

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.

Topic	Guidance
<u>My mailbox still looks like the old NHSmail website</u>	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 Browser Differences Guide .
<u>I can't access my Shared (Generic) Mailboxes</u>	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.
<u>I can't access my Shared Folders</u>	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.
<u>I can't see the User Tools (spanner icon) or Folder Tools (folder icon)</u>	Make sure you are using www.nhs.net 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 web.nhs.net/owa or www.nhs.net/owa .
<u>My folders have disappeared</u>	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.
<u>My contacts have disappeared (see known issues)</u>	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 OWA Learning Series for training
<u>After I log in at www.nhs.net, I see a different screen than before</u>	After you sign in at www.nhs.net you will be directed to a new web page. Select 'Click here to access your mailbox' and you will be directed to your mailbox.
<u>I can't edit my saved Notes</u>	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.

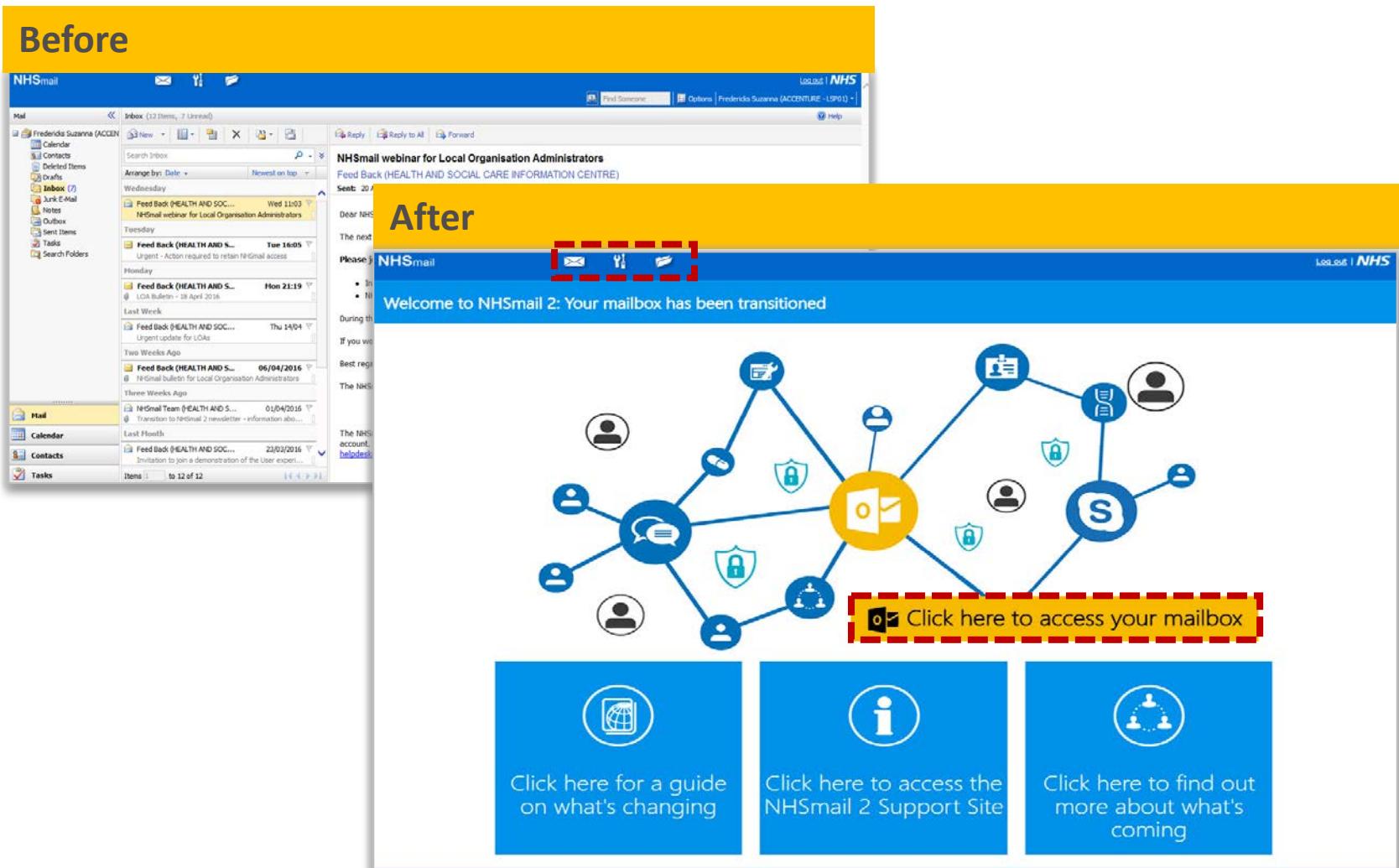
Further key information is listed below. Click the name to navigate to the relevant information.

