

NHSmail User Guide

For Outlook Web App

Contents

NHSmal user guide



Section	Title	Page Number	Section	Title	Page Number
Before You Start	Before You Start	3		Adding a new contact	15
Individual Account	Signing in for the first time	4	Calendar	How to create a calendar appointment/ meeting	16
	NHSmal home page	7		How to share your calendar	17
	Changing your password	8		How to manage who has access to your calendar	18
	Resetting a forgotten password	9			
	Signing out of your account	10	Switching to NHSmal	How to forward emails from your old account	19
	How to apply for more individual accounts	10			
Shared Mailbox	The benefits of the shared mailbox	11	Advanced use of NHSmal	Requesting a read receipt	21
	Accessing the shared mailbox	11		Marking emails as confidential or important	22
	Adding users to the shared mailbox	12		Creating a group email list	23
	Removing users from the shared mailbox	13		Adding members to an existing group	24
Global Contact Directory	Searching for people in the directory	14		Giving another user access to your inbox	25

Before you start

NHSmal user guide

Outlook Web App

This guide is for accessing NHSmal from the NHSmal website online at www.nhs.net, through the Outlook Web App.



Before you start

Before following this guide please ensure you have:

- Your NHS email address
- Your NHS email password
- Your shared mailbox email address

All of these have been sent to you in a welcome email sent by Care.mailer@nhs.net to the first named person's email address you provided on your initial NHSmal Application Form.

If you have not received this email or text message, please check your junk folder.

If you still cannot find the email, please contact the National Administration Service at careadmin@nhs.net or by calling 0333 200 1133. If you contact by email you will be given a reference number to keep track of your query.

On the NHSmal Application Form you will have also chosen a '**shared mailbox owner**' and a '**member**'. Make sure you know who these people

are before continuing with this guide and refer back to the original form if you need to.



CARE PROVIDER NHSMAL SIGN UP FORM

Provider information – Please complete all fields below	
Organisation Type:	Social Care
Social Care Site name:	
Name of Town: (Max 11 characters)	
ODS Site Code:	
https://odsportal.hscic.gov.uk/Organisation/Search	
User information	
Please complete the information below for 2 staff members in your service.	

	First Name	Surname	Role	Current/ personal e-mail address	Current/ personal mobile number	shared mailbox access type (member/ owner)
Shared Mailbox Owner						
User						

If after reading this guide you are still having problems with using NHSmal online through the Outlook Web App, then please [click here for further guidance](#).

For additional demonstration videos, please use the link below and select the 'How to' options: <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/>

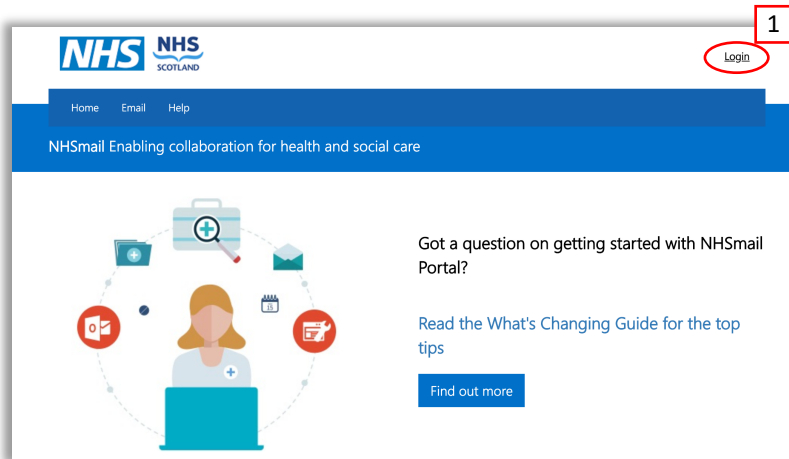
During Covid-19 pressures, additional set up and log in support is available from the Digital Social Care team on: 0208 133 3430 (Mon-Fri 9-5).

Individual Account

Signing in to NHSmail for the first time



1. Type www.nhs.net into your internet browser. This will take you to the NHS Mail portal, shown below. Select **log in** in the top right hand corner.

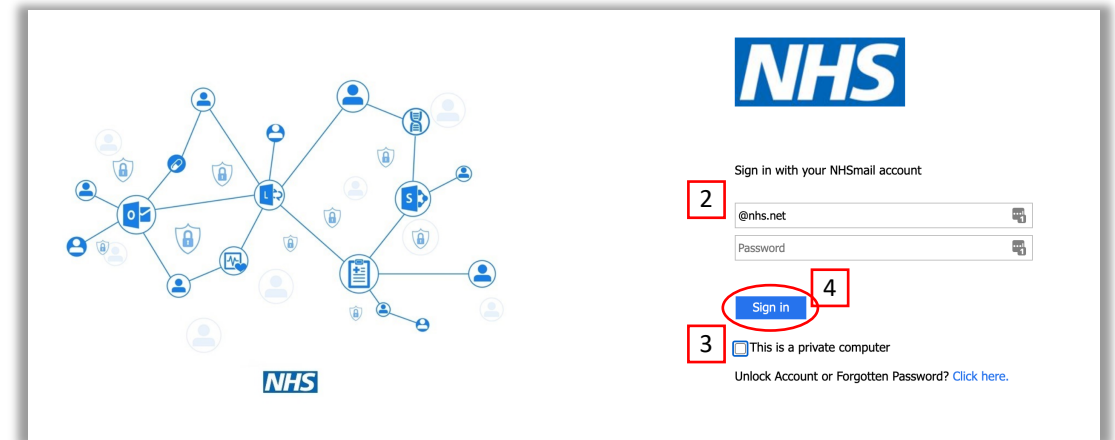


2. You will be taken to the sign in page. Enter your **NHS email** and the **password** that was texted to the mobile number you provided. Make sure you enter the password accurately and exactly as it appears in the text.
3. Tick '**this is a private computer**' if you are using a work or

home computer.

A computer in a public space such as a library or internet café is not a private computer.

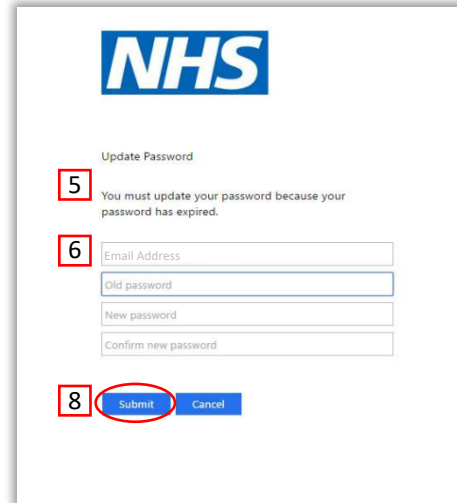
4. Ticking this box will allow you to open and download attachments once you have logged in to NHSmail. Click '**sign in**'.



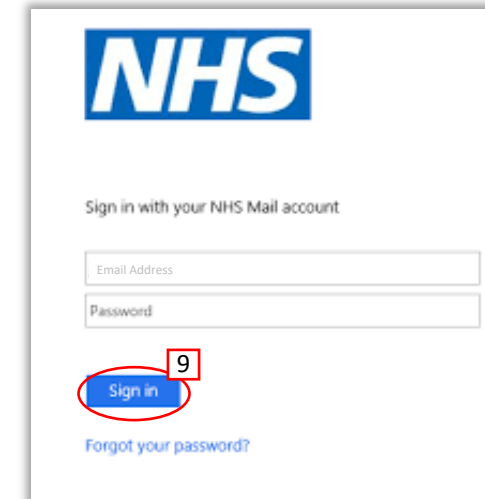
Individual Account

Signing in to NHSmail for the first time

5. You will now be asked to **change your password as the texted password will show as expired.**
6. You will need to enter your nhs.net email address and the texted password again, and then enter your new password identically in the last two boxes
7. There are rules that you will have to follow for your password, which are explained on this screen. Passwords that do not follow these rules will be rejected.
8. Click '**submit**'.



9. You will be taken back to the sign in page, where you should enter your **nhs.net email address** and your **new password** created. Click '**sign in**' and ensure the private computer box is ticked. Select '**sign in**'.



10. You will be taken to the **Acceptable Use Policy**. Have a read through, scroll to the bottom of the page and click '**accept**' when you are ready.

Password Requirements:

Password must NOT include your username (pre-fix of your email address)

It must contain a mix of three out of the following four character types:

- uppercase letters (A-Z)
- lowercase letters (a-z)
- numbers (0-9) • symbols (!"£\$%^&*)
- It must be 8 or more characters long
- It cannot be any of your four previous passwords
- Spaces or commas cannot be used

Please note, if you do not accept the Acceptable Use Policy, you will not be able to send or receive emails.

Individual Account

Signing in to NHSmail for the first time



11. You will be taken to your **profile**. Fill out the fields and check the information is correct as this information is used to recover passwords.
12. The mobile number you provided will be pre-filled. Please **do not delete** this mobile number as it is used for password resets.
13. If this is a personal number that you do not want to be visible on the central directory, ensure that '**hide my mobile number**' is **ticked**. If this is a work phone or personal number that you would like people to be able to see, **untick** the '**hide my mobile number**' box.
14. Click '**next**'.

15. Now fill out the **security questions**. Characters from these answers will be used if you ever need to reset your password. This includes spaces, as spaces are classed as characters, therefore we would recommend using one word answers.
16. They also need to satisfy certain conditions.
17. Click '**save**'.

This information is displayed in the directory to other users of the email system

YOUR NAME

Telephone

Mobile

☒ Hide mobile number from address book

Fax

Pager

Web Page

Profile

Cancel Next

These questions are used if you need to reset the password on your account. They must meet the following conditions:

- Each of the questions and answers must be different
- They must be at least 6 characters long, you could select a phrase or sentence
- They can't be repeating letters or sequential numbers i.e aaaa, 1234
- Answers may not contain special characters
- Character length should not be more than 100 characters

Security Question 1

Question*

Answer*

Security Question 2

Question*

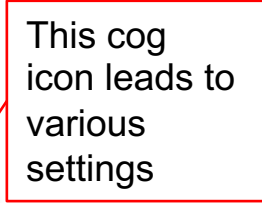
Answer*

Cancel Save

18. You will now automatically be signed out. Sign in again to start using your NHS Mail account.

When you sign in to NHSmail it will automatically open on the 'Mail' tab where you can see your inbox. This is made up of different panels and headings

The left hand panel shows you previews of emails and a breakdown of your inbox and associated folders



