

Oxleas NHS Foundation Trust

Title: NHSMail - Security Questions	
Scope	Trust wide
Owner	IT Department
Contact	Service Desk Supervisor
Version	1
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Search summary: NHSMail documentation to demonstrate how to update profile details and creating security questions and answers to be able to reset password via self service This guide should be read by all members of staff and users of NHSMail	

For more information, or if you need further assistance, please contact the IT Helpdesk:

Telephone 01322 625775

Portal <http://servicedesk.oxleas.nhs.uk/>

Self-service password reset.

As a user of NHSmail, you are required to set 3 security questions and answers through the Portal. The answers to these questions will then be used to check your identity, for example, if you need to contact the IT Helpdesk due to an account lock out or to use the self-service password reset. You will never be asked for the whole answer to your security question, only individual characters from it. You should never share the questions or answers with anyone as this will compromise the security of your NHSmail account

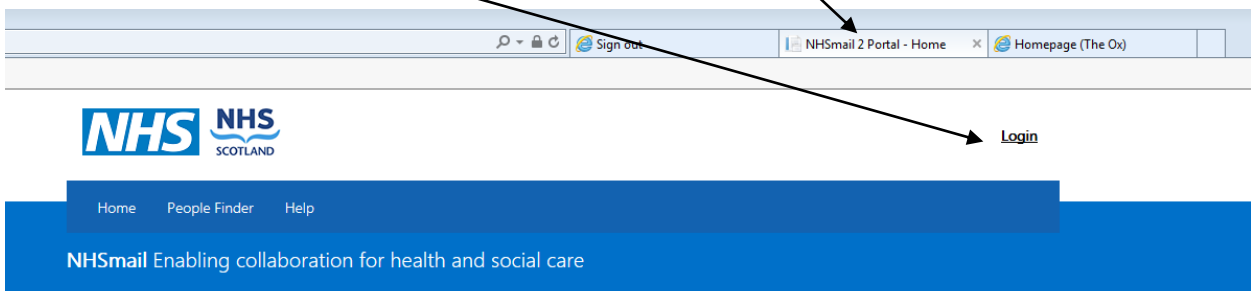
You **MUST** add a mobile number to your NHSMail account profile as you will be sent a text with an unlock code. NHSMail have changed the portal so that the mobile number field is not visible to anyone else providing you tick the "**Hide mobile number from address book**".

The following document has been put together to show how to create your security questions, with answers and how to update your profile details to include your mobile number.

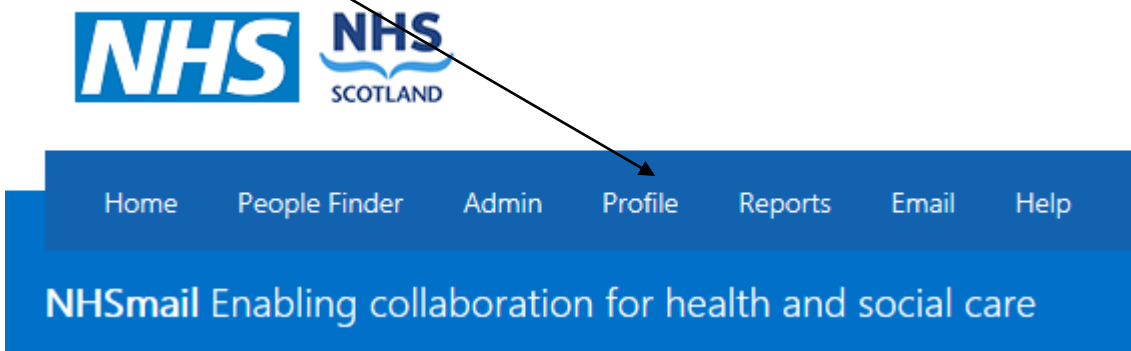
Click on the "NHSMail" icon on your desktop
Or navigate to <http://www.nhs.net>



Log onto the NHSMail portal via the "NHSMail 2 Portal – Home" tab



Click on "Profile"



Within the My Profile tab enter your mobile number, the mobile number that you set here will be the number used for authentication purposes in self-service password resets. You should only use a work mobile, or a personal mobile device that is used for your sole use, and not shared. If you wish to hide a personal mobile number from being displayed in the NHS Directory click the 'Hide mobile number from address book' option.

This information is displayed in the directory to other users of the email system

ANDERSON, Pat (LEEDS TEACHING HOSPITAL)

Telephone

Mobile

Hide mobile number from address book

Fax

Pager


Web Page

Profile

Click on "Next"

You will be directed to the "Security Questions" Tab

[Home](#) > [Profile](#)

 Profile

[My Profile](#) [Security Questions](#)

Type a question of your choice into the "Question" text box and type the correct answer into the "Answer" text box under "Security Question 1"

These questions are used if you need to reset the password on your account. They must meet the following conditions:

- Each of the questions and answers must be different
- They must be at least 6 characters long, you could select a phrase or sentence
- They can't be repeating letters or sequential numbers i.e aaaa, 1234

Security Question 1	
Question*	Mother Maiden Name ✓
Answer*	Huntington ✓

Your security questions and answers must satisfy the following criteria:

- Each of the questions/answers must be different
- Each question/answer must be **at least 6 characters long**
- You cannot use repeating numbers or letters in a question/answer (eg. 111 or aaa)
- A space will count as a character

Examples of security questions could be: your mother's maiden name, the model of your first car or the name of your first pet. A green tick will show to the right of the question/ answer when it fulfils the requirements.

Repeat the same from Security Question 2 and Security Question 2, you **MUST** completed all 3 security questions.

Click "Save"

You will now be able to reset your NHSMail password through "Forgotten Password" on the NHSMail login screen.