

Email Header - Important information about your NHSmail shared mailbox



Dear NHSmail user,

Introducing improved shared mailbox naming for existing shared mailboxes under the National Administration Service (NAS)

To support response to Covid-19 priorities and following our survey in December 2019 on the naming convention of NHSmail shared mailboxes, we have taken steps to implement a positive change for NAS managed organisations.

We will be implementing a new shared mailbox naming convention for existing shared mailboxes from 25 September 2020.

After the change, we will send an email notification to your shared mailbox to advise of the new shared mailbox email address. An alias will be created for your previous email address so you will still receive emails should anyone continue to email to it.

For full details of this change, please follow the link to [NAS Bulletin – September 2020](#) on the NHSmail support pages.

Best wishes

The NHSmail Team

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