

Pharmacy - Frequently Asked Questions

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1. How do I activate my personal Pharmacy NHSmail account?

Once you have received your username (sent to the email address used for your account application) and the temporary password (sent to the mobile phone number supplied), you can activate your account by carrying out the following steps:

1. Navigate to www.nhs.net
2. Click the login button
3. Enter your NHSmail username (@nhs.net will be automatically populated for you)
4. Type the temporary password sent to the mobile phone supplied

More information on how to activate your account is available in the [Guide for Community Pharmacies using NHSmail](#).

Please note you do not need to activate a shared mailbox.

2. I need more than three individual NHSmail accounts linked to our shared NHSmail mailbox to ensure I always have someone working who is able to access the account. How do I get more than three accounts?

You will need to request additional accounts through your local NHS England Pharmacy area team lead. Please contact your NHS England Pharmacy area team for more information.

3. I'm an extended hours contractor. How many people can access the shared mailbox in my pharmacy?

There is no restriction on the number of users who can access a shared mailbox providing each individual has a personal NHSmail account and additional accounts have been approved by your NHS England Area team lead.

4. Do I need a password to use the NHSmail account?

Yes. Every individual requires their own username and password to access NHSmail for their personal mailbox. These will be sent to the personal email address and mobile phone number you supply when you apply for your account.

You will need to ensure your account remains active by changing your password at least every 90 days otherwise it may be de-activated or removed from the service.

A password is not required to access a shared mailbox as this can be accessed once you have logged into your personal mailbox.

5. I have received my shared NHSmail account but not my personal NHSmail account. What do I do?

If you have received your shared NHSmail account and not your personal NHSmail account you should contact pharmacyadmin@nhs.net providing your first and last name, Pharmacy ODS code and the name of the Pharmacy shared mailbox that you have been setup with.

6. I have received my personal NHSmail account but not the shared NHSmail account. What do I do?

If you have received your personal NHSmail account and not your shared NHSmail account you should contact pharmacyadmin@nhs.net providing your first and last name and Pharmacy ODS code.

7. I am an independent contractor who applied for a Pharmacy shared NHSmail account before 1 February 2017 and I've yet not received my account.

If your pharmacy registered for an NHSmail account before 1 February 2017 in order to register for the Quality Payments Scheme, your request has been recorded and you should have received an invitation to complete your registration. If you have not received an invitation please register for your account details through the automated portal available at: <https://portal.nhs.net/pharmacyregistration>.

8. If I email pharmacyadmin@nhs.net how quickly will I get a response?

The Pharmacy admin team will endeavour to respond to your enquiry as soon as possible.

The team is available between 9am – 5pm, Monday to Friday, excluding bank holidays and can be contacted at pharmacyadmin@nhs.net.

Outside of these hours simple tasks like password resets can be performed by the national helpdesk. For more complex tasks out of hours these can be logged through email pharmacyadmin@nhs.net or over the phone via the national helpdesk on 0333 200 1133. These will be assigned to the Pharmacy resolver group to complete when they are next available.

9. How do I register on the NHS Business Services Authority site for NUMSAS?

Once you have indicated the intention for your pharmacy to provide NUMSAS and have access to your shared mailbox you should proceed to register for the NUMSAS service via the NHS BSA website at www.nhsbsa.nhs.uk/UMS. You must use the premises specific shared NHSmail mailbox including the NHSParmacy prefix at the beginning of your email address when registering. It is really important that the shared mailbox address is used as your personal NHSmail account will not be processed.

10. What to do if you are moving to another Community Pharmacy Practice or leaving Community Pharmacy altogether?

If you are leaving your 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 then be added to any new NHS organisation 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 national helpdesk desk 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.

If you are leaving the Pharmacy profession or not taking up a new role at another organisation, please contact the Pharmacy national 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 asking the NHSmail Local Administrator in their new organisation to mark their account as a 'joiner'. This must be done within 30 days of the account being marked as a 'leaver' to ensure it is not deleted.

Note: NHSmail accounts that are marked as 'leavers' are permanently 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.

11. 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 premises shared mailbox.

If you do not have an NHSmail account you will need to inform the shared mailbox owner. If the pharmacy has less than 3 user accounts the shared mailbox owner will need to contact the Pharmacy national helpdesk at 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 the [Guide for Community Pharmacies using NHSmail](#).

If your pharmacy already has three user accounts the shared mailbox owner will need to email your NHS England local area team with reasons for why more than 3 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 national 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.

12. Why is my mobile phone number needed to set up my account?

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message.

When you log in to 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 as you will need to be able to answer these questions if you are locked out of your account or have forgotten your password so that you can perform 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 helpdesk will use your mobile phone number to authenticate you.

Please note the mobile phone number provided as part of your NHSmail application is automatically added to the NHSmail directory but you can opt for this to not be visible. Guidance on how to do this is available in the [Guide for Community Pharmacies using NHSmail](#).

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 remains up to date.

13. What if I forget my password, am unable to answer my security questions and do not have a mobile phone number which can be used as authentication?

You will need to speak to the shared mailbox owner of your premises account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password. The national 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.

14. I am a shared mailbox owner, what is my mobile phone number used for?

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

15. What if I cannot take my mobile phone to work?

If you are unable to take your mobile phone to work and are therefore unable to activate your account from a work computer you can log into your account for the first time from a home computer. You will receive an email to your personal email address which you supplied when registering which will contain your new email address and instructions on how to log into your account. If you do not have a home computer or the Internet you can make a note of your password and set up your account when you are at work. However, it is recommended that you have your mobile phone on you when signing into your account for the first time as the password will contain a mix of different characters and upper and lower case letters.

16. What do I need to do if my Pharmacy already has a Shared mailbox sponsored by another organisation?

We are unable to change the format of your current (legacy) shared mailbox. You will need to apply for a new shared mailbox. The request will need to be completed by a member of staff who does not already have a personal NHSmail account to avoid a duplicate account being created. Any staff members who already have a personal NHSmail account must not apply for a new one as a duplicate account will be created.

Once your new shared mailbox has been created please contact the Local Administrator of your sponsoring organisation to inform them that you have received a new shared mailbox via the national process and they can delete your old shared mailbox.

17. How often do I need to log into my NHSmail account?

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

Shared mailboxes will not be deleted, however, 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.

18. My application has been rejected because my pharmacy does not meet the minimum requirement for the Information Governance Toolkit. What should I do?

In order to receive an NHSmail account Pharmacies must comply with the Information Governance Toolkit (level 2), therefore the Pharmacy would need to take action and reassess in order to meet this requirement. Further information regarding the toolkit can be found [here](#).

19. Can I change our shared mailbox email address?

The naming convention [nhspharmacy.location.pharmacynameODScode@nhs.net](#) has been agreed by NHS England and NHS Digital following consultation with the Pharmacy voice IT user group and PSNC. The naming convention applies to all Pharmacies who require a shared mailbox and acts as the unique identifier for the Pharmacy and as part of the validation process against a Pharmacy ODS code. There is a 10 character limit for the location and a 20 character limit for the pharmacy name. This limit excludes the ODS code.