

Using NHSmail in the Outlook mobile app

This factsheet explains how to add personal and shared NHSmail inboxes into the Outlook mobile app for pharmacy users of NHSmail and IG leads.

Pharmacy NHSmail users can add the pharmacy shared NHSmail mailbox to their Outlook mobile app, if that aligns with the pharmacy's information governance (IG) policy. A step-by-step guide is set out below.

1. Download/update the Outlook mobile app

The Microsoft Outlook mobile app is available for download on Apple/Android mobile devices from the [Apple/Android Play app store](#). Updating the app ensures users have the most recent features installed, including the most advanced security settings.

2. Check your pharmacy's data security processes and policies.

Confirm that your usage of NHSmail aligns with the data security policies and processes of your pharmacy. When doing so, consider the following:

- Pharmacy guidance and data security policies are usually provided by the management and/or IG leads. Any updates to these policies and processes should be communicated amongst the pharmacy staff.
- psnc.org.uk/dstemplates includes 'Mobile Computing Policy' and 'Bring Your Own Device' templates (templates '8A' and '8B').

3. Follow the sub-steps below to add your personal and shared NHSmail inbox to the Outlook mobile app

3a. Tap on the home icon () in the top-left corner of the main app screen.

3b. Tap on the 'add mailbox' icon ().

3c. Enter your NHSmail login credentials to add the relevant NHSmail account(s) (personal and/or shared) to enable you to send and receive emails from these inboxes using your mobile device.

4. Follow the sub-steps below to set the 'Notification' and 'Do Not Disturb' settings

4a. First, enter the 'Settings' of your mobile device, and then the 'Notification' settings. If appropriate, enable notifications.

4b. Staff already using the Outlook notifications feature may choose to use the Outlook mobile app 'Do Not Disturb' setting. This stops notifications from being sent during non-working hours and/or during work hours when these notifications are not welcome, e.g when focusing on another work task, and you'd prefer not to be interrupted.

The 'Do Not Disturb' setting can be easily scheduled or toggled on/off as required. Click/tap on the bell icon () in the top right within the relevant inbox and adjust settings. Most Apple/Android/other devices also have a device-wide 'Do Not Disturb' mode.

Read more at: psnc.org.uk/nhsmail, psnc.org.uk/mobiledevices, psnc.org.uk/dstemplates and at support.nhs.net.

Figure 1: Outlook mobile app screenshot illustrating how to add NHSmail accounts.

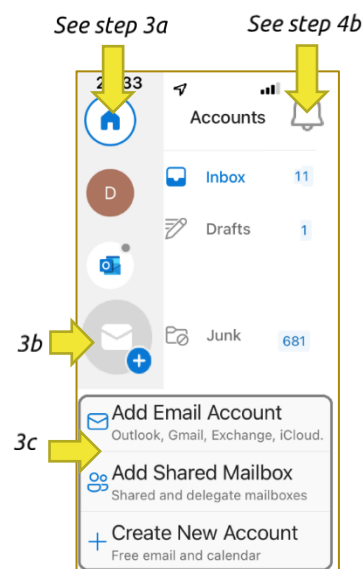


Figure 2: Outlook mobile app 'Do not disturb' settings.

The numbered steps labelled in the two figures align with the guide's steps.