Key Information	
New page after logging in	Reviewing your mailbox quota
Outlook Web App 2013	The folder screen
Accessing the User Tools	Accessing shared (generic) mailboxes
Viewing folders in your inbox	Accessing shared folders

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.



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:

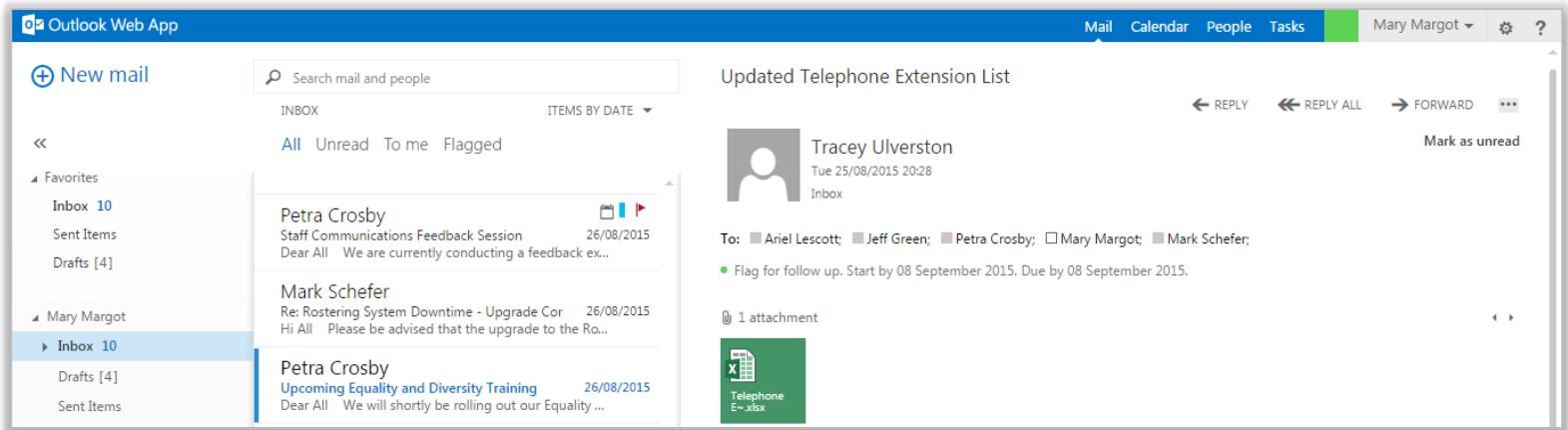
Select the folder icon  located at the top of the screen

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:

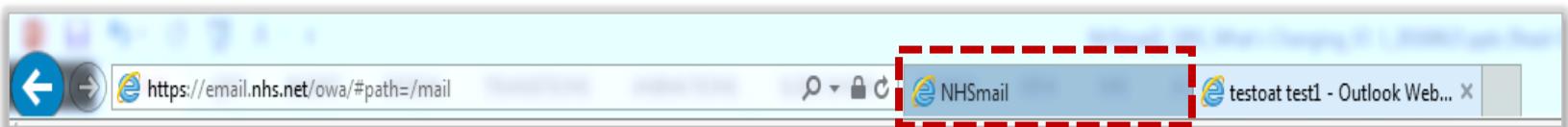


For more information on using Outlook Web App (OWA) accessed via www.nhs.net 2 refer to the Outlook Web App Learning Series at <http://support.nhs.net/owaindex> for more information

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.

