Using NHS Mail for the first time

The first time you log into your NHS mail account at www.nhs.net, as a new user you will need to complete a few tasks before you are able to start using your account to send and receive emails. Among these are: agreeing to **Acceptable Use Policy (AUP)**, updating your profile and setting up your security questions and answers.

1. Go to www.nhs.net in your web browser or use KMPT Favourites in the default browser. You can also access this as one of the shortcut links on iConnect website.
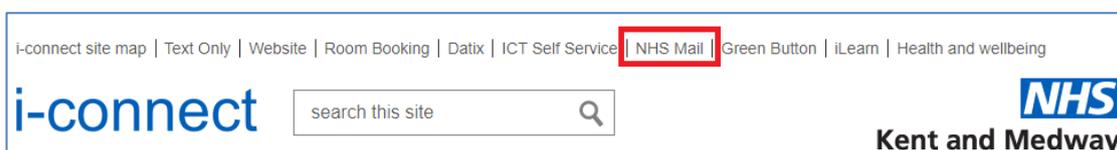
2. Click on **Login**.
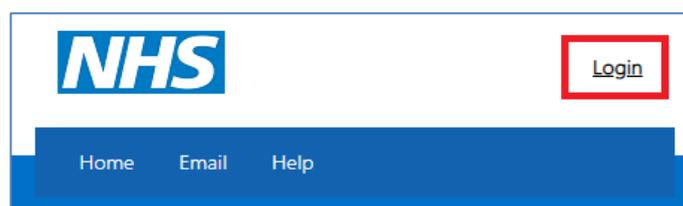
3. Log into your NHS mail account entering your new email address and temporary password provided by the Service Desk into the appropriate text boxes and click **Sign In**.

(You can just type in the first part of your email address as the @nhs.net part of your email address will auto-populate.)

4. You will then be prompted to change your password. Enter your temporary password in the Old password and New password twice in the appropriate text boxes and click **Submit.**
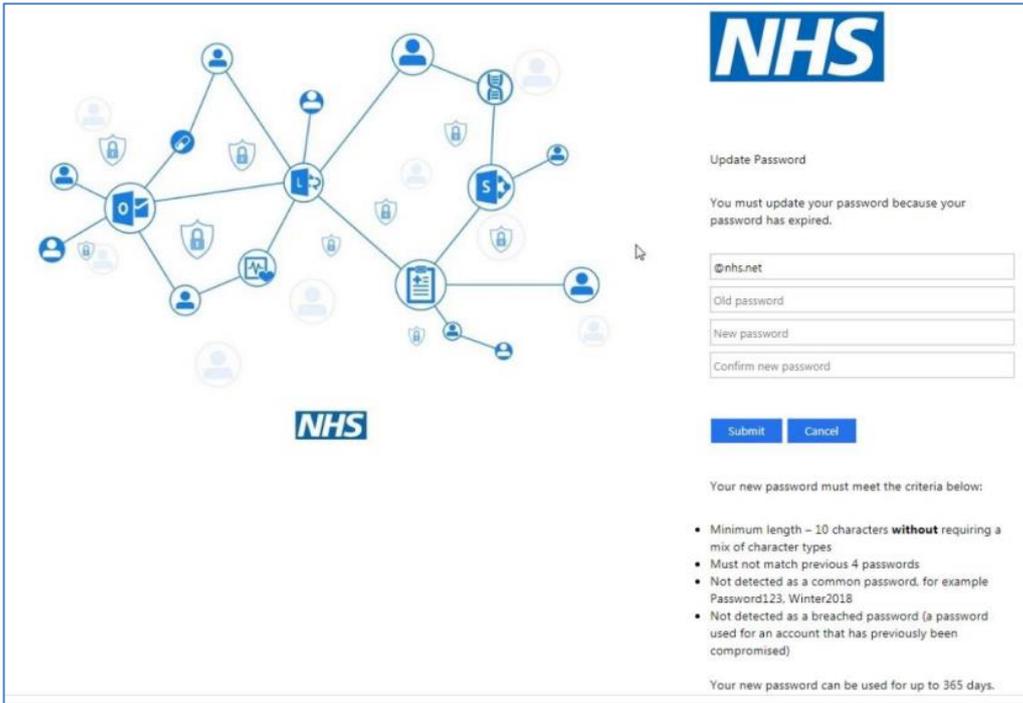
5. You will be taken back to the login page. Enter your new password and click **Sign in**.

6. Once in the mailbox, If you have "Welcome" email click on the link to access the Portal area, if not enter www.nhs.net in the address bar.

7. From the Portal screen, click on **Login.**
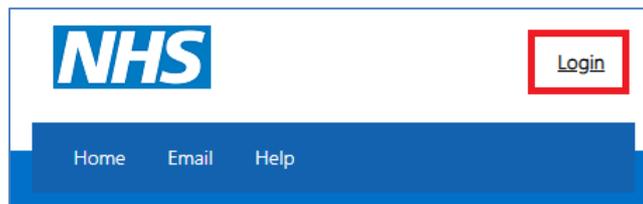
8. Read the **Acceptable Use Policy** and agree to the terms by clicking **Accept** at the bottom of the page.
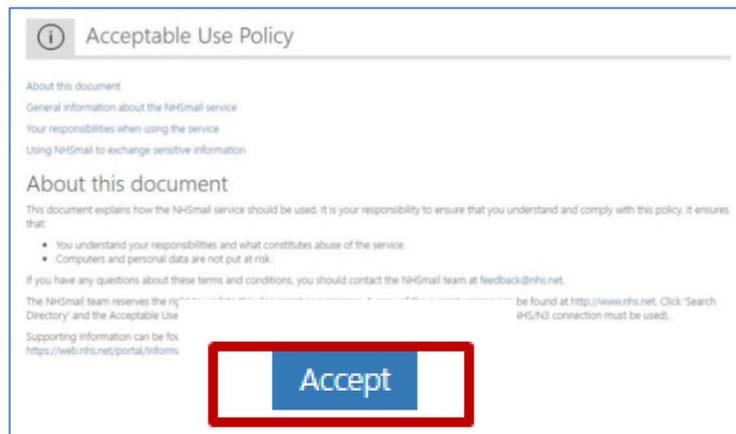
You will then be prompted to update your profile details and set your security questions and answers.

Fill out information like phone numbers, web page (www.kmpt.nhs.uk), profile (brief description of your role), as well as clinical specialty, roles and work area if applicable.

Click **Next** button when completed.

9. Security questions

As a user of NHS Mail, 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 your local administrator due to an account lock out or if you wish 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.

Example of security questions could be:

Your Mother's maiden name, the model of your first car or the name of your first pet etc.

10. In the Profile section select the **Security Questions** tab at the top of the screen.

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
- Answers may not contain special characters
- Character length should not be more than 100 characters

Security Question 1

Question* Mother's maiden name

Answer* Smith

11. Repeat the same process for **Security Question 2** and **Security Question 3**. Then click **Save** at the bottom of the page. Then click **OK** on the pop-up message.

Cancel Save

You should never share the full questions or the answers of your security questions with anyone. You will only be asked for specific characters by your LOA or the Service Desk.

12. To log back into your emails, choose the option "**To go back to the Email Click Here**" and sign in as before (remember to use your reset password you created earlier.)

NHS

Sign out
You have signed out or your session has been idle for too long. If you're signing out please close your browser.

To go back to the Email Click Here

To go back to Portal Click Here

13. You will be prompted to add in your **Language and Time Zone** which is (**UTC) Dublin, Edinburgh, Lisbon, London** – click **save** button to complete.