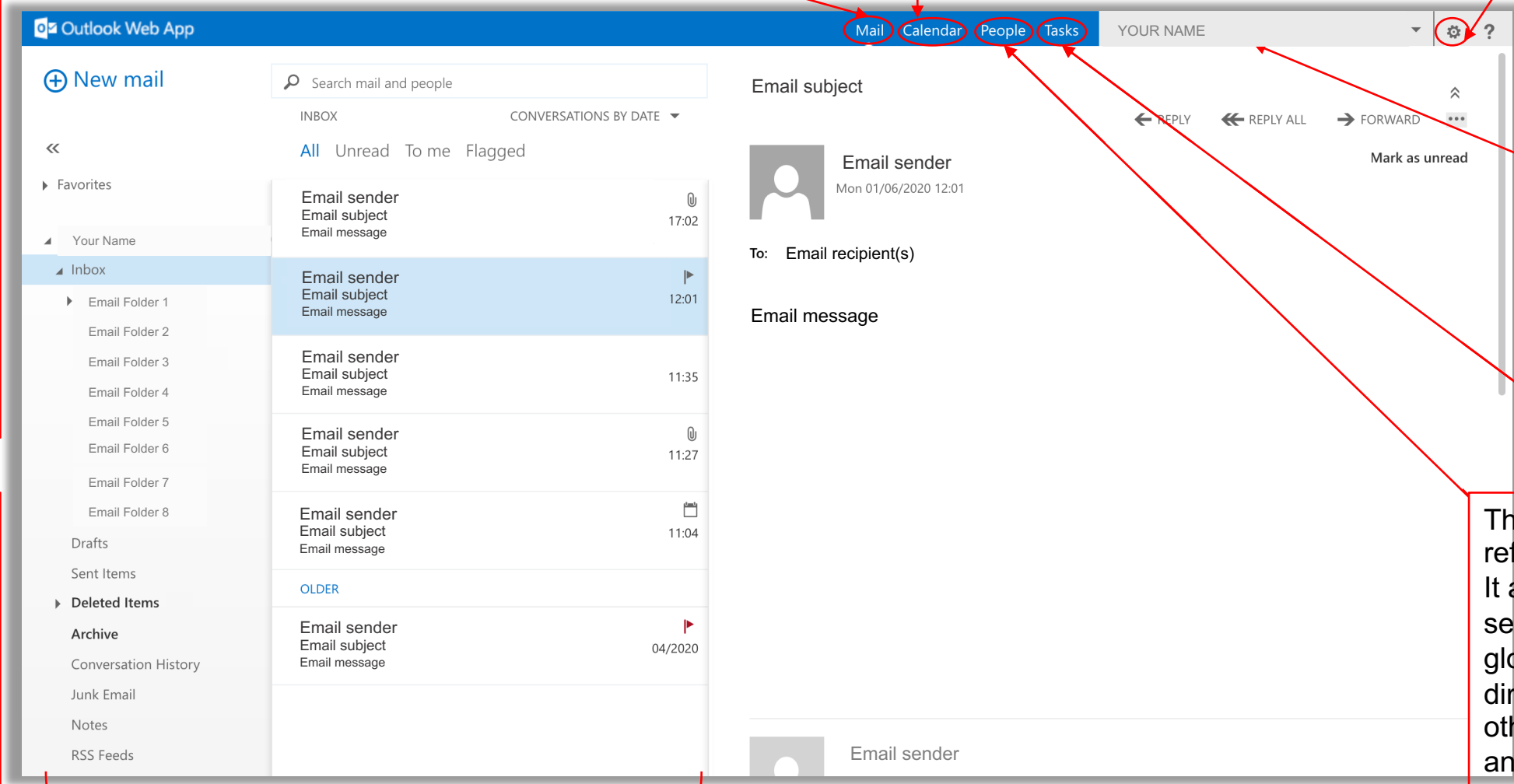
You can click your name to update your picture, open another mailbox or sign out.

Emails that you 'flag' will appear in the 'Tasks' tab

The 'People' tab refers to contacts. It allows you to search in the global contact directory, add other contacts and view and manage groups.

The 'Mail' tab is where all your emails are received

The 'Calendar' tab opens your calendar and is where you can create appointments and meetings and view other people's calendars

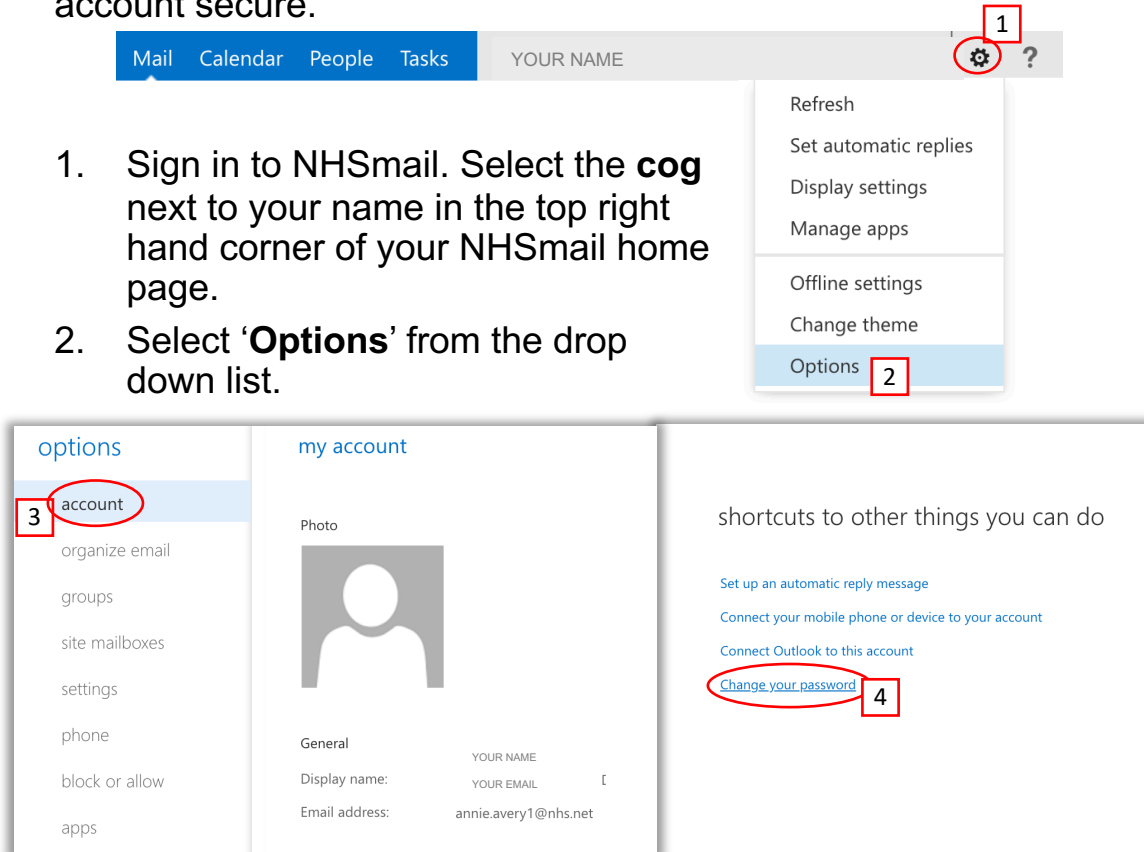


Individual Account

Changing your password

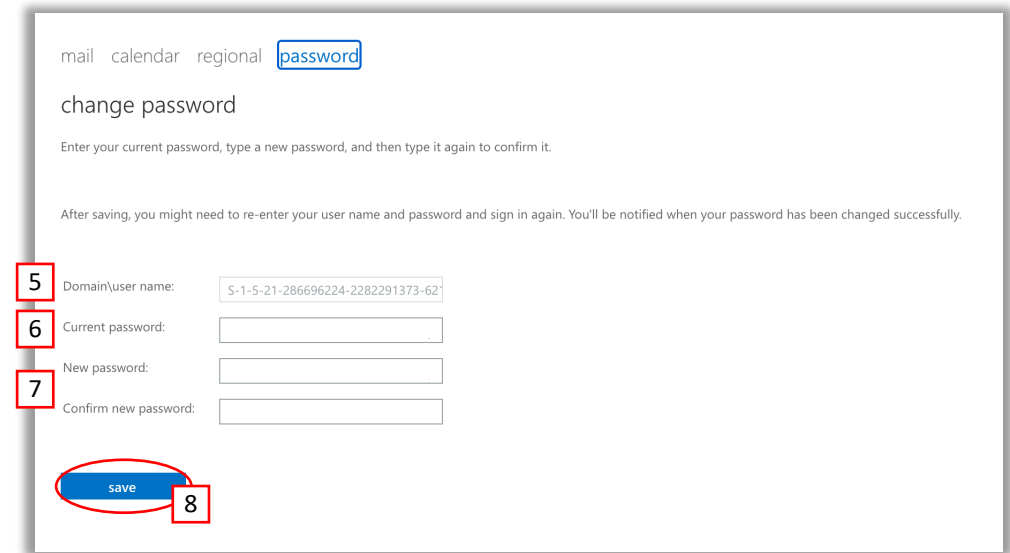
It is a good idea to change your password regularly to keep your account secure.

1. Sign in to NHSmail. Select the **cog** next to your name in the top right hand corner of your NHSmail home page.
2. Select '**Options**' from the drop down list.



3. Make sure '**account**' is selected on the left hand panel.

4. Select '**change your password**' under '**shortcuts to other things you can do**' on the right hand side of the page.
5. A new menu will open. The domain\user name box will be pre-filled. You do not need to edit this.
6. Enter your current password in the '**current password**' box.
7. Then **choose a new password**, enter and click confirm in the appropriate boxes.
8. Click '**save**'. Your password has now been changed.



The screenshot shows the 'change password' form. At the top, there is a navigation bar with 'mail', 'calendar', 'regional', and 'password' (labeled 1). Below this bar, the title 'change password' is displayed. A text box says 'Enter your current password, type a new password, and then type it again to confirm it.' Below this, a note states 'After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.' The form has four input fields: 'Domain\user name:' (pre-filled with 'S-1-S-21-286696224-2282291373-62', labeled 5), 'Current password:' (labeled 6), 'New password:' (labeled 7), and 'Confirm new password:' (labeled 7). At the bottom, there is a blue 'save' button (labeled 8).

Individual Account

Resetting a forgotten password



If you try to log in and have **forgotten your password**, you will need to **reset it**.

1. Go to www.nhs.net. Click '**unlock account or forgotten password**' below the sign in area.

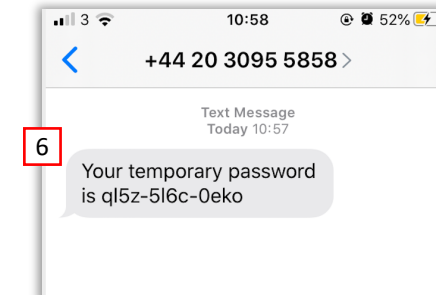
The NHS sign-in page features the NHS logo at the top. Below it, the text 'Sign in with your NHSmail account' is displayed. There are two input fields: '@nhs.net' and 'Password'. A blue 'Sign in' button is located below the fields. At the bottom, there is a checkbox labeled 'This is a private computer' and a link 'Unlock Account or Forgotten Password? Click here.' which is circled in red and labeled with a red box containing the number 1.

This page allows you to reset your password and unlock your NHSmail account. It contains instructions and two input fields: 'NHS Email Address' (with a sub-field 'Enter your nhs.net email for verification') and 'Last 4 digits of registered mobile phone number' (with a sub-field 'Enter last 4 digits of mobile number'). A red bracket groups these two fields and is labeled with a red box containing the number 2. At the bottom, there is a blue 'Next' button which is circled in red and labeled with a red box containing the number 3.

2. Enter your **NHSmail email address** and the **last four digits** of the mobile number listed on your account.
3. Click '**next**'.
4. It will now ask for individual characters of the answers to some of your security questions. (Please refer to Page 6).
5. Click '**next**'.

This page asks for security questions to verify your identity. It includes instructions and four input fields for answers. A red bracket groups the four input fields and is labeled with a red box containing the number 4. At the bottom, there is a blue 'next' button which is circled in red and labeled with a red box containing the number 5.

