## Contents

1. Introduction .................................................................................................................................................3  
2. Registering for NHSmail ..........................................................................................................................3  
3. Password requirements ...............................................................................................................................4  
4. How to send and receive emails ..................................................................................................................4  
5. How to access a shared mailbox ..................................................................................................................4  
   5.1 How to open a shared mailbox ................................................................................................................4  
6. Shared mailbox owners ..................................................................................................................................5  
   6.1 Shared mailbox owner role .......................................................................................................................5  
   6.2 Shared mailbox permissions .....................................................................................................................5  
7. How to add an email signature ......................................................................................................................5  
8. What to do if you forget your password and / or are locked out of your account .................................6  
9. How to use the NHS Directory to find people, pharmacies and other NHS organisations ..........................6  
10. How to set an automatic reply (out of office) ...........................................................................................6  
11. What to do if your name changes ...............................................................................................................6  
12. What to do if you are moving to another community pharmacy practice or leaving community pharmacy altogether ......................................................................................................7  
13. What to do if you are joining a community pharmacy and require an NHSmail account ..........................7  
14. What to do when ownership of the community pharmacy changes ............................................................8  
15. What to do if you are a locum pharmacist ...................................................................................................8  
16. Service status and known issues ................................................................................................................9  
17. Using Outlook Web App (OWA) ..................................................................................................................9  
18. Help available to users ....................................................................................................................................9
1. Introduction

NHSmail can be used by community pharmacies to securely exchange patient or sensitive information with other health and social care organisations.

The purpose of this document is to provide community pharmacies with guidance on:

- how to register for NHSmail
- how to get started using NHSmail
- what to do if you experience any issues with NHSmail.

More detailed step-by-step guidance about NHSmail is available on the NHSmail support site.

2. Registering for NHSmail

Information on how community pharmacies can register for an NHSmail account can be found on the Joining NHSmail support pages.

Note: The self-service registration portal is for new pharmacy sites and users. Community pharmacists with existing NHSmail user accounts which were set up outside of the NHSPharmacy container do not need to register for a new account, their existing account can be transferred into NHSPharmacy following authentication.

In order to receive an NHSmail account, community pharmacies must achieve a minimum of ‘Entry Level’ of the Data Security and Protection Toolkit (DSPT).

The naming format of the shared mailbox is:

nhspharmacy.location.pharmacynameODScode@nhs.net.

Character limits apply as follows:

α. Location (10 character limit)
β. Pharmacy name (20 character limit)

Once you have registered via the registration portal, your application will be processed by Accenture, the NHSmail service supplier.

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message. The mobile phone number provided as part of your NHSmail application will be hidden from the NHS Directory (People Finder) by default. You will have the option to de-select this if you would like your number to appear in the NHS Directory. Further information is available on the NHSmail support site.

It is not recommended that you remove your mobile phone number as this will be used by the helpdesk as part of the authentication checks. Please ensure your mobile phone number is up to date.

Once you have received your log in details, go to https://portal.nhs.net/ where you can access your email account and visit the support pages for help and guidance. Specific guidance is also available on how to log into your account.

When you log into your account for the first time you are asked to accept the Acceptable Use Policy (AUP). At this stage you will also be asked to set up security questions. These are required in case you are locked out of your account or have forgotten your password and...
need to complete a **self-service password reset**. If you require a password reset and are unable to answer your security questions (or have not set them up yet) the pharmacy administration helpdesk will use your mobile phone number to authenticate you.

### 3. Password requirements

Your NHSmail email account must adhere to the [NHSmail password policy](#).

Your password will need to be changed at least every 365 days and you will receive several email reminders to do so before your password expires. Failure to change your password may cause your account to be de-activated and eventually removed from the service.

To ensure your account is not marked as inactive and removed from the NHSmail service, you need to log into your account at least every 90 days.

### 4. How to send and receive emails

Users can send, receive and delete emails from their own mailbox and the pharmacy shared mailbox. Information on how to do this can be found on the [NHSmail support site](#).

### 5. How to access a shared mailbox

All community pharmacies will be set up with a shared mailbox. This mailbox is separate to your personal mailbox and is accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails 'on behalf' of the mailbox. The naming format of the shared mailbox is nhspharmacy.location.pharmacynameODScode@nhs.net

It is recommended that the shared mailbox is accessed on a regular basis to ensure that all clinical referrals and urgent communications are received and processed in an appropriate and timely manner.

All shared mailboxes must have at least one nominated owner who is accountable for the mailbox and can delegate access to others. Individual accounts will need to be added to the group of users for any shared mailbox before they can access and use it.

If access to the pharmacy shared mailbox is required, please contact the shared mailbox owner. Further information on this role can be found in section 6.

#### 5.1 How to open a shared mailbox

You can access a shared mailbox over the internet through Outlook Web App (OWA) at [www.nhs.net](http://www.nhs.net).

