



Partners in Care

NHSMail - Frequently Asked Questions

Introduction

These Frequently Asked Questions (FAQs) apply to any CQC registered adult social care provider in Dorset using an nhs.net email address.

If you are unable to find what you are looking for in this document or require more dedicated support, please contact the Partners in Care team at picare@bpc.ac.uk or 01202 205847.

In our daily lives, sending information electronically has become routine. Emails exchanged between health and social care organisations must comply with the secure email standard (DCB1596) to ensure sensitive and confidential information is protected.

There are two ways to comply with this standard:

1. **Using an already compliant service like NHSMail:** NHSMail is the national secure email service for health and social care in England, allowing communication with email addresses ending in nhs.net.
2. **Accrediting your own email system:** You can demonstrate that your email system meets the secure email standard by following the [NHS Digital accreditation process](#), allowing you to use your own email domain.

All sensitive patient information, such as care plans, assessments, referrals, medication updates, hospital discharge information, and GP/pharmacy information, should be sent via secure email.

Individual Mailbox

What is an NHSMail Individual user account? An NHSMail individual user account is allocated per user and allows access to secure emails. Password sharing is prohibited, and accounts must remain active by logging in, updating the profile, or sending an email at least every 30 days.

Why do I need an individual NHSMail account? To securely send and receive emails and access the shared mailbox for NHSMail.

Do I need a password for my NHSMail Individual user account? Yes, each user needs a unique username and password. These will be sent to the personal email and mobile phone number provided during account application. Keeping the account active by logging in regularly is necessary to prevent deactivation.

Why is my mobile phone number needed? A mobile phone number is required for sending temporary passwords via text message and for authentication purposes, like password resets.



What if I received my NHSmail Individual account but not the shared account? Contact the National Administration Service (NAS) via Helpdesk@nhs.net with your name and Organisation Data Service (ODS) code. To find your organisation data services (ODS) code, use the [ODS Code Search](#). Please use your post code as a minimum when using the search.

Shared Mailbox

What is a shared mailbox? A shared mailbox is assigned to each CQC registered social care site and is accessible by multiple users within an organisation. The shared mailbox can only be accessed via an individual user account.

Who should have access to the shared mailbox? Anyone communicating sensitive information related to service users' care with social care and health colleagues.

How do I access a shared mailbox? Guidance is available for accessing a shared mailbox through Outlook desktop or the Outlook Web App.

Access a shared mailbox in [Outlook desktop](#)

Access a shared mailbox in [Outlook Web App \(OWA\)](#)

How many users should the shared mailbox have? There should be enough users to ensure 24/7 coverage, typically including at least two staff members like the registered manager and administrator.

How do I add new users? To add new users, a request should be sent from the site shared mailbox to the Helpdesk@nhs.net with the following information:

- **For users without an NHSmail account:**
 - New user's full name
 - New user's personal mobile phone number (must start '07)
 - New user's personal email address
- **For users with an existing NHSmail account:**
 - User's full name
 - User's NHSmail email address
 - Users existing linked mobile phone number (must start '07)
 - State in the email that this user is to be added as a **joiner**. To be added as a joiner the user must have been marked as a leaver by their old organisation if this has not already been done. To check this [contact NAS](#).

Note: Please also confirm in both instances if the account is to be linked to the shared mailbox as an owner or a member.

Please note: The NAS helpdesk will never require more than the above information. Please refrain from providing information, particularly Personal Identifiable Data (PID) for example date of birth, personal address, unless explicitly requested as per this FAQ document.



What is a shared mailbox owner? The owner controls access to the shared mailbox and can be responsible for multiple mailboxes.

What is the role of a shared mailbox owner? Shared mailbox owners are responsible for:

Contacting the National Administration Service (NAS) to arrange for new users within their social care site, 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

What are the shared mailbox permissions? Users have 'Send As' permission, allowing them to send emails from the shared mailbox address. Owners have additional rights to manage user permissions.

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

You cannot change the organisation shared mailbox email address.

What do I do if I am unable to access my organisation's shared mailbox?

In the first instance, speak with your site's shared mailbox owner to add you as a member. To do this the shared mailbox owner should:

- Follow the steps found in [How do I add new users](#), and state your account should be added to the shared mailbox
- If nobody in your organisation can now access the shared mailbox, you will need to [contact NAS](#) and follow the below steps:
 - Call the Helpdesk from the appropriate CQC registered site telephone number (the telephone number that CQC displays for your site on their website)
 - State that no one now on site can access the shared mailbox and that a new owner needs to be added
 - Provide the new owner's name, personal contact number (must start '07) and personal email address, if they already have an NHSmail user account, provide this information in the first instance
 - Any other users can be added in the same way at this time, or by the shared mailbox owner at a later date.

General

What if I already have an NHSmail account? Do not apply for another user account. The shared mailbox owner can grant access to the site shared mailbox.

How often do I need to log into my NHSmail account? Log in at least every 30 days to avoid deactivation.



How do I view and download attachments via the NHSmail portal?

To view and download attachments from your NHSmail account, via the [NHSmail portal](#), you must be using a private computer. Ensure that when you log into NHSmail you check the box next to the statement 'This is a private computer', and then sign in.

What if my site changes its ODS code? If the site changes ownership or registration, steps must be taken to update or close the shared mailbox and register a new one if necessary.

What is the NHS Directory? The NHS Directory (People Finder) provides contact information for health and social care professionals and can be accessed via the NHSmail portal.

My application has been rejected because my organisation does not meet the minimum requirement for the Data Security and Protection Toolkit (DSPT) – what should I do?

- To join NHSmail, providers must have completed the [Data Security and Protection Toolkit \(DSPT\)](#) to at least 'Approaching Standards, Standards Met/Exceeded level'.
- Further information on DSPT is available on [Data Protection and Cyber Security](#).

What is the response time when I email the National Administration Service?

- The National Administration Service will endeavour to respond to your enquiry as soon as possible. The team is available from 9:00am to 5:00pm Monday to Friday, excluding bank holidays.
- Outside of these hours simple tasks like password resets can be performed by yourself or you can [email](#) the NHSmail helpdesk.

I've contacted the NHSmail helpdesk about my account query but it hasn't yet been resolved, who do I contact?

In the first instance, the initial query process is to [contact NAS](#).

The process below should be followed if a query is still outstanding and not yet been resolved. All escalations should be sent to feedback@nhs.net for your request to be investigated. You should include the ticket reference number and/or the date and time of the call, which should hopefully speed up this process.

If you have called the NAS Helpdesk and feel you are not getting your query resolved by the front-line helpdesk during a call, you can escalate whilst on the call (or in a subsequent call) asking to speak to a 'Subject Matter Expert' who will be able to assist further.

Contacts & Useful Links:

Please take advantage of the national support available by using the following contact details:

National Administration Services (NAS) Contacts	
Email	Helpdesk@nhs.net
Telephone	0333 200 1133 To get through to a Social Care agent select Option 1 and 1 again



Useful Links:	
Login to NHSMail	NHSMail Portal
Starter Guide for Social Care	NHS Digital
Digital Care Hub provides advice and support to the adult social care sector on technology, data protection and cyber security	Digital Care Hub
Information & Guidance on digitising your service	Digitising Social Care