# Access to the NHSI Intranet

We understand that some staff are having problems accessing the NHS England and Improvement intranet (NHSE/I), The Hub. Please follow the below steps to gain access to The Hub.

1. Visit <https://nhseandnhsi.nhs.uk/TheHub>
2. Enter your NHS Improvement username ([firstname.surname@improvement.nhs.uk](mailto:firstname.surname@improvement.nhs.uk))
3. This will take you to the NHSI log in system
4. Select "Monnet"
5. Enter your NHSI username and password  
   Don’t know your password? Find out how to reset this on point 11.
6. On your first time, accept the NHSE sharing agreement
7. You should now see The Hub which the joint landing page for NHSE/I
8. From the "Existing intranets" menu at the top, select "NHS Improvement"
9. This is the existing NHSI intranet which contains policies
10. In the policies section, there is a link at the bottom for TDA policies.
11. If you don’t know your NHS Improvement password, you can email the NHS I IT Team to reset this.  
    Email: IT.Support@improvement.nhs.uk  
    Phone: 0203 747 0100

Some staff are also seeing the below error message when trying to log in to The Hub. If you have seen the below error message, simply click onto the **Click here to sign in with a different account to this site** and follow the instructions 2 - 7 as above.

A screenshot of a social media post

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