

How to set up your NMC Online account

Introduction

NMC Online is a secure service that allows you to manage your registration with us online. This guidance explains how you can set up your account.

If you need additional help, please call us on **020 7333 9333** or email ukenquiries@nmc-uk.org with your query.

What is NMC Online?

You can find NMC Online on our website: www.nmc.org.uk

Your NMC Online account will enable you to:

- view your registration status
- pay your annual retention or renewal fees
- find out your renewal date
- submit your revalidation application
- set up an annual or quarterly Direct Debit for your annual fee payment
- switch Direct Debit payment frequency
- view Direct Debit information
- view and print a statement of entry
- update your contact and address details
- provide equality and diversity information
- provide details about where you work
- complete your applications for UK initial, subsequent and recorded registration
- complete your EU Initial Registration application and
- apply for readmission.

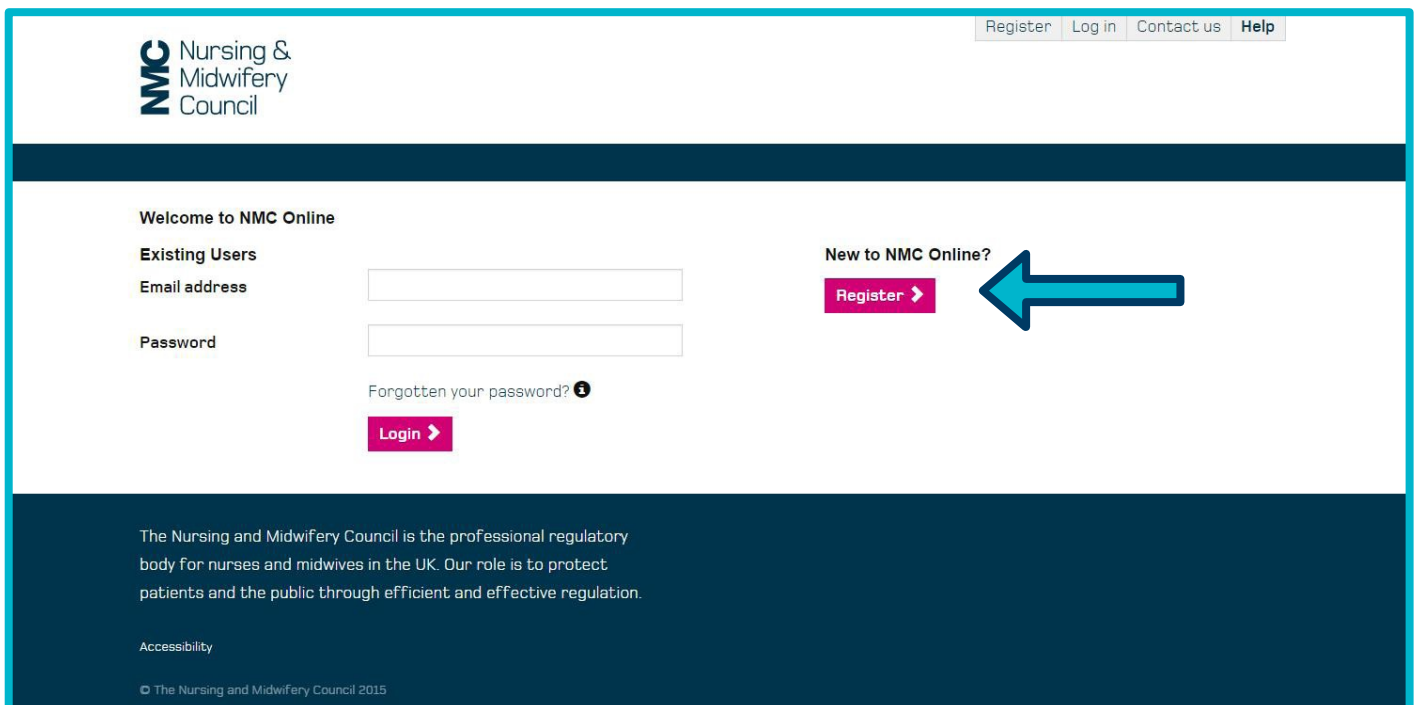
Step 1

Go to www.nmc.org.uk

Click on 'NMC Online' to access the login page.

