

How to complete the NHSmail Pharmacy Registration Portal

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Introduction

This guide explains how to complete the NHSmail pharmacy registration portal, for your NHSmail accounts to be created, and how to activate the accounts once they are available.

The portal allows pharmacies to request the creation of a shared mailbox and up to three personal user accounts, which can be given access to the shared mailbox if required.

To apply for an NHSmail account, pharmacies must have achieved a minimum status of two within the [Information Governance Toolkit \(IGT\)](#) version 14.1, or accredited via the [Data Security and Protection Toolkit \(DSPT\)](#).

How to complete the registration portal

1. Visit the NHSmail pharmacy registration portal at: <https://portal.nhs.net/Help/joiningnhsmail> and go to the 'Registering Community Pharmacies and Pharmacists' section.
2. Open the [pharmacy registration portal](#), this will take you to the first page, entitled 'Pharmacy Pre-requisite Questionnaire'.

Pharmacy Pre-requisite Questionnaire

First complete the pharmacy pre-requisite questionnaire. You will need to provide some unique information; including the Organisation Data Service (ODS) code, General Pharmaceutical Council (GPhC) number and registered Business Services Authority (BSA) email address for your pharmacy site.

- To locate your pharmacy site ODS code you can use the [ODS portal](#).
- To locate your pharmacy site GPhC number visit the [GPhC website](#).

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Pharmacy Pre-Requisite Questionnaire

Pharmacy organisation background details

This form is to allow you to request a pharmacy organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation.

Pre-Requisite Questionnaire:

Do you already have an NHSmail account?

 Yes No

All Pharmacy organisations must have submitted an IG Toolkit return before applying. Please state 'Yes' to confirm that you have submitted a valid return

 Yes No

Do you know the GPhC registration number that is associated with your organisation?

 Yes No

Have you already received a one-time passcode in the post within the past 2 weeks?

 Yes No

Do you know and have access to the email address that is associated with your organisation and that has been registered with the BSA?

 Yes No

Once you have answered the pre-requisite questionnaire you will be asked to enter your pharmacy details including; postcode, organisation name and ODS code. You will then be asked to provide your BSA registered email address if you have stated in the prerequisite questionnaire that you know this. Follow the instructions in section [Registration Process](#).

If you do not know your BSA registered email address, then follow the instructions in section [One-time passcode](#).

One-time passcode

If you cannot locate your BSA registered email address, you will need to complete registration using a one-time passcode. This will be sent to you by request and will be posted to your pharmacy site's postal address. The code will be posted within three working days.

Once you have received your code you will be able to use it on the online registration portal, as we will have completed the authentication process. One-time passcodes expire two weeks after being issued.

If you do not receive your one-time passcode, please contact pharmacyadmin@nhs.net

Registration Process

Step 1

You will first be asked to provide your postcode. This will enable us to determine whether we have your pharmacy's information, in the portal registration tool database, or whether we will require further details.

Note: If you are unable to locate your practice, please contact pharmacyadmin@nhs.net for support.

The screenshot shows a web form titled "Pharmacy Registration". The main heading is "Pharmacy organisation background details". Below this, there is a light blue box with the text: "This form is to allow you to request a pharmacy organisation shared mailbox account and linked personal accounts. Please answer the questions below to help us tailor the registration form for your organisation." Below this, there is a paragraph: "Thanks, please enter your organisation's postal code and then select your organisation from the drop-down list below. You will be asked to enter the email address that is registered with the BSA for your organisation on the next page to continue with the registration." The form contains three input fields: "Postcode" with the value "SW1", "Organisation Name" with a dropdown menu showing "SAMPLE PHARMACY - V01234", and "Organisation ODS Code" with the value "V01234". A "Next" button is located at the bottom right of the form.

1. Enter Organisation ODS code
2. Enter GPhC registration number.
3. Enter the BSA email address **OR**
4. Enter One-time passcode (this will have been sent to you by post or email, if you requested this in the pre-requisite questionnaire).

Pharmacy Registration

Step 1 - Pharmacy Organisation details


This form is to allow you to request a pharmacy organisation shared mailbox account and linked personal accounts. Some of the information provided in this form will be used to create both the pharmacy organisation specific shared mailbox account and personal accounts. It is important that the information is correct. Information recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS Digital and Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be changed on first login. Please note that an * indicates a mandatory field.

