NHSMAIL TRAINING GUIDE

For Social Care Providers

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02 Searching for email addresses

03 Creating group email lists

04 Attaching documents to emails

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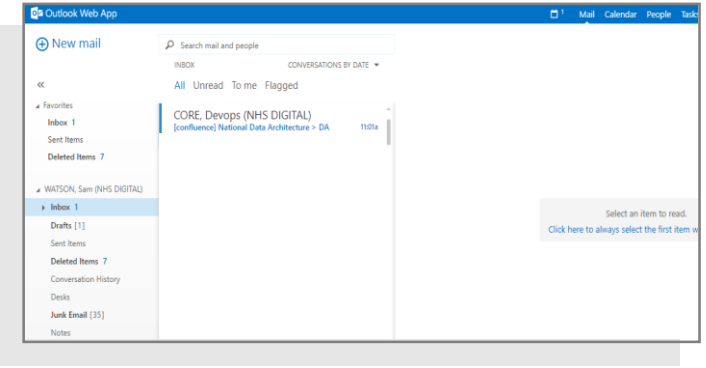
1. Signing in to NHSmail

Signing in

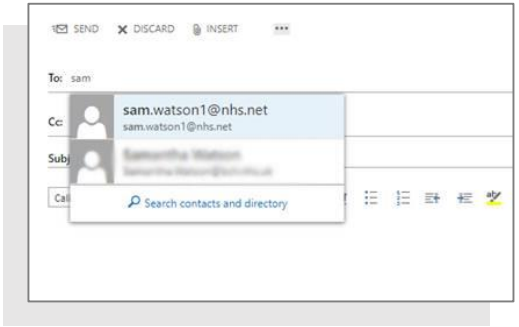
To access your inbox, log in via:
https://email.nhs.net

Tick **'This is a private computer',** if this is true, to be able to download attachments

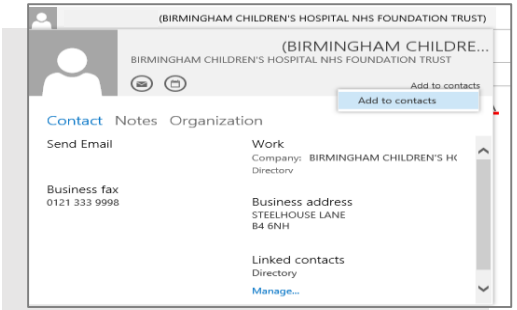
Your inbox



2. Searching for email addresses using the directory



- Select **'New Mail'**, in the top left of your screen, and enter the name of the recipient in the 'To' field
- Press **enter** to search the NHSmail directory for their email address
- Select the person you were looking for from the list, using details about where they work and their role to find the right person.



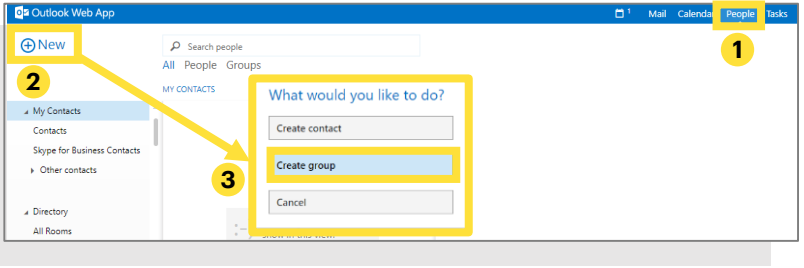
- To save this person as a contact, right click on the email address in the **'To'** field
- Select **'view details'** and select **'Add to contacts'**
- In **'view details'** you will be able to confirm that you are contacting the correct person

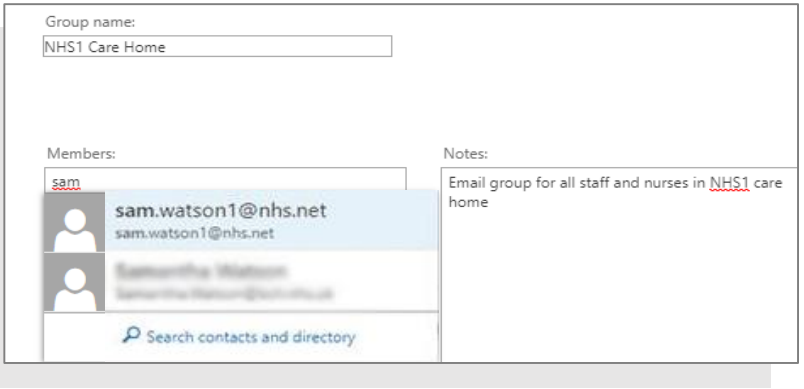
TOP TIP

Saving contact details of people you email regularly such as your pharmacist, GP or local hospital will save time.

