

Pharmacy NHSmail accounts upgrade

The NHSmail team are upgrading pharmacy NHSmail accounts during the last few months of 2020, to further improve the NHSmail service. This factsheet provides more information for pharmacy teams.

Features after your account is upgraded

The upgrade enables pharmacy NHSmail users to use a range of Office 365 apps and features, some of which you've had access to before your account upgrade.

Microsoft Teams

Teams is an online collaboration platform you can use with colleagues and others. You'll be able to:

- send instant messages to other Teams users;
- make internal audio/video calls using Teams;
- setup audio and video conference meetings;
- talk to and collaborate with NHSmail colleagues from different organisations and places;
- create a Teams 'site', and collaborate amongst a team using persistent chat features; and
- download and access Teams features on your mobile device.

Following your upgrade, you will gain the benefits of Teams and Outlook calendar integration. Within 1-3 days post upgrade, the calendar icon should appear within the menu on the left-hand side of the Teams client, allowing you to access and schedule meetings with ease.

Microsoft Office Online

You'll have access to online versions of apps such as Microsoft Word, PowerPoint and Excel, but your NHSmail license won't enable use of 'full' Windows app versions.

Many further features

Read more about the many additional features within the [Office 365 features guidance](#) (NHSmail support).

Start using the features after your upgrade

After your NHSmail has been upgraded, start using the extended features. Read the [Office 365 features guidance](#) and then login to portal.office.com to begin using the features.

FAQs about the upgrade

Q. What do pharmacy NHSmail users need to do?

The change should be seamless for most people and shouldn't impact your day-to-day work. However, there are some support materials available which you can review to learn more about the upgrade: (1) the FAQs below and this factsheet; (2) [Upgrade overview](#); (3) [A full guide to the upgrade](#); and (4) [Upgrade guidance index](#).

Q. What are the next steps?

You should have received emails about the upgrade to your personal NHSmail account, including one just prior to the upgrade of your account. You should also receive an email update confirming the upgrade to your account just after your account has been upgraded. Pharmacy NHSmail accounts are being upgraded over several weeks in late 2020.

Q. What do I do after I have been notified my NHSmail account has been upgraded?

After your email confirmation of your account upgrade completion, you'll need to continue to access NHSmail using suitable secure devices and internet browsers. You will need to re-enter passwords to continue usage. If you use NHSmail on the smartphone Outlook app you may need to re-link your account to the app, and the [mobile device guidance](#) explains how. Windows Outlook app users may need to remove and re-add their NHSmail account into their Windows Outlook app.

Q. What if I have more questions?

Many questions will be answered within the guidance (links above). If necessary, a question or technical query can be raised; see the *'Technical queries and escalation'* section of PSNC's NHSmail webpage for how to do that (psnc.org.uk/nhsmail).

Read more about NHSmail at: psnc.org.uk/nhsmail and at the NHSmail support website (support.nhs.net).