
NHSmail Access Policy

(England)

October 2018
Version 4

Contents

About this document	3
Audience	3
Who can use NHSmal?	3
Pre-requisites	3
Licensing requirements to use NHSmal	4
Sharing information securely	4
No longer eligible for NHSmal?	4

About this document

This document defines who is entitled to a Department of Health and Social Care funded NHSmail email account. For details on setting up NHSmail accounts please see the NHSmail [Access Process](#) document. The scope of the policy is England only.

Audience

The document is relevant to anyone with a requirement to share information securely about health, public health and adult social care in support of public sector business.

Who can use NHSmail?

NHSmail email accounts will be provided to organisations delivering publicly funded health, public health or adult social care, including Arm's Length Bodies, whether delivered by the public or private sector.

A maximum of 50 accounts can be provided to support secure email. Where account numbers exceed this, organisations should consider uplifting their current email service to meet the [Secure Email Standard](#).

NHSmail is not to be used for non-publicly funded business or for marketing or commercial gain.

NHSmail will not be provided where users already have another publicly funded email account e.g. a locally provided email service, with two exceptions:

- A small (1 - 20) number of email accounts can be hosted by a commissioning body for organisations that have a regular, defined or frequent requirement to securely exchange personal or sensitive information whilst carrying out public sector business and do not themselves have a secure email service.
- Clinical professionals under the training of Local Education and Training Boards (previously known as Postgraduate Medical Deaneries) will be provided with NHSmail accounts for the duration of their clinical training.

This list is not definitive so please seek guidance from feedback@nhs.net if clarity is required about a specific case.

NHSmail accounts are limited by the nationally set budget and will be provided on a first come first served basis

Pre-requisites

In order to use NHSmail, organisations must have:

- An approved [Information Governance Statement of Compliance](#) (IGSoC) or PSN Code of Connection if the N3 / HSCN or PSN networks are used.
- Completed an annual toolkit return to ensure that NHSmail users have completed Information Governance (IG) training. To access NHSmail, health and care organisations must meet **or exceed** one of the following:
 - A 2017/18 [Information Governance Toolkit](#) (IGT) rating of 'Level 2' (applicable until 31 March 2019).

- A [Data Security and Protection Toolkit](#) rating of 'Entry Level'. Please note a rating of 'Entry Level' is a minimum and will not be sufficient to meet wider contractual and regulatory requirements to connect to other NHS Digital services.
- Appropriate Microsoft licensing (see section [Licensing requirements to use NHSmal](#))
- A nominated Local Administrator (LA). For primary care organisations, such as optometrists and dentists this is provided by NHS England Area Teams and contact details can be found within the [regional contact list](#).
- All NHSmal users are expected to abide by the [Acceptable Use Policy](#) (AUP). If the AUP is breached or operational requirements dictate, the NHSmal Service reserves the right to withdraw access to the NHSmal Service without notice.

Further information is given in the NHSmal [Access Process](#) document, including how to set up the first account.

Licensing requirements to use NHSmal

User organisations using NHSmal are responsible for ensuring that all staff and / or devices, including mobile devices, accessing NHSmal are licensed appropriately.

Please refer to the [NHSmal Licensing Guide](#) for details on licensing requirements.

Sharing information securely

The NHSmal [Sharing Sensitive Information Guide](#) provides details on sharing information securely.

No longer eligible for NHSmal?

If you or your organisation no longer meets the criteria outlined in this policy to use NHSmal, you will need to move to an alternative method for secure communication.

For a provider at the end of their contract, all NHSmal accounts should be marked as a 'leaver' on the last day of service provision.

For staff moving into a new provider organisation, their NHSmal account can be marked as a 'joiner' within 30 days to avoid the account being deleted. Guidance is available in the [Leavers and Joiners Management Guide](#).

All other accounts will be permanently deleted along with any data contained within them.