

Updated January 2021

PSNC Briefing 058/17: How to complete the NHSmail registration process

This PSNC Briefing explains how to complete the NHSmail registration process via the online NHSmail registration portal and how to activate your new NHSmail account.

Having an NHSmail account for your community pharmacy is necessary to align with the Terms of Service for pharmacy contractors. Over 95% of pharmacy contractors had premises specific NHSmail account by mid-2020.

Pharmacy contractors must have a premises specific NHSmail account (with an email address using the following naming convention: pharmacy.ODScode@nhs.net), which their staff can access and can send and receive NHSmail from. There must be at least two members of staff that have live personal NHSmail accounts that are linked to the premises specific NHSmail account.

The [NHSmail registration portal](#) may be used where needed – such as for new pharmacy contractors. This will allow three persons to be connected, each receiving a new personal NHSmail account which is auto-linked to the premises specific NHSmail account. Separate [NHSmail technical queries](#) can be raised to link pre-existing personal accounts to the premises specific NHSmail account. Each pharmacy can typically have up to ten persons linked.

The portal can also be used by pharmacy contractors who have not previously applied for an account but a technical query will likely need to be raised to be added to the registration portal's list of selectable pharmacies. Pharmacy contractors going through Organisation Data Service (ODS) change should additionally work through the [pharmacy ODS/change checklist](#).

Some multiple pharmacy groups centrally manage the NHSmail deployment to their pharmacies in partnership with NHS Digital. If your pharmacy is part of a multiple group, you may want to check with head office before you attempt to use the portal to complete setup of an NHSmail account.

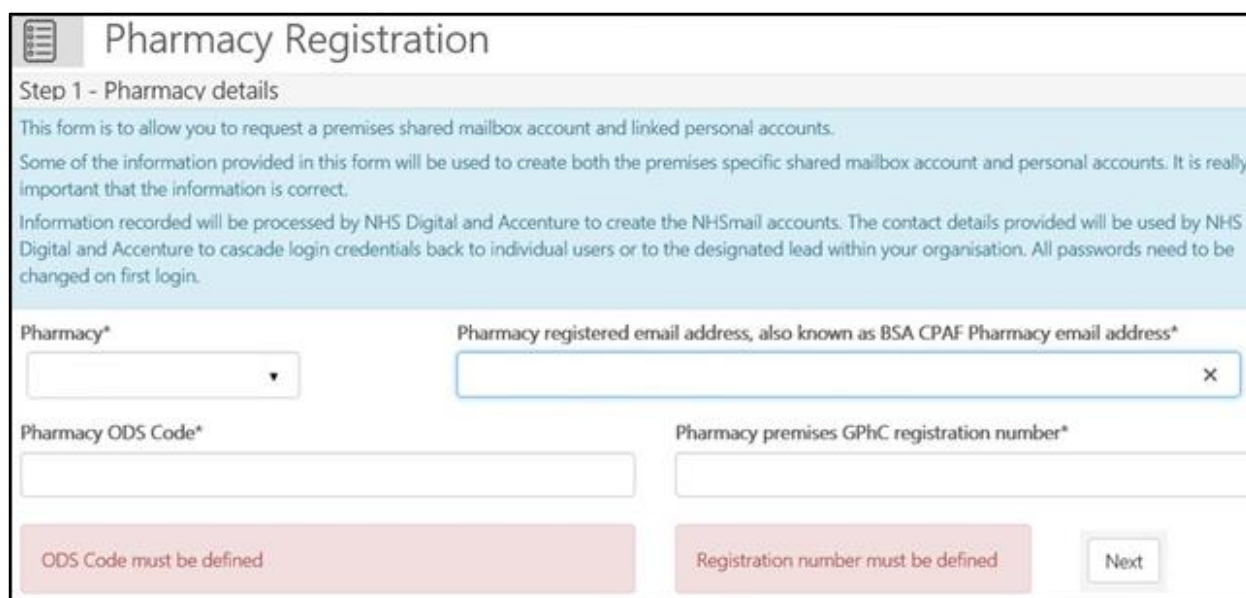
Completing the online NHSmail registration form

