NHSmail guide for Organisations managed by the National Administration Service

Community Pharmacy

Dentistry
Social Care
Dispensing Appliance Contractors (DACs)
Optometry

March 2022

Contents

Introduction

NHSmail can be used by organisations to securely exchange patient or sensitive information with other health and social care organisations.

The purpose of this document is to provide community pharmacies, dental practices, social care providers, dispensing appliance contractors (DACs) and optometrists based in England with guidance on:

- how to register for NHSmail
- how to get started using NHSmail
- what to do about any issues with NHSmail

Further information about NHSmail is available on the NHSmail support site.

National Administration Service (NAS) contacts

NHSmail users can contact the national administration service (NAS) by calling 0333 200 1133 or emailing helpdesk@nhs.net – the helpdesk is available 24 hours a day, 365 days a year.

Note: If your NHSmail account is hosted by a local organisation (clinical commissioning group / commission support unit/CSU) please contact your IT helpdesk for local administration support.

Registering for NHSmail

Information on how to register for NHSmail accounts can be found on the Joining NHSmail page of the support site.

Note: Registration is for new users of NHSmail only. Users with existing NHSmail accounts must not register for a new account.

To join NHSmail, community pharmacies, dental practices, optometrists, DAC organisations must have completed the Data Security and Protection Toolkit to at least 'Standards Met' level and for social care organisations to at least 'approaching standards/higher'.

- Once you have requested an NHSmail account, your application will be processed by the National Administration Service - this service is managed by Accenture, the NHSmail service supplier.

- A mobile phone number needs to be provided when applying for an NHSmail account, as temporary passwords are sent via a text message. It is important that this mobile phone number is unique to each user requested 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 will be hidden from the NHS Directory (People Finder) by default. You can choose to unhide your mobile number so that it appears in the NHS Directory by following the guidance on the NHSmail support site.

- Mobile numbers used to register for an NHSmail account must be UK based. Any NHSmail account registered with non-UK number will be disabled and will need to contact their local organisation to apply a UK based phone number to their NHSmail account. Please see Information – Non-UK registered Phone Numbers for more information.

- When you log in to your account for the first time, you will be asked to accept the Acceptable Use Policy (AUP). At this stage, you will also be asked to set up security questions. You will need to be able to answer these questions if you are locked out of your account or have forgotten your password and need to complete 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), we will use your mobile phone number to authenticate you.

- It is recommended that you do not remove your mobile phone number from your profile as this will be used as part of the authentication checks. Please ensure your mobile phone number is kept up to date.

- In addition to your user NHSmail account, you will also be given access to a shared mailbox (this is optional for dental practices and social care providers). This is accessible to anyone in your organisation who is given permission by the shared

mailbox owner. User accounts in community pharmacy and DAC organisations must be linked to the shared mailbox for validation purposes due to the design of the NHSmail model in these sectors.

How to log into your account

Once you have received your log in details:

- Go to https://portal.nhs.net/
- click 'Login' at the top right-hand corner of the screen
- Enter your username (top box) and password (bottom box). Ensure you either select (if no-one else uses the computer) or de-select (if others use the computer) the option 'This is a private computer' to protect your mailbox data.
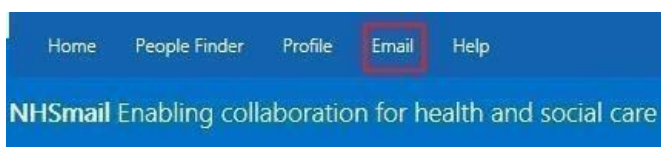
Sign in with your NHSmail account

Password

Sign in

☑ This is a private computer

Forgotten Password? Click here.

Note: If you de-select 'This is a private computer' you will not be able to download attachments and will only be able to view them as a web page.

You are now on the Portal homepage and should use the 'Email' menu option to access your mailbox.

Home   People Finder   Profile   Email   Help

NHSmail Enabling collaboration for health and social care

When you log in for the first time you will be asked to change your password.

Password requirements

Your NHSmail email account must adhere to the NHSmail password policy.
Your password will need to be changed at least every 365 days and you will receive several email reminders to do so before your password expires.
You will need to ensure your account remains active by logging into your account at least every 30 days otherwise it may be de-activated and subsequently removed from the service

What is a shared mailbox?