6. A **text message** will be sent to your personal number with your **temporary password** on it.



7. Return to the sign in screen by going to www.nhs.net. Enter your NHSmail email address and the temporary password from the text message you received. Click '**sign in**'.

Individual Account

Resetting a forgotten password



8. You will now be prompted to **change your password**. Your old password is the temporary password you just received in a text message.
9. You will be also reminded of the **password rules**.

Update Password

You must update your password because your password has expired.

@nhs.net

Old password

New password

Confirm new password

Submit Cancel

Your new password must meet the criteria below:

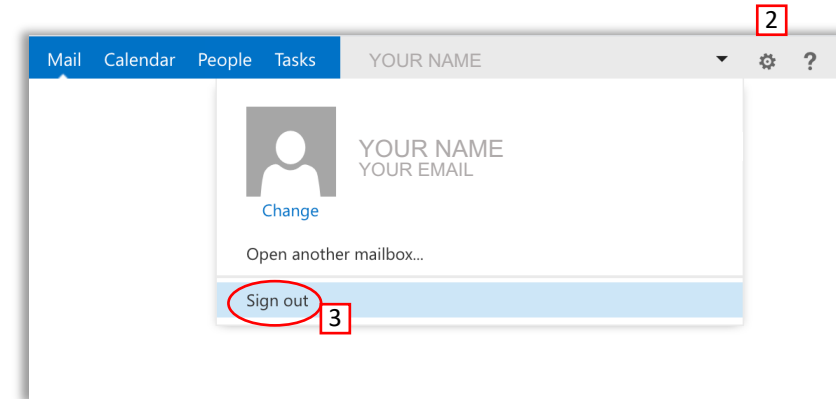
- Minimum length – 10 characters **without** requiring a mix of character types
- Must not match previous 4 passwords
- Not detected as a common password, for example Password123, Winter2018
- Not detected as a breached password (a password used for an account that has previously been compromised)

Your new password can be used for up to 365 days.

10. When you have filled in the boxes, click '**submit**'. You can now log in with your new password.

Signing out of your account

1. It is important when you have finished your day's work to remember to sign out of your account.
2. Select **your name** in the top right-hand corner of the NHSmail home screen.
3. Click '**sign out**', then close the window.



How to apply for more individual accounts

You can apply for a further 8 individual accounts linked to your site (making a total of 10). To do this you will need to **send a request from your shared mailbox (in the body of the email, not as an attachment)** to careadmin@nhs.net and state the:

- **Current email address**
- **Person or people's full name**
- **Personal mobile number**

Include the information above as well as the reason you are requesting additional accounts.

When a new account is created, a confirmation email will be sent to the owner of the shared mailbox and a temporary text password will be sent to the individual's mobile number.

Shared Mailbox

Benefits of and how to access the shared mailbox

Benefits of the shared mailbox

A shared mailbox can be accessed by multiple members of staff who can **send emails on behalf of one care provider**. This is useful for multiple users who need to access confidential information. For example, if a team member is absent, emails they have sent from the shared mailbox can still be managed effectively.

It is **best practice** for all care home staff to use the shared mailbox to send emails relating to resident's care because it keeps all this information in one place where multiple people can access it.

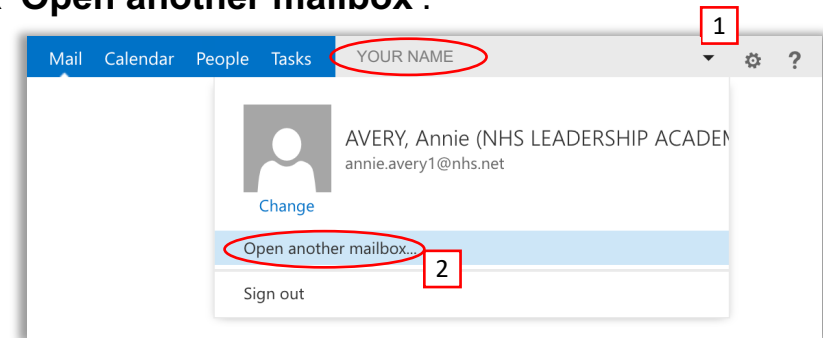
Accessing the shared mailbox

Please note: only the **Shared Mailbox Owner** and **Member** detailed on the NHSmail Application Form will be able to access the shared mailbox. Refer to your form to see who these are and then follow these instructions.

You can find out how to add and remove people from the shared mailbox on the next page of this guide.

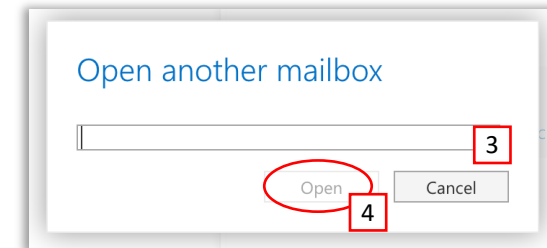
1. Sign in to your individual NHSmail account. **Click on your name** in the top right of the page

2. Click '**Open another mailbox**'.



3. Enter the email address of your shared mailbox. You can find this on the Welcome to NHS Mail email you received from Care.mailer@nhs.net

4. Then click '**Open**'.



5. You will now be directed to the shared mailbox account.

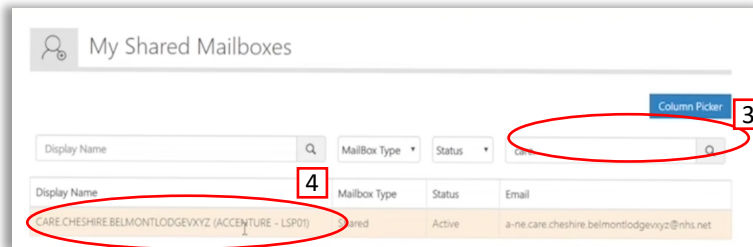
Shared Mailbox

Adding users to the shared mailbox

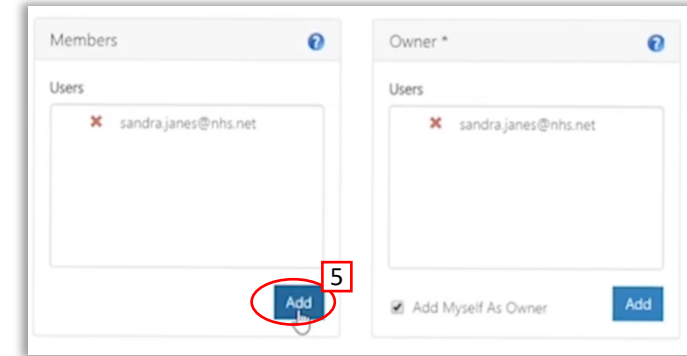
1. Go to www.nhs.net and sign in to NHSMail. Select '**Profile**'.
2. Select '**Shared Mailboxes**'.



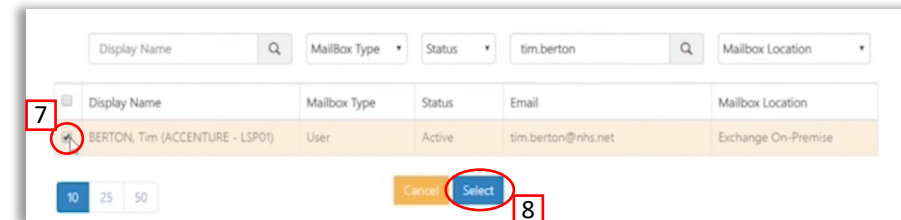
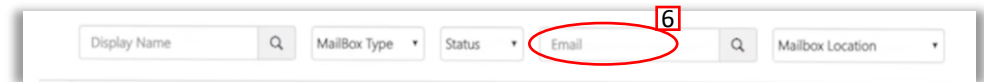
3. Type '**care.**' into the search bar on the right hand side and click the magnifying glass to search. This will bring up all the shared mailboxes you have authority over.
4. Double click on the name of the shared mailbox you wish to add a user to.



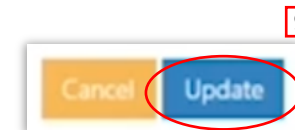
5. Scroll to the bottom of the page where you can choose to add someone as a 'member' or an 'owner'. A member is a user of a shared mailbox. An owner can add and remove people. Click '**Add**' to add someone.



6. Type the full email address of the person you want to add into the email box.
7. Tick the **checkbox** by their name
8. Then click '**select**'.



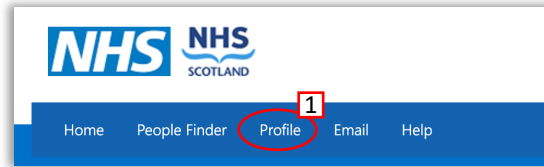
9. They have now been added to the mailbox. Click '**update**' to save your changes.



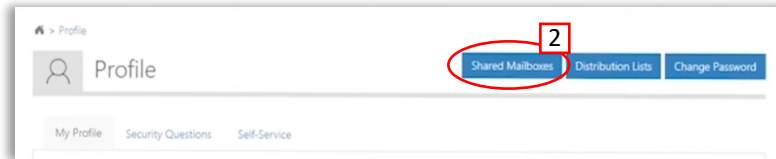
Shared Mailbox

Removing users from the shared mailbox

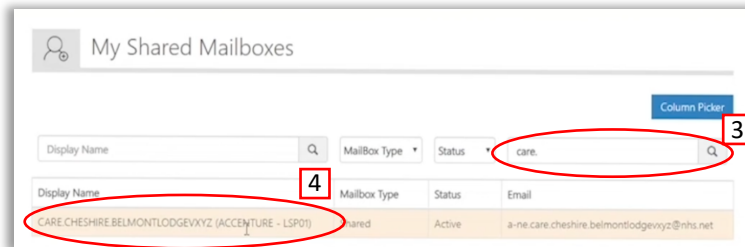
1. Go to www.nhs.net and sign in to NHSMail. Select '**Profile**'.



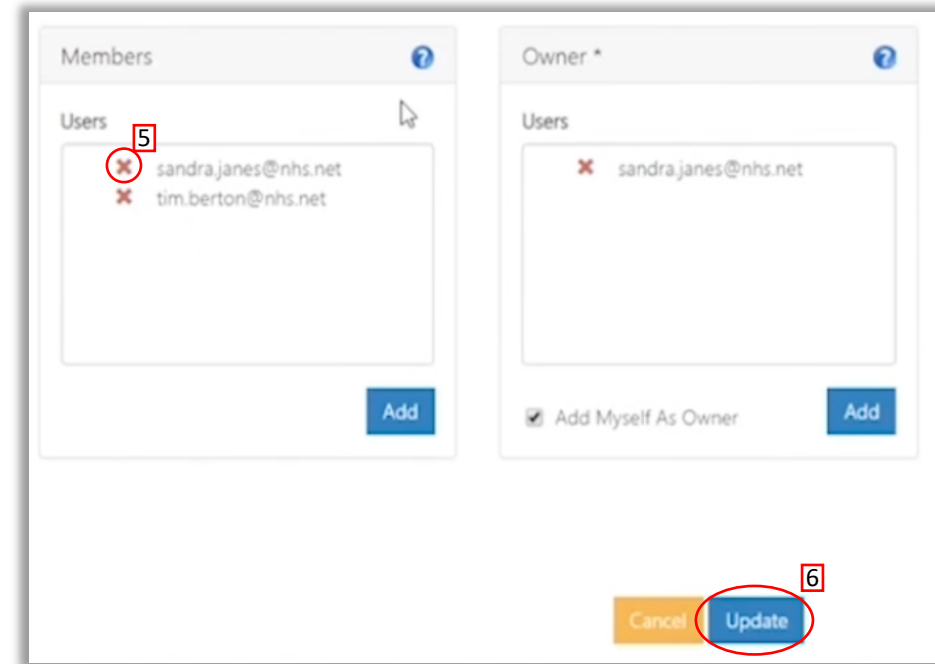
2. Select '**Shared Mailboxes**'.



