



NHSmail Portal Local Admin Mini-guide

Version 1.0

Local Admin Roles

- **Primary Local Admin** - responsible for NHSmail administration in their organisation
- **Local Admin Resource** - responsible for administrating accounts within their organisation to support the Primary Local Admin
- **Local Helpdesk Resource** - responsible for managing basic administration functions to support end-users

For further details on other roles please refer to [‘Roles and Permissions’](#)

Creating an Account

When a new employee joins your organisation, you will be able to create a new account for the individual.

1. Click Admin -> User Management -> Add -> User
2. Complete all User details
3. Generate Password
4. Add User to existing Organisation, Role and Work Area
5. Create User

For full instructions please refer to [‘User Management’](#)

Creating a Shared Mailbox

A shared mailbox is a type of mailbox that doesn't have its own user name and password and is accessed by more than one user from the same organisation.

1. Click Admin -> User Management -> Add -> Shared Mailbox
2. Complete all Shared Mailbox details
3. Add Mailbox to Organisation
4. Create Mailbox Email Name
5. Create Shared Mailbox

For full instructions please refer to [‘Administering Shared Mailbox’](#)

Unlocking a User Account

If a user has incorrectly entered their password more than twelve times, their account will move from a status of active to locked.

1. Click Admin -> User Management
2. Search for User
3. Click on User Display Name
4. Click Unlock in the Actions Box

For full instructions please refer to [‘User Management’](#)

Resetting a Password for a User

You may need to reset a password for users who have forgotten their password.

1. Click Admin -> User Management
2. Search for User
3. Click on User Display Name
4. Click Reset Password in the Actions Box
5. Click Generate new Password
6. Select Require Password Change at next log-in
7. Click Submit

For full instructions please refer to [‘Performing Actions on Behalf of a User’](#)

Static Distribution Lists

Static Distribution Lists can be used to send an email to more than one person.

1. Click Admin -> Distribution Lists -> Add -> Static Distribution Lists
2. Select Owing Organisation
3. Type in Distribution List Name
4. Add Owing Users (using search function)
5. Add Description
6. Select Complete

For further details on how to add authorised senders/add recipients please refer to [‘Administering](#)

Further Resources

- [NHSmail Portal Local Administrator Guide](#): A fully comprehensive guide which provides step-by-step guidance on how to use all Administration features of the Portal.
- [Local Administrator Frequently Used Features Guide](#): A condensed version of the Local Administrator Guide to help Administrators get started with key features.