Guide for Community Pharmacies using NHSmail

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Contents

1 Introduction

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

The purpose of this document is to provide Community Pharmacies with guidance on:

- how to register for NHSmail in order to qualify for the Community Pharmacy Contractual framework Quality Payments Scheme and the NHS Urgent Medicines Supply Advanced Service (NUMSAS)

- how to get started using NHSmail

- what to do if you experience any issues with NHSmail.

More detailed step-by-step guidance about NHSmail is available at http://support.nhs.net/

2 Registering for NHSmail

Information on how to register for NHSmail account can be found on the Joining NHSmail support pages which can be found at http://support.nhs.net/joiningnhsmail

Registration is for new users. Community pharmacists with accounts set-up prior to 1 December 2016 do not need to register for a new account. A process to transfer to the NHS Pharmacy container will be available during 2017/18.

Once you have requested an NHSmail account your application will be processed by Accenture, the NHSmail service supplier who will send you your log-in details.

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message.

When you log in to your account for the first time you are asked to accept the Acceptable Use Policy (AUP). At this stage you will also be asked to set up security questions. These are required as 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) the helpdesk will use your mobile phone number to authenticate you.

Please note the mobile phone number provided as part of your NHSmail application is automatically added to the NHSmail Directory but you can opt for this to not be visible. Please see Section 18 for guidance on how to hide your mobile phone number. Guidance is also available within the Updating Profile Details section of the Portal User Guide which is available here.

It is not recommended that you remove your mobile phone number as this will be used by the helpdesk as part of the authentication checks. Please ensure your mobile phone number is up to date.

3 How to log into your account

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.

- Go to www.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.
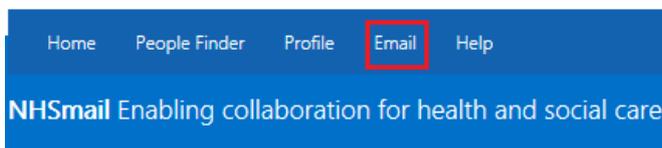
Sign in with your NHSmail account

Password

Sign in

☑ This is a private computer

Forgotten Password? Click here.

N.B. 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.

3.1 Password Requirements:

- Password must NOT include your username (pre-fix of your email address)
- It must contain a mix of three out of the following four character types:
    - uppercase letters (A-Z)
    - lowercase letters (a-z)
    - numbers (0-9)
    - symbols (!"£$%^&*)
- It must be 8 or more characters long
- It cannot be any of your four previous passwords

Your password will then need to be changed at least every 90 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 changing your password at least every 90 days otherwise it may be de-activated or removed from the service.

4 How to send and receive emails

Users can send, receive and delete emails from their own mailbox and the Pharmacy shared mailbox.

Information on how to do this can be found in the Quick Reference Guide .

5 How to access a shared mailbox

All Pharmacies will be set up with a shared mailbox. This 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.

All shared mailboxes must have a nominated owner who is accountable for the mailbox and has the ability to delegate access to others. You need to be added to the group of users for any shared mailbox before you can access and use it.

If you require access to your Pharmacy shared mailbox please contact the shared mailbox owner. Further information on this role can be found in Section 8.

5.1 To open a shared mailbox:

You can access a shared mailbox over the Internet through Outlook Web App (OWA) at www.nhs.net . Please note that you cannot access a shared mailbox from a mobile device.

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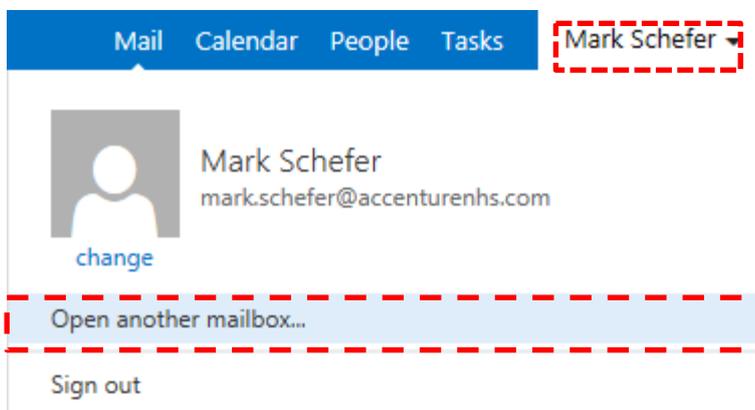
2. Type the **name** of the mailbox you want to view in the **search bar**

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** [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 you own mailbox, you will automatically be signed out of any shared mailboxes as well.

