Problems signing in to NHS.net Connect?

If you're unable to sign in to your NHS.net account, this guide will help you identify the issue and follow the right steps to regain access.

You may be having difficulty because:

- you have forgotten your NHS.net email address
- you have forgotten your password
- you're having problems with multi-factor authentication (MFA)
- your account is locked, disabled, or not yet activated
- You don't have an NHS.net email address

Follow the sections below based on your situation.

Forgotten your NHS.net email address?

If you cannot remember the exact email address linked to your NHS.net Connect account:

1. Contact your IT helpdesk.
   They can look up your account details and confirm:
   - your NHS.net email address
   - whether your account is active
   - whether your mailbox is enabled

2. Check any previous onboarding emails.
   Messages sent when your account was created may contain:
   - your email address
   - your temporary login details

Forgotten your password?

If you know your NHS.net email address but cannot remember your password, you can reset it online using the password reset service.

Follow our guidance on resetting your password.

UHD Education and Training	UHD Digital Training	DCH Digital Training
uhd.training.enquiries@nhs.net	uhd.it.trainers@nhs.net	CSST@dchft.nhs.uk

Having trouble with multi-factor authentication (MFA)?

Common MFA issues include:

- lost or replaced phone
- Authenticator app uninstalled
- no verification prompt appearing
- no mobile signal or Wi-Fi
- changed number without updating MFA
- 'Account already exists' or QR code errors

Follow the guidance below for support.

Lost phone or replaced device

If you no longer have the device used for MFA, contact your IT helpdesk and ask them to reset your MFA methods.

They will be able to provide you with a 24-hour exception on MFA prompts, giving you time to set up MFA again.

Authenticator app not receiving notifications

Try the following basic checks:

- open the Microsoft Authenticator app manually
- ensure mobile data or Wi-Fi is turned on
- force-close and reopen the app
- restart your phone
- ensure notifications are enabled

If prompts still do not appear, select **I can't use my Microsoft Authenticator app right now** and choose either:

- text message
- phone call
  (if those were previously added as backup methods)

If no backup method is available, your LA or IT team must reset your MFA.

Changed phone but kept the same number

If you did not transfer your Authenticator app, it will not work.
Ask your IT helpdesk to reset your MFA settings.

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Account locked or disabled?

Your account may become locked when:

- too many incorrect password attempts are made
- a security policy is triggered

Try again after 15 minutes. If you are still locked out, your IT helpdesk can unlock your account.

Your account may be disabled if:

- you have not logged in for 90 days
- you have left your organisation
- your organisation has disabled your mailbox
- a security incident has occurred

Your IT helpdesk can confirm the status and re-enable the account if appropriate.

Don’t have an NHS.net account yet?

If an account hasn’t been requested for you yet, please ask your manager to log a service desk request on the UHD and IT Self service portal using the New User Account form.

Still cannot sign in?

If none of the above steps resolve the issue, contact the NHS.net Connect helpdesk:

- Phone: 0333 200 1133
- Email: helpdesk@nhs.net

Be ready to provide:

- your full name
- your organisation
- your NHS.net email address
- a description of the issue and when it started
- any error messages or codes

The helpdesk can investigate your account and help restore access.

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