



# NHSmal FAQs factsheet



This factsheet answers pharmacy team's frequently asked questions relating to NHSmal.

## ***Q. Why is a mobile phone number needed to set up my account? How will the phone number be used?***

A mobile phone number must be provided when applying for an NHSmal account as temporary passwords are sent via text message to the mobile number provided. The phone number is also used to help users reset their password. You can choose to [hide your mobile number](#) so that it doesn't appear in the [People Finder](#) directory which is accessible to other NHSmal users.

## ***Q. What if I forget my password, cannot answer my security questions and do not have a mobile phone number which can be used as authentication to retrieve the password?***

You will need to speak to the shared mailbox owner of your pharmacy who will need to contact the helpdesk to confirm your authentication and ask for your password to be reset. The national helpdesk will ask the shared account owner to confirm the phone number for the temporary password to be sent to.

## ***Q. Who is the 'owner' of our pharmacy's shared mailbox?***

Each community pharmacy/team will have at least one nominated shared mailbox owner. The shared mailbox owner is responsible for controlling access to the pharmacy's shared mailbox. Pharmacy team members can be a shared mailbox owner for more than one shared mailbox. Ideally, shared mailboxes should have more than one owner for business continuity purposes, however, there may be a 'usual lead' that deals with the day-to-day management of the mailbox.

## ***Q. How can I check which staff members have an NHSmal personal account?***

NHSmal users can use the [People Finder tool](#). This is an online directory of NHSmal mailboxes – personal and shared accounts. People Finder should be used by NHSmal users to identify relevant contact information.

## ***Q. How many personal NHSmal accounts can be set up per pharmacy?***

Except in exceptional circumstances, up to 10 new personal NHSmal accounts can be created per pharmacy. Larger pharmacy teams can have extra granted if the local NHS England team authorise this.

## ***Q. How do we raise or escalate NHSmal technical queries?***

[Community Pharmacy England's escalation factsheet](#) outlines the process required to raise and escalate NHSmal technical queries. The pharmacy NHSmal owner should email [pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net) with the question and any relevant information.

## ***Q. What happens if we cannot send an email from the shared mailbox?***

If you cannot send the email from the shared mailbox, for example, if the members/owners have become inactive, they can reactivate their account by logging into their NHSmal account. If the shared mailbox members/owners are no longer present, please contact the pharmacy admin helpdesk to go through authentication options in order to enable the linking of new users to the mailbox.

## ***Q. How often do I need to log into my NHSmal account?***

To ensure your personal NHSmal account is not marked as inactive and removed from the NHSmal service, you need to log into your account at least once every 30 days.

Note: Regularly checking the NHSmal account will ensure that any clinical referrals and urgent communications are received and processed in an appropriate and timely manner. To meet their NHS Terms of Service, pharmacy owners must ensure their staff have access to, and are able to send and receive NHSmal.

## ***Q. Do I need a password to use my NHSmal account? What is the password policy?***

Yes, every staff member requires their own username and password to access NHSmal for both their personal and any shared mailbox they have been authorised to access. You will need to ensure your account remains active by logging into the [NHSmal portal](#) changing your password at least every 365 days, otherwise it may be de-activated or removed from the service.

## ***Q. Can I change my organisation's shared mailbox email address?***

Pharmacy shared NHSmal mailboxes must use the following naming convention: [pharmacy.ODScode@nhs.net](mailto:pharmacy.ODScode@nhs.net). If your shared pharmacy mailbox does not align with the required naming format, a technical query should be urgently raised, to enable the email address to be adjusted and brought in line with the appropriate naming convention, minimising the risk that the pharmacy could miss messages intended for the pharmacy.