A Quick Reference Guide with further information on shared mailboxes can be found here.

6 Shared Mailbox Owners

6.1 Shared Mailbox Owner Role

Each pharmacy will have a nominated shared mailbox owner. The shared mailbox owner is responsible for controlling the access to the shared mailbox for the pharmacy.

- 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 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 adhere to the Information Governance Toolkit Guidance.
- Removing access permissions to a shared mailbox for staff that have left the Community Pharmacy.

Shared mailbox owners are required to supply a mobile phone number that they have access to and be the primary point of contact for the national helpdesk to liaise with if another user in your branch forget their password and are unable to answer their security questions and do not have a mobile phone number that cannot be used as part of the authentication process.

6.2 Shared Mailbox Permissions

All users who have access to the pharmacy 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 add and remove users.

The shared mailbox owner can add and remove users by right clicking on the shared mailbox on the left hand side of the screen and selecting permissions from the drop down list.

Further information on shared mailboxes permissions can be found in the Delegated and Shared mailbox Quick Reference Guide here.

7 How to add an email signature

An email signature is a way of providing your contact details when you send an email, such as your name, job title, organisation and phone number.

Pharmacies may wish to set this for both individual mailboxes and the shared mailboxes.

Information on how to do this can be found in the Advanced Email Use Quick reference Guide here.

8 How to set an automatic reply (out of office)

Before setting automatic replies Pharmacies should contact their head office as they may have specific requirements or a standard template which should be used.

An automatic reply (out of office message) is an automatic response that is sent to the sender when you receive an email and should be set when you will not be accessing your emails for a period of time. It will commonly include details of when you will be returning and who to contact in your absence. The response can be added to both the individual mailboxes and the Pharmacy shared mailbox, however, only the shared mailbox owner will be able to add the response to the shared mailbox.

Information on how to set an automatic response can be found in the Advanced Email Use Quick reference Guide here.

9 What to do if your name changes

If your name changes e.g. you get married and change your surname, you should contact the Pharmacy national helpdesk pharmacyadmin@nhs.net 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 emails address it will be re-directed to your new email address indefinitely.

10 What to do if you are moving to another Community Pharmacy Practice or leaving Community Pharmacy altogether

If you are leaving your Practice you will need to notify the shared mailbox owner who will remove your NHSmail account from the shared mailbox for the pharmacy that you are leaving. Your NHSmail account can be added to any new Community Pharmacy that you join by contacting the shared mailbox owner for that site. If you are the shared mailbox owner you will need to contact the national helpdesk desk at pharmacyadmin@nhs.net or by calling 0333 200 1133 and ask for your permissions to be removed from the shared mailbox and advise who should now be added as the shared mailbox owner.

If you are leaving the Pharmacy profession or not taking up a new role at another Community Pharmacy, please contact the Pharmacy national helpdesk pharmacyadmin@nhs.net who will mark your account as a 'leaver'. Your account will be permanently deleted after 30 days.

Pharmacists that transfer from Community Pharmacy to Clinical Pharmacy roles with an NHS Organisations can transfer their NHSmail account to their new role by asking the NHSmail Local Administrator in their new organisation to mark their account as a 'joiner'. This must be done within 30 days of the account being marked as a 'leaver' to ensure it is not deleted.

Note: NHSmail accounts that are marked as 'leavers' are permanently deleted after 30 days if no new organisation is identified. Additionally, NHSmail accounts that are not utilised for 90 days are de-activated and will be permanently deleted after a further 90 days.

11 What to do if you are joining a Community Pharmacy and require an NHSmail account

If you are joining a Community Pharmacy and already have an NHSmail account you will need to ask the shared mailbox owner to add your account to the premises shared mailbox.

If you do not have an NHSmail account you will need to inform the shared mailbox owner. If the pharmacy has less than 3 user accounts the shared mailbox owner will need to contact the Pharmacy national helpdesk at pharmacyadmin@nhs.net 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. For further information on the use of mobile phone numbers see Section 2.

