomes - Add to Shared Mailbox? <b>Q</b> <b>(1)</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>O</b>
Interrequire NHSmail perso uide is sent to all NHSmail personal user a hared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stabilished. lease note that an * indic iter Town Name for Ama London Full Name Minnie Mouse Stared Maibox Owner Mickey Mouse 2 of 10 available member	il account users as part of the r will be set up with a person occounts. These user account ers that already have NHSm ates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the en access to the Shared M C Options Edit Edit Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link: and the share of the share of the condon: Role Administration & Clerical Care Assistant	Addition to this the site of t the Shared Mailbox C these users to the Shar Amazing Carehomes - Add to Shared Mailbox? <b>Q</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>O</b>
Interrequire NHSmall person uide is sent to all NHSmall personal user a hared Mallbox Owne f 10 NEW personal user a hared Mallbox if required here is no need to add us stabilished. lease note that an * indic iter Town Name for Ama London Full Name Minnie Mouse Stated Malbox Owner Mickey Mouse 2 of 10 available member (minimu	il account users as part of the r will be set up with a person cocounts. These user account ers that already have NHSm ates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the en access to he Shared M C Options Edit Edit Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link and the share of the share of the condon Role Administration & Clerical Care Assistant	Addition to this the site of t the Shared Mailbox C these users to the Shar Amazing Carehomes - Add to Shared Mailbox? <b>Q</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>Q</b>
at require NHSmall persuide is sent to all NHSmall persuide is sent to all NHSmall persuide is sent to all NHSmall her Shared Mallbox dreated to add us stabilished. lease note that an * indicite it is no need to add us stabilished. lease note that an * indicite it is not need to add us stabilished. London Full Name Winnie Mouse Stated Malbox Owner Mickey Mouse 2 of 10 available member (minimute	il account users as part of the r will be set up with a person cocounts. These user account ers that already have NHSm ates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the en access to he Shared M C Options Edit Edit Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link: onfirm Town Name for London: Role Administration & Clerical Care Assistant Last name	Add to Shared Mailbox 2 Armazing Carehomes Add to Shared Mailbox 2 M	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>O</b>
hat require NHSmail persuide is sent to all NHSmail personal user a hared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us tablished. lease note that an * indic ter Town Name for Ama London Full Name Minnie Mouse Stared Mailbox Owner Mickey Mouse 2 of 10 available member (minimute e	ers become a part of the r will be set up with a person cocounts. These user account ers that already have NHSm ates a mandatory field. Email Address Minnie@gmail.com Mickey@gmail.com Mickey@gmail.com Mickey@gmail.com	Mobile Phone 07987654332	HSmall email to access the en access to the Shared M C Options Edit Edit   Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link: allow Owner can link onfirm Town Name for London: Role Administration & Clerical Care Assistant Last name	Addition to this the site of the Shared Mailbox C these users to the Shared Mailbox C Additional Carehomes - Add to Shared Mailbox? <b>Q</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CCPODS2* Mark as Mailbox Admin? <b>O</b>
hat require NHSmall personal user a uide is sent to all NHSmall personal user a hared Mallbox Owner f 10 NEW personal user a hared Mallbox if required here is no need to add us stablished. lease note that an * indic inter Town Name for Ama London Full Name Minnie Mouse Stared Mallox Owner Mickey Mouse 2 of 10 available member (minimu de Please select )	ere that already have NHSm are that already have NHSm ates a mandatory field. Email Address Minnie@gmail.com Mickey@gmail.com Mickey@gmail.com m 2) First name*	Mobile Phone 07123456789	HSmall email to access the n access to he Shared M C Options Edit Edit   Remove	a Shared Mailbox. In ac the Shared Mailbox bu allbox Owner can link: allow Owner can link: onfirm Town Name for London: Role Administration & Clerical Care Assistant	Addition to this the site of the Shared Mailbox C these users to the Shared Mailbox C Armazing Carehomes - Add to Shared Mailbox? <b>Q</b>	An request up to a maximum homer can link users to the ed Mailbox once it has been CCPODS2* Mark as Mailbox Admin? <b>O</b>
at require NHSmail persuide is sent to all NHSmail persuide is sent to all NHSmail persuide is sent to all NHSmail personal user a hared Mailbox (Frequired here is no need to add us tablished. Lease note that an * indic terr Town Name for Ama London Full Name Minnie Mouse Stard Mailbox Owar Mickey Mouse 2 of 10 available member (Minnimu terr (minimu terr) Please select usiness or personal email	il account users as part of the required required requires as part of the result account users as part of the result be set up with a person occounts. These user account ers that already have NHSmates a mandatory field.	Mobile Phone 07987654332	HSmall email to access the n access to he Shared M C Options Edit Edit   Remove	a Shared Mailbox. In ac the Shared Mailbox bu alibox Owner can link: and the Shared Mailbox bu confirm Town Name for London: Role Administration & Clerical Care Assistant Last name	Add to Shared Mailbox 2 Add to Shared Mailbox 2	An request up to a maximum homer can link users to the ed Mailbox once it has been CPODS2* Mark as Mailbox Admin? <b>O</b>

