

## PH368 NHSmail help and Guidance

We have had a number of queries regarding individual NHSmail and NHSmail shared accounts. The information below and the attached guide will help you to find an answer to all the queries that you have.

### Guide for Pharmacies using NHSmail

Please find attached "[Guide for Pharmacies using NHSmail](#)". Please can you ensure that you keep a copy of this useful guide and share this with your colleagues. The guide covers a number of useful subjects such as: -

- How to log on
- How to access a shared mailbox
- Shared mailbox owners' role
- What to do if you are a locum
- What to do if you forget your password
- What to do if you are locked out of your account

### Training and Guidance

There is a useful video that can be accessed here  
<https://portal.nhs.net/help/Delegatedandsharedmailbox>

The section on shared mailboxes starts at 3 minutes and 54 seconds.  
Further Training and Guidance materials are available at <http://support.nhs.net/> and cover all aspects of the NHSmail service.

### Additional users to the shared mailbox

When NHS shared mailboxes were set up there was an allocation of 3 users per shared mailbox. If the pharmacy requires more than 3 users to the shared mailbox this needs to be applied for. To do this you will need to complete an "additional users" form that can be requested from us via [england.wessexpharmacy@nhs.net](mailto:england.wessexpharmacy@nhs.net) Once the form is completed this will be checked and approved and forwarded to NHS Digital for the NHSmail accounts to be set up. NHSmail will send the details direct to the applicant.

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