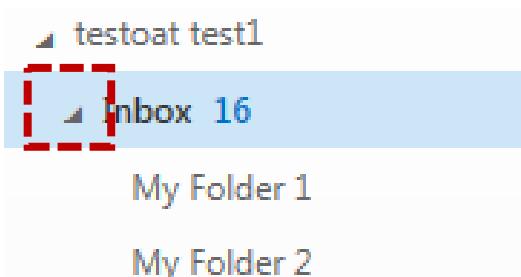
Accessing the User Tools (e.g. change password)

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

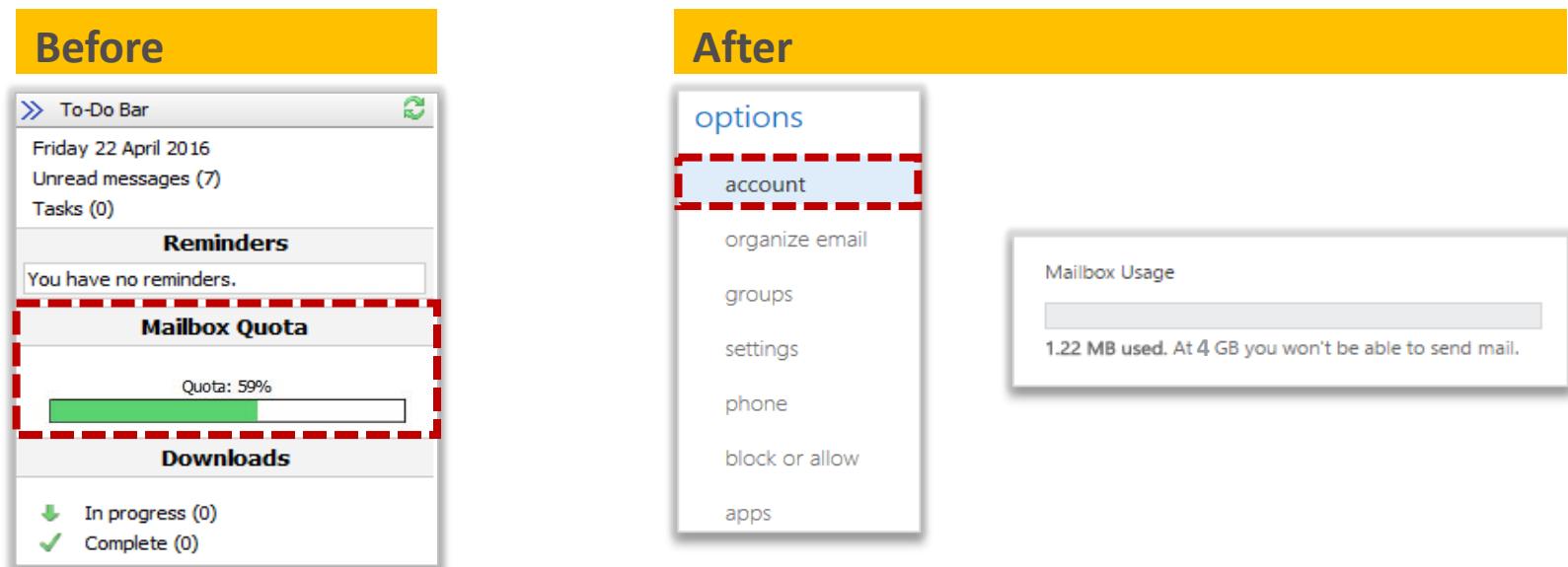


When you first access Outlook Web App, your folders will be shown in the collapsed view – i.e. you won't see your sub-folders.