2.3. As other members are added they can be given administration rights, by ticking the box **Mark as Mailbox Admin**.

itep 2 - Add details f	for Amazing Carehom	es - CPODS2	1			
Setup Shared Mailbox						
inter the most appropriate complete the registration (	e town/city name associated request successfully.	with the care pr	ovider organ	isation that is registeri	ng below. Please note	that this field is mandatory t
he town name forms the pecific organisation. Pleas	first part of the shared mails ie note that the town name	oox account nam entered will supp	e and will b ort accurate	a used by local and nat selection of this care p	ional health and care provider organisation	organisations to identify a within the NHSmail directory.
etup Shared Owner and F	Personal User Accounts					
ach care provider organis ther NHSmail users in the	ation must nominate a Shar ir organisation to access the	ed Mailbox Own mailbox if requ	er who will b ired. The Shi	e able to access the or ared Mailbox Owner sh	ganisations Shared M ould be the Organisat	lailbox and give permission fo tion Manager or Administrato
he Shared Mailbox Owne	r will be able to:					
Activate the shared mailb	ox account for the care pro	vider organisatio	n.			
Setup access to the share	ed mailbox accounts for rele	vant staff by link	ing their NH	Smail personal user ac	counts to this shared i	mailbox account.
Act as the person who wi hat require NHSmail perso juide is sent to all NHSma	III facilitate the setting up of onal user accounts and requ il account users as part of th	NHSmail for the esting the remo- te welcome to N	staff workin /al of staff tr HSmail ema	g at the site. This inclui lat are leaving the Soci I.	des sending through o al care profession. A li	details of new staff members nk to the shared mailbox
The Shared Mailbox Owne of 10 NEW personal user a pared Mailbox if required	r will be set up with a person ccounts. These user account	nal user account is will not be give	to access th an access to	e Shared Mailbox. In at the Shared Mailbox bu	ldition to this the site t the Shared Mailbox	can request up to a maximul Owner can link users to the
The Shared Mailbox Owne of 10 NEW personal user a shared Mailbox if required here is no need to add us	r will be set up with a persoi ccounts. These user account sers that already have NHSm	nal user account is will not be give nail accounts as t	to access th an access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link	Idition to this the site t the Shared Mailbox	can request up to a maximur Owner can link users to the ared Mailbox once it has been
The Shared Mailbox Owne of 10 NEW personal user a ihared Mailbox if required There is no need to add us stablished.	r will be set up with a perso coounts. These user account ers that already have NHSm	nal user account is will not be give nail accounts as t	to access th an access to he Shared M	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link	ldition to this the site t the Shared Mailbox these users to the Sha	can request up to a maximur Owner can link users to the ared Mailbox once it has beer
The Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. lease note that an * indici	r will be set up with a person coounts. These user account ers that already have NHSm ates a mandatory field.	nal user account is will not be give nail accounts as t	to access th an access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link	ldition to this the site t the Shared Mailbox these users to the Sha	can request up to a maximur Owner can link users to the ared Mailbox once it has beer
he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. lease note that an " indic	r will be set up with a person coounts. These user account ers that already have NHSm ates a mandatory field.	nal user account is will not be give nail accounts as t	to access th en access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link	ldition to this the site t the Shared Mailbox these users to the Sha	can request up to a maximu Owner can link users to the ared Mailbox once it has beer
he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stabilshed. lease note that an * indici	r will be set up with a persoi coounts. These user account ares that already have NHSm ates a mandatory field.	nal user account is will not be give nail accounts as t	to access th en access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link	ldition to this the site t the Shared Mailbox these users to the Sha	can request up to a maximu Owner can link users to the red Mailbox once it has beer
