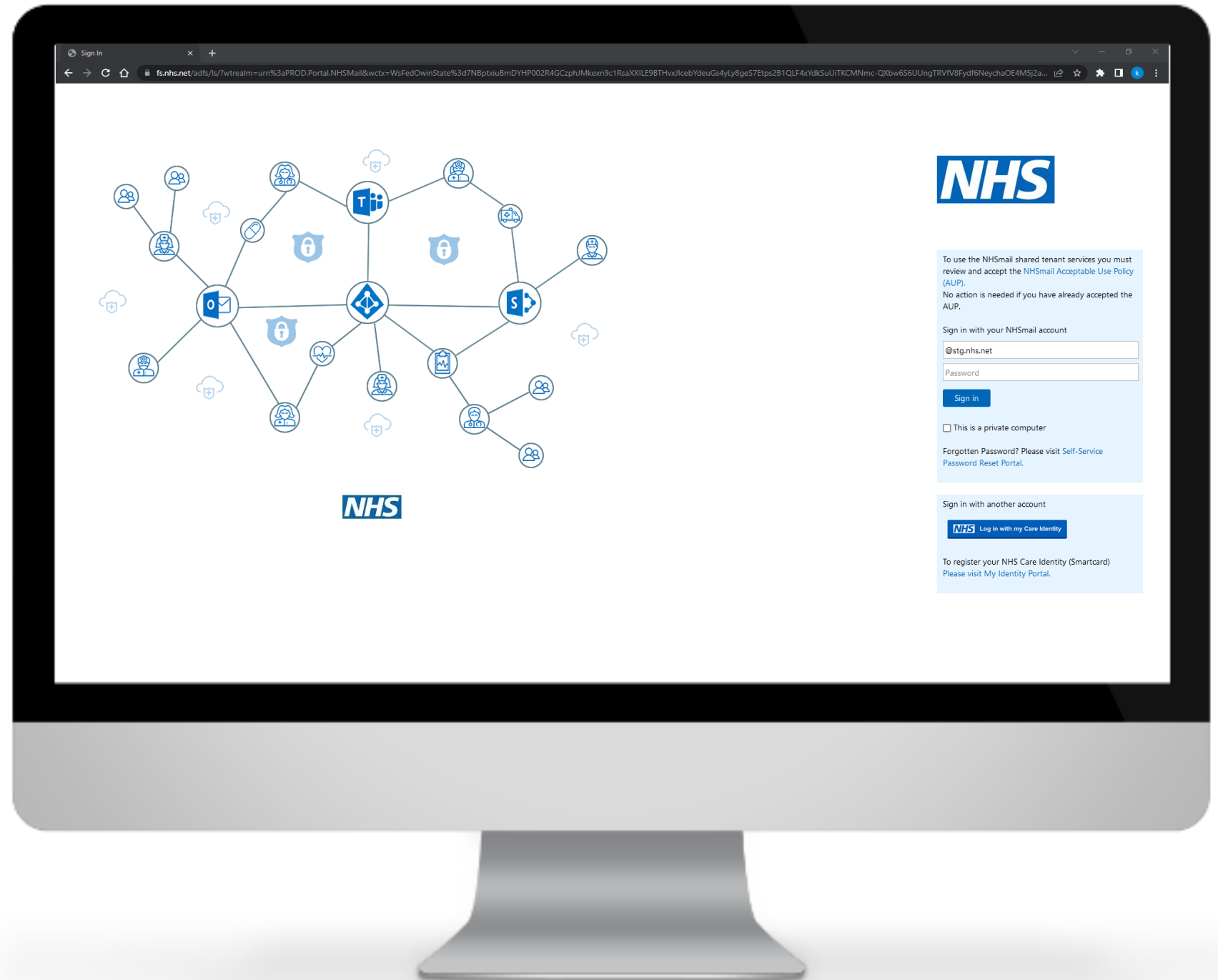


Step 1

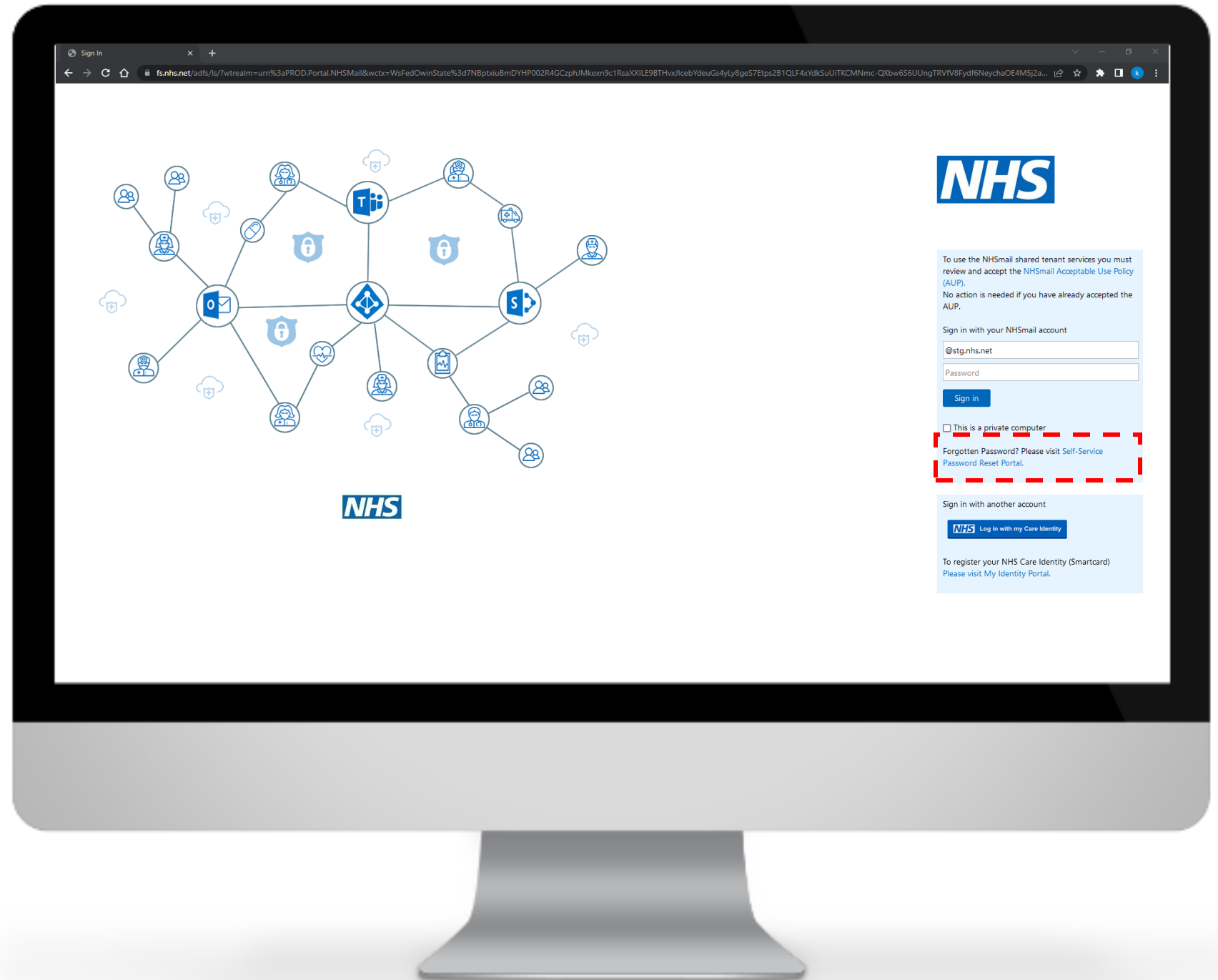
Go to the **NHSmail Portal** login page to begin the process

<https://portal.nhs.net>



Step 2

Click on the **Self-Service Password Reset Portal** link



Step 3

On the **Get back into your account** page, enter your **@nhs.net** email address on the **Email or Username** box.

On the **Captcha** box, enter the characters shown on the screen.

Click on **Next**.

Note: Captcha characters are not case sensitive.



Step 4

On the **Verification Step** page, select an **authentication method** to verify your identity.

- To use your registered **mobile phone**, go to step 5.
- To use your registered **Authenticator App**, go to step 9.



Step 5

- a. To use your registered mobile phone:
- Select **Send a text to my mobile phone number**

NHS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☒ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****18) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

Step 6

- Enter the full **mobile phone number** either starting with +44, +440 or 0.
- Click on **Text**

NHS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☒ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****18) below. You will then receive a text message with a verification code which can be used to reset your password.

