What’s Changing?

Introduction

This guide provides an overview of the changes you will see when your email account moves to NHSmail 2. All of the changes outlined in this guide take effect following your account being moved to NHSmail 2. The table below provides some simple steps to get you started once you transition to NHSmail 2.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>My mailbox still looks like the old NHSmail website</strong></td>
<td>If you are using an older browser, such as Internet Explorer 8, your mailbox will be upgraded, but you will only be able to access Outlook Web App Light. You will be able to complete simple email tasks, but will not be able to access some features (e.g. Shared Calendars). You should use an alternative web browser, such as Firefox, Chrome or Safari. If you don’t have an alternative web browser, contact your local IT support. Guidance on the supported browsers is available in the <a href="#">Browser Differences Guide</a>.</td>
</tr>
<tr>
<td><strong>I can’t access my Shared (Generic) Mailboxes</strong></td>
<td>These are non-personal accounts that have your organisation’s short-code as the first part of the email address. You usually open these mailboxes using “Open another mailbox”. You can continue to access Shared (Generic) Mailboxes on NHSmail 2.</td>
</tr>
<tr>
<td><strong>I can’t access my Shared Folders</strong></td>
<td>These are personal accounts that you have been given permission to view by another user. You will be able to access Shared Folders on NHSmail 2 if both you and the account you’re trying to access is on NHSmail 2.</td>
</tr>
<tr>
<td><strong>I can’t see the User Tools (spanner icon) or Folder Tools (folder icon)</strong></td>
<td>Make sure you are using <a href="http://www.nhs.net">www.nhs.net</a> to log into your account. This will display the navigation bar at the top of your screen after logging in. The navigation bar is not displayed when you are viewing your mailbox, but will still be available from the open browser tab or window that displays the web page after you sign in. You will not see the User Tools and Folder Tools if accessing using <a href="http://web.nhs.net/owa">web.nhs.net/owa</a> or <a href="http://www.nhs.net/owa">www.nhs.net/owa</a>.</td>
</tr>
<tr>
<td><strong>My folders have disappeared</strong></td>
<td>You will be able to see your name on the left side of the screen. Click the arrow and your Inbox will appear. Click the arrow next to your Inbox and your sub-folders will appear.</td>
</tr>
<tr>
<td><strong>My contacts have disappeared (see known issues)</strong></td>
<td>The contacts that automatically appear when you start typing an email address in the ‘To’ bar will not be carried across to NHSmail 2. Once you start using the Service, the email addresses you frequently contact will build up again. All of your saved contacts are still available from the People Screen. Refer to the <a href="#">OWA Learning Series</a> for training.</td>
</tr>
<tr>
<td><strong>After I log in at <a href="http://www.nhs.net">www.nhs.net</a>, I see a different screen than before</strong></td>
<td>After you sign in at <a href="http://www.nhs.net">www.nhs.net</a> you will be directed to a new web page. Select ‘Click here to access your mailbox’ and you will be directed to your mailbox.</td>
</tr>
<tr>
<td><strong>I can’t edit my saved Notes</strong></td>
<td>All Notes were transitioned but cannot be edited. They will be displayed as a folder in your folders list. Notes cannot be created or edited on NHSmail 2.</td>
</tr>
</tbody>
</table>

Further key information is listed below. Click the name to navigate to the relevant information:

<table>
<thead>
<tr>
<th>Key Information</th>
<th></th>
</tr>
</thead>
<tbody>
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<td><strong>New page after logging in</strong></td>
<td>Reviewing your mailbox quota</td>
</tr>
<tr>
<td><strong>Outlook Web App 2013</strong></td>
<td>The folder screen</td>
</tr>
<tr>
<td><strong>Accessing the User Tools</strong></td>
<td>Accessing shared (generic) mailboxes</td>
</tr>
<tr>
<td><strong>Viewing folders in your inbox</strong></td>
<td>Accessing shared folders</td>
</tr>
</tbody>
</table>
What’s Changing?

New page after logging in

Prior to transition, following logging in at www.nhs.net, you are taken straight to your mailbox. When your account moves to NHSmail 2, you will be presented with a new web page after logging in. From this page, you can continue to navigate to your mailbox, user tools and Shared Folders / Mailboxes using the instructions provided below.