It will also help to make sure you're always talking to the person that you intended to!

3. Creating a group email list



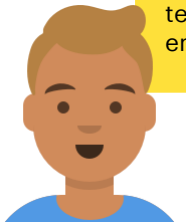


1. Select **'People'** from the top right of the page, next to your name
2. Select **'New'** from the top left side of the page
3. Select **'create group'** from the list of options that appears
4. Enter a name for the group and add the members that you would like to include (as shown in the second image)

TOP TIP

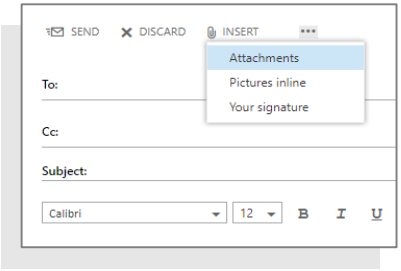
This can help managers, head nurses or admin teams to send emails out to all staff at the home in one go

As new members of staff join the team, or existing members leave, the email group can be quickly updated.



4. Attaching documents to your emails

1



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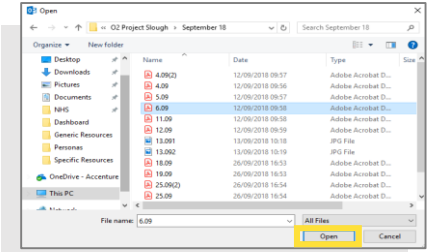

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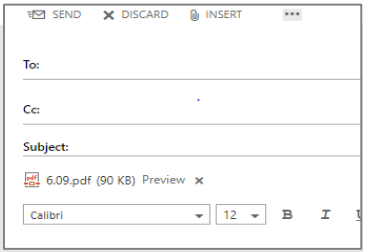
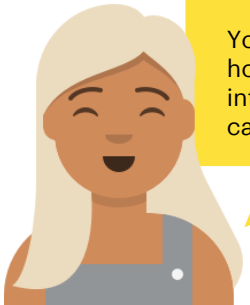


1. Select the **three dots** located above the 'To' line of the email you want to send
2. Select **'attachments'**
3. In the new pop-up box, select the **file** you would like to attach
4. Click **'open'**
5. This document will now be added to your email

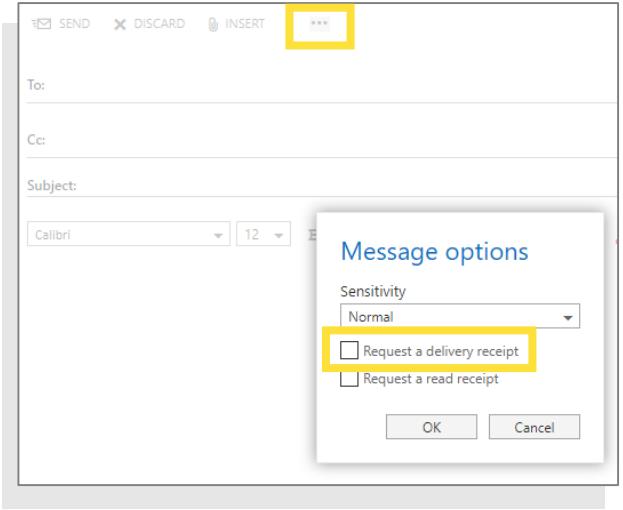
TOP TIP

Documents such as referral forms or images for community care teams can be attached and securely sent to the relevant people.

You may be able to ask your GP or hospital discharge teams to attach information to emails that previously came via fax, or even post!