To reveal your sub-folders, click the expand arrow highlighted in the image on the left.

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.

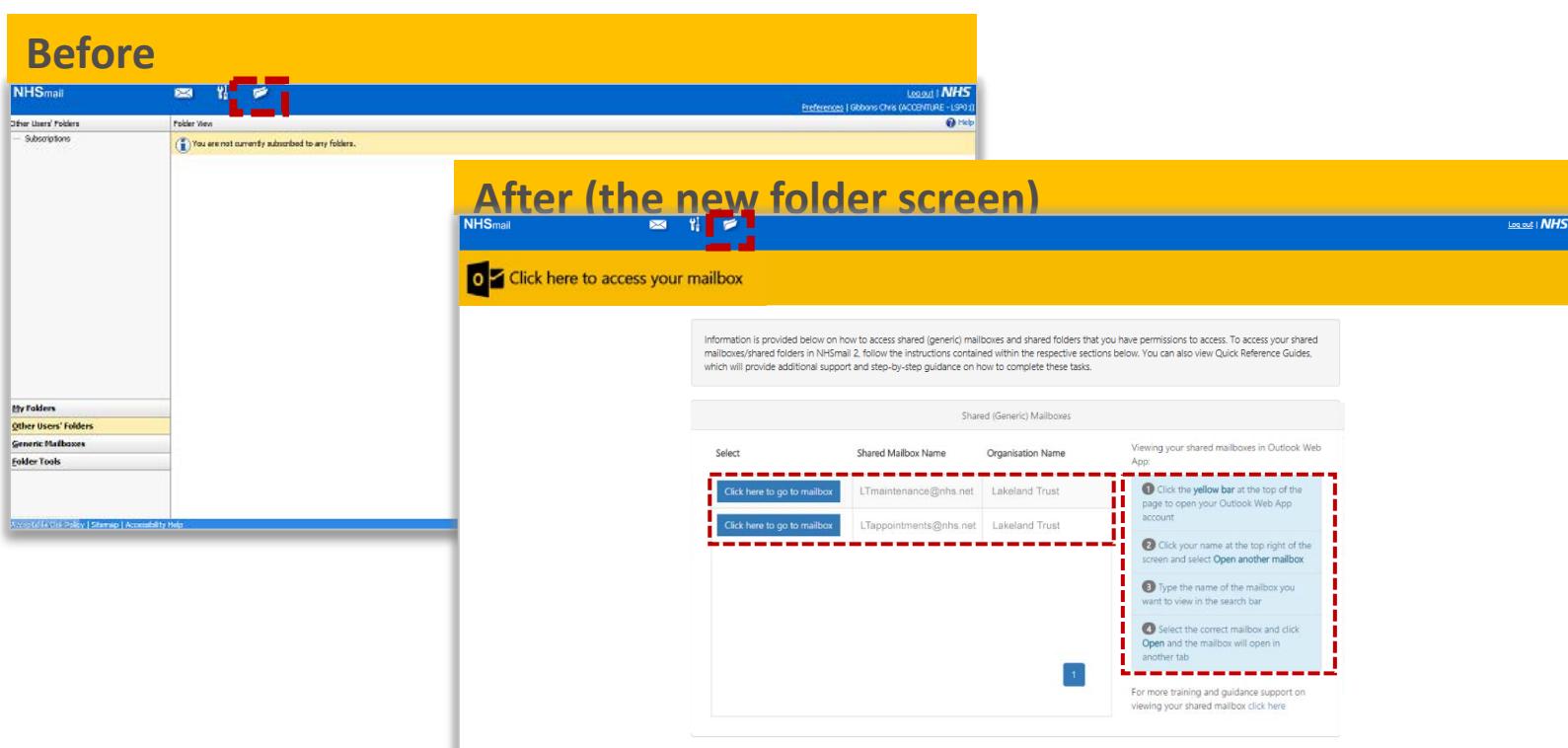


To review your mailbox quota in Outlook Web App (OWA):

