



NHSmail is a centrally funded and managed secure email and communications service which is approved by the NHS for exchanging patient data. **From April 2020** it will become part of the pharmacy terms of service to have a premises shared NHSmail account. Pharmacies will need one earlier if they wish to sign up to the Manage Your Service (MYS) portal in order to claim for the NHS Flu Service, the Pharmacy Quality Scheme (PQS) or the Community Pharmacist Consultation Service (CPCS).

Visit PSNC NHSmail page for more information and FAQs at: <https://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/>

Applying for an NHSmail Account

If you want to obtain a shared NHSmail account for your pharmacy, you can do this via the NHSmail registration portal: <https://portal.nhs.net/pharmacyregistration#/>. Working through this process will include the creation of up to three personal NHSmail accounts which will be used to access the shared NHSmail account. The process is explained in PSNC Briefing 058.17: <https://psnc.org.uk/contract-it/psnc-briefings-pharmacy-contract-and-it/psnc-briefing-05817-how-to-complete-the-nhsmail-registration-process-august-2017/>

A shared mailbox is the only type of account which will meet the gateway criterion for the Pharmacy Quality Scheme; therefore if you already have a pharmacy NHSmail account, but it is not a shared mailbox, follow the above process to request a shared NHSmail account.

Logging in

Once you have received your log-in details, go to www.nhs.net where you can access your email account and visit the support pages for help and guidance.

The shared mailbox is separate to your personal mailbox and is accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails 'on behalf' of the mailbox. The naming format of the shared mailbox is **nhspharmacy.location.pharmacynameODScode@nhs.net**. 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 mailbox owner role

Each pharmacy will have a nominated shared mailbox owner who is responsible for controlling the access to the shared mailbox for the pharmacy. Shared mailbox owners are also responsible for:

- Contacting the National pharmacy administration service helpdesk to arrange for new users within their Pharmacy to be set up with NHSmail accounts.
- Cascading log-in credentials for new NHSmail users within their Pharmacy.
- Supporting new users to log-in to their account for the first time.
- Providing access permissions to the shared mailbox for all staff within the Pharmacy.
- Ensuring that all staff adheres to the Information Governance Toolkit Guidance.
- Removing access permissions to a shared mailbox for leavers.

Using NHSmail

NHS Digital has developed two guides which explain how to make use of NHSmail: The guide for community pharmacies using NHSmail (November 2017) is available at: <https://psnc.org.uk/wp-content/uploads/2018/03/Guide-for-Community-Pharmacies-using-NHSmail.pdf>. This guide includes information about:

- logging in;
- the Shared Mailbox Owner;
- email signatures;
- setting auto responses;
- what to do if your name changes;
- training links;
- forgotten password process;
- locked account process;
- using the NHS Directory to find people; and
- service status

The NHS Digital Mobile configuration guide for NHSmail explains the requirements for use of NHSmail on mobile devices: <https://s3-eu-west-1.amazonaws.com/comms-mat/Training-Materials/Guidance/mobileconfigurationguide.pdf>

In the event of a technical NHSmail query please email: pharmacyadmin@nhs.net (Your email should be short and should include your question, name, position, pharmacy name + ODS (F) code, and your contact telephone number).

If you have forgotten your password or you are locked out of your account you can contact the Pharmacy National Administration Service for support by calling **0333 200 1133**.

Up to date service status and known issues can be found on the Service Status page: <https://support.nhs.net/>