

NHS Mail Support

In order to create a new NHSmail account, you will need to send an email from the shared mailbox of the organisation to **helpdesk@nhs.net** with the below user details:

- 1.Full name
- 2.UK registered mobile number
- 3.Alternate email address
- 4.Access required: User access/Owner access to the shared mailbox?

Kindly note that there will be no passwords for the shared mailbox to login.

To access shared mailbox, please follow the bellow steps:

1. Please login to personal nhs.net account from: <https://outlook.office.com>
2. Once you are in your email, please navigate to the top right corner and click on your name.
3. select "open another mailbox" and add the name of the shared mailbox in the box and click on open.

Please refer the below link to access the shared mailbox:

- <https://support.nhs.net/knowledge-base/shared-mailbox-guide-for-nhsmail/#how-to-access-a-shared-mailbox>
- <https://support.nhs.net/knowledge-base/opening-shared-mailboxes/>
- <https://support.nhs.net/knowledge-base/managing-shared-mailboxes/>

Once received the requested information from the authorised shared mailbox, they will then assign the ticket to the resolver team who will create the account and add it to the shared mailbox. Also, the user would be communicated with the login details.

Please follow the below mentioned link for Data Retention and Information Management Policy:

<https://support.nhs.net/knowledge-base/nhsmail-data-retention-and-information-management-policy/>

If nobody in your organisation can now access the shared mailbox, you will need to contact the National Administration Service and follow the below steps.

- Call the Helpdesk on 0333 200 1133 from the site registered telephone number OR by emailing from the DSPT registered email address, to authenticate yourself.
- State that no one now on site can access the shared mailbox and that a new owner needs to be added.
- Provide the new owner's full name, UK based Mobile Number (must start '07) and alternate email address, if they already have an NHSmail user account, provide this information in the first instance.
- Any other users can be added in the same way at this time, or by the shared mailbox owner later.

Further guidance is available as per the below mentioned <https://support.nhs.net/knowledge-base/nhsmail-pods-faqs/#unable-to-access-a-shared-mailbox>