



NHS Mail Password – Self Service password recovery

SCW IT Services have reported a high number of calls regarding NHS Mail password reset from GP Practices and CCGs. We would like to encourage all NHS Mail users to change their password when prompted and to use the Self-Service functionality to reset their password if they've forgotten it.

Change Password

To keep your account secure you will need to change your password every 365 days. You will be reminded to change your password via email 18, 10, 5, 2 and 1 day(s) before it expires.

Following a password change, to prevent your account from becoming locked you will need to update your new password on all the devices (including personal devices) that you use to access NHS Mail, for example mobile phone, Outlook desktop, tablet etc.

<https://support.nhs.net/knowledge-base/changing-your-password/>

NHS Mail Password Reset

It is now possible to reset your own NHS Mail password via the [NHS Mail](#) online portal by following these steps.

1. Link your mobile phone to your profile

- Open your web browser & navigate to www.nhs.net
- Login
- Click Profile on navigation bar
- Enter mobile phone number
- Choose 'Hide mobile number from address book'
- click Next

2. Set up 3 Security Questions linked to your account

- Type a question of your choice into the Question textbox and type the correct answer into the Answer textbox under Security Question 1.
- Repeat for Security Questions 2 and 3 and click Save

Important! Each Question/Answer

1. Must be different
 2. Must be between 6 and 12 characters long
 3. Must Not use repeating numbers of letters, e.g. 1111 or a
- A space will count as a character, entries are case sensitive

IMPORTANT! Never share your Security Questions or Answers with anyone as this will compromise the security of your NHS Mail account.

3. Resetting your Password

If you have mistyped or forgotten your NHS Mail password, do not attempt to enter more than twice as you will be locked out of your account. Instead, choose the **Forgotten Password** link and follow the on screen prompts to reset your password.

Make sure you have your mobile phone with you. If you've answered the question correctly you will receive a temporary password sent as a text to your mobile phone. Use this password to log into your account.

If you are locked out of your account please call your local IT Service Desk

IMPORTANT! You will never be asked for the whole answer to your Security Question, only individual characters from it.

TIPS: The generic NHS Mail account that is in EMIS, SystemOne and Vision for sending SMS messages and emails is often forgotten to be changed. If SMS messages stop sending it's because the password has expired and needs changing.

NHS Mail users' passwords are now valid for 365 days instead of the current 90-day expiry. Why not set up a recurring reminder/appointment in your Outlook calendar one week before the password is due to expire. If you're on leave on that day make sure you set up a rule to redirect the reminder to someone else to reset. It's also helpful to include instructions on how to reset the password in the main body of the recurring calendar reminder/appointment. You could copy and paste the link below.

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