he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stabilished. Ilease note that an * indici nter Town Name for Amar	r will be set up with a person coounts. These user account ers that already have NHSm ates a mandatory field. zing Carehomes - CPODS2*	nal user account is will not be give nail accounts as t	to access th en access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link onfirm Town Name for	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes	can request up to a maximu Owner can link users to the ared Mailbox once it has been - CPODS2*
he Shared Mailbox Owne of 10 NEW personal user a hared Mailbox if required here is no need to add us stabilished. 'lease note that an * indici nter Town Name for Ama London	r will be set up with a perso coounts. These user account - ers that already have NHSm ates a mandatory field. zing Carehomes - CPODS2*	nal user account is will not be give	to access th en access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu tailbox Owner can link onfirm Town Name for London	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes	can request up to a maximu Owner can link users to the ared Mailbox once it has been - CPODS2*
he Shared Mailbox Owne f 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. lease note that an * indici nter Town Name for Amar London	r will be set up with a perso coounts. These user account wers that already have NHSm ates a mandatory field. zing Carehomes - CPODS2*	nal user account s will not be give nail accounts as t	to access th en access to he Shared N	e Shared Mailbox. In ac the Shared Mailbox bu tailbox Owner can link anfirm Town Name for London	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes	can request up to a maximu Owner can link users to the red Mailbox once it has beer - CPODS2*
The Shared Mailbox Owne of 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. 'lease note that an " indici inter Town Name for Ama London	r will be set up with a persoi coounts. These user account iers that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address	nal user account s will not be give nail accounts as t Mobile Phone	to access then access to the Shared N	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link anfirm Town Name for London Role	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? •	can request up to a maximu Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •
he Shared Mailbox Owne of 10 NEW personal user a hared Mailbox if required here is no need to add us stablished. 'lease note that an * indici nter Town Name for Ama: London Full Name Minnie Mouse stared Mailbox Ower	r will be set up with a persoi coounts. These user account ares that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com	Al user account s will not be give hail accounts as t Mobile Phone 07123456789	to access the en access to the Shared N C Options Edit	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link: anfirm Town Name for London Role Administration & Clerical	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? <b>Q</b>	can request up to a maximu Owner can link users to the ared Mailbox once it has been ~ CPODS2* Mark as Mailbox Admin? •
Phe Shared Mailbox Owne of 10 NEW personal user a shared Mailbox if required there is no need to add us stablished. Please note that an * indici inter Town Name for Ama: London     Full Name     Minnie Mouse     shared Mailbox Owner Mickey Mouse	r will be set up with a person coounts. These user account ares that already have NHSm ates a mandatory field. Zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com	Mobile 07123456789 07987654332	to access the en access to the Shared N C Options Edit Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link: and the share of the share of the confirm Town Name for London . Role Administration & Clerical Care Assistant	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox?	can request up to a maximul Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •
Ine Shared Mailbox Owne of 10 NEW personal user a shared Mailbox if required There is no need to add us established. Please note that an * indici inter Town Name for Amai London     Full Name     Minnie Mouse     Shared Mailcox Owner     Mickey Mouse     2 of 10 available member	r will be set up with a person coounts. These user account area that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com s specified (2 required)	Mobile Phone 07987654332	to access the en access to the Shared N C Options Edit Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link onfirm Town Name for London Role Administration & Clerical Care Assistant	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? •	can request up to a maximul Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin?
The Shared Mailbox Owne of 10 NEW personal user a hared Mailbox if required there is no need to add us stabilished. Please note that an " indici inter Town Name for Ama: London Full Name Minnie Mouse Stared Mailcox Owner Mickey Mouse 2 of 10 available member	r will be set up with a person coounts. These user account area that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com s specified (2 required)	Mobile Phone 07123456789 07987654332	to access the en access to the Shared N C Options Edit Edit Edit   Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link anfirm Town Name for London Role Administration & Clerical Care Assistant	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? <b>Q</b>	can request up to a maximul Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •
he Shared Mailbox Owne of 10 NEW personal user a ihared Mailbox if required here is no need to add us stabilished. "lease note that an * indic inter Town Name for Ama London Full Name Minnie Mouse Shared Mailbox Owner Mickey Mouse 2 of 10 available member idd new member (minimulite	r will be set up with a person coounts. These user account area that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com Mickey@gmail.com as specified (2 required) m 2) First name*	Al user account s will not be give hail accounts as t Mobile Phone 07123456789 07987654332	to access the en access to the Shared N C Options Edit Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link: anfirm Town Name for London Role Administration & Clerical Care Assistant Last name	Idition to this the site t the Shared Mailbox hese users to the Sha Amazing Carehomes Add to Shared Mailbox? •	can request up to a maximul Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •
he Shared Mailbox Owne of 10 NEW personal user a shared Mailbox if required there is no need to add us stablished. Please note that an " indic inter Town Name for Ama: London Full Name Minnie Mouse Skurdt Mailcox Owner Mickey Mouse 2 of 10 available member idd new member (minimu ite Please select	r will be set up with a person coounts. These user account area that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com s specified (2 required) m 2) First name*	Al user account s will not be give hail accounts as t Mobile Phone 07123456789 07987654332	to access the en access to the Shared N C Options Edit Edit   Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link and the share of the share of the London Role Administration & Clerical Care Assistant Last name	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? <b>@</b>	can request up to a maximul Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •
he Shared Mailbox Owne of 10 NEW personal user a shared Mailbox if required here is no need to add us stabilished. Itease note that an * indic inter Town Name for Ama London Full Name Minnie Mouse stared Mailbox Ower Mickey Mouse 2 of 10 available member wid new member (minimu ite Flease select usiness or personal email	r will be set up with a person coounts. These user account area that already have NHSm ates a mandatory field. zing Carehomes - CPODS2* Email Address Minnie@gmail.com Mickey@gmail.com Mickey@gmail.com a specified (2 required) m 2) First name* address <b>9</b> *	Mobile Phone 07123456789 07987654332	to access the en access to the Shared N C Options Edit Remove	e Shared Mailbox. In ac the Shared Mailbox bu failbox Owner can link: and the Shared Mailbox bu tailbox Owner can link: and the share of the share of the condon . Role Administration & Clerical Care Assistant Last name and the share of the share of the share of the clerical can be share of the share of the share of the share of the clerical can be share of the share	Idition to this the site t the Shared Mailbox these users to the Sha Amazing Carehomes Add to Shared Mailbox? Role	can request up to a maximu Owner can link users to the ared Mailbox once it has been - CPODS2* Mark as Mailbox Admin? •