Step 2

Click on 'Register'.



The screenshot shows the NMC Online login page. At the top right, there are links for Register, Log in, Contact us, and Help. The NMC Nursing & Midwifery Council logo is on the top left. The main content area is titled 'Welcome to NMC Online' and is divided into two sections: 'Existing Users' and 'New to NMC Online?'. The 'Existing Users' section has input fields for 'Email address' and 'Password', a 'Forgotten your password?' link with an information icon, and a 'Login' button. The 'New to NMC Online?' section has a 'Register' button. A large red arrow points from the right towards the 'Register' button.

Register Log in Contact us Help

NMC Nursing & Midwifery Council

Welcome to NMC Online

Existing Users

Email address

Password

Forgotten your password? ⓘ

Login ▶

New to NMC Online?

Register ▶

The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our role is to protect patients and the public through efficient and effective regulation.

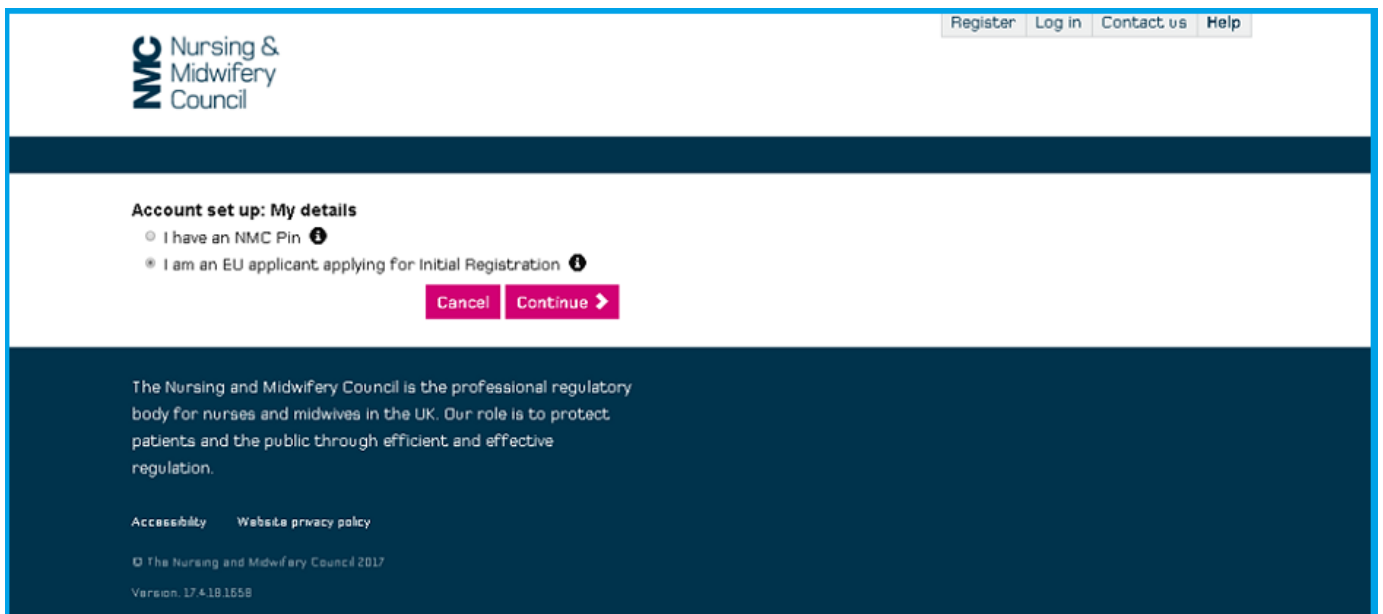
Accessibility

© The Nursing and Midwifery Council 2015

Step 3

Select the option that is most appropriate for you.

- If you are already registered with the NMC then select the option “I have an NMC Pin”
- If you are a student who trained in the UK or you are returning to the register you also select the option “I have an NMC Pin”
- If you have been accepted for initial registration from the EU then select the option “I am an EU applicant applying for initial registration”.



