



The NHSmail Helpdesk can be reached on:

0333 200 1133

If you are unable to change your password via the forgotten password link, please do not hesitate to call. We're open **24 hours a day, 7 days a week**.

The helpdesk is not only for Social Care, but also for many other NHS organisations. Therefore, you will be asked multiple times to go to www.support.nhs.net or contact your local IT/Administrator. **Please ignore this and keep listening.**

How to reset your password using the Helpdesk

What happens when you phone?



3

Once you have pressed 1, you will be advised to use our support website or contact your local administrator/IT. Again, Please ignore this and wait for the next set of instructions specifically for care providers.

You will be asked to:

- Press 1 – To speak to a help desk agent
- Press 2 – To return to the main menu
- Press 3 – To repeat the message

2

Once you've heard about Microsoft Teams from our staff, you will then be asked to choose from the following options:

- Press 1 – If you cannot access your NHS Mail account
- Press 2 – If you're changing organization or your account has been deleted
- Press 3 – For guidance on how to register for the NHSmail service
- Press 4 – For all other NHSmail enquires

1

When you call, you will be greeted by a series of automated messages. If you have already tried to reset your password via the 'forgotten password' link and require assistance, please **DO NOT HANG UP**. Ignore references to the support site and local administrators. Stay on the line. You will be able to speak to a member of our helpdesk.