5. Requesting a read receipt for your message

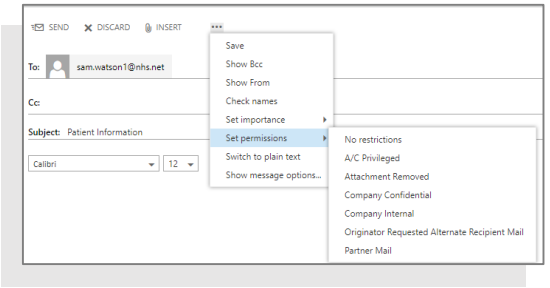


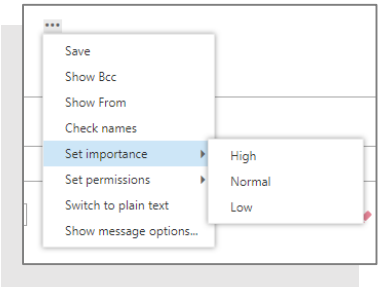
1. Click **'New Mail'**
2. Click the three dots on the top of the email and select **'show message options'**
3. Tick the box next to **'Request a read receipt'** and click 'OK'
4. You can also request a delivery receipt to confirm your email has been delivered by selecting **'Request a delivery receipt'**

TOP TIP

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

6. Marking emails as confidential and important





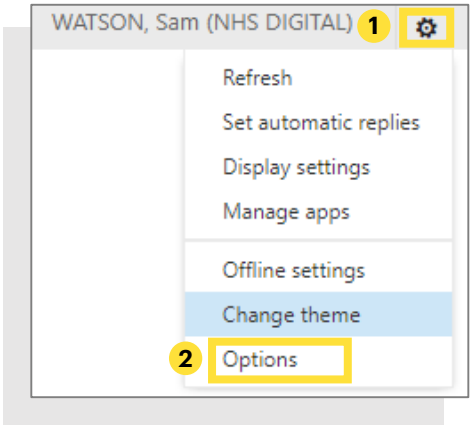
1. Select the **three dots** located on the top of your new email
2. Select **'set permissions'**
3. Choose from the list displayed. For example, selecting **'Company Confidential'** will add the following notification to the top of your email: *'This message is marked Company Confidential: This message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

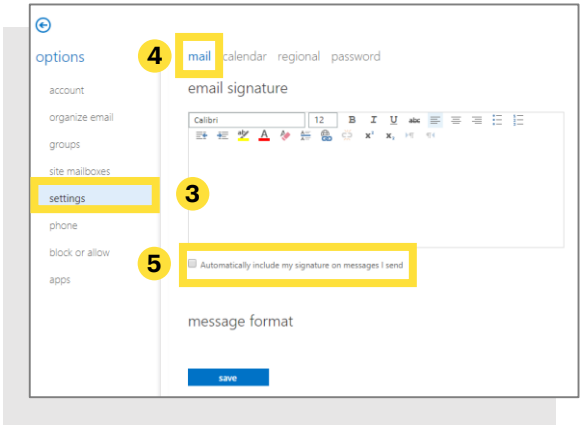
TOP TIP

Emails with resident information can be marked as confidential. This helps to ensure the recipient takes particular care when handling the message that you have sent.

This can be valuable when communicating with a service or health care provider for the first time, making sure that the resident information will remain confidential.

7. Creating your email signature





1. Click on the **gear icon** on the top right of the page, next to your name
2. Select **'options'**
3. Select **'settings'**
4. Enter in the text you would like to appear at the end of your email in the text box provided
5. Tick the box directly below which states **'Automatically include my signature on messages I send'**
6. Press **save**

This topic continues on the next page →

TOP TIP

Add an email signature in the following format to help people identify who you are:

- Full Name
- Role
- Care Home name and address
- Care Home contact number

7. Example email signatures

Ben Smith

Registered Manager
Red Tree Care Home
74 Queen Street,
London,
E3 1XX

Tel: 020 6363 484
Mob: 07111 011 011

Email: Ben.Smith87@nhs.net

Your name

Your role
Name of your care home
Address 1
Address 2,
Postcode

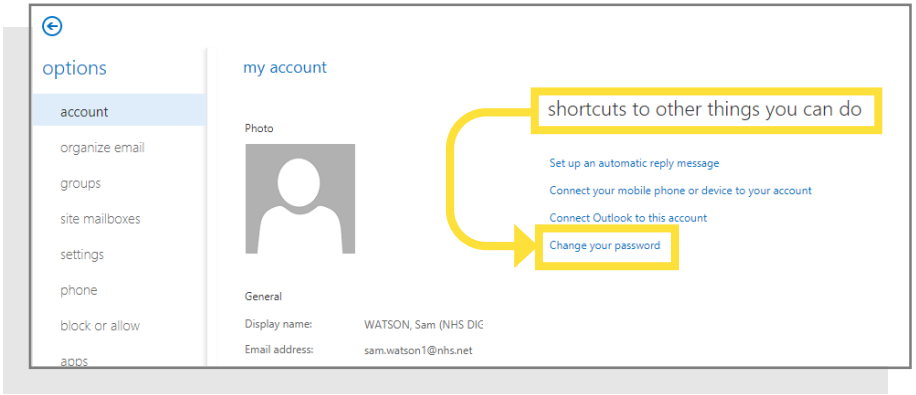
Tel: Landline number
Mob: Work mobile number

