**How to contact the Helpdesk telephone guide**

1. You need to call the Helpdesk on 0333 200 1133. You need to call from the landline listed on your CQC registration as this will help authenticate you.
2. Listen to the message until the first prompt to “choose from the following options” – **Choose option 1 (Unable to access account)**
3. Listen to the message where the helpdesk suggests you can reset password yourself on the log in page, then it will say contact your Local Administrator. Ignore this and **keep listening until** it says “if you are social care / pharmacy etc please press 1 to be transferred to an agent” – **Choose option one.**
4. When you get to speak to an agent:
	* Please explain that you are the manager of a care home whose NHS mail is administered by the National Administration Service Team – this is important otherwise they will try to send you to a local administrator or ICB (neither of whom can help.)
	* You will need to give them the following:
		1. Your name
		2. Location ODS code
		3. Shared mailbox address is care.YOURODSCODE@nhs.net
		4. Make a note of the ticket number they provide you.