Once you are ready to set up a shared NHSmail account for your pharmacy and a number of personal accounts:

1. Visit the NHSmail registration portal: <https://portal.nhs.net/pharmacyregistration> (screenshot over page);
2. Find your pharmacy in the list by starting to type part of the pharmacy name (company name) in the 'Pharmacy' field and then selecting the correct entry in the list. If you are unable to locate your pharmacy within the list, please contact pharmacyadmin@nhs.net and they will support you through the process. New pharmacies will not be listed immediately and you may need to request to be added, and you may need to return to the registration portal later after you have been added to the portal pharmacy list.
3. Enter the email address that the NHSBSA use to send the pharmacy requests to complete the Community Pharmacy Assurance Framework (CPAF), the pharmacy ODS code (the F code) and the pharmacy premises General Pharmaceutical Council (GPhC) registration number in the appropriate fields.

You can lookup your pharmacy's GPhC registration number at: pharmacyregulation.org/register/pharmacy.

Click 'Next' to reach the next page of the portal.



Pharmacy Registration

Step 1 - Pharmacy details

This form is to allow you to request a premises shared mailbox account and linked personal accounts.

Some of the information provided in this form will be used to create both the premises specific shared mailbox account and personal accounts. It is really important that the information is correct.

Information recorded will be processed by NHS Digital and Accenture to create the NHSmail accounts. The contact details provided will be used by NHS Digital and Accenture to cascade login credentials back to individual users or to the designated lead within your organisation. All passwords need to be changed on first login.

Pharmacy*

Pharmacy registered email address, also known as BSA CPAF Pharmacy email address*

Pharmacy ODS Code*

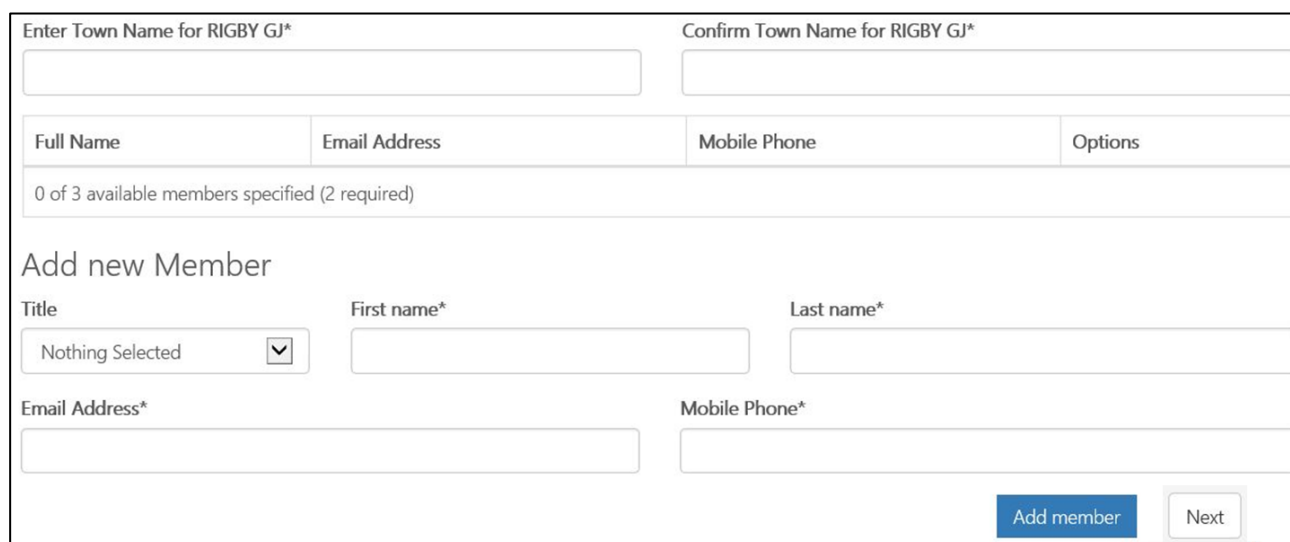
Pharmacy premises GPhC registration number*

ODS Code must be defined

Registration number must be defined

Next

- The next page of the portal (shown below) asks you to enter the name of the town or area in which your pharmacy is located. The Town Name which is entered into the form will make-up the first part of your pharmacy's NHSmail email address. It is essential that this is entered carefully using a maximum of 10 characters; an abbreviation can be used if necessary. The Town Name will be used by local and national health and care organisations to identify a specific pharmacy site, so you should ensure that the name selected will support accurate identification of your pharmacy in the NHSmail directory.