Email: Your nhs.net email address

TOP TIP

Note: This is an example for how you might set out your email signature.
You may decide to format your signature slightly differently, including more or less detail depending on what you want people to know about you, your role, and how to get in touch with you.

8. Changing your password



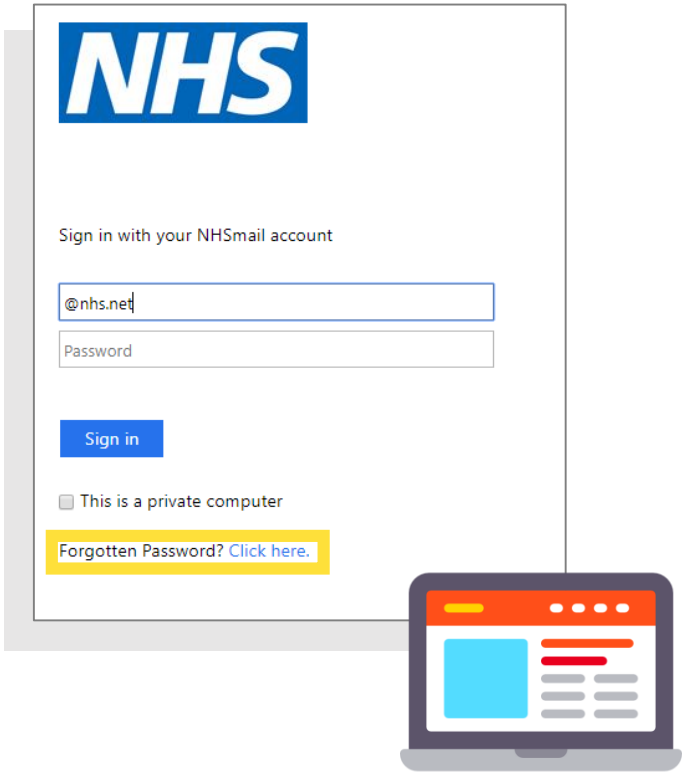
1. Select the **Gear Icon** on the top right of your email page
2. Select **'Options'** from the drop down list
3. Select the **'account'** tab on the left panel
4. Select **'change your password'** under **'shortcuts to other things you can do'**

TOP TIP

It's important to keep your password up to date for safety and security.

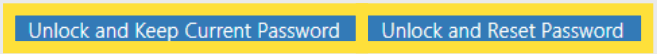
You will be reminded to change your password at least every 12 months via email.

9. Resetting a forgotten password



1. Select **'Forgotten Password?'** on the log in screen
2. Enter your NHSmail email address for verification when prompted
3. Answer your security questions
4. You will receive a temporary password to use via a text message sent to your registered mobile device

Alternatively: if your account has been locked due to too many failed log in attempts, you will be presented with the following options:

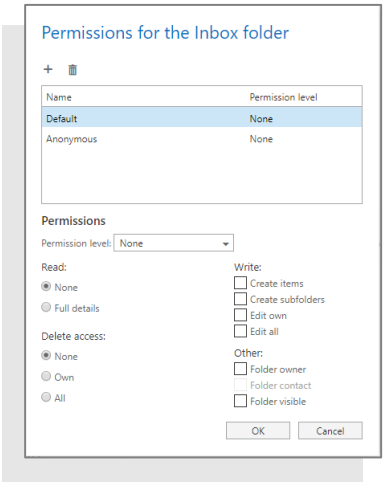


5. Select **'Unlock and Keep Current Password'** to unlock your account without changing your password

Or:

6. Select **'Unlock and Reset password'** and a temporary password will be issued via SMS to your registered mobile device

10. Giving another user access to your inbox



What the options in the permissions level list mean:

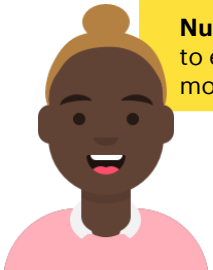
- **Owner** - full access to your mailbox
- **Publishing Editor** - same access as Owner, but unable to create folders
- **Editor** – same access as Publishing Editor, but unable to create subfolders
- **Publishing Author** - read and write emails, but only delete emails they own
- **Author** – same as Publishing Author, but unable to create subfolders

1. Right click on **'Inbox'** on the left panel of your screen and select **'Permissions'** from the list
2. Select the **plus icon** on the top of the new screen and enter in a name/email
3. Select an option from the **'Permission Level'** drop down list.

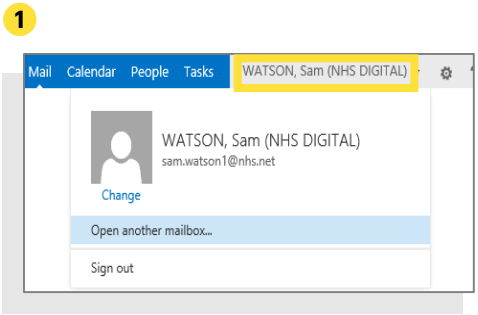
TOP TIP

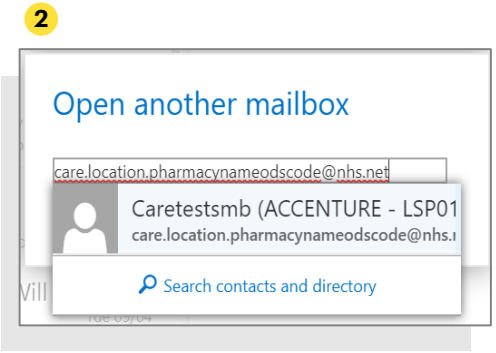
Manager: This is useful when you are out of office for an extended period, or over the weekend. You can share your inbox with your head nurse and they will be able to see emails coming in to your account. They can also access important information that does not come in to the shared mailbox, which may need to be shared with the hospital or other care provider in your absence.

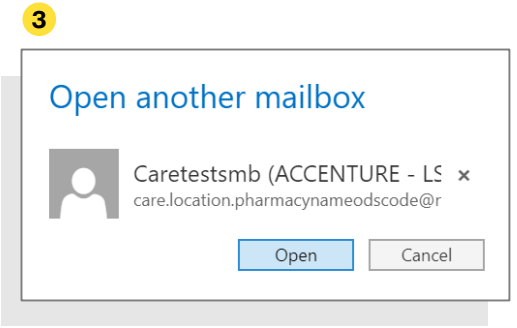
Nurse/staff: Your inbox can be shared with your manager to ensure any emails not in the shared mailbox can be monitored.



11. Accessing your shared mailbox from Outlook Web App



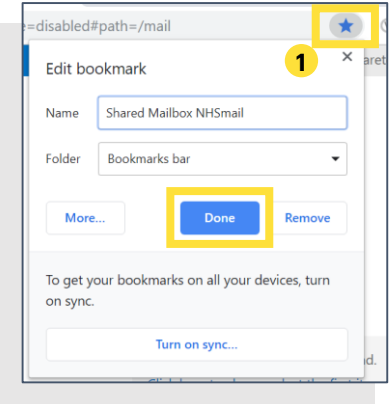


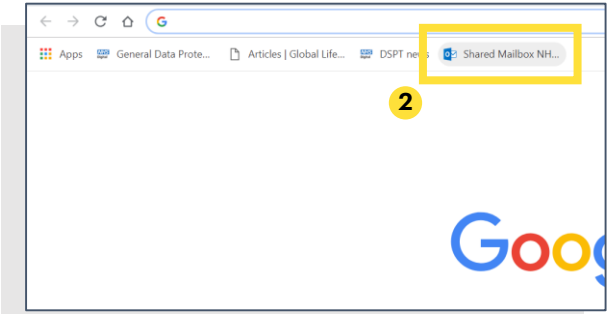


1. The first time you log into your NHSmail account click on **your name** in the top right of the page
2. Select **'open another mailbox**' from the options
3. If it doesn't appear automatically, enter the email address of your shared mailbox and then click **'Open'** (you will find this address in the email you received with your personal NHSmail email address details. If you are unsure, ask your manager)
4. You will then be directed to the shared mailbox account, which you should use to send emails relating to resident's care.