All community pharmacies / DAC organisations / dental practices / optometry practices / social care sites will be set up with a shared mailbox.

This mailbox is separate to your personal mailbox and can be accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails 'on behalf' of the mailbox.
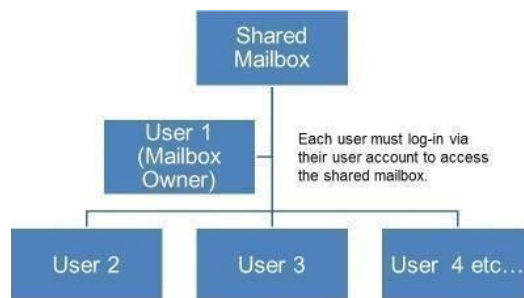
Shared mailboxes will have one of the following naming formats for easy identification:

Community pharmacy shared mailbox:

Pharmacy.ODScode@nhs.net (Pharmacy name, Town)

DAC shared mailbox:

DAC.ODScode@nhs.net (DAC name, Town) (Dispensing Appliance Contractor)

Dentistry shared mailbox:

Dental.ODScode@nhs.net (Dental practice name, Town)

Social care site shared mailbox:

Care.ODScode@nhs.net (Care home name, Town)

Optometry shared mailbox:

Optometry.ODScode@nhs.net (Optometry name, Town)

Shared mailboxes have character limits which apply:

- Location (10-character limit)
- Organisation name (20-character limit)

Note: 'nhsdental', 'nhspharmacy' 'Optometry' or 'care' is the short name used as a prefix to all shared mailboxes and distribution lists. This allows shared mailboxes and distribution

lists to be easily searched for in the NHS Directory and identifiable as belonging to a dental practice, optometry practice, community pharmacy / DAC organisation or a social care provider, respectively.

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. Shared mailboxes that have not sent an email for over six months will become eligible for deletion.

If access to the shared mailbox is required, please contact the shared mailbox owner.

Further information on the role of the shared mailbox owner can be found in the section Shared mailbox owners and permissions.
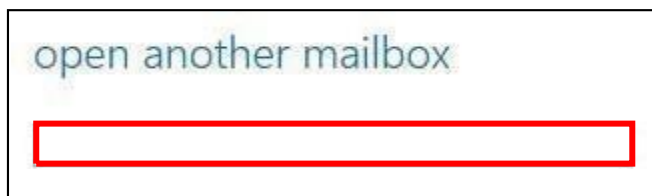
How to open a shared mailbox

You can access a shared mailbox over the internet through Outlook Web App (OWA) at www.nhs.net

When you open a shared mailbox, it will appear in a new tab in your internet browser, meaning you will be able to access your own mailbox at the same time.

1. Log in to your personal NHSmail account and click **your name** at the top right of the screen and select **Open another mailbox**
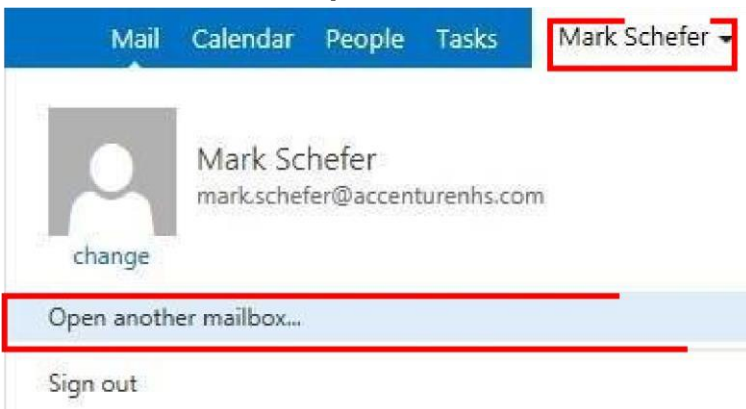
2. Type the **name** of the mailbox you want to view in the **search bar**

You may need to search the NHS Directory if the shared mailbox details do not automatically appear in the search window.

3. Select the correct mailbox and click **open** and the mailbox will open in another tab on your internet browser.

When the mailbox opens in another tab in your internet browser, the original tab with your mailbox open will also stay open. When you sign out of your own mailbox, you will automatically be signed out of any shared mailboxes as well.