The screenshot shows the NMC Online account setup interface. At the top left is the NMC Nursing & Midwifery Council logo. At the top right are links for Register, Log in, Contact us, and Help. The main content area is titled 'Account set up: My details' and contains two radio button options: 'I have an NMC Pin' (selected) and 'I am an EU applicant applying for Initial Registration'. Below the options are 'Cancel' and 'Continue' buttons. The footer contains the NMC mission statement, links for Accessibility and Website privacy policy, and copyright information: '© The Nursing and Midwifery Council 2017' and 'Version: 17.4.18.1658'.

Step 4

Provide information as requested on screen

We will ask you to enter your:

- email address
- surname*
- NMC Pin or PRN*
- date of birth.*

* The details you enter must match the information we hold on our register for security reasons. If you get an error message then please contact us.

The screenshot shows the 'Account set up: My details' form on the NMC Online website. The form includes the following fields and elements:

- Header:** NMC Nursing & Midwifery Council logo on the left, and 'Register', 'Log in', 'Contact us', and 'Help' links on the right.
- Form Fields:**
 - Email address:** A text input field with an information icon.
 - Confirm email address:** A text input field.
 - Surname:** A text input field with an information icon.
 - NMC Pin:** A text input field with an information icon.
 - Date of birth:** A text input field with a placeholder 'dd/mm/yyyy' and an information icon.
- Terms and Conditions:** A checkbox labeled 'I accept the terms and conditions*'.
- Buttons:** 'Cancel' and 'Continue >' buttons.
- Footer:** A dark blue bar with the text: 'The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our role is to protect patients and the public through efficient and effective regulation.'

You will then be asked to enter a password.

NMC Nursing & Midwifery Council

[Register](#) [Log in](#) [Contact us](#) [Help](#)

Account set up: My password

Password ⓘ

Confirm password

[Cancel](#) [Register >](#)

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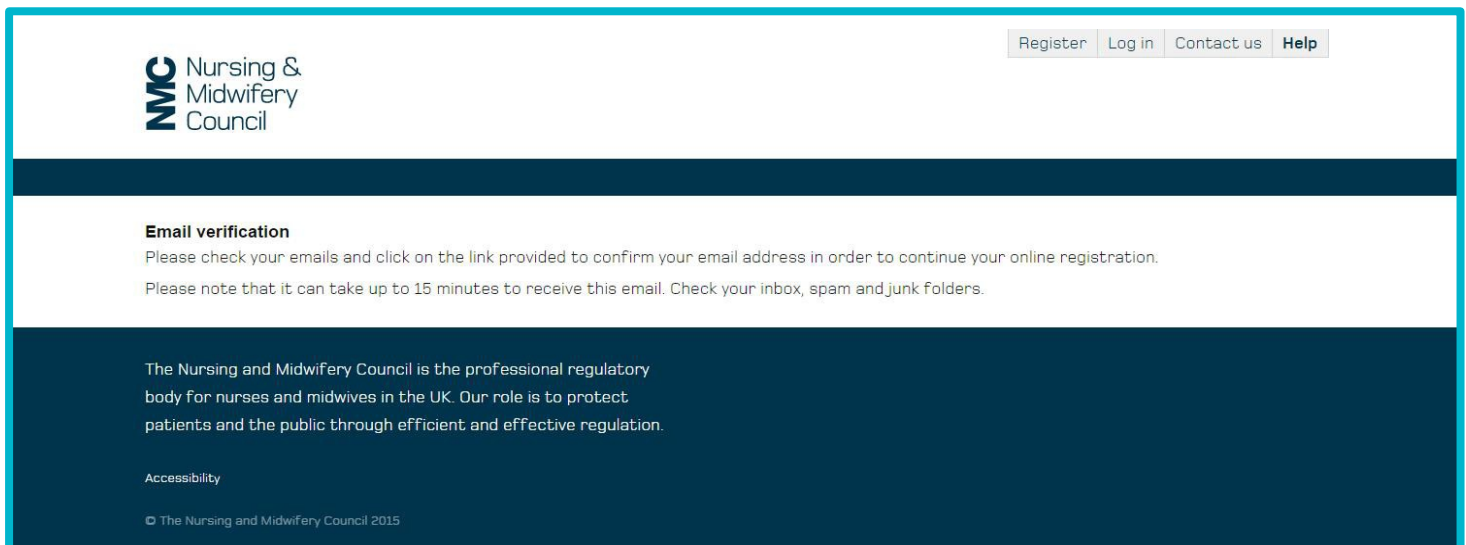
[Accessibility](#) [Website privacy policy](#)

