



Dear Primary / Local Administrator

Important information – NHSmail helpdesk support changes

We have increased our helpdesk capacity to help with the increased demand in contacts as we all respond to the COVID-19 pandemic.

How can you help?

Please let your users know that there are a number of requests that can be completed at a local level, either by contacting your organisation's local IT helpdesk or through self-service. This will help users resolve their query more quickly as well as enabling the helpdesk to prioritise the requests they receive.

Please share the below links with your users so they can access the self-service tools available on the NHSmail support site - these are quick and easy once users have their security questions set up and a mobile phone linked to their account:

- [Password resets](#)
- [Account unlocks](#)

Local Administrators or local IT helpdesks should already be carrying out the tasks listed below:

- [Account restores](#)
- [New user accounts](#)
- [Shared mailbox management](#)
- [Distribution list management](#)

Any users who contact the NHSmail helpdesk with any of the above requests will be asked to use the self-service tools or contact their Local Administrator or local IT helpdesk.

This approach will be taken from 8:00am to 5:00pm Monday to Friday.

How we can help you

We are introducing a weekly Teams Live Event on Friday afternoons from 12:30pm to 1:30pm for our Primary / Local Administrators - these will be informal and will focus on supporting you, answering any Teams related queries as well as providing a forum for sharing best practice, hints and tips.

We're starting this support straight away. As it's a bank holiday on Friday of this week, we'll be running the first session on Thursday at 11:00am. We'd love you to [join us](#).

We'll post reminders, along with the link, for these events on the [Announcements](#) page of the support site.

We know you are busy - we continue to prioritise timely support for you and your users and would like to thank you for your continued patience and understanding during this time.

Best wishes,

The NHSmail Team

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