This topic continues on the next page →

11. Accessing your shared mailbox from Outlook Web App



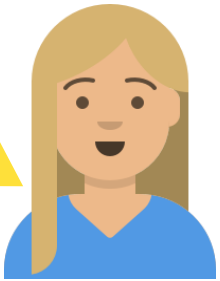


1. Save the web address for this page to your **bookmarks** by clicking the star icon next to the internet address bar. We've named it 'Shared Mailbox NHSmail'.
2. Every time you want to login to your NHSmail account, click the **'Shared Mailbox NHSmail'** tab in your bookmarks and it will direct you to the login page.
3. Enter your login details (Your own NHSmail email address and password) and the shared mailbox will open.
4. The shared mailbox is now set as the default account that opens when you log in, rather than your individual account.

This topic continues on the next page →

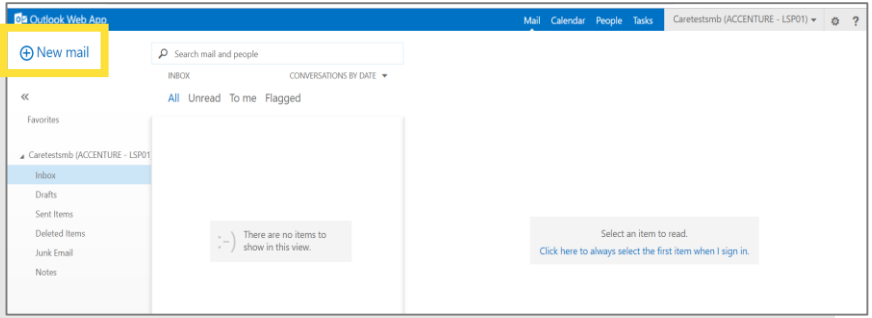
TOP TIP

It is best practice for all care home staff to use the shared mailbox to send emails relating to resident's care, rather than individual user email accounts.



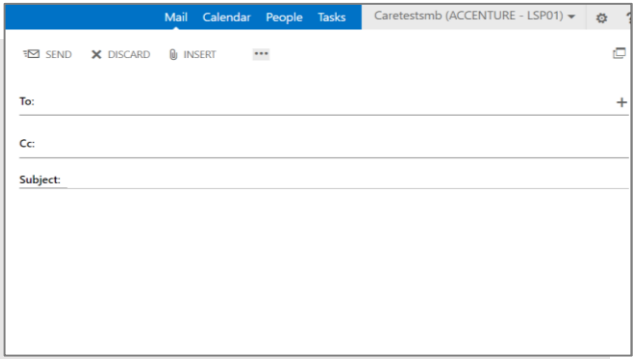
11. Sending an email from your shared Mailbox on Outlook Web App

1

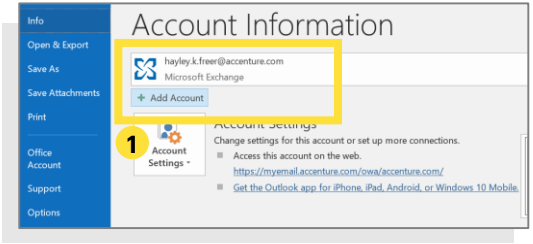


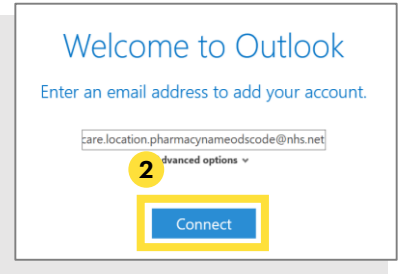
1. Once you have been directed to your home's shared mailbox account, it will look and function exactly like your personal account.
2. Select **'New Mail'** to send an email.
3. The only difference will be that the person that receives the email will see that it has come from the shared mailbox email, rather than an individual's user email address.
4. You can add your email signature to the emails you send (as shown in topic 7) so that it is clear who has sent the email.