- 1 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**

The folder screen

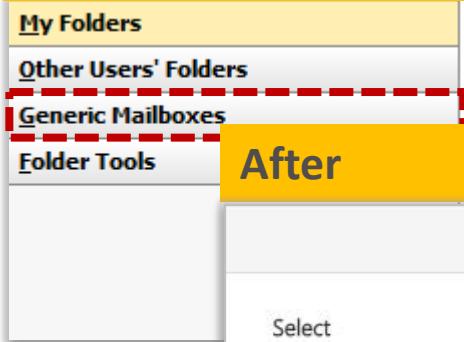
Before your email account moves, clicking the folder icon at the top of the page takes you a screen that displays your folder subscriptions. After your email account moves to NHSmail 2, you will be redirected to a new folder screen when you click on the folder icon.



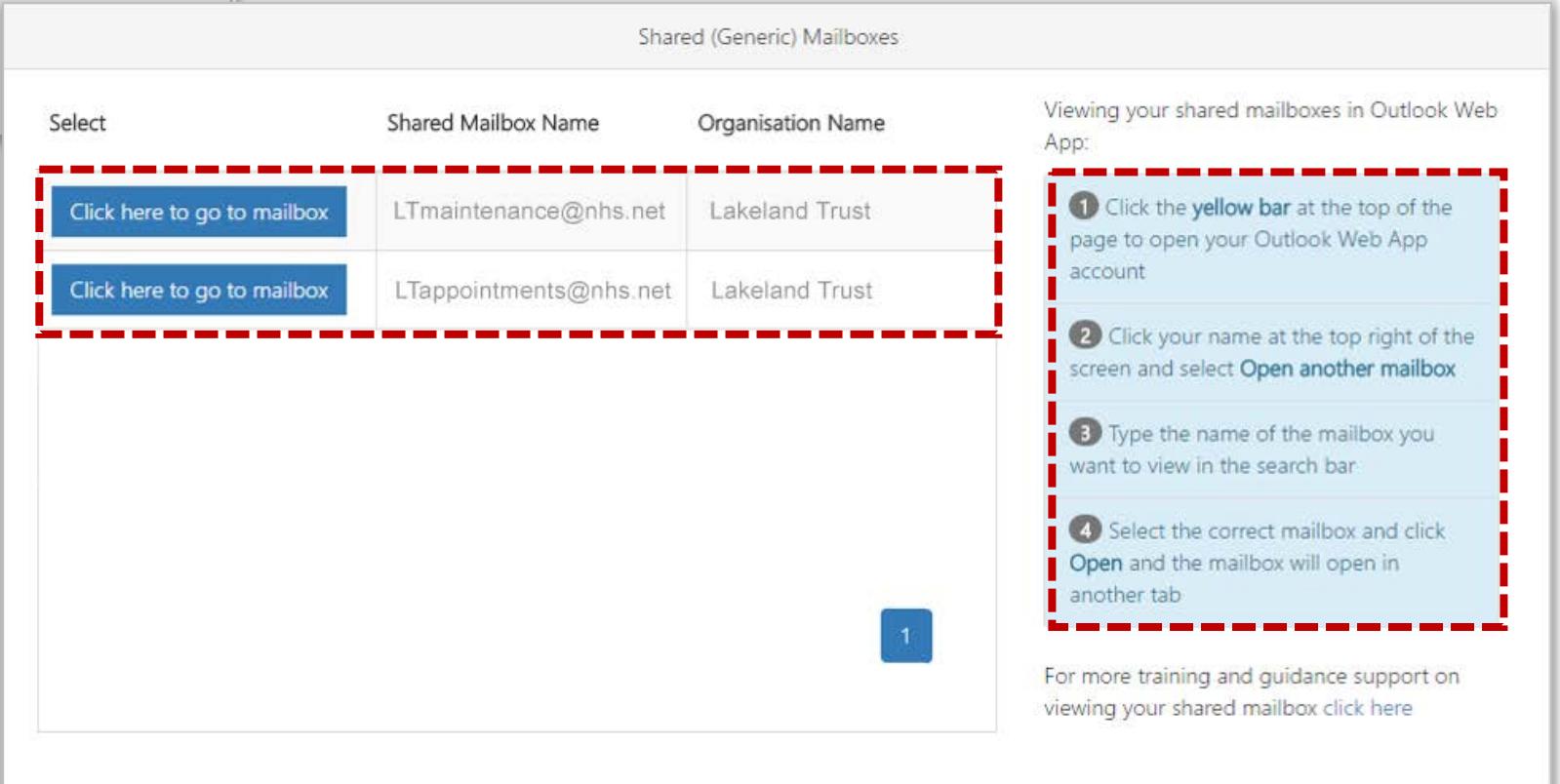
Shared (generic) mailboxes

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



After



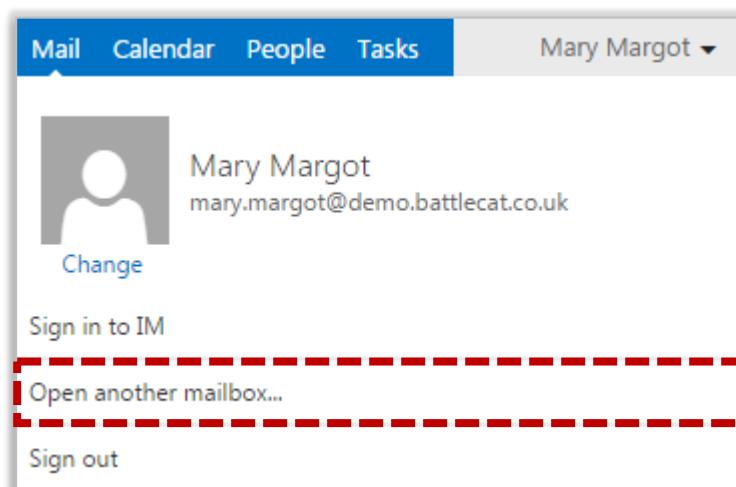
Select	Shared Mailbox Name	Organisation Name
Click here to go to mailbox	LTmaintenance@nhs.net	Lakeland Trust
Click here to go to mailbox	LTappointments@nhs.net	Lakeland Trust

Viewing your shared mailboxes in Outlook Web App:

- 1 Click the **yellow bar** at the top of the page to open your Outlook Web App account
- 2 Click your name at the top right of the screen and select **Open another mailbox**
- 3 Type the name of the mailbox you want to view in the search bar
- 4 Select the correct mailbox and click **Open** and the mailbox will open in another tab

For more training and guidance support on viewing your shared mailbox click [here](#)

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).



