**NHS SECURE MAIL**

Thank you to all the care home and home support providers who have signed up to NHS secure mail. The target for our Bradford region has been met and we are nearly there in you all signed up. Please ensure you activate and use your shared secure email (see attached NHSMail user guide) so it remains active.

If you require more users, send an email to: careadmin@nhs.net from your shared mailbox and in the body of the email (not as an attachment) state the reason you require additional accounts and provide the name, current email address and mobile number of the person/people requiring the account/s. An organisation can have up to a total of 10 individual user accounts and one shared mailbox.

**Further Help:**

NHSE run a **webinar** every Tuesday, 2pm – 3pm, you don’t need to pre-book, just click on the link at the time. Any Care Providers using NHSmail are encouraged to join the training webinars, these are live sessions, so you’ll have the opportunity to ask questions throughout.

To join the webinars – please click the links below:

Tuesday webinar: [Join Microsoft Teams Meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZGQ1MTkzMDAtZjU4OS00MDhhLWE1ZDgtNmUxNjIyNjcyYmZi%40thread.v2/0?context=%7b%22Tid%22%3a%2203159e92-72c6-4b23-a64a-af50e790adbf%22%2c%22Oid%22%3a%22cc4ef5b2-82a3-43ca-8a81-da50f393d1c8%22%7d)

All NHSmail queries need to be referred to the NHSmail Helpdesk and they will be able to assist. Providers needs to submit the query themselves.  Recommend you email, rather than call, as you will be allocated a ticket number and have a reference number attached to the query should you need this for reference.

If there are any issues accessing and using your NHSmail account, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133

Alternatively, if you require any additional support with setting up or logging into your accounts, please contact the Digital Social Care Team on: 0208 133 3430 (Mon-Fri 9-5) and they will be more than happy to assist.

Alternatively user guides and videos are available on their website <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/>