Enter Town Name for RIGBY GJ*

Confirm Town Name for RIGBY GJ*

Full Name	Email Address	Mobile Phone	Options
0 of 3 available members specified (2 required)			

Add new Member

Title First name* Last name*

Email Address* Mobile Phone*

Add member

Next

- The shared NHSmail account is accessed via a personal NHSmail account which is given permission to access the shared account. Each pharmacy therefore needs two or three team members to be allocated personal NHSmail accounts. Further persons can have their personal accounts linked (usually up to 10).

Contractors should carefully consider which staff members are most appropriate to have access to the shared NHSmail address. For example, locum staff would not require access if another staff member on duty does have access; this does not need to be a pharmacist. To set up these accounts you need to provide the name, email addresses and mobile phone number of each team member that will be allocated a personal NHSmail account.

If your pharmacy is very big and you need more than 10 personal email addresses to be linked, your regional NHS England and NHS Improvement team may be able to consider authorising more than 10 personal accounts (e.g. with an email of support), and then you should raise a [technical query](#), sharing the authorisation, so extra personal email addresses can be created and linked to the premises shared box.

The first person entered will be granted the 'mailbox owner' administrative rights. The shared mailbox owner is responsible for controlling access to the pharmacy shared mailbox; see the [Pharmacy NHSmail user guide](#) for further information on this role. As seen within the screenshot image below, the list of staff is populated as new members of staff are added. If an error is made you can edit the staff member's information.

Full Name	Email Address	Mobile Phone	Options
Joe Bloggs Shared Mailbox Owner	Joe.Bloggs@email.com	07777777771	Edit
Jess Bloggs	Jess.Bloggs@email.com	07777777772	Edit Remove
Jayne Bloggs	Jayne.Bloggs@email.com	07777777773	Edit Remove
3 of 3 available members specified (2 required)			

If there are staff at your pharmacy who already have an NHSmail personal account (ending in @nhs.net), they should not be entered into the form, to avoid a duplicate account being created. Once the shared NHSmail account is set up for the pharmacy, the Pharmacy Shared Mailbox Owner will be able to link the staff member's personal NHSmail account to the shared mailbox address.

- Once all the required information has been submitted to the portal, an email will be sent to the email address entered for each individual, containing a username. A temporary password will be sent by SMS to the individual's mobile phone number. The personal NHSmail account can then be activated by:
 - navigating to [nhs.net](#);
 - clicking the login button;
 - entering the NHSmail username; and then
 - entering the password sent to the mobile phone.
- Once the activation is complete and your accounts have been created, you should read the PSNC's [NHSmail webpage](#) and the [Pharmacy NHSmail user guide](#), which provides information about how to use your NHSmail accounts and your NHSmail shared mailbox.
- Start using your mailbox and keep using it - you will need to ensure your accounts remains active by using the email account regularly and changing your password each year when prompted. If an NHSmail account is not used for 3 months, it will be suspended. If the account is not then reactivated, it will be deleted after a further 3 months.

Contractors should ensure that pharmacy team members, with access to the shared mailbox, login to check for emails on a frequent and regular basis to ensure that important email messages are read and actioned in a timely manner; this will also ensure that the mailbox remains active.

Further information and assistance

Further information and FAQs on using NHSmail can be found on the [PSNC NHSmail webpage](#) and PSNC's [NHSmail technical queries and escalation factsheet](#).

If you have queries on this PSNC Briefing or you require more information please contact [Daniel Ah-Thion, Community Pharmacy IT Lead](#).