3. Type '**care.**' into the search bar on the right hand side and click the magnifying glass to search. This will bring up all the shared mailboxes you have authority over.
4. Double click on the name shared mailbox you wish to remove a user from.



5. Scroll to the bottom of the page where you can see all members and owners. A member is a user of a shared mailbox. An owner can add and remove people. To remove someone click the 'x' by their name



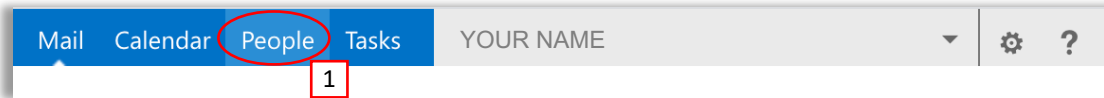
6. This person has now been removed from the mailbox. Click '**update**' to save your changes.

Global Contact Directory

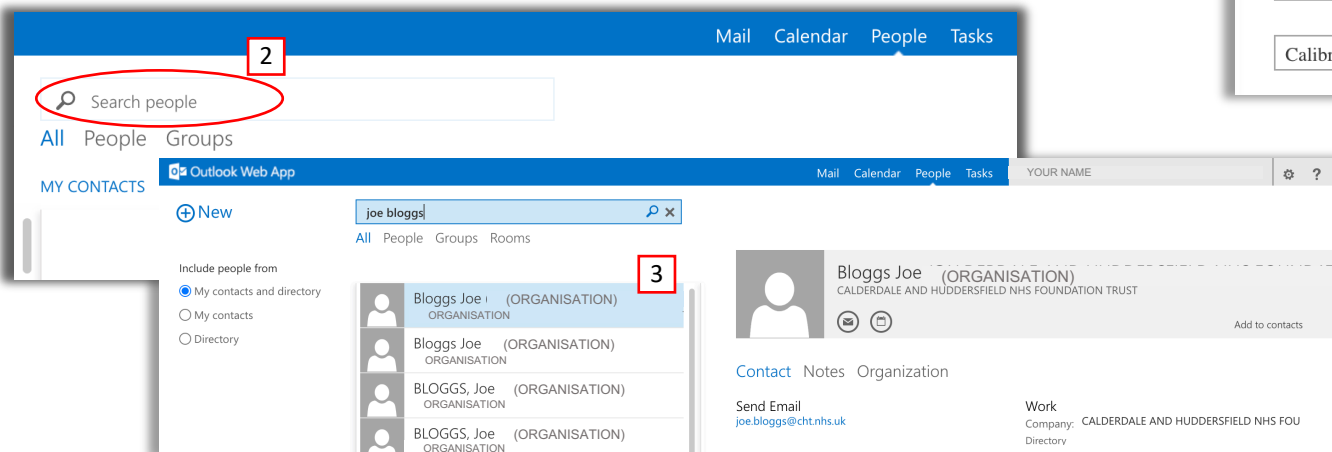
Searching for people in the contact directory

One of the benefits of NHSmail is that it gives you access to the Global Contact Directory, which is an online address book with contact details of Health and Social Care Providers. This means you can easily communicate with GPs and other colleagues across the healthcare system by searching for their name and organisation.

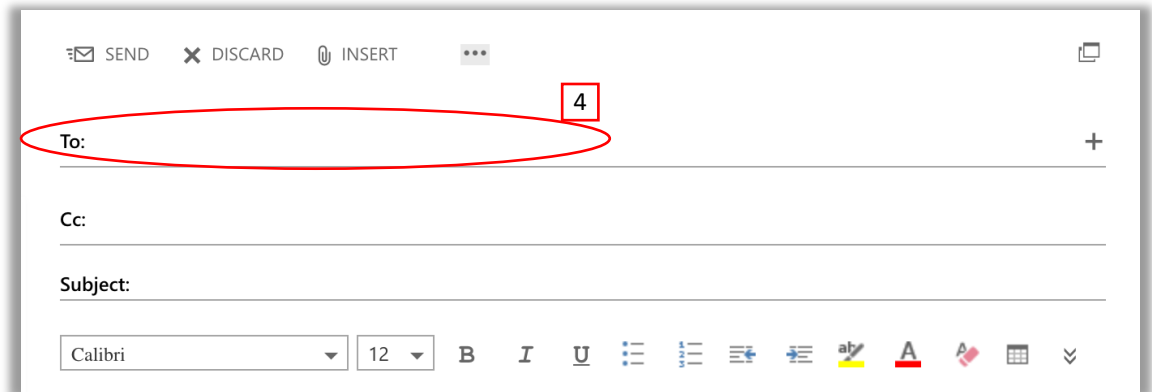
1. Sign in to NHSmail. Select the **'People'** tab at the top of your screen.



2. Type the name of the person you are looking for into the search bar and press enter to search the directory.



3. Choose the right person from the list using details about where they work and their role to find the right person.
4. You can also find people in the contact directory by **creating a new message**, searching their name the 'To' field of a new email and following the same process.

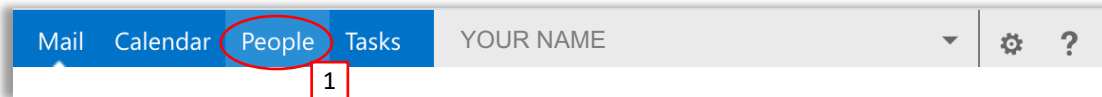


Global Contact Directory

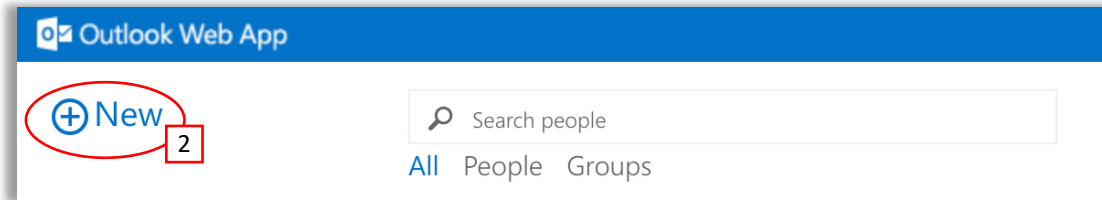
Adding a new contact

Sometimes you might want to add someone as a contact who does not have an '@nhs.net' email and is not in the contact directory.

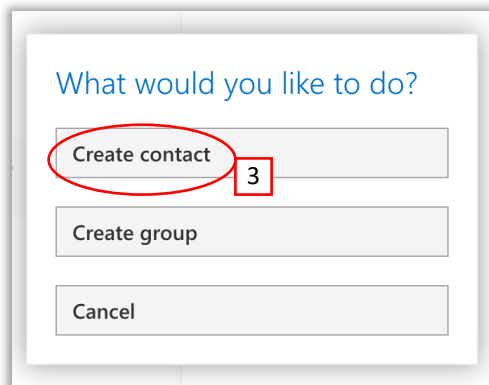
1. Click the 'people' tab at the top of your screen.



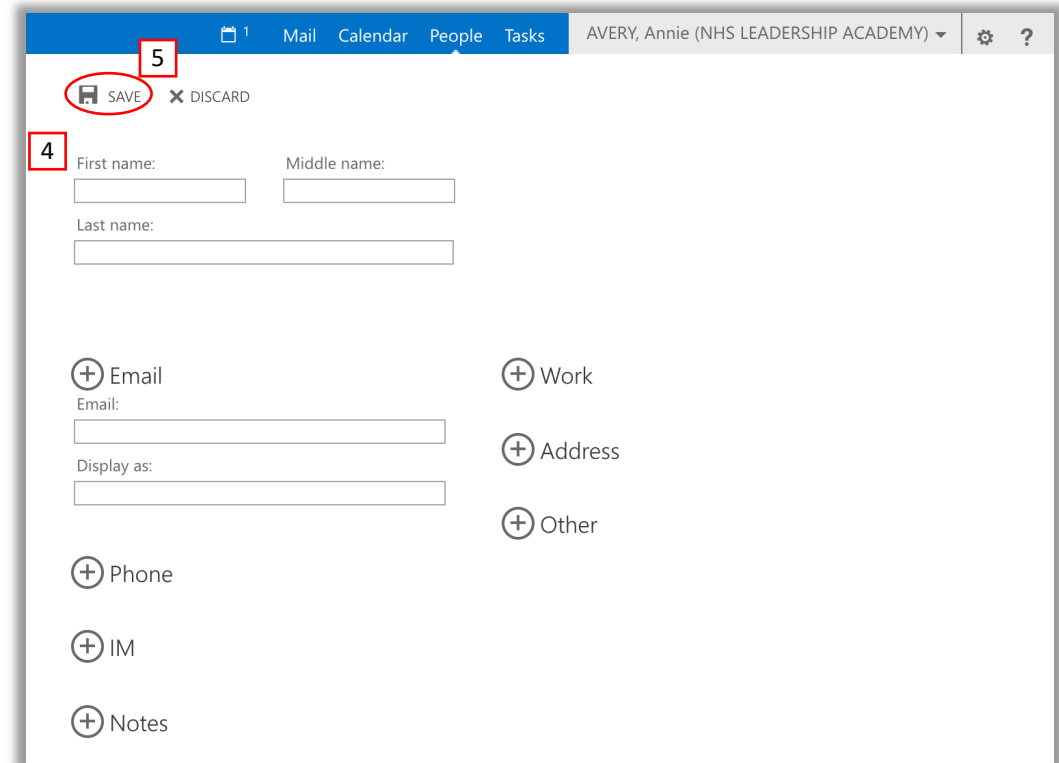
2. Click 'new' in the top left hand corner.



