

NHSMail FAQs factsheet

This factsheet answers pharmacy team's frequently asked questions relating to NHSMail.



Q. Why is a mobile phone number needed to set up my account? How will the phone number be used?

A mobile phone number must be provided when applying for an NHSMail account as temporary passwords are sent via text message to the mobile number provided. The phone number is also used to help users reset their password.

You can choose to hide your mobile number so that it doesn't appear in the People Finder directory which is accessible to other NHSMail users.

Q. What if I forget my password, cannot answer my security questions and do not have a mobile phone number which can be used as authentication to retrieve the password?

You will need to speak to the shared mailbox owner of your pharmacy who will need to contact the helpdesk to confirm your authentication and ask for your password to be reset. The national helpdesk will ask the shared account owner to confirm the phone number for the temporary password to be sent to.

Q. Who is the 'owner' of our pharmacy's shared mailbox?

Each community pharmacy/team will have at least one nominated shared mailbox owner. The shared mailbox owner is responsible for controlling access to the pharmacy's shared mailbox. Pharmacy team members can be a shared mailbox owner for more than one shared mailbox. Ideally, shared mailboxes should have more than one owner for business continuity purposes, however, there may be a 'usual lead' that deals with the day-to-day management of the mailbox.

Q. How can I check which staff members have an NHSMail personal account?

NHSMail users can use the People Finder tool. This is an online directory of NHSMail mailboxes – personal and shared accounts. People Finder should be used by NHSMail users to identify relevant contact information.

Q. How many personal NHSMail accounts can be set up per pharmacy?

Except in exceptional circumstances, up to 10 new personal NHSMail accounts can be created per pharmacy. Larger pharmacy teams can have extra granted if the local NHS England team authorise this.

Q. How do we raise or escalate NHSMail technical queries?

PSNC's escalation factsheet outlines the process required to raise and escalate NHSMail technical queries. The pharmacy NHSMail owner should email pharmacyadmin@nhs.net with the question and any relevant information.

Q. What happens if we cannot send an email from the shared mailbox?

If you cannot send the email from the shared mailbox, for example, if the members/owners have become inactive, they can reactivate their account by logging into their NHSMail account. If the shared mailbox members/owners are no longer present, please contact the pharmacy admin helpdesk to go through authentication options in order to enable the linking of new users to the mailbox.

Q. How often do I need to log into my NHSMail account?

To ensure your personal NHSMail account is not marked as inactive and removed from the NHSMail service, you need to log into your account at least once every 90 days.

Note: Regularly checking the NHSMail account will ensure that any clinical referrals and urgent communications are received and processed in an appropriate and timely manner. To meet their NHS Terms of Service, contractors must ensure their staff have access to, and are able to send and receive NHSMail.

Q. Do I need a password to use my NHSMail account? What is the password policy?

Yes, every staff member requires their own username and password to access NHSMail for both their personal and any shared mailbox they have been authorised to access. You will need to ensure your account remains active by logging into the NHSMail portal changing your password at least every 365 days, otherwise it may be de-activated or removed from the service.

Q. Can I change my organisation's shared mailbox email address?

Pharmacy shared NHSMail mailboxes must use the following naming convention: `pharmacy.ODScode@nhs.net`. If your shared pharmacy mailbox does not align with the required naming format, a technical query should be urgently raised, to enable the email address to be adjusted and brought in line with the the appropriate naming convention, minimising the risk that the pharmacy could miss messages intended for the pharmacy.

Read more at: psnc.org.uk/nhsmailFAQs; psnc.org.uk/nhsmail and support.nhs.net/FAQs.