**How to unlock your NHSmail account if you phone number linked to the account has changed**

1. Please review ‘How to reset your NHSmail account guide’ first.
2. If your mobile number linked to your NHSmail account is no longer valid/ you have changed your number and no updated your account, please follow below instructions.
3. Please complete below email template and
4. Send the email template to [careadmin@nhs.net](mailto:careadmin@nhs.net) using the care homes CQC-registered email address or if you have access the sites NHSmail shared mailbox.

Dear NHSmail helpdesk,

Unfortunately, I have been locked out of my NHS mail account **(** [**@nhs.net**](mailto:care.ODS@nhs.net)**)**  and the current mobile number attached to this is no longer valid.

Please can I request my new mobile number **(Add your number)** is now linked to my account and my NHS email account is unlocked?

The personal email address of **add in the details of the email address you set the account up with** is still valid.

Many thanks

Your name