
How to complete the NHSmail social care provider registration portal

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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 Pre-Requisite Questionnaire

Care Provider organisation background details

This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.

Pre-Requisite Questionnaire:

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)?

You will need a One-Time Passcode to complete your registration, would you like to receive this One-Time Passcode via email or via the post ?

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

The screenshot shows the NHSmail website interface. At the top left are the NHS and NHS Scotland logos. A 'Login' link is at the top right. A blue navigation bar contains 'Home', 'Email', and 'Help'. Below this is a blue banner with the text 'NHSmail Enabling collaboration for health and social care'. The main content area is titled 'Care Provider Registration' and contains a sub-section 'Care Provider organisation background details'. A light blue box explains the form's purpose: 'This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.' Below this, a message says 'Thanks, please complete the boxes below:'. The form fields are: 'Postcode' (with a help icon and asterisk) containing 'LL9'; 'Organisation Name' (with a help icon) showing a dropdown menu with 'Amazing Carehomes - CPODS2'; 'Organisation ODS Code' (with a help icon and asterisk) containing 'CPODS2'; and 'Registered Manager's Email Address*' containing 'AmazingCarehomes@gmail.com'. A 'Next' button is located at the bottom right of the form, enclosed in a red dashed rectangular box.

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](#).



Care Provider Registration

Step 1 - Care Provider Organisation details

This form is to allow you to request a care provider organisation shared mailbox account and linked personal accounts.

Some of the information provided in this form will be used to create both the care provider organisation specific shared mailbox account and personal accounts. It is important that the information is correct.

Information recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS Digital and Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be changed on first login.

If you already 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 practice shared mailbox please ensure that those requesting the accounts do not already have an NHSmail account. Once the shared mailbox is created the nominated 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:

Postcode

Care Provider Organisation Name

Care Provider Organisation ODS Code

Care Provider Organisation CQC Location ID *

Care Provider Organisation One-Time Passcode

OR

Care Provider Organisation CQC Contact ID (or Registered Manager'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**.

Care Provider Registration

Step 2 - Add details for Amazing Carehomes - CPODS2

Setup Shared Mailbox
 Enter the most appropriate town/city name associated with the care provider organisation that is registering below. Please note that this field is mandatory to complete the registration request successfully.

The town name forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific organisation. Please note that the town name entered will support accurate selection of this care provider organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts
 Each care provider organisation must nominate a Shared Mailbox Owner who will be able to access the organisations Shared Mailbox and give permission for other NHSmail users in their organisation to access the mailbox if required. The Shared Mailbox Owner should be the Organisation Manager or Administrator.

The Shared Mailbox Owner will be able to:

- * Activate the shared mailbox account for the care provider organisation.
- * Setup access to the shared mailbox accounts for relevant staff by linking their NHSmail personal user accounts to this shared mailbox account.
- * Act as the person who will facilitate the setting up of NHSmail for the staff working at the site. This includes sending through details of new staff members that require NHSmail personal user accounts and requesting the removal of staff that are leaving the Social care profession. A link to the shared mailbox guide is sent to all NHSmail account users as part of the welcome to NHSmail email.

The Shared Mailbox Owner will be set up with a personal user account to access the Shared Mailbox. In addition to this the site can request up to a maximum of 10 NEW personal user accounts. These user accounts will not be given access to the Shared Mailbox but the Shared Mailbox Owner can link users to the Shared Mailbox if required.

There is no need to add users that already have NHSmail accounts as the Shared Mailbox Owner can link these users to the Shared Mailbox once it has been established.

Please note that an * indicates a mandatory field.

Enter Town Name for Amazing Carehomes - CPODS2*

Confirm Town Name for Amazing Carehomes - CPODS2*

Full Name	Email Address	Mobile Phone	Options	Role	Add to Shared Mailbox?	Mark as Mailbox Admin?
Minnie Mouse Shared Mailbox Owner	Minnie@gmail.com	07123456789	Edit	Administration & Clerical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mickey Mouse	Mickey@gmail.com	07987654332	Edit Remove	Care Assistant	<input type="checkbox"/>	<input type="checkbox"/>

2 of 10 available members specified (2 required)

Add new member (minimum 2)

Title

First name*

Last name*

Business or personal email address *

Mobile Phone *

Role*

Add member

Next

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

Care Provider Registration

Step 2 - Add details for Amazing Carehomes - CPODS2

Setup Shared Mailbox
 Enter the most appropriate town/city name associated with the care provider organisation that is registering below. Please note that this field is mandatory to complete the registration request successfully.
 The town name forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific organisation. Please note that the town name entered will support accurate selection of this care provider organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts
 Each care provider organisation must nominate a Shared Mailbox Owner who will be able to access the organisations Shared Mailbox and give permission for other NHSmail users in their organisation to access the mailbox if required. The Shared Mailbox Owner should be the Organisation Manager or Administrator. The Shared Mailbox Owner will be able to:
 * Activate the shared mailbox account for the care provider organisation.
 * Setup access to the shared mailbox accounts for relevant staff by linking their NHSmail personal user accounts to this shared mailbox account.
 * Act as the person who will facilitate the setting up of NHSmail for the staff working at the site. This includes sending through details of new staff members that require NHSmail personal user accounts and requesting the removal of staff that are leaving the Social care profession. A link to the shared mailbox guide is sent to all NHSmail account users as part of the welcome to NHSmail email.

The Shared Mailbox Owner will be set up with a personal user account to access the Shared Mailbox. In addition to this the site can request up to a maximum of 10 NEW personal user accounts. These user accounts will not be given access to the Shared Mailbox but the Shared Mailbox Owner can link users to the Shared Mailbox if required.
 There is no need to add users that already have NHSmail accounts as the Shared Mailbox Owner can link these users to the Shared Mailbox once it has been established.
 Please note that an * indicates a mandatory field.

Enter Town Name for Amazing Carehomes - CPODS2* Confirm Town Name for Amazing Carehomes - CPODS2*

Full Name	Email Address	Mobile Phone	Options	Role	Add to Shared Mailbox? *	Mark as Mailbox Admin? *
Minnie Mouse <small>Shared Mailbox Owner</small>	Minnie@gmail.com	07123456789	Edit	Administration & Clerical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mickey Mouse	Mickey@gmail.com	07987654332	Edit Remove	Care Assistant	<input type="checkbox"/>	<input type="checkbox"/>

2 of 10 available members specified (2 required)

Add new member (minimum 2)

Title First name* Last name*

Business or personal email address * Mobile Phone * Role*

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**.

Add new member (minimum 2)

Title First name* Last name*

Business or personal email address * Mobile Phone * Role*

Please confirm

Please confirm that all the data entered is correct to the best of your knowledge, by 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.