**Before**

[Image of web page before transition]

**After**

[Image of web page after transition]

Note: Upon logging in, if your spanner/screwdriver and folder icons do not appear at the top of the page you need to ensure that you are accessing the NHSmail service via the url: www.nhs.net

To access your email:

Select the yellow box located in the middle of the screen

When you click to access your mailbox you will view it in a separate browser tab and will need to move between tabs to access the NHS Directory and user tools.

To access the NHS Directory and tools:

Select the tools icon (spanner/screwdriver) located at the top of the screen

To access shared folders and shared mailboxes:

Select the folder icon located at the top of the screen

Note: Clicking the mail icon will take you back to the new page after you log in.
What’s Changing?

Outlook Web App (OWA)

When your email account moves to NHSmail 2, your mailbox will be updated to Outlook Web App (OWA) and have an improved appearance as shown below:


Note: If your mailbox looks like the old NHSmail website, this is because you are getting an OWA Light experience due to using an older browser (e.g. Internet Explorer 8). Refer to the Browser Comparison Guide for more information. If you require OWA standard you will need to use a different browser, such as Chrome or Firefox.

Accessing the User Tools (e.g. change password)

Following logging in to NHSmail 2, you will be presented with the page shown on Page 2 of this guide. Once you have selected ‘Click here to access your mailbox’, a new window or tab will be opened on your browser showing the Outlook Web App. The user tools icon and folders icon will not be shown from this page. These can be accessed from the page you saw following log in, which is available in the other open NHSmail 2 tab or window. An example is shown below:

Please note, that you should access NHSmail using www.nhs.net. If you are accessing using www.nhs.net/owa, you will not see the tools and folders icon following logging in.

Viewing folders in your mailbox

When you first access Outlook Web App, your folders will be shown in the collapsed view – i.e. you won’t see your sub-folders.

To reveal your sub-folders, click the expand arrow highlighted in the image on the left.
What’s Changing?

Reviewing your mailbox quota (space in your mailbox)

Prior to transition you can review your mailbox quota by clicking on the tools icon (spanner/screwdriver) at the top of the screen and viewing it in the To-Do Bar on the right side of the screen. Once your email account moves to NHSmail 2 you will no longer manage your mailbox quota in the To Do bar. Instead you will check your mailbox quota in Outlook Web App (OWA) via www.nhs.net.

Before

- Click on the settings icon at the top right of the screen and select Options where you will see your mailbox quota detailed under account.

After

The folder screen

Before your email account moves, clicking the folder icon at the top of the page takes you a screen that displays your folder subscriptions. After your email account moves to NHSmail 2, you will be redirected to a new folder screen when you click on the folder icon.

Before

After (the new folder screen)
What’s Changing?

Shared (generic) mailboxes

Prior to transition, you can access your shared (generic) mailboxes by clicking on the folder icon at the top of the screen. You then navigate to your shared (generic) mailbox on the left side of the page. Once your email account moves to NHSmail 2 you will be presented with a new folder screen. You can view your shared mailbox subscriptions at the top of the new folder screen.

Before

<table>
<thead>
<tr>
<th>My Folders</th>
<th>Other Users’ Folders</th>
<th>Generic Mailboxes</th>
<th>Folder Tools</th>
</tr>
</thead>
</table>

After

![Outlook Web App (OWA) Shared (Generic) Mailboxes](attachment:image)

Once your email account moves to NHSmail 2 you will access your shared mailboxes in Outlook Web App (OWA) via www.nhs.net. You will see on-screen instructions from the new folder screen on how to do this. Below is an example of what you will see when viewing a shared mailbox in Outlook Web App (OWA).

For full training on using Shared Mailboxes in Outlook Web App (OWA) refer to Delegated and Shared Mailboxes module in the Outlook Web App (OWA) Learning Series at [http://support.nhs.net/delegatedandsharedmailbox](http://support.nhs.net/delegatedandsharedmailbox).
Shared folders

Prior to transition, you can access your shared folders by clicking on the folder icon at the top of the screen. You then navigate to your shared folders on the left side of the page. Once your email account moves to NHSmail 2 you will be presented with a new folder screen. You can view your shared folder subscriptions on the bottom half of the new screen.

Once your email account moves to NHSmail 2 you will need to re-add your shared folders to your mailbox in Outlook Web App (OWA) via www.nhs.net. You will see on-screen instructions from the new folder screen on how to do this. Below is an example of what you will see when re-adding a shared folder in Outlook Web App (OWA).

Note: You can continue to access Shared Folders on NHSmail 2 if both you and the account you’re trying to access is on NHSmail 2.