+4401234567890

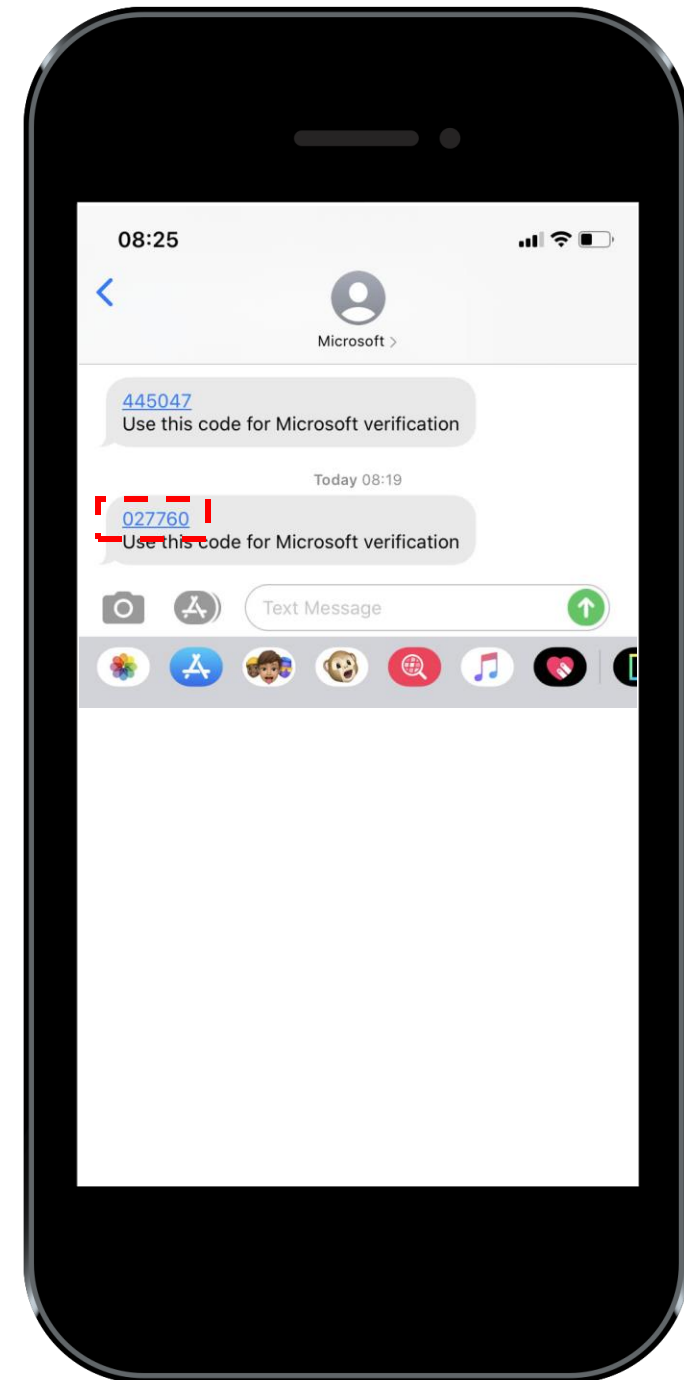
Text

Cancel

Step 7

- Check your mobile phone for an incoming text message from Microsoft and retrieve the **verification code**.

Note: It is not expected that you will be charged to use this service as no messages will be sent during 2-step verification. However, SMS charges may apply if you try to access your account from outside the UK (incurring roaming charges).



Step 8

- Go back to your desktop or laptop and enter the **verification code** on the screen, then click on **Next**.

Note: If your verification code has expired or the text message was not received, click on **Try again** to generate a new verification code, you will receive another text message.



Step 9

- On the **Choose a new password page**, enter a new password, confirm your password and then select **Finish**.

Note: If you receive an error when attempting to change your password, check that it meets the requirements listed on the last slide in this pack.



