**How to regain access to your shared mailbox and create new NHSmail accounts**

You can choose to email the helpdesk and call to verify your identify or to call and set up your NHSmail offer the phone.

**Option One: Email and phone call**

1. You will need the name’s, emails, and mobile phone numbers of the staff you wish to set up with NHSmail.
2. You will also need to decide which staff you wish to be owners of the shared mailbox – they will be administrators of the shared. We would recommend at least two staff be made owners.
3. Please populate below template and sent to careadmin@nhs.net from the CQC registered location email.

*“Dear NHS helpdesk,*

*Can you please create new NHS email accounts for the listed staff. They will need access to the shared mailbox which is mailbox care.ADDYOURODSCODEHERE@nhs.net*

*Full name:*

*Mobile number:*

*Email address*

*Owner of the shared mailbox: Yes/No*

*Full name:*

*Email:*

*Mobile number:*

*Owner of the shared mailbox: Yes/No*

*Full name:*

*Email:*

*Mobile number:*

*Owner of the shared mailbox: Yes/No*

*Full name:*

*Email:*

*Mobile Number:*

*Owner of the shared mailbox: Yes/No*

*Many thanks*

*Your name”*

1. You should be issued with a ticket number once you send the email. Check your emails for a response. They will ask you to call and verify your identify. You will need to call from the CQC registered number. See option two for instructions.

**Option Two:**

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.)
	* They will try to tell you to send an email from the shared mailbox so you’ll need to **make it clear to the agent that no-one has access to the shared mailbox,** and can they please set you up with an NHS mail account and make you the “owner” of the home’s shared mailbox so that you can delete the leavers and add other staff members.
	* You will need to give them the following:
		1. Your name
		2. An email address only you can access to receive confirmation of your NHS mail address.
		3. Link to the portal so you can activate the account and log in - [Sign In (nhs.net)](https://fs.nhs.net/adfs/ls/?wtrealm=urn%3aPROD.Portal.NHSMail&wctx=WsFedOwinState%3dg_cCBzAMZQd-4Q8iUVwqitWWvMsxfNwgpSSIviDFoOhenKzqYBvmd4IMD7YxzGwoA7wc63qBA-qD7KC6DObTGpGw1GWtOKpgm-LVb4y4hUZWoyEYg7NgSU5EsUDPPSU0ZglCP8UIcp-uONhdK5ZCag&wa=wsignin1.0)
		4. Your personal mobile phone number (you will receive a text message with a temporary password)
		5. Location ODS code
		6. Shared mailbox address is care.YOURODSCODE@nhs.net
		7. Make a note of the ticket number they provide you.
		8. They may just ask for your email address and will then send you an email asking for the other information (mobile phone number, Site name & ODS code).