### Note:

The shared mailbox owner, typically the organisation's manager or administrator, has the responsibility for managing the shared mailbox permissions, however multiple shared mailbox owners can be nominated.

It is important that the mobile phone numbers entered are only used once within the registration portal, as the number will also be used to check that an account for that user is not already in use. The phone number must be a mobile phone number and be personal to that user.

The mobile phone number provided as part of your NHSmail application will be hidden from the NHS Directory (People Finder) by default. You can choose to unhide your mobile number so that it appears in the NHS Directory by following the guidance on the NHSmail support site.

**Note:** The social care administration team will continue to have access to a user's mobile phone number, regardless of whether it's hidden in the NHS Directory or not. This access is required for authenticating a user for password resets, account lockouts and also for contacting users who become inactive on the NHSmail platform.

If there are staff at your organisation who already have an NHSmail personal account (ending in @nhs.net), they should not be entered in the form as this will create a duplicate account. The existing email account can be migrated over once the organisation has been set up.

Once you have completed the user details, click Confirm and finish.

Role* Please select Add member
Please select Add member
Add member
Next
clicking the button below

## **Next steps**

Once the registration request has been submitted an email will be sent to the email addresses supplied, advising of usernames. The email will also provide instructions on how to activate the new NHSmail account and how to use it.

NHSmail Enabling collaboration across Health and Social Care



## Welcome to NHSmail

#### Wednesday 9 October 2019

#### Dear pkestrel three,

Thank you for joining NHSmail. Shortly you will receive a text message containing your password to the mobile phone you specified when registering for an NHSmail account.

If you do not receive a password by SMS please contact the National Administration Service on careadmin@nhs.net or call 0333 200 1133.

#### Accessing your NHSmail account

Before you access your account, please read the Guide for Care Providers which includes the following information:

- · How to log into your account
- How to send and receive emails
  How to access a shared mailbox
- Help available to users
- Once you have read the Guide for Care Providers and received your password, you can access your account:
  - 1. Go to https://portal.stg.nhs.net/
  - 2. Click the 'login' button
  - 3. Enter the username: pharmakestrel.three@stg.nhs.net
  - 4. Enter the password sent to your mobile

Once you have successfully logged into your account you will be asked to change your password and specify some security questions. At this stage you will have the option to unhide the mobile phone number that was provided for your registration should you wish to do so. Please ensure you complete these actions as soon as possible so your NHSmail account is activated.

If you have any issues with accessing your NHSmail account please contact the National Administration Service on careadmin@nhs.net or call 0333 200 1133.

The shared mailbox account that has been set up for your care provider will be sent to your new NHSmail email address.

Regards, The NHSmail team

The temporary passwords for these accounts will be sent by SMS to the individual's mobile phone number which was originally supplied in the registration portal. Once users have logged into their NHSmail account, they will see an email confirming the email address of the organisation's shared mailbox and information on how to access this.

If a staff member within the organisation already has a personal NHSmail account, the shared mailbox owner will be able to link the staff member's personal NHSmail account to the shared mailbox, once the shared NHSmail account has been set up for the organisation.

#### **NHSmail**

Enabling collaboration across Health and Social Care



## Welcome to NHSmail

#### Monday 7 October 2019

Dear pkestrel three,

Thank you for joining NHSmail and for activating your NHSmail account.

During the activation of your NHSmail account you should have completed the Acceptable Use Policy (AUP) which includes an option to unhide the mobile phone number that was provided for your registration should you wish to do so.

If you have any issues with accessing your NHSmail account please contact the National Administration Service on careadmin@nhs.net or by call 0333 200 1133.

#### **Care Provider Organisation Details and Premises Shared Mailbox**

Below are your Care Provider Organisation details

Name of Care Provider	CARE
ODS Code	NT811
Premises specific shared NHSmail mailbox	care.odissa.caremailboxnt811@stg.nhs.net

Information on how to open the premises specific shared mailbox can be found in the Guide for Care Providers.

If you are a Shared Mailbox Owner additional shared mailbox guidance can be found in the Delegated and Shared Mailbox Guide.

```
Regards,
The NHSmail team
```

# Support and guidance

Further information is available on the NHSmail support site on how to use NHSmail, including:

- using Outlook Web App email (www.nhs.net)
- Passwords and Unlocks
- NHS Directory, including how to hide / unhide your mobile phone number
- Guide for social care providers using NHSmail.

If you require further assistance, you can contact the social care administration team at careadmin@nhs.net or call the NHSmail helpdesk on 0333 200 1133 – the NHSmail helpdesk is available 24 hours a day 7 days a week.