3. A window will appear. Click 'create contact'.



4. Fill in their details in the appropriate boxes and fields.

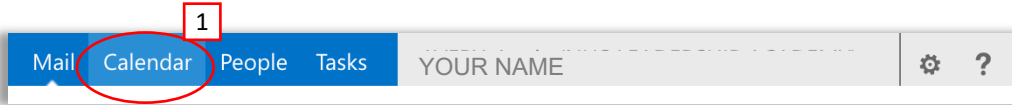


5. Click 'save'. The contact will now appear in your directory.

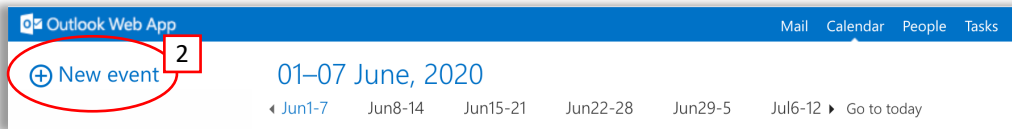
Calendar

How to create a calendar appointment/ meeting

1. Sign in to NHSmail. Click '**calendar**' along the top.



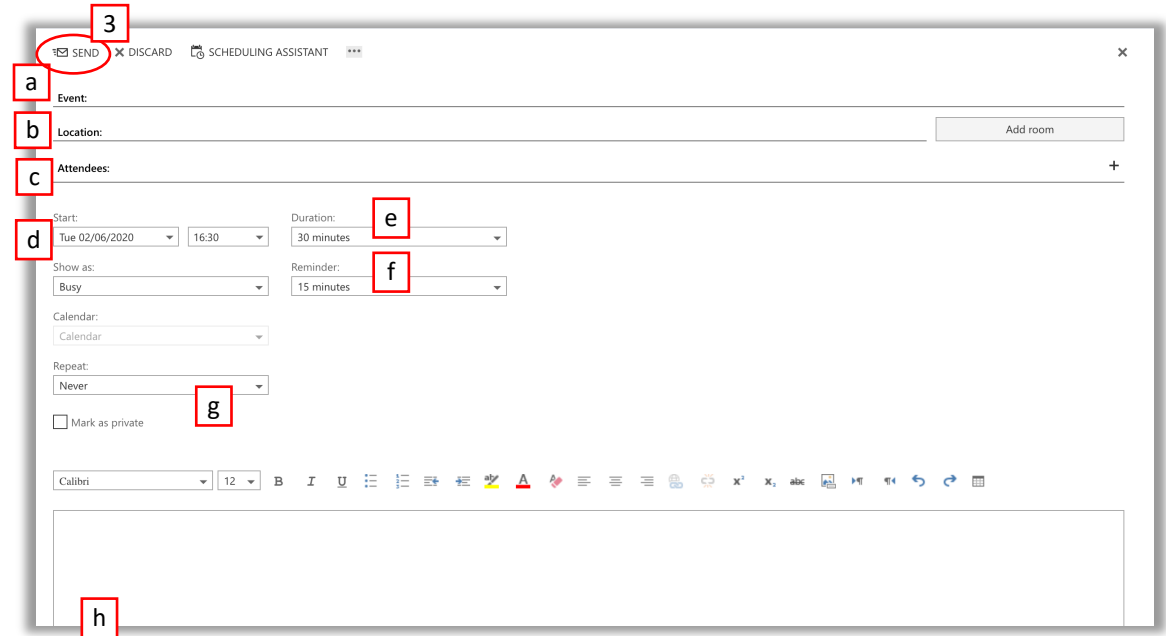
2. Then click '**new event**' in the top left hand corner of your screen.



This will bring up an appointment where you can add:

- a) The title of the event
- b) Location
- c) Attendees. The attendees section uses the directory so you can search a person's name and choose their contact in order to invite them.
- d) The date and time of the event
- e) The duration
- f) A reminder
- g) You can select 'repeat' if the meeting happens on a regular basis
- h) A message to describe what the meeting is for

3. Fill in the details and click '**send**'.



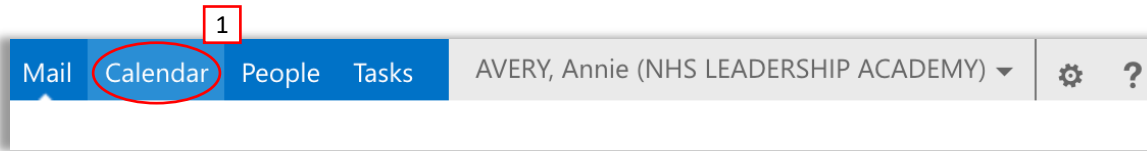
4. The meeting will now appear on your calendar and send an invite to any attendees you choose on point c.

Calendar

How to share your calendar

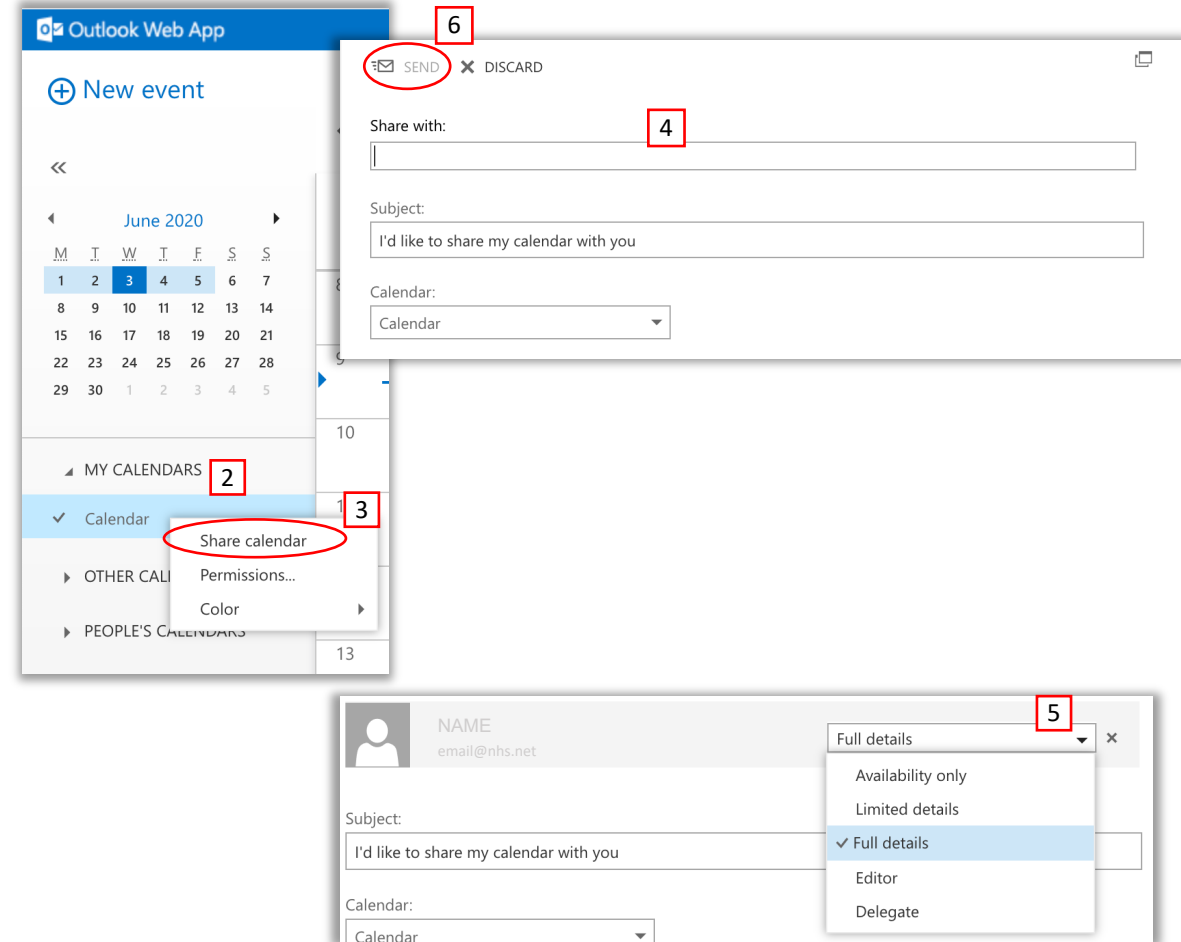
You can share your calendar with people if you would like them to know when you are busy or free. There are different options for the level of detail you share.

1. Sign in to NHSmail. Click on the '**Calendar**' tab at the top of the screen.



2. On the left hand side under '**My calendars**', right click on the calendar you would like to share. (For example, if you have access to a shared mailbox, the calendar for the shared mailbox and your personal account would both appear here).
3. Select '**Share calendar**'.
4. A new window will pop up. Type the name of the person you would like to share your calendar with in the '**Share with**' box and choose their name from the drop down search. You can choose more than one person here by searching multiple times.
5. Use the drop down menu after the person's name to choose the level of detail you'd like to share.
6. Then select '**send**' at the top of the message. An email notification

will be sent to the individual confirming these changes have been applied.

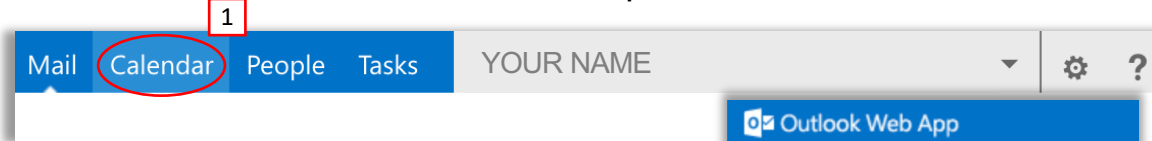


Calendar

How to manage who has access to your calendar

Over time, you may wish to change who can see details of your calendar as people change roles, but retain their email addresses. You can do this by following the instructions below.

1. Select the 'Calendar' tab at the top of the screen



2. On the left hand pane, right click on the calendar you would like to manage access for.
3. Select 'Permissions...'. This will open up a window detailing all the people who have access to your calendar and the level of detail.

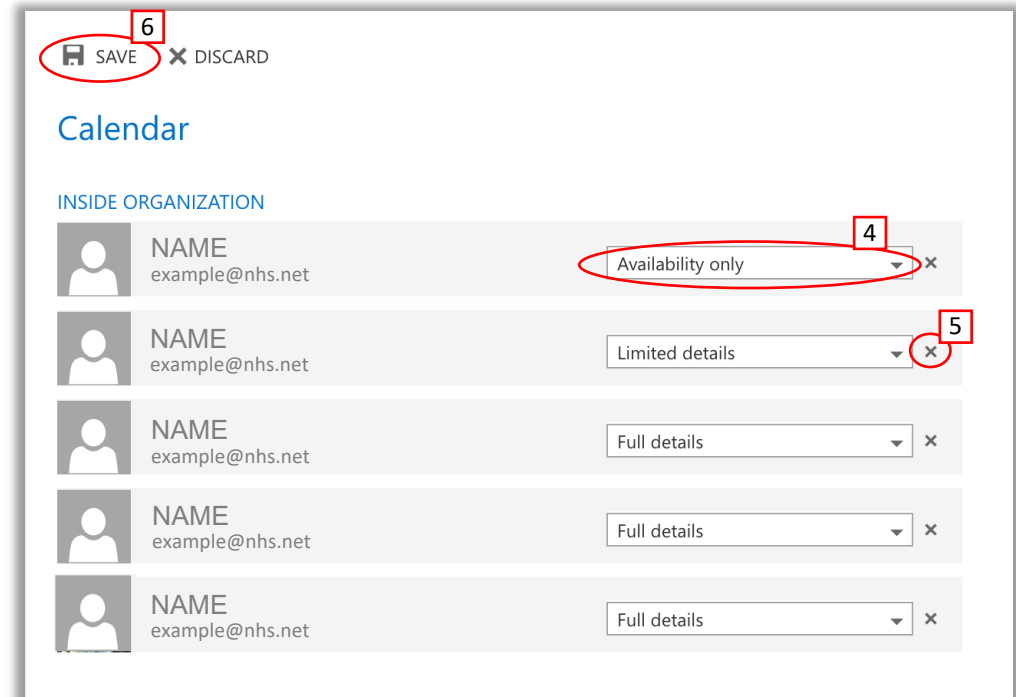
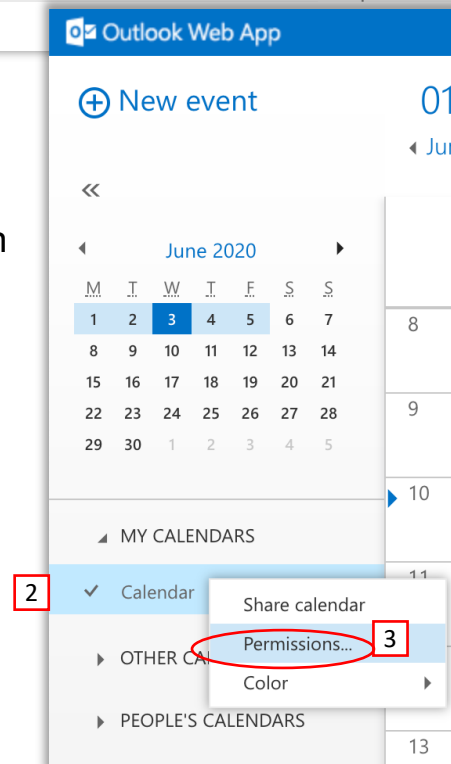
Availability only - whether you're free or busy

Limited details – The title and location of your meeting

Full details - Full details of the meeting

Editor – Ability to edit

Delegate – Can do everything on your behalf



4. You can change the level of detail using the drop down menu after each person's name.
5. You can select 'x' to remove that person's access.
6. Remember to click 'save' at the top to save your changes.