Step 10

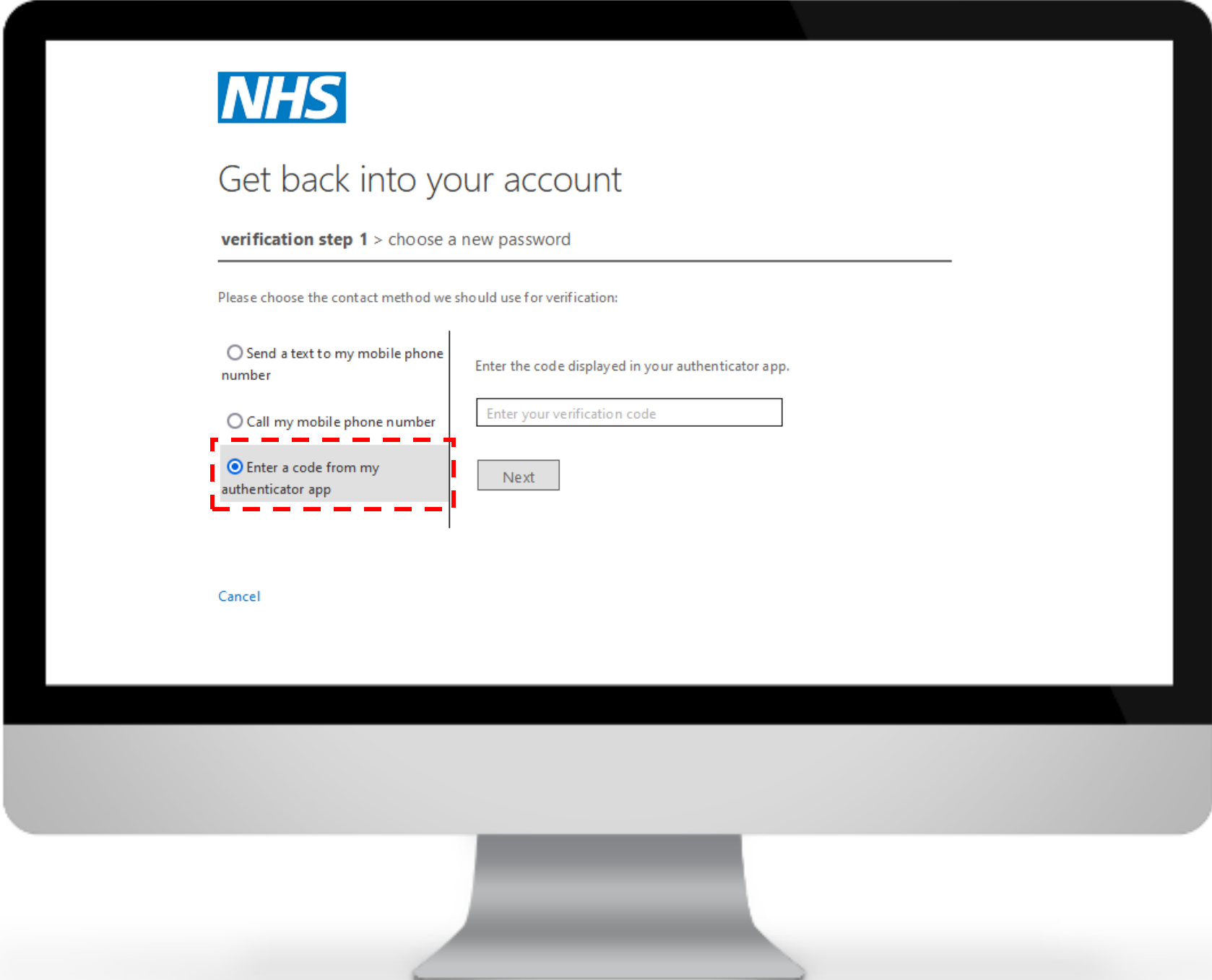
- Once you receive a password reset confirmation, close the browser window/tab.
- Go back to <https://portal.nhs.net> and login using the new password.

Note: Change your password on all devices – to prevent your account from becoming locked, you will need to update your password on all the devices (including personal devices) that you use to access NHSmial, for example mobile phone, Outlook desktop, tablet etc.



Step 11

- a. To use your registered Authenticator App:
- Select **Enter a code from my authenticator app**

A computer monitor displaying the NHS login verification page. The page has a white background with the NHS logo at the top left. Below the logo, the text 'Get back into your account' is centered. Underneath, a breadcrumb trail reads 'verification step 1 > choose a new password'. A horizontal line separates this from the main content. The main content area is titled 'Please choose the contact method we should use for verification:'. It features three radio button options: 'Send a text to my mobile phone number', 'Call my mobile phone number', and 'Enter a code from my authenticator app'. The third option is selected and highlighted with a red dashed border. To the right of these options, there is a text input field labeled 'Enter the code displayed in your authenticator app.' and a 'Next' button. At the bottom left, there is a 'Cancel' link.

