

Oxleas NHS Foundation Trust

Title: NHSMail – Password Reset Self Service	
Scope	Trust wide
Owner	IT Department
Contact	Service Desk Supervisor
Version	1
Issue date	22/03/2017
Review date	21/03/2018
Search summary: NHSMail documentation to demonstrate how to reset NHSMail 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/>

If you have forgotten your NHSMail password you will need to use the self-service password reset feature within the NHSMail Portal. To use this, you must know the answers to your security questions and you must have a mobile number set within the profile section of your account (note: you must have access to this mobile). If you do not know the answers to your security questions, or you do not have a mobile phone number associated with your account, you will need to contact The IT Helpdesk to reset your password.

Once you have been assisted, you will be directed to the NHSMail Security Questions User Guide, which you can follow to ensure you are able to reset your own password.

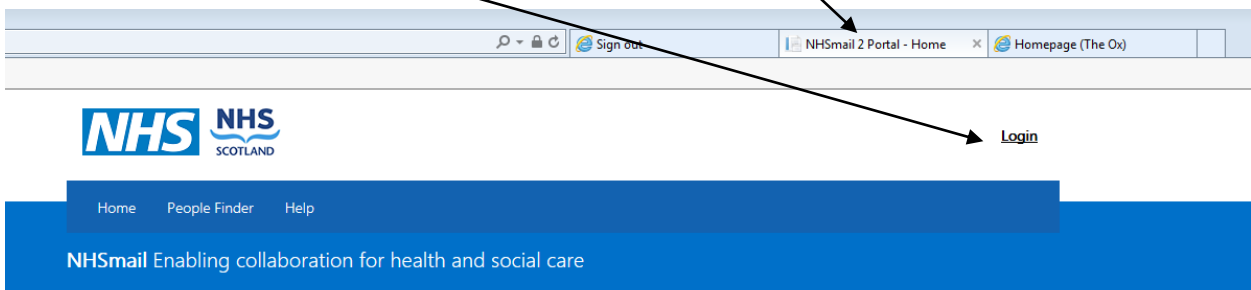
Note: you are able to hide your mobile number so that it is not searchable within the NHS Directory – refer to NHSMail Security Questions User Guide for more information.

The following document has been put together to show how to use the self-service password reset.

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 the "Click here" after
Forgot your Password?



Sign in with your NHSmail account

@nhs.net

Password

Sign in

This is a private computer

Forgotten Password? [Click here.](#)

Type your full email address and click "Next"

Email Address

Enter your email for verification

Next

Warning

If you do not have a mobile phone associated with your account and you will see the following error message "No phone number found. Please contact your Local Administrator", you'll need to log a call via the IT Helpdesk portal for assistance.

Enter the appropriate characters of the answers to your security questions into the corresponding boxes and click "Next"

If you answer these questions correctly a text message will be sent to the mobile phone number registered against your account. If you don't remember the answers to these questions or your phone number is not set correctly you will need to contact your local organisation administrator to reset your password.

What is your mother's maiden name?

From your answer text, please enter character no: 2

From your answer text, please enter character no: 3

What is your favourite white rabbit called?

From your answer text, please enter character no: 2

From your answer text, please enter character no: 3

Note: The character position counts blank spaces in your answer

next

Once you have correctly answered the security questions, a text message with a new temporary password will be sent to the mobile number associated with your account. If you do not have a mobile number associated with your account, or you have forgotten the answers to your security questions you must log a call via the Oxleas IT Helpdesk Portal.

Check your mobile, for a text message from NHSMail, to get the details of your temporary password.



Go back to the main NHSMail log in screen either via the icon on your desktop or navigate to <http://www.nhs.net>



Sign in with your NHS Mail account

Sign in

[Forgot your password?](#)

Type in your email address and the temporary password received via your mobile. This password is case sensitive and must be typed as received in the text message.

Once you log in with your temporary password, you will be prompted to reset your password. You must enter the temporary password (Received via text message) as your "Old Password".



NHS

Update Password

You must update your password because your password has expired.

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Old password

New password

Confirm new password

Submit Cancel

Password Requirements:

- Password must NOT include your username (pre-fix of your email address)
- It must contain a mix of three out of the following four character types:
 - uppercase letters (A-Z)
 - lowercase letters (a-z)
 - numbers (0-9)
 - symbols (!"£\$%^&*) – Please do not use if you are an iPad User as these are not compatible.
- It must be 8 or more characters long
- It cannot be any of your four previous passwords
- Spaces or commas cannot be used

You cannot use self-service password reset if you have already locked your account (i.e. incorrectly put in your password three times). You will need to log a call via the Oxleas IT helpdesk Portal to request your account to be unlock, you will then be able to reset your password.