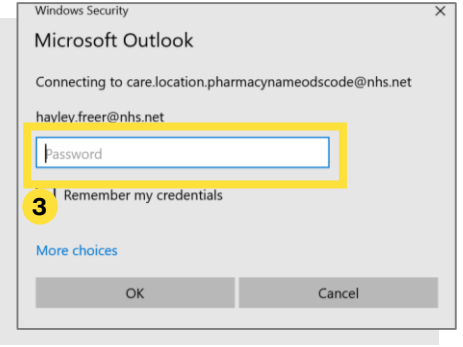
2



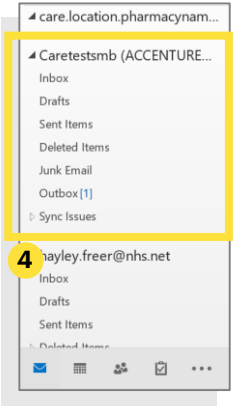
12. Accessing your shared mailbox from Outlook Desktop



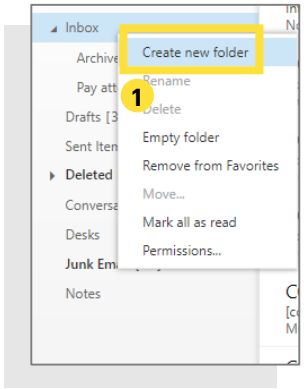




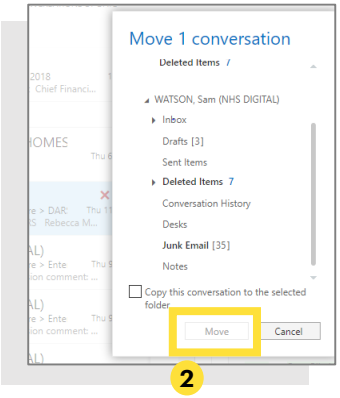
1. If it isn't working automatically after adding your individual account, you can add your shared mailbox account to your Desktop Outlook.
2. Click **'File'** in the top left corner, then, making sure the top box (1) says "Microsoft Exchange" select **'Add Account'**
3. Enter the shared mailbox email address in the box provided and click '**Connect**'
4. Enter your password for your personal NHSmail account
5. You will see a message that says **'Account set up is complete',** and you will be able to see your shared mailbox account appear in the left hand bar of Outlook, below your personal account.
6. When sending an email select the **'From'** button and make sure you select your shared mailbox email address from the drop down list to send an email from the shared mailbox.



13. Creating folders and organising your inbox



1. Right click on **'Inbox'**, located on the left of the screen, underneath your name
2. Select **'Create New folder'**
3. Enter the name of your new folder in the textbox. E.g. 'Tissue viability'
4. Press **'Enter'** on your keyboard to save



1. To move an email into the new folder you have created, right click on the email you want to move and select **'Move'**
2. Select the folder you want to move the email to, from the list that appears on your screen
3. Select **'Move'** to confirm this action

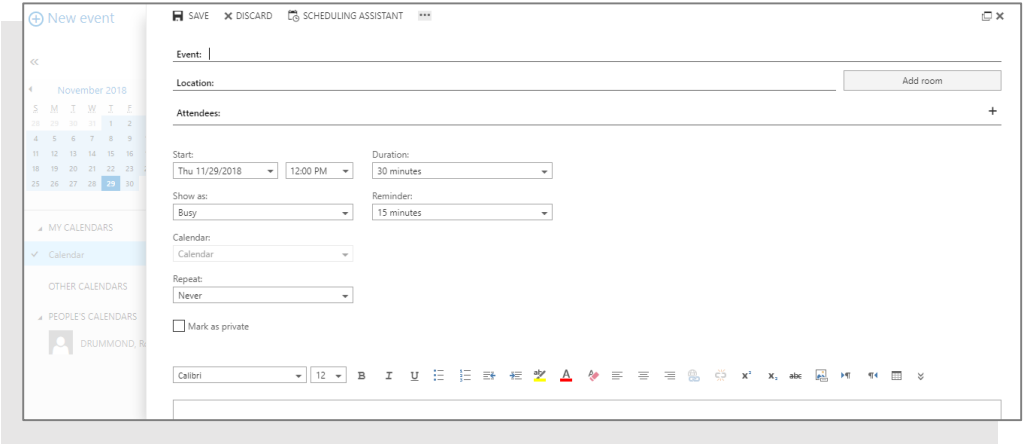
TOP TIP

This is useful to organise and separate emails from different groups of care professionals.

GP communications can be kept distinct from hospital discharge forms for instance.

Nurses who may be responsible for the care of a group of residents can create folders to catalogue