Further information is available in the Shared Mailbox Guide for NHSmail.

Shared mailbox owners and permissions

Shared mailbox owner role

Each community pharmacy / DAC organisation / dental practice / social care / optometry provider will have a nominated shared mailbox owner. The shared mailbox owner is responsible for controlling the access to the shared mailbox for the site.

- NHSmail users can be a shared mailbox owner for more than one shared mailbox.
- Shared mailboxes can have more than one owner where this is required for business continuity purposes.
-

Shared mailbox owners are also responsible for:

- contacting the national administration service to arrange for new users within their community pharmacy /DAC organisation / dental practice / social care site / optometry to be set up with NHSmail accounts
- cascading log in usernames and passwords for new NHSmail users
- supporting new users to log in to their account for the first time
- providing access permissions to the shared mailbox for all staff within their organisation
- ensuring that all staff adhere to the Data Security and Protection Toolkit
- removing access permissions to a shared mailbox for leavers.

Shared mailbox owners are required to supply a mobile phone number that they have access to as well as being the primary point of contact for the NAS to liaise with. For example, if another user in their organisation forgets their password and is unable to answer their security questions and does not have a mobile phone number that can be used as part of the authentication process.

How to add new users

To arrange for new users, the shared mailbox owner should email the National Administration Service (NAS) from the shared email address detailing:

- new users name

- new users mobile phone number (must start '07)

- new users email address

- confirm if their account will be linked to the shared mailbox (not mandatory for social care or dentistry) and if the account will be an owner or member.

Shared mailbox permissions

All users who have access to the shared mailbox will have 'Send As' permission allowing them to open the shared mailbox, view incoming emails and send emails from the shared mailbox email address. The email message will appear to have been sent from the shared mailbox and will have no affiliation to the user's personal email address.

The shared mailbox owner will have additional access rights to control all user permissions within the mailbox and to add and remove users.

Further information on shared mailbox permissions is available on the support site.

What to do if your name changes

If your name changes, for example, you get married and change your surname, you should contact the national administration service who will edit your name and update your email address.

Your old email address will be retired but will remain associated with your new account. If another user sends an email to your old email address, it will be re-directed indefinitely to your new email address.

What to do if you are moving to another organisation or leaving your profession

Accounts administered by the national administration service
If you are leaving your organisation and joining another community pharmacy / DAC organisation / dental practice / social care provider / optometry:

- you will need to notify the national administration service, who will mark your NHSmail account as a 'leaver'

- you will also need to inform your new organisation, so your account can be marked as a 'joiner'

- you will also need to notify the shared mailbox owner of your current organisation who will remove your NHSmail account from the shared mailbox for the organisation / site that you are leaving.

- you will also need to contact the shared mailbox owner at your new organisation so that your NHSmail account can be added to the shared mailbox of the new organisation.

Note: If you are the shared mailbox owner, you will need to contact the NAS by email or the national helpdesk by calling 0333 200 1133, asking for your permissions to be removed from

the shared mailbox and advising them who should now be added as the new shared mailbox owner.

If you are leaving the community pharmacy / DAC / dentistry / social care / optometry profession or not taking up a new role at another organisation:

- you will need to contact the national administration service who will mark your account as a 'leaver'. Your account will be deleted after 30 days.

Accounts administered by another organisation

If you are leaving your community pharmacy / DAC organisation / dental practice / social care provider / optometry and moving to another of these organisations:

- you will need to notify your Local Administrator, asking them to mark your account as a 'leaver'.
- you will also need to ask your new organisation to inform the national administration service by sending an email from the organisation's shared mailbox and asking them to mark your account as a 'joiner'.

If you are leaving the community pharmacy / DAC / dentistry /social care / optometry profession and no longer require an NHSmail account:

- You will need to notify your Local Administrator, asking them to mark your account as a 'leaver' - your account will be deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the national administration service is informed.

Note: NHSmail accounts that are marked as 'leavers' are deleted after 30 days, if no new organisation is identified. Additionally, NHSmail accounts that are not utilised for 30days become inactive and will be deleted after a further 30 days.