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Step 5

Verify your email address

You will receive an email. Please click on the link in this email to continue the registration process.

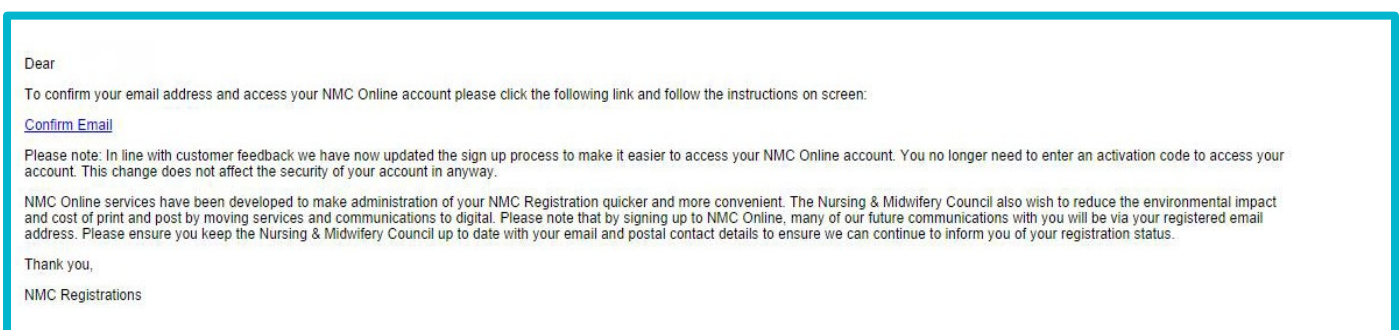


The screenshot shows the NMC Online account verification interface. At the top left is the NMC Nursing & Midwifery Council logo. At the top right are navigation links: Register, Log in, Contact us, and Help. The main content area is titled "Email verification" and contains the following text: "Please check your emails and click on the link provided to confirm your email address in order to continue your online registration. Please note that it can take up to 15 minutes to receive this email. Check your inbox, spam and junk folders." Below this is a paragraph: "The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our role is to protect patients and the public through efficient and effective regulation." At the bottom, there is an "Accessibility" link and a copyright notice: "© The Nursing and Midwifery Council 2015".

Please note:

- If this email does not come to your inbox, please check your junk/spam folders
- You must click this link to verify your email and continue with your registration
- The email can take up to 15 minutes to arrive.