Switching to NHSmail from your previous email account



How to forward emails from your previous email account to NHSmail

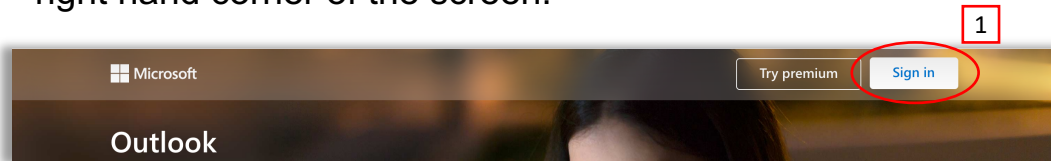
In order to get the most out of NHSmail we recommend using it as your primary source of communication. However, it can be difficult to do this when lots of people have your previous email address.

You can forward emails from your previous email address to your new NHSmail email address. Whenever someone emails your old address, it will automatically re-direct to your NHSmail account.

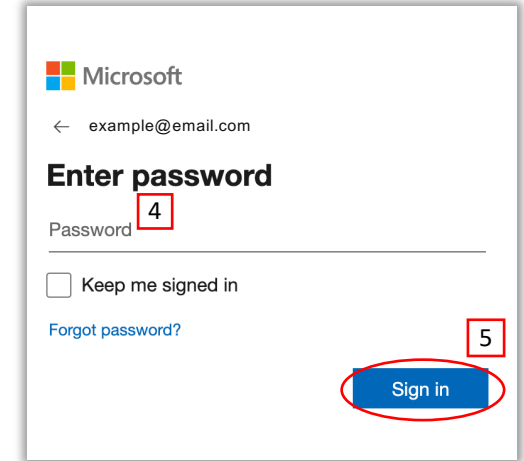
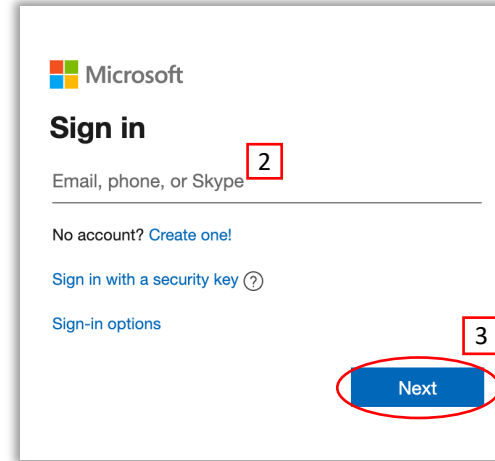
Please note: the instructions below apply to those previously using Outlook for emails.

Forward emails from your previous email address to NHSmail

1. Go to <https://outlook.live.com/owa/> and select 'sign in' in the top right hand corner of the screen.



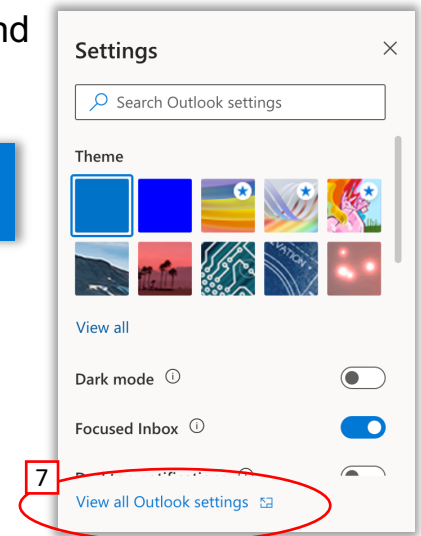
2. Enter your previous Outlook email address.
3. Click 'next'.
4. Enter your password for your Outlook email.
5. Click 'sign in'. You will now be signed in to the online version of your previous email account.



6. Select the cog icon in the top right hand corner of your screen.



7. In the drop down menu select 'View all outlook settings'.

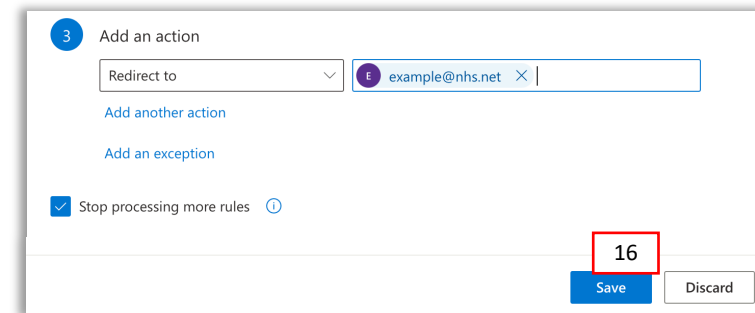
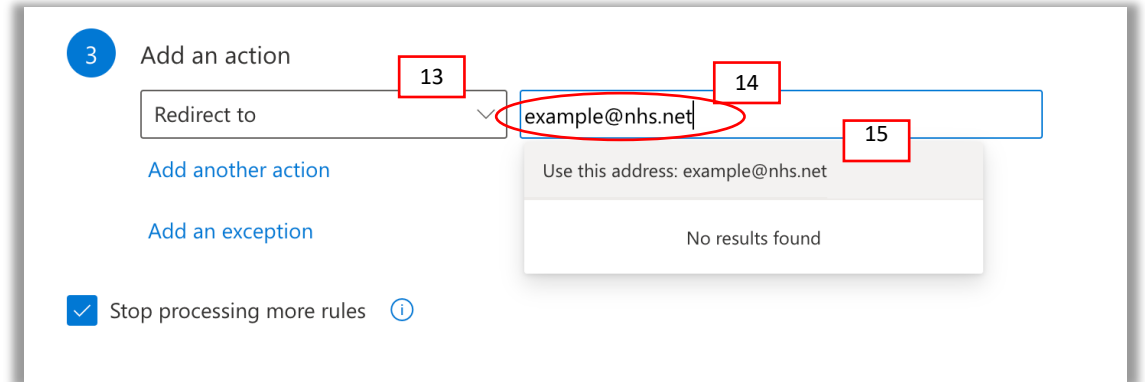
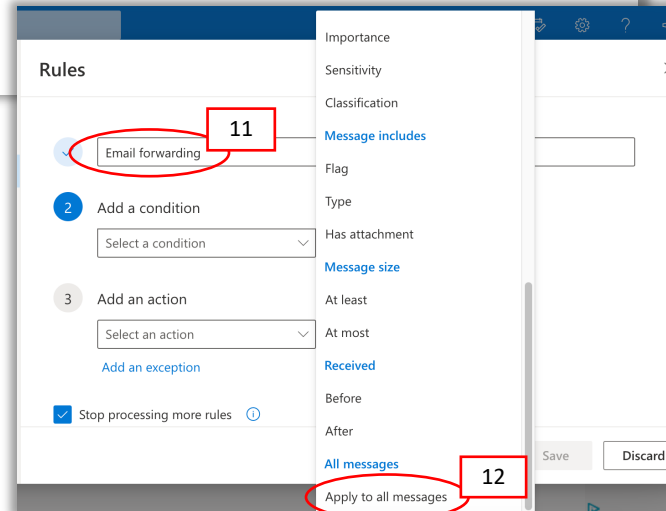
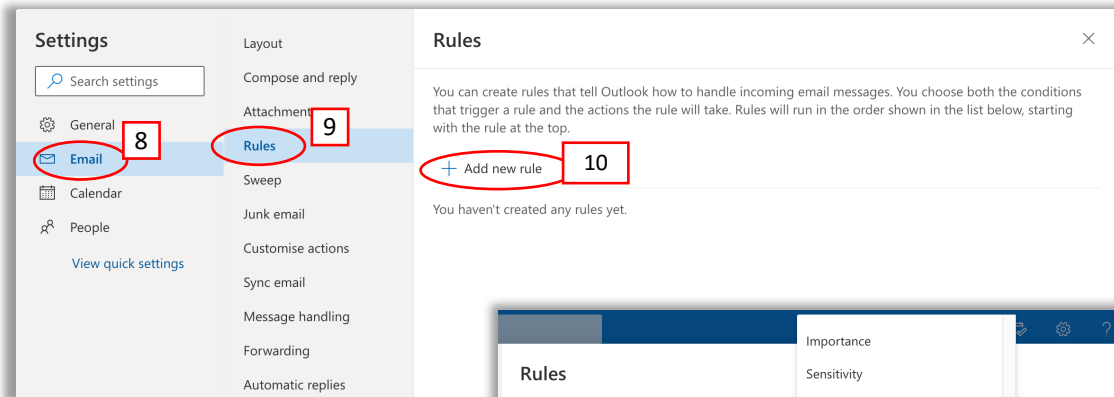


Switching to NHSmail from your previous email account



How to forward emails from your old email account to NHSmail

8. This will open a new window. Make sure **email** is selected on the left hand menu.
9. Click '**rules**'.
10. Then click '**add a new rule +**'.
11. Name the rule '**Email forwarding**'.
12. In '**Add a condition**' use the drop down menu to scroll to the bottom and click '**Apply to all messages**'.
13. In '**Add an action**' use the drop down menu to choose '**Redirect to**'.
14. Enter your **NHSmail email address** in the box that appears.
15. Select '**Use this address**'.
16. Click '**save**'. All emails received by your previous email address will now be re-directed to your NHSmail email address.