Mail Calendar People Tasks Mary Margot

Mary Margot
mary.margot@demo.battlecat.co.uk

Change

Sign in to IM

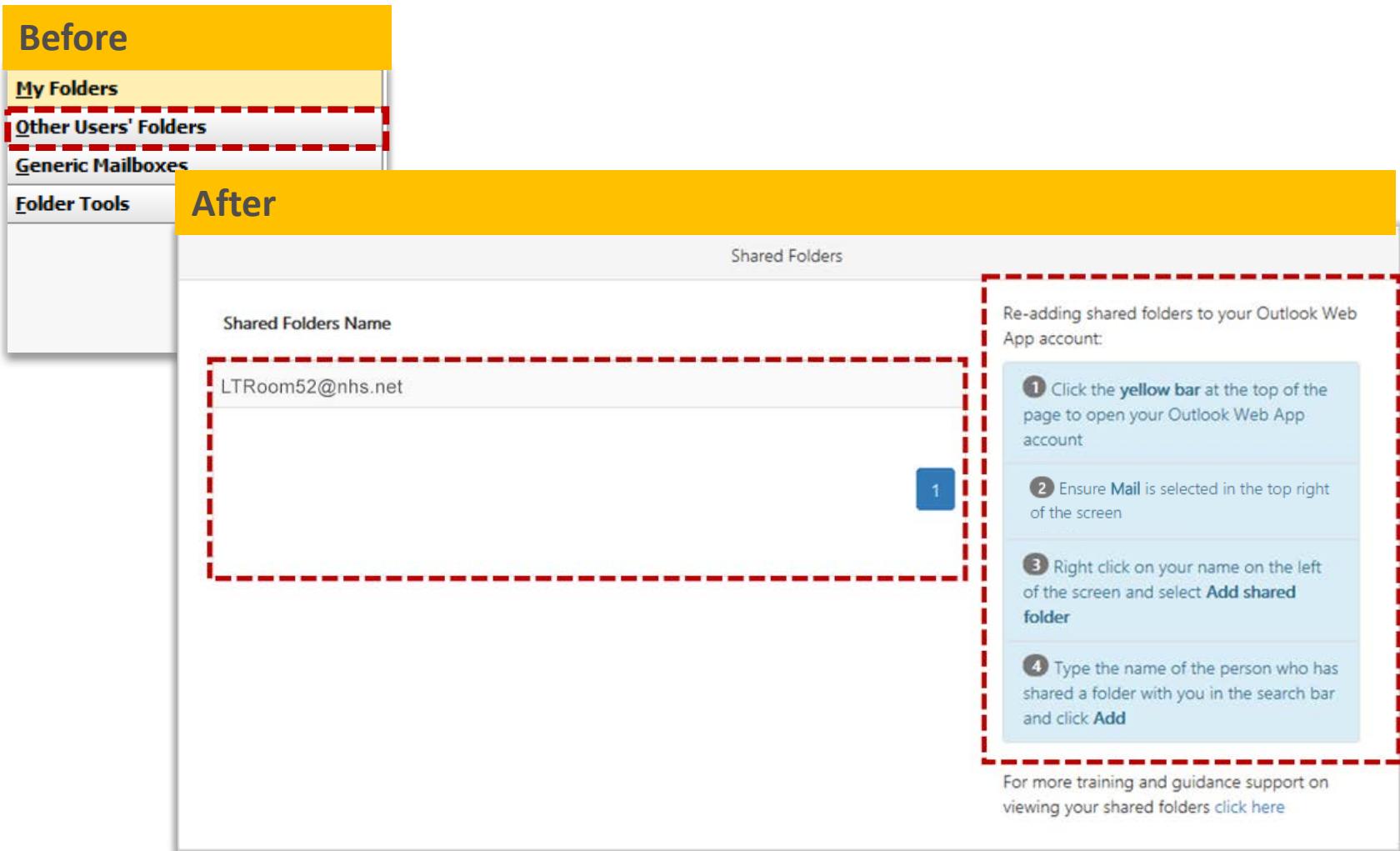
Open another mailbox...

Sign out

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>.

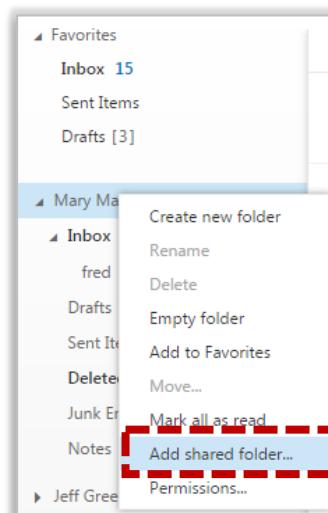
Shared folders

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.



For full training on using Shared Folders in Outlook Web App (OWA) refer to the **Advanced Mailbox Management** module in the Outlook Web App (OWA) Learning Series at <http://support.nhs.net/advancemailboxmanagement>.