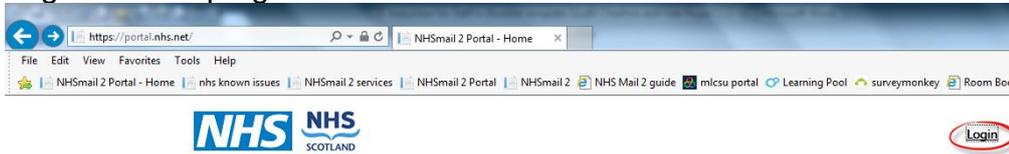


## Changing your details and security questions in NHSmail

Open **Internet Explorer** or **Google Chrome** and go to the web portal [www.nhs.net](http://www.nhs.net). Click Login in the top right corner of the screen



Enter the first part of your email address in the first box, click into the Password box and enter your Password. Click **Sign in**.

Click **Profile** from the blue bar at the top of the screen:



The **Profile** page will be displayed:

Change or enter any of the information. To update your organisation, job title or any other details please contact the IT Service Desk.

Click [Next](#) at the bottom of the screen to review your **Security Questions**.

Check the questions and answers are correct. A green tick will be displayed at the end of each question and answer if it meets the correct criteria

Security Questions

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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

Security Question 1

Question\*  ✓

Answer\*  ✓

If there is an error with a question a red cross will be displayed:

Answer\*  ✗

Scroll to the bottom of the screen and click [Save](#)