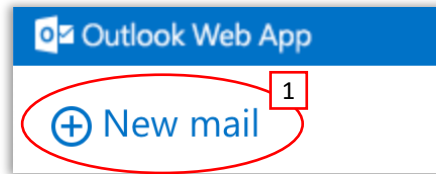


Advanced use of NHSmal

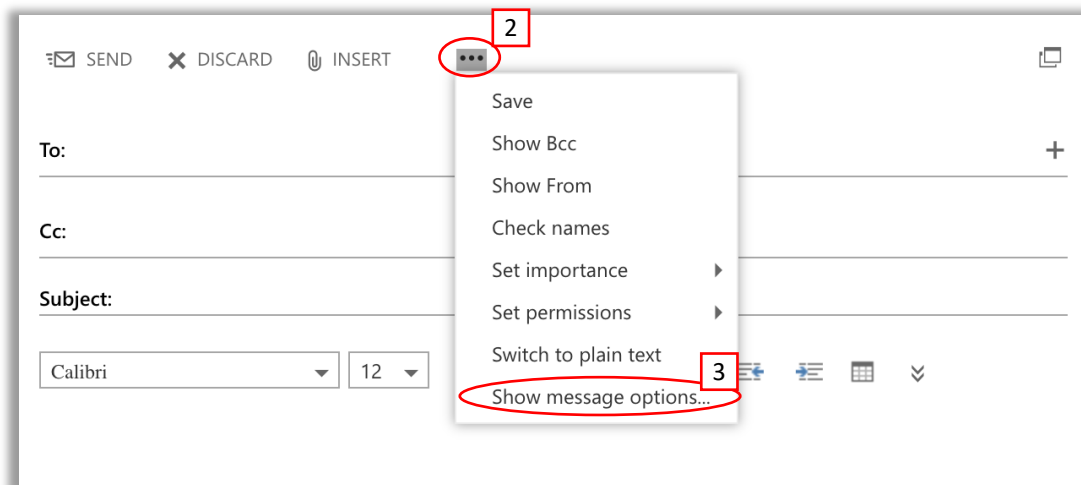
Requesting a read receipt

Requesting read receipts will help to ensure that you know when GPs, pharmacists or other health workers have seen your message. This could save time by limiting the number of follow up phone calls.

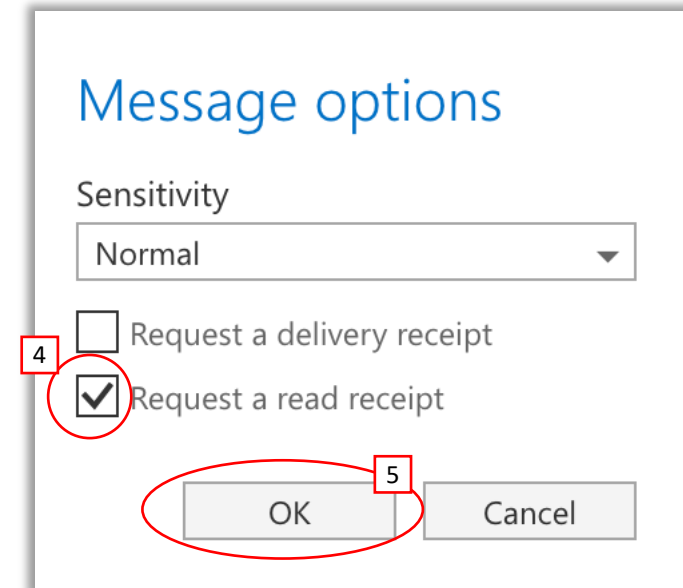
1. Sign in to NHSmal. Select '**New Mail**' in the top left hand corner of your screen.



2. Select the three dots '...' on the top of the email.
3. Select '**show message options**'.



4. Tick the box next to '**Request a read receipt**'.
5. Click '**OK**'.



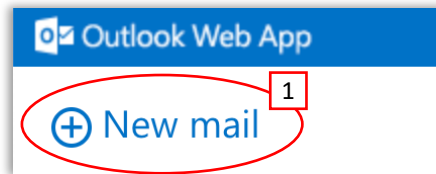
You will need to go through this process each time you want to request a read receipt. You can also request a delivery receipt to confirm your email has been delivered by selecting '**Request a delivery receipt**'.

Advanced use of NHSmial

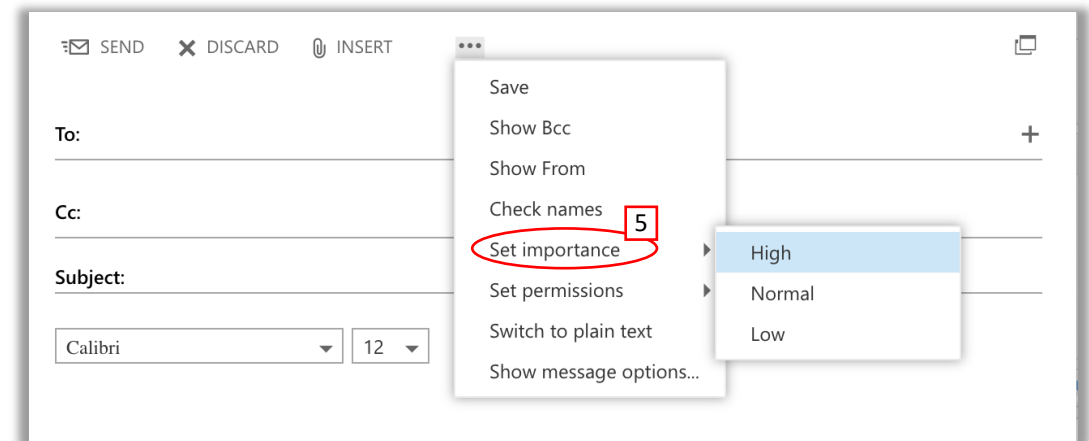
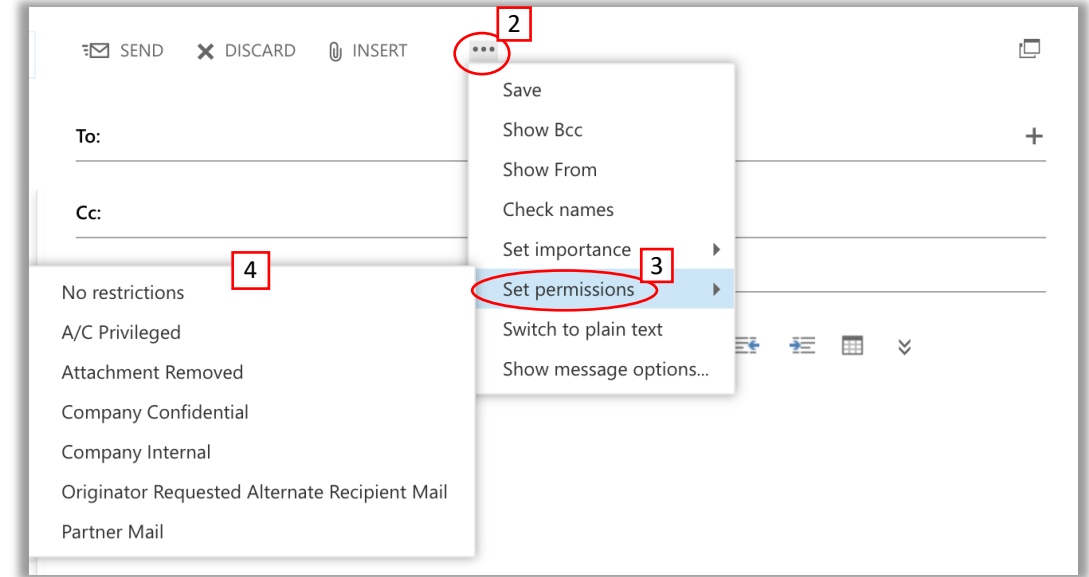
Marking emails as confidential or important

All emails you send on NHSmial are secure and encrypted, meaning it is a safe way to share confidential information. However, it is best practice to mark an email that is important or those requiring further action.

1. Select 'New Mail'



2. Select the three dots '...' located on the top of your new email.
3. Select 'set permissions'.
4. Choose from the list displayed to determine the notification that is added to the top of your email.
 - a) For example, selecting 'Company Confidential' will add 'This message is marked Company Confidential: This message contains proprietary information and should be handled confidentially' to the email.
5. To set the importance of an email follow steps 1-2 and then select 'set importance' and choose from the list displayed.

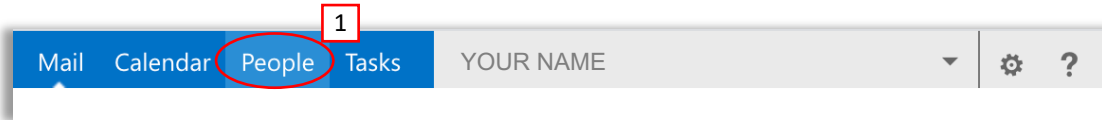


Advanced use of NHSmial

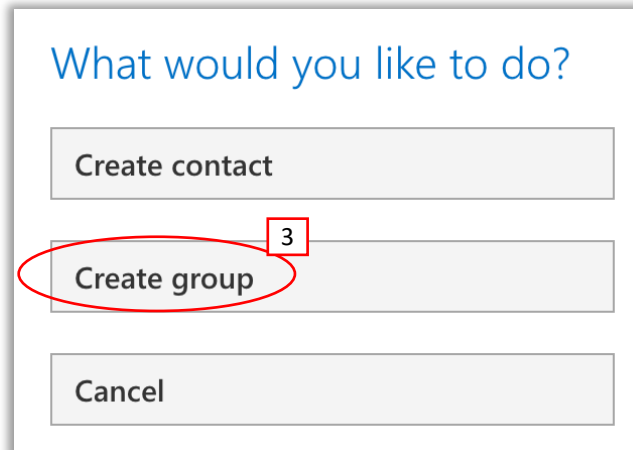
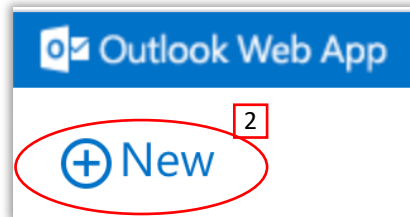
Creating a group email list

Creating a group email list can help managers, head nurses or admin teams to send emails out to groups of staff in one go. As new members join the team or existing members leave, the email group can quickly be updated.

1. Sign in to NHSmial. Select the **'People'** tab at the top of the screen, next to your name.

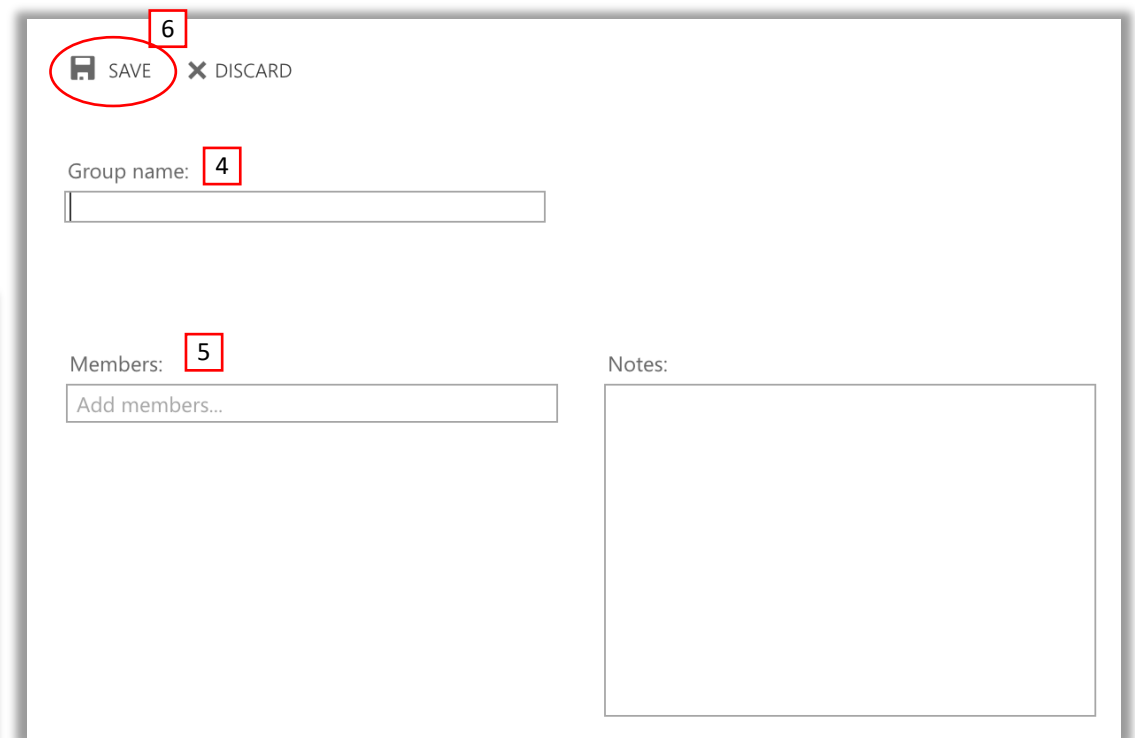


2. Select **'New'** from the top left side of the page.
3. Select **'Create group'** from the list of options that appear.