NHS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Send a text to my mobile phone number

☐ Call my mobile phone number

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

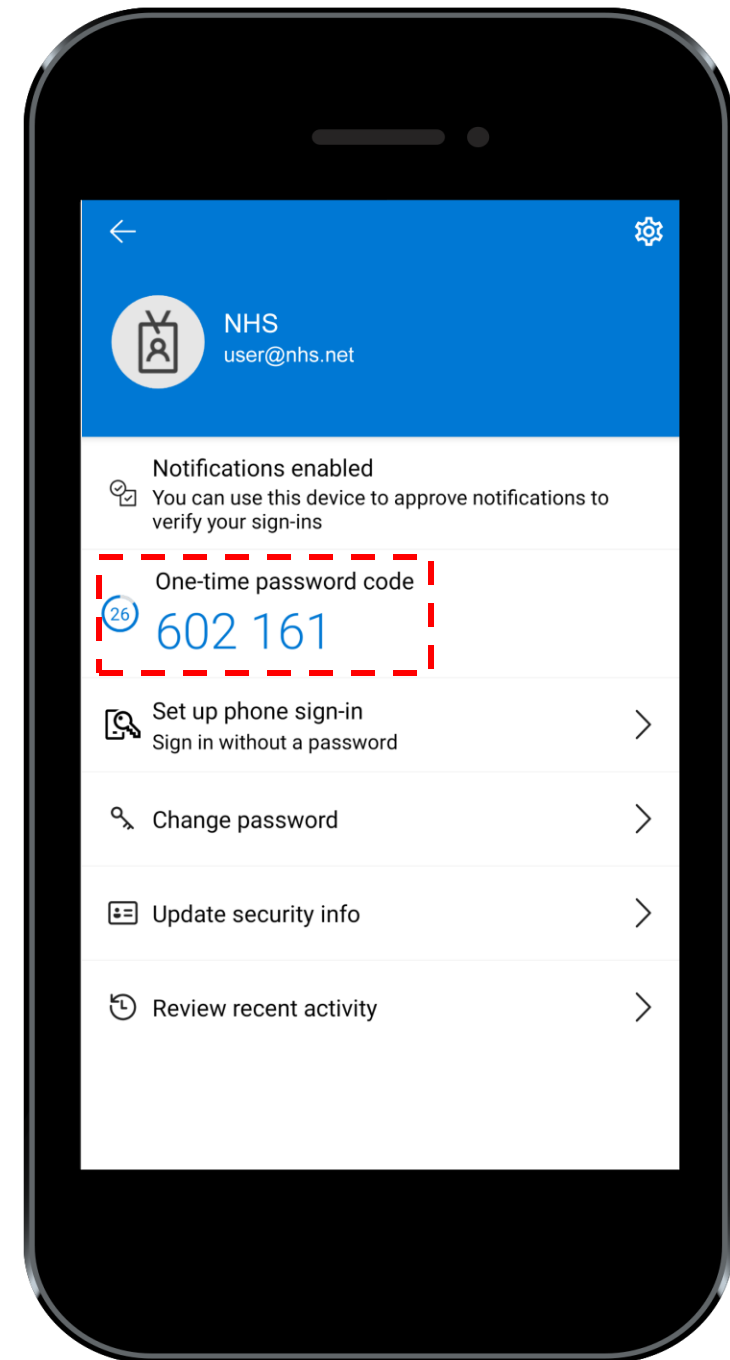
Next

[Cancel](#)

Step 12

- Go to your mobile phone and open the **Authenticator App**
- Look for your **@nhs.net** account and **tap** on top of it.
- Take note of the **One-time password code**.

Note: A new **One-time password code** is generated every 30 seconds.



Step 13

- Go back to your desktop or laptop and enter the **One-Time password code** on the screen, then click on **Next**.

Note: If your password code has expired, go back to your Authenticator App and retrieve a new one.

NHS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☐ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Next

[Cancel](#)

Step 14

- On the **Choose a new password page**, enter a new password, confirm your password and then select **Finish**.

Note: If you receive an error when attempting to change your password, check that it meets the requirements listed on the last slide in this pack.



Step 15

- Once you receive a password reset confirmation notification on the screen, close the browser window/tab.
- Go back to <https://portal.nhs.net> and login using the new password.

Note: Change your password on all devices – to prevent your account from becoming locked, you will need to update your password on all the devices (including personal devices) that you use to access NHSmail, for example mobile phone, Outlook desktop, tablet etc.



Password Complexity Criteria

For your password to be valid it must meet the following criteria:

- Minimum length – 10 characters without requiring a mix of character types
- Should not contain the '£' character
- Not matching previous 4 passwords
- Not detected as a common password, for example Password123, Winter2018
- Not detected as a breached password (a password used for an account that has previously been compromised). Breached passwords will be sourced from an internet-based breach database.

Your new password can be used for up to 365 days.

If you receive an error when attempting to change your password, check that it meets the requirements listed above and try again.