If your pharmacy already has 3 user accounts the shared mailbox owner will need to email your NHS England local area team with reasons for why more than 3 accounts are required and ask them if they are happy to approve your additional account. If your additional request is approved NHS England will need to email the Pharmacy national helpdesk at pharmacyadmin@nhs.net stating that your additional account has been approved and ask for the account to be created. Again, you will need to provide your personal mobile phone number as your password will be sent to you via a text message.

12 What to do if you are a Locum Pharmacist

If you are Locum Pharmacist and have been issued with an NHSmail account the shared mailbox owner for that Pharmacy will be able to give you access to the Pharmacy shared mailbox.

If you are a Locum Pharmacist and you do not have an NHSmail account you can be allocated one by a sponsoring organisation e.g. local CCG, hospital, Community Pharmacy, NHS England office. Consideration is being given to providing an additional allocation of locum pharmacist NHSmail accounts for pharmacies providing NUMSAS.

13 Training and Guidance materials

Training and Guidance materials are available at http://support.nhs.net/ and cover all aspects of the NHSmail service including:

13.1 Outlook Web App (OWA – www.nhs.net)

- Email
- Calendars
- People (Contacts)
- Tasks and reminders

13.2 Portal:

- NHS Directory
- Managing your password
- Managing your personal profile
- NHSmail Support pages
  - **Policy and Guidance documents** – you should familiarise yourselves with the content of these
  - **Service Status page** – this provides details of any service issues and should be the first place you check if you are experiencing problems with your NHSmail accounts

14 Help available to users

NHS Pharmacy email users (those with NHS Pharmacy as their organisation display name after their email address and had their NHSmail account set up after 1 December 2016) can contact the National Administration Service for email support via pharmacyadmin@nhs.net or by calling **0333 200 1133.**

If your NHSmail account is hosted by a local organisation (CCG/CSU) please contact your IT helpdesk for Local Administration support.

All NHSmail users can also contact the national helpdesk via helpdesk@nhs.net or call **0333 200 1133.**

The NHSmail service provides a national helpdesk 24 hours a day, 365 days a year.

15 What to do if you forget your password

If you have forgotten your password you can contact the Pharmacy National Administration Service for email support by calling **0333 200 1133.**

If you are unable to answer your security questions the helpdesk will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the directory you will need to speak to the shared mailbox owner of your premises account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password. The national helpdesk 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.

Further information on password resets can be found in the portal guidance http://support.nhs.net/portalindex. The guidance also includes instructions on how to set security questions and answers.

16 What to do if you are locked out of your account

NHS Pharmacy email users (set up after 1 December 2016) can contact the Pharmacy National Administration Service for email support by calling **0333 200 1133.**

If you are unable to answer your security questions the helpdesk will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the directory you will need to speak to the shared mailbox owner of your premises account and they will need to contact the helpdesk to confirm they can authenticate you and ask them to reset your password. The national helpdesk 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 (CCG/CSU) please contact your IT helpdesk for Local Administration support.

17 How to use the NHS Directory to find people, pharmacies, and other NHS organisations

You can use the NHS Directory to search for other NHSmail users and can save these contacts in your contact list.

Guidance on how to use the NHS Directory can be found in the Managing Contacts Quick Reference Guide here.

18 How to hide your mobile phone number from the NHS Directory

A mobile phone number needs to be provided when applying for an NHSmail account as temporary passwords are sent via a text message. The mobile phone number provided during registration is automatically added to the NHSmail directory but you can opt for this to not be visible.

To do this you will need to follow the below steps:

1. Log into your account via nhs.net

2. Click **Profile** in the navigation bar at the top of the screen

3. Click on **My Profile** tab

4. If you wish to hide a personal mobile number from being displayed in the NHS Directory click the '**Hide mobile number from address book**' option

This information is displayed in the directory to other users of the email system

ANDERSON, Pat (LEEDS TEACHING HOSPITAL)

Telephone

Mobile

☐ Hide mobile number from address book

Fax

Pager

Web Page

Profile

Cancel   Next

5. Please ensure your mobile phone number is keep up to date as this may still be required for authentication purposes should you forget your password

Guidance on how to hide your mobile phone number and update your personal details is available within the Updating Profile Details section of the Portal User Guide.

It is not recommended that you remove your mobile phone number as this will be used by the helpdesk as part of the authentication checks.

19 Service Status and Known issues

Up to date information on the status of the NHSmail services and any key known issues impacting users can found on the support pages at http://support.nhs.net/servicestatus