Postcode
SW19 4AB


Pharmacy Organisation Name
SAMPLE PHARMACY - V01234

Pharmacy Organisation ODS Code
V01234

Pharmacy premises GPhC registration number *

Pharmacy Organisation One-Time Passcode 
123456

OR

Pharmacy registered email address, also known as BSA CPAF
Pharmacy email address 

Next

Step 2

1. Enter the town / city name associated with the pharmacy that is registering and repeat in the adjacent box to ensure accuracy. It is essential that this data is entered carefully using a maximum of 10 characters.

For example, nhspharmacy.newcastle.bluepharma.f12345@nhs.net.

The town / city name, which can be an abbreviation if needed, forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific pharmacy organisation. Please ensure the town name entered will support accurate selection of this pharmacy organisation within the NHSmail Directory.

2. Enter the name of the members within your practice who require personal NHSmail user accounts, for a minimum of one and up to a maximum of three staff members. The first member entered will be the shared mailbox owner.
3. As other members are added they can be given administration rights by ticking the box 'Mark as Mailbox Admin'.

Note: It is important that the mobile phone numbers entered are only used once within the registration portal, as the number will also be used to check that an account for that user is not already in use. The phone number must be a mobile phone number and be personal to that user.

Please note the mobile phone number provided as part of your NHSmail application is automatically added to your personal profile within the NHS Directory, however you can opt for this to not be visible. Guidance is provided on how to do this within the [Guide for Pharmacies using NHSmail](#).

If there are staff at your practice who already have an NHSmail personal account (ending in @nhs.net), they should not be entered in the form, to avoid a duplicate account being created. Instead, they should contact their Local Administrator (LA) and ask for their account to be marked as a 'leaver'. Once it is in a 'leaver' state they should contact the pharmacy helpdesk (pharmacyadmin@nhs.net) to have their account joined to the NHSParmacy organisation. Your practice should not have more than three individual NHSmail accounts in total.



Pharmacy Registration

Step 2 - Add details for SAMPLE PHARMACY - V01234

Setup Shared Mailbox

Enter the town/city name associated with the pharmacy that is registering, in the box below, repeating the entry to ensure accuracy. It is essential that this data is entered carefully using a maximum of 10 characters.

The town/city name, which can be an abbreviation if needed, forms the first part of the shared mailbox account name and will be used by local and national health and care organisations to identify a specific pharmacy organisation. Please ensure the town name entered will support accurate selection of this pharmacy organisation within the NHSmail directory.

Setup Shared Owner and Personal User Accounts

Each pharmacy organisation is restricted to a maximum registration of 4 NEW personal user accounts. Pharmacy owners are asked to consider which staff members are most appropriate to have access to the Shared Mailbox. For example, locum staff would not need access as long as another member of staff on duty has access. The personal user accounts do not all need to be allocated to pharmacists.

Each pharmacy organisation must register a minimum of two staff for personal user accounts that can access the shared mailbox. The first member added in the boxes below will be the Shared Mailbox Owner.

The Shared Mailbox Owner will be able to:

- * Activate the shared mailbox account for the pharmacy organisation.
- * Setup access to the shared mailbox accounts for relevant staff by linking their NHSmail personal user accounts to this shared mailbox account.
- * Act as the person who will facilitate the setting up of NHSmail for the staff working at the site. This includes sending through details of new staff members that require NHSmail personal user accounts and requesting the removal of staff that are leaving the pharmacy profession. A link to the shared mailbox guide is sent to all NHSmail account users as part of the welcome to NHSmail email.

There is no need to add users that already have NHSmail accounts as the Shared Mailbox Owner can link these users to the shared mailbox once it has been established.

If more than 4 new personal user accounts are required please email pharmacyadmin@nhs.net to request permission for more personal user accounts to be allocated to your pharmacy premise.

Please note that an * indicates a mandatory field.

Enter Town Name for SAMPLE PHARMACY - V01234*

Confirm Town Name for SAMPLE PHARMACY - V01234*

Full Name	Email Address	Mobile Phone	Options	Add to Shared Mailbox?	Mark as Mailbox Admin?
Joe Bloggs Shared Mailbox Owner	joe.bloggs@personaldomain.com	07912345678	Edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sarah Smith	sarah.smith@personaldomain.com	07912345679	Edit Remove	<input checked="" type="checkbox"/>	<input type="checkbox"/>

2 of 4 available members specified (2 required)

Add new member (minimum 2)

Title

Please select ▼

First name*

Last name*

Business or personal email address *

Mobile Phone *

Add member

Next

Once you have entered the user details, click confirm and finish.