Further information can be found within the Leavers and Joiners Guide.

What to do if you are joining a NAS managed organisation and require an NHSmail account

If you are joining an organisation and already have an NHSmail account, you will need to ensure your account has been joined to your new organisation after being marked as a leaver from your previous organisation. You can check this by contacting the national administration service.

You will also need to ask the shared mailbox owner to add your account to the premises shared mailbox for pharmacy, optometry, and DAC organisations (this is optional for dental practices and social care providers).

If you do not already have an NHSmail account, you will need to inform the shared mailbox owner. If the organisation / site has less than 10 user accounts, the shared mailbox owner will need to contact the national administration service 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.

Note: The National Administration Service (NAS) is provided as part of the NHSmail Service and currently allows for one shared mailbox and up to 10 NHSmail accounts per site. NHS Digital are working with NHSE&I to look at the longer-term provision, supported by the relevant funding. At this point any increase to these will be assessed on a case by case basis, with approval provided by these key partners only.

What to do when ownership of a community pharmacy changes

Note: Not applicable to dentistry / social care providers / DAC organisations / optometry.

When a community pharmacy changes ownership and is bought by a new contractor, the exiting contractor must close their shared mailbox by sending an email from the shared mailbox to the national administration service, requesting that it be closed. Any data within the shared mailbox should be saved locally for business continuity.

The new contractor will be provided with a new organisation data service (ODS), you will need to use this ODS code to register for a new shared mailbox. It may take up to a month for the code to be reflected in the NHSmail system.

When a new contractor has bought the debts and liabilities of the previous pharmacy's business, the ODS information (pharmacy name and parent organisation) will require updating with the ODS team via exeter.helpdesk@nhs.net.

The current shared mailbox owner should proactively take steps to transfer ownership to the new owner by sending an email from the shared mailbox to the national administration service. They should request that an account is created, and that the new owner be added to the shared mailbox or state if the new owner already has an NHSmail account that can be added.

For any current community pharmacy staff members who have an NHSmail user account linked to the shared mailbox and are ceasing to be employed at the pharmacy, please send an email from the shared mailbox to the national administration service requesting for these users to be removed.

If previous staff members are still linked to the shared mailbox, they will be able to access all new emails resulting in a possible security breach.

Note: Please ensure that there is a staff member working at the community pharmacy who always has an NHSmail account linked to the shared mailbox.

What to do if you are a locum community pharmacist

Note: Not applicable to social care providers / DAC organisations.

Accounts can be requested on your behalf by the pharmacy you work from the most frequently. User accounts must always be linked to a shared mailbox for authentication purposes.

Using Outlook Web App (OWA)

The NHSmail Portal uses the Outlook Web App (OWA) as its email provider. Guidance is available on the NHSmail support site which covers all aspects of the NHSmail service including:

- Email including how to send and receive them
- Calendars

- People (Contacts) • Tasks and reminders
- How to:
    - set an automatic reply (out of office)
    - add an email signature
    - use the NHS Directory to find people and other NHS organisations

What to do if you forget your password or are locked out for your account

If you have forgotten your password or you are locked out of your account, you can use the self-service password reset and unlock feature within the Portal. To use this, you must know the answers to your security questions and have a mobile number set within the profile section of your account.

Note: Your mobile number needs to be unique to you and you must have access to your mobile.

If you have not set up the self-service password reset and unlock feature you must contact the national administration service for support, by emailing them or alternatively calling the national helpdesk on 0333 200 1133.

If you are unable to answer your security questions, we will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the NHS Directory, you will need to speak to the shared mailbox owner of your premises account.

The shared mailbox owner will need to contact the national administration service or the national helpdesk to confirm they can authenticate you and ask them to reset your password / unlock your account. They 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.

If your NHSmail account is hosted by a local organisation (clinical commissioning group / commissioning support unit) please contact your IT helpdesk for local administration support.

Further information is available on Passwords and Unlocks.

If you are experiencing frequent lockout issues, please refer to the Frequent Account Lockout Guidance.

Further support

- Information is available on the NHSmail support site, covering all aspects of the NHSmail service.

- For ODS code queries please email exeter.helpdesk@nhs.net • For CQC queries

  please email enquiries@cqc.org.uk