4. Enter a **name for the group**.

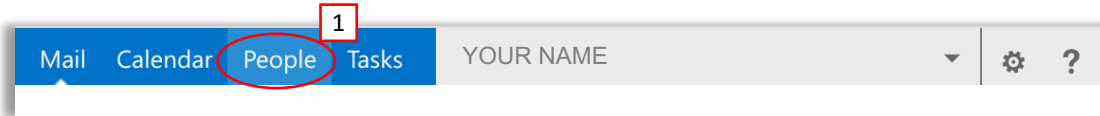
5. Add the members that you would like to include by **typing their names** and selecting them from the list. You can also add a description for the group if you wish.
6. Select **'save'**. When you create a new email, you can type the name of the group to address it to all the people in that group.



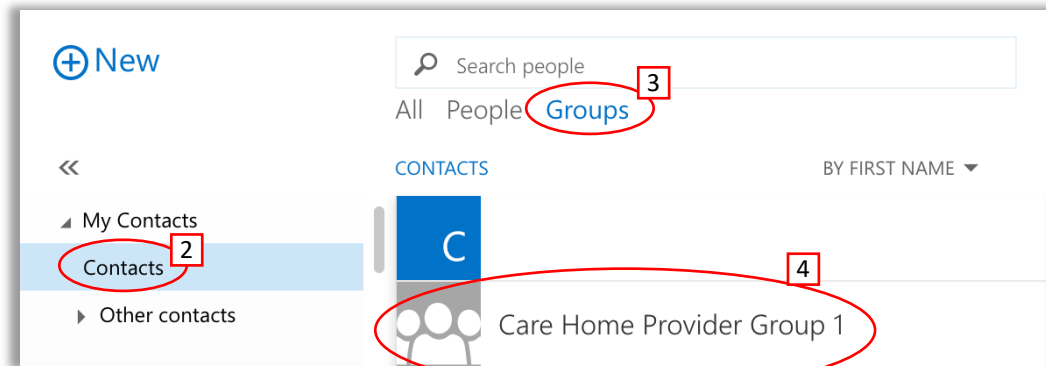
Advanced use of NHSmial

Adding members to an existing group

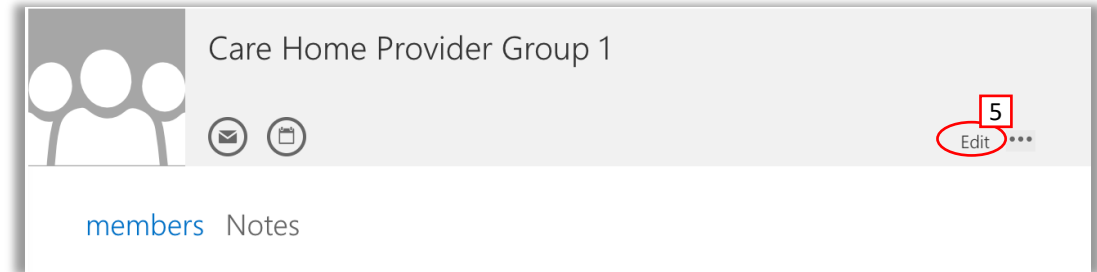
1. Sign in to NHSmial. Select the '**People**' tab at the top of the screen, next to your name.



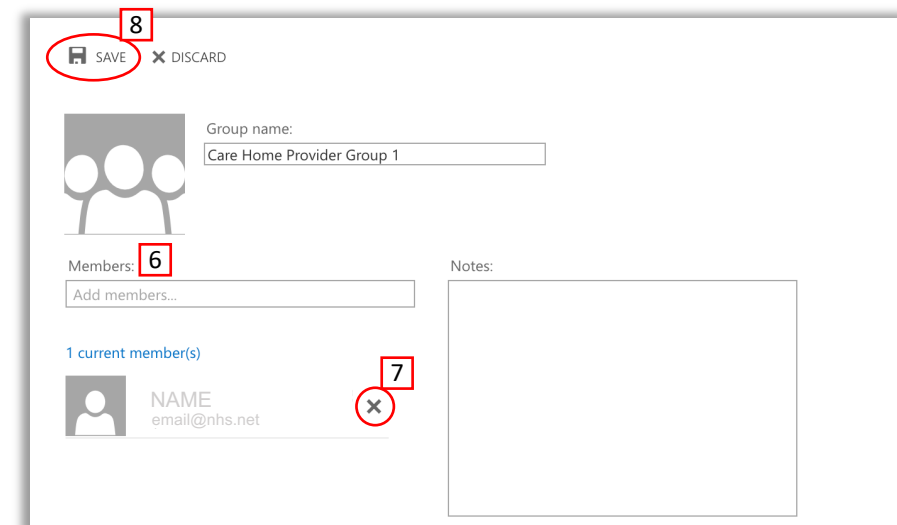
2. Select '**Contacts**' on the left hand side
3. Then select '**Groups**'.
4. Select the group you want to edit from the list.



5. The group information will appear on the right hand side of your screen. Click '**Edit**' on the right hand side of the group information.



6. Under '**Members**' type the **names** or **email addresses** of the people you want to add to the group.
7. To remove people, click the '**x**' next to their name.
8. Select '**save**'.



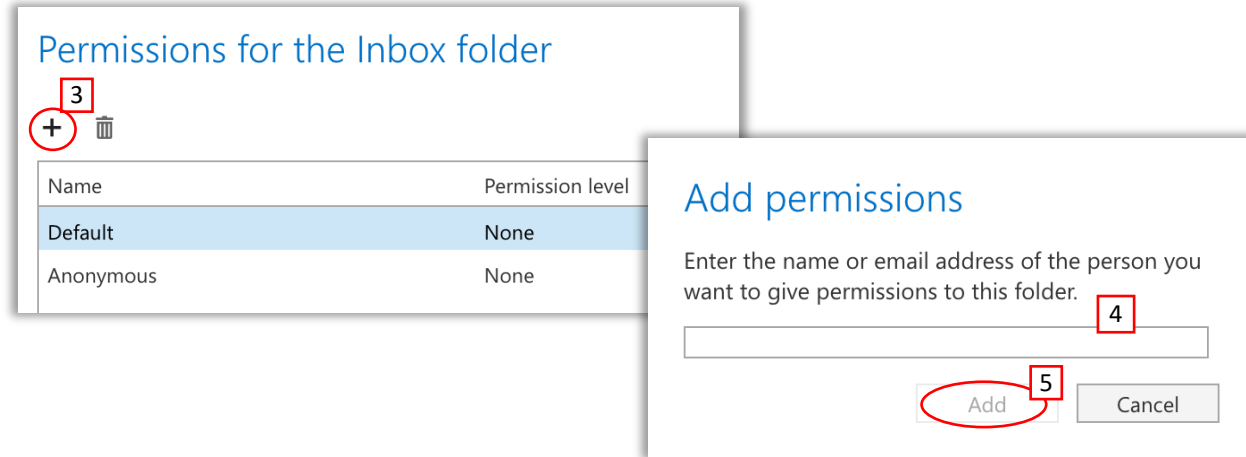
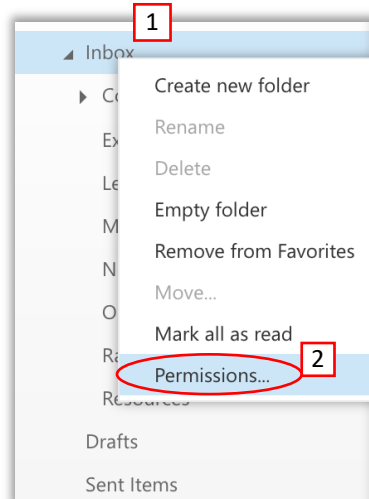
Advanced use of NHSmial

Giving another user access to your personal inbox

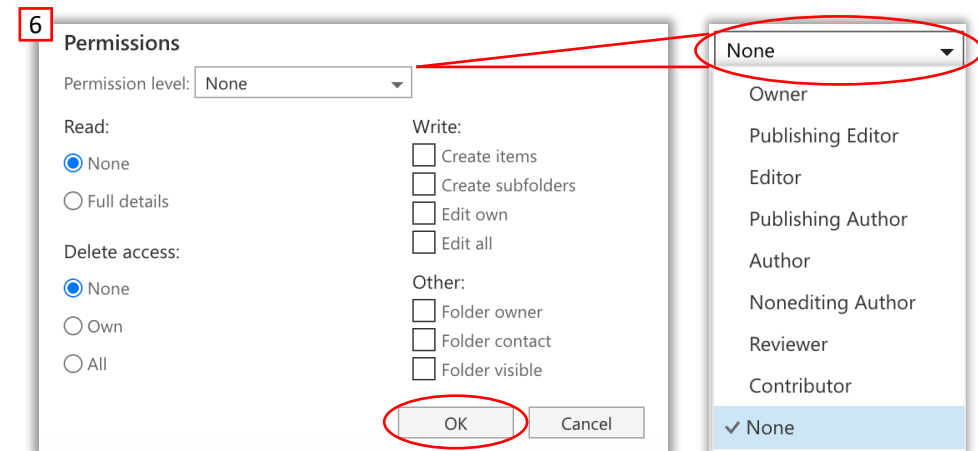
As a manager, it can be useful to give someone access to your mailbox in case you are out of the office for a long period or over the weekend. You can share your inbox with another member of staff and they will be able to see emails coming into your account. They can also access important information that does not come to the shared mailbox, which may need to be shared with others in your absence.

Your inbox can be shared with your manager or another member of staff to ensure any emails not in the shared mailbox can be monitored.

1. Sign in to NHSmial. Right click on **'Inbox'** on the left-hand side of your screen
2. Select **'Permissions'** from the list.
3. Select the **'+'** icon at the top of the new window
4. Enter the name/ email of the person you would like to give access to and choose the right person from the list.
5. Click **'Add'**.



6. Choose details of the permissions you'd like to grant and use the drop down menu to choose an option from the **'Permission Level'** list. Then click **'OK'**. Refer to the next page for an explanation of the different permissions.



Advanced use of NHSmial

Giving another user access to your personal inbox

Explanation of permission levels:

Owner – this person has full access to your mailbox

Publishing Editor – this person has the same access as Owner, but are unable to create folders

Editor – this person has the same access as Publishing Editor, but are unable to create subfolders

Publishing Author – this person can read and write emails, but can only delete emails they own (have written)

Author – this person is the same as Publishing Author but are unable to create subfolders.

Non-editing Author - The user can create items (not folders), but cannot edit anything. They can delete items that they have created.

Reviewer - The user can see folders, but not sub-folders.

Contributor - The user can create items