Add new member (minimum 2)

Title	First name*	Last name*
<input type="text" value="Please select"/>	<input type="text"/>	<input type="text"/>
Business or personal email address *	Mobile Phone *	Role*
<input type="text"/>	<input type="text"/>	<input type="text" value="Please select"/>

Please confirm

Please confirm that all the data entered is correct to the best of your knowledge, by clicking the button below

Next steps

Once the registration request has been submitted, an email will be sent to the email addresses supplied, advising of usernames. The email will also provide instructions on how to activate the new NHSmail account and how to use it.

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Welcome to NHSmail

Monday 4 June 2018

Dear Joe Bloggs,

Thank you for joining NHSmail. Shortly you will receive a text message containing your password to the mobile phone you specified when registering for an NHSmail account.

If you do not receive a password within 20 minutes please contact the National Administration Service on pharmacyadmin@nhs.net or call 0333 200 1133.

Accessing your NHSmail account

Before you access your account, please read the [Guide for Pharmacies](#) which includes the following information:

- How to log into your account
- How to send and receive emails
- How to access a shared mailbox
- Help available to users

Once you have read the [Guide for Pharmacies](#) and received your password, you can access your account:

1. Go to <https://portal.nhs.net/>
2. Click the 'login' button
3. Enter the username; jow.bloggs@nhs.net
4. Enter the password sent to your mobile

Once you have successfully logged into your account you will be asked to change your password and specify some security questions. At this stage you will have the option to hide the mobile phone number that was provided for your registration should you wish to do so. Please ensure you complete these actions as soon as possible so your NHSmail account is activated.

If you have any issues with accessing your NHSmail account please contact the National Administration Service on pharmacyadmin@nhs.net or call 0333 200 1133.

The shared mailbox account that has been set up for your pharmacy will be sent to your new NHSmail email address.

Regards,
The NHSmail team

The temporary passwords for these accounts will be sent by SMS, to the individual's mobile phone number that was originally supplied in the registration portal. Once users have logged into their NHSmail account, they will see an email confirming the email address of the practice's shared mailbox and information on how to access this.

If a staff member within the practice already has a personal NHSmail account, the shared mailbox owner will be able to link the staff member's personal NHSmail account to the shared mailbox, once the shared NHSmail account has been set up for the practice. [Guidance](#) is available on how to do this.

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Welcome to NHSmail

Monday 4 June 2018

Dear Joe Bloggs,

Thank you for joining NHSmail and for activating your NHSmail account.

During the activation of your NHSmail account you should have completed the Acceptable Use Policy (AUP) which includes an option to hide the mobile phone number that was provided for your registration should you wish to do so.

If you have any issues with accessing your NHSmail account please contact the National Administration Service on pharmacyadmin@nhs.net or by call 0333 200 1133.

Pharmacy Details and Premises Shared Mailbox

Below are your Pharmacy details

Name of Pharmacy	JOE BLOGS PHARMACY
ODS Code	AB123
Premises specific shared NHSmail mailbox	nhspharmacy.tamworth.magrathvifv213@nhs.net

Information on how to open the premises specific shared mailbox can be found in the [Guide for Pharmacies](#).

If you are a Shared Mailbox Owner additional shared mailbox guidance can be found in the [Delegated and Shared Mailbox Guide](#).

Registration for NUMSAS

For pharmacy sites that intend to provide NUMSAS you now need to register on the NHS BSA website at www.nhsbsa.nhs.uk/UMS using the premises specific shared NHSmail mailbox.

Registrations using a personal NHSmail account will not be processed, so please ensure you register with the shared mailbox account.

Regards,
The NHSmail team

Support and guidance

Further information on how to use NHSmail can be found within the NHSmail [Portal help pages](#).

Some useful documents include:

- Using [Outlook Web App](#) - email (www.nhs.net).
- [Portal User Guide](#) (how to change your password, updating your mobile number in the NHS Directory).
- Specific guidance is available for pharmacies, in the [Guide for Pharmacies using NHSmail](#).

If you require further assistance, you should contact the pharmacy support team at pharmacyadmin@nhs.net who provide support between 9am and 5pm Monday to Friday, excluding bank holidays. Outside of these hours, simple tasks such as password resets can be performed by the national helpdesk by calling 0333 200 1133.