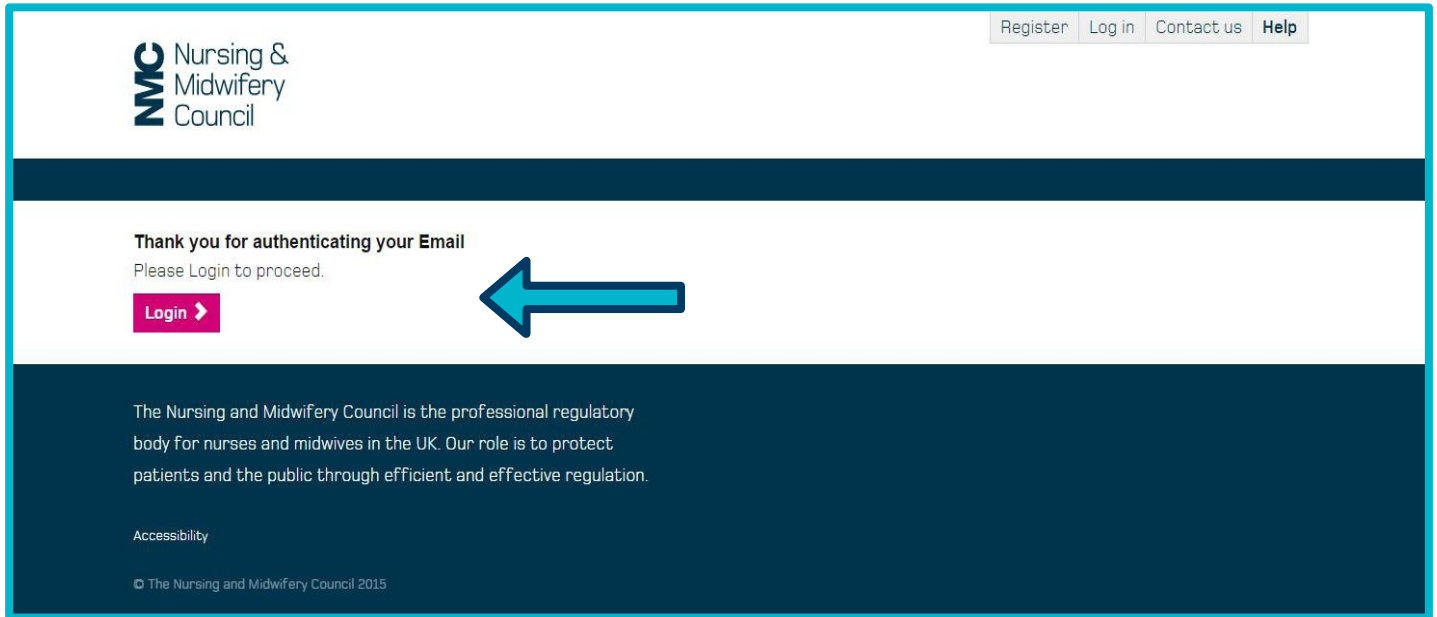
Example of a verification email



The screenshot shows an example of a verification email. It starts with "Dear", followed by the instruction: "To confirm your email address and access your NMC Online account please click the following link and follow the instructions on screen:". Below this is a blue link labeled "Confirm Email". A "Please note:" section follows, stating: "In line with customer feedback we have now updated the sign up process to make it easier to access your NMC Online account. You no longer need to enter an activation code to access your account. This change does not affect the security of your account in anyway." Another paragraph states: "NMC Online services have been developed to make administration of your NMC Registration quicker and more convenient. The Nursing & Midwifery Council also wish to reduce the environmental impact and cost of print and post by moving services and communications to digital. Please note that by signing up to NMC Online, many of our future communications with you will be via your registered email address. Please ensure you keep the Nursing & Midwifery Council up to date with your email and postal contact details to ensure we can continue to inform you of your registration status." The email concludes with "Thank you," and "NMC Registrations".

Step 6

Once you click the link in the email, you will land on the following page. Please login to continue your online registration.



The screenshot shows the NMC Online account setup page. At the top left is the NMC Nursing & Midwifery Council logo. At the top right are navigation links: Register, Log in, Contact us, and Help. The main content area has a white background with a dark blue header bar. Below the header bar, the text reads: "Thank you for authenticating your Email" followed by "Please Login to proceed." and a pink "Login" button with a right-pointing arrow. A large blue arrow points from the right towards the "Login" button. Below this, there is a dark blue footer section with white text: "The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our role is to protect patients and the public through efficient and effective regulation." Below this is the word "Accessibility" and at the bottom, "© The Nursing and Midwifery Council 2015".

Step 7

Set up security

We will ask you to provide memorable answers to questions.

The screenshot shows the NMC Online account security setup page. At the top left is the NMC Nursing & Midwifery Council logo. At the top right are links for 'Log off', 'Contact us', and 'Help'. Below the logo is a navigation bar with 'Account services' and 'My registration' dropdown menus. The main content area is titled 'Security set-up' and contains the following text: 'For additional security, you need to provide memorable answers to these questions. We will ask you for this when you perform certain online transactions.' Below this text are three input fields with the following questions: 'What is your favourite colour?', 'What is your mother's maiden name?', and 'What is your place of birth?'. A blue arrow points to the input fields. Below the input fields is a pink 'Submit' button. At the bottom of the page is a dark blue footer with the text: 'The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our role is to protect patients and the public through efficient and effective regulation.' and links for 'Accessibility' and 'Website privacy policy'.

You will need to provide these if you want to make changes to your account in the future.

Step 8

You now have access to your account and will see your home page.

Welcome to NMC Online.

Step 9

Providing your personal information.

Please go to the 'My registration' tab and enter your address and telephone contact details.

The screenshot shows the NMC Online account setup interface. At the top right, there are links for 'Log off', 'Contact us', and 'Help'. The NMC Nursing & Midwifery Council logo is on the left. A dark blue navigation bar contains 'Account services' and 'My registration' (highlighted with a blue arrow). Below this is the 'My Details - Update' section with the following fields:

- Postcode:
- Address line 1:
- Address line 2:
- Address line 3:
- Address line 4:
- Country:
- Telephone:
- Mobile:

At the bottom of the form are 'Cancel' and 'Save' buttons.

You will also be asked to complete the 'Equality and Diversity' section.

The screenshot shows the 'Equality and Diversity' section of the NMC Online account setup. At the top right, there are links for 'Log off', 'Contact us', and 'Help'. The NMC Nursing & Midwifery Council logo is on the left. A dark blue navigation bar contains 'Account services' and 'My registration'. Below this is the 'Equality and Diversity' section:

Equality and Diversity

The NMC is committed to promoting equality and diversity in all our work. We want to be sure that our policies and ways of working are fair and do not discriminate against individuals or groups. To help us to monitor the effectiveness of our policies and practices we ask you to complete this questionnaire.

This information will be treated in the strictest confidence under the Data Protection Act 1998. It will be used to produce statistics to enable the NMC to look at diversity profile of nurses and midwives on our register. We will not use your diversity data when dealing with applications for registration, renewing registration or considering complaints about you or anyone else.

1. Please select one option that closely describes your national identity

English Welsh Scottish Northern Irish British Prefer not to say Any other national identity, please write in the text box

2. Please select one option from below to describe your ethnic group or background

A. White

English/Welsh/Scottish/Northern Irish/British Gypsy or Irish Traveller Irish Any other White background, please write in the text box

FAQs

What happens if I forget my password?

You will be able to click on the 'Forgotten your password?' link on the login page. Enter your email address and a link will be sent to you to confirm your email – you will then be able to reset your password. The password field requires a minimum of eight characters, with one upper case letter and one number.

Please note that this link is only valid for 24 hours so if you have not clicked it within this time, you will need to click on the forgotten password link again.

Welcome to NMC Online

Existing Users

Email address

Password

[Forgotten your password?](#)

[Login >](#)

New to NMC Online?

[Register >](#)

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[Accessibility](#) [Website privacy policy](#)

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I am trying to register but am getting a message saying invalid Pin.

The format of your Pin is 99A9999A. The third and last digits are letters and all the others are numbers. Please refer to a recent letter from us as this should contain your NMC Pin.

I am trying to register but my details aren't being recognised.

All of the information you enter must match our records. If the system does not allow you to set up your account, please call us on 020 7333 9333.

I thought I already had an NMC Online account but I can't log in.

Unless you have signed up and created an account on the NMC Online website, you are not an existing user. If you have signed up to one of our mailing lists or used Quick Pay in the past, this does not give you access to NMC Online. Please register for an account on the home page.

What is my username?

Your email address is your username. Please ensure you enter this correctly so you receive the authentication link.

My account is locked, what should I do?

If you enter your username or password incorrectly after three attempts, your account will be locked for 10 minutes. You can then retry or click on the forgotten password link to reset your password. Follow the steps onscreen.

My husband/wife/partner and I are both nurses/midwives. Can we use the same account?

As an NMC Online account is specific to an individual, you must use a separate email address to sign up for your own account.

What are the best web browsers to use?

The NMC Online system supports Internet Explorer version 8 and up. Chrome and Firefox are also supported, and the system can be accessed on Android and iPhones.