**Note:** You cannot access a shared mailbox from a mobile device.

When you open a shared mailbox, it will appear in a new tab in your internet browser, meaning you will be able to access your own mailbox at the same time.

When the mailbox opens in another tab in your internet browser, the original tab with your mailbox open will also stay open. When you sign out of your own mailbox, you will automatically be signed out of any shared mailboxes as well.

Further guidance is available on the [NHSmail support site](#).
6. Shared mailbox owners

6.1 Shared mailbox owner role

Each community pharmacy will have a nominated shared mailbox owner who is responsible for controlling the access to the shared mailbox.

- NHSMail users can be a shared mailbox owner for more than one shared mailbox.
- Shared mailboxes can have more than one owner where this is required for business continuity purposes.

Shared mailbox owners are also responsible for:

- contacting the pharmacy administration helpdesk to arrange for new users within their pharmacy to be set up with NHSMail accounts
- supporting new users to log into their account for the first time
- providing access permissions to the shared mailbox for staff within the pharmacy
- ensuring that all staff adhere to the Data Security and Protection Toolkit Guidance
- removing access permissions to a shared mailbox for leavers

Shared mailbox owners are required to supply a mobile phone number that they have access to, and to be the primary point of contact for the pharmacy administration helpdesk to liaise with if another user in their organisation forgets their password and is unable to answer their security questions and they do not have a mobile phone number that can be used as part of the authentication process.

6.2 Shared mailbox permissions

All users who have access to the community pharmacy shared mailbox will have ‘Send As’ permission allowing them to open the shared mailbox, view incoming emails and send emails from the shared mailbox email address. The email message will appear to have been sent from the shared mailbox and will have no affiliation to the user’s personal email address.

The shared mailbox owner will have additional access rights to control all user permissions within the mailbox and add and remove users by right clicking on the shared mailbox on the left-hand side of the screen and selecting permissions from the drop-down list.

Further information on managing shared mailboxes is available on the NHSMail support site.

7. How to add an email signature

An email signature is a way of providing your contact details when you send an email, such as your name, job title, organisation and phone number.

Community pharmacies may wish to set this for both individual mailboxes and the shared mailboxes.

Before setting an email signature, multiple community pharmacies should contact their head office as they may have specific requirements or a standard template which should be used.
8. What to do if you forget your password and / or are locked out of your account

Users can unlock their own account and reset their password through the self-service function. Users should ensure they have a mobile phone number and security questions in place to be able to do this. Full guidance is available on the NHSmail support site.

If you have forgotten your password and are unable to answer your security questions you can contact the pharmacy administration helpdesk for support by calling 0333 200 1133.

The helpdesk will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the NHS Directory you will need to speak to the shared mailbox owner and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password.

The helpdesk will ask the shared mailbox owner to confirm the mobile phone number for the temporary password to be sent to. It is the responsibility of the shared mailbox owner to ensure local validation checks on individuals have been completed.

If your NHSmail account is hosted by a local organisation (clinical commissioning group / commissioning support unit) please contact their IT helpdesk for local administration support.

9. How to use the NHS Directory to find people, pharmacies and other NHS organisations

You can use the NHS Directory (People Finder) to search for other NHSmail users and can save these contacts in your contact list. Guidance is available on how to use the NHS Directory.

10. How to set an automatic reply (out of office)

Before setting automatic replies, multiple community pharmacies should contact their head office as they may have specific requirements or a standard template which should be used.

An automatic reply (out of office message) is an automatic response that is sent to the sender when you receive an email and you will not be accessing your emails for a period. It will commonly include details of when you will be returning and who to contact in your absence.

The response can be added to both the individual mailboxes and the pharmacy shared mailbox, however only the shared mailbox owner will be able to add the response to the shared mailbox.

Guidance is available on how to set an automatic response.

11. What to do if your name changes

If your name changes, for example, you get married and change your surname, you should contact the pharmacy administration helpdesk via pharmacyadmin@nhs.net who will edit your name and update your email address.

Your old email address will be retired but will remain associated with your new account. If another user sends an email to your old email address it will be re-directed to your new email address indefinitely.
12. What to do if you are moving to another community pharmacy practice or leaving community pharmacy altogether

If you are leaving your community pharmacy, you will need to notify the shared mailbox owner who will remove your NHSmail account from the shared mailbox for the pharmacy that you are leaving.

Your NHSmail account can be added to any new community pharmacy that you join by contacting the shared mailbox owner for that site. If you are the shared mailbox owner you will need to contact the pharmacy administration helpdesk at pharmacyadmin@nhs.net or by calling 0333 200 1133 and ask for your permissions to be removed from the shared mailbox and advise who should now be added as the shared mailbox owner.

User accounts that are not linked to a shared mailbox will be included in deletion activity. Being linked to a shared mailbox authenticates a user as having a legitimate need for NHSmail, without this, a user cannot remain on NHSmail.

If you are leaving the pharmacy profession or not taking up a new role at another community pharmacy, please contact the pharmacy administration helpdesk at pharmacyadmin@nhs.net who will mark your account as a ‘leaver’. Your account will be permanently deleted after 30 days.

Pharmacists that transfer from community pharmacy to clinical pharmacy roles with an NHS organisation can transfer their NHSmail account to their new role by being marked as a leaver (refer to the above paragraph) and by asking the NHSmail Local Administrator in their new organisation to mark their account as a ‘joiner’.

Note: NHSmail accounts that are marked as ‘leavers’ are deleted after 30 days if no new organisation is identified. Additionally, NHSmail accounts that are not utilised for 90 days are de-activated and will be permanently deleted after a further 90 days.

13. What to do if you are joining a community pharmacy and require an NHSmail account

If you are joining a community pharmacy and already have an NHSmail account, you will need to ask the shared mailbox owner to add your account to the shared mailbox in your practice.

You can also be joined to the NHSPharmacy container by asking the shared mailbox owner to email pharmacyadmin@nhs.net to request this and ensuring that your previous NHS organisation has already marked you as a leaver.

If you do not have an NHSmail account, you will need to inform the shared mailbox owner. If the pharmacy has less than ten user accounts the shared mailbox owner will need to contact the pharmacyadmin@nhs.net to ask for your account to be created. You will need to provide the shared mailbox owner with your personal mobile phone number as your password will be sent to you via a text message. For further information on the use of mobile phone numbers see section 2.
If your pharmacy already has ten user accounts the shared mailbox owner will need to email your NHS England regional team with reasons why more than ten accounts are required and ask them if they are happy to approve your additional account. If your additional request is approved NHS England will need to email the pharmacy administration helpdesk at pharmacyadmin@nhs.net stating that your additional account has been approved and ask for the account to be created. Again, you will need to provide your personal mobile phone number as your password will be sent to you via a text message.

14. What to do when ownership of the community pharmacy changes

14.1 When a community pharmacy changes ownership and is bought by a new contractor, the exiting contractor must close their shared mailbox by sending an email to pharmacyadmin@nhs.net from the shared mailbox, requesting that it be closed. Any data within the shared mailbox should be saved locally for business continuity.

The new contractor will be provided with a new organisation data services (ODS) code by the NHS Business Services Authority (BSA), and will need to use this to register for a new shared mailbox. It may take up to a month for the code to be reflected in the NHSmail system as this is dependent on the transfer of information from the NHS BSA into NHS Digital and the consequent General Pharmaceutical Council (GPhC) data matching.

14.2 When a new contractor has bought the debts and liabilities of the previous pharmacy’s business, the ODS information (pharmacy name and parent organisation) will require updating with the ODS team (exeter.helpdesk@nhs.net).

The current shared mailbox owner should proactively take steps to transfer ownership to the new owner by sending an email from the shared mailbox to pharmacyadmin@nhs.net, requesting that an account be created and the new owner be added to the shared mailbox or state if the new owner already has an NHSmail account that can be added.

For any current community pharmacy staff members who have an NHSmail user account linked to the shared mailbox and are ceasing to be employed at the pharmacy, please send an email from the shared mailbox requesting for these users to be removed. If the user is leaving NHSPharmacy completely, please refer to section 12.

If previous staff members are still linked to the shared mailbox, they will be able to access all new emails resulting in a possible security breach.

Note: Please ensure that there is a staff member working at the pharmacy who always has an NHSmail account linked to the shared mailbox.

15. What to do if you are a locum pharmacist

If you are a locum pharmacist and have an existing NHSmail account, the shared mailbox owner for the community pharmacy will be able to give you access to the pharmacy shared mailbox if required.
If you are a locum pharmacist and you do not have an NHSmail account you can be allocated one by a sponsoring organisation, for example, a local clinical commissioning group, hospital, community pharmacy, NHS England regional office.

16. Service status and known issues

Up to date information on the status of the NHSmail services and any key known issues impacting users can be found on the Service Status support pages.

17. Using Outlook Web App (OWA)

The NHSmail Portal uses the Outlook Web App (OWA) as its email provider. Guidance is available on the NHSmail support site which covers all aspects of the NHSmail service including:

- Email
- Calendars
- People (Contacts)
- Tasks and reminders

18. Help available to users

For further assistance, NHS pharmacy email users (those with ‘NHSPharmacy’ as their organisation display name after their email address and had their NHSmail account set up after 1 December 2016) should contact the pharmacy administration helpdesk at pharmacyadmin@nhs.net who provide email support between 9:00am and 5:00pm Monday to Friday, excluding bank holidays. Outside of these hours, simple tasks can be performed by the national helpdesk by calling 0333 200 1133.

If your NHSmail account is hosted by a local organisation (clinical commission group / clinical support unit) please contact their IT helpdesk for local administration support.

All NHSmail users can also contact the NHSmail national helpdesk via helpdesk@nhs.net or call 0333 200 1133. The national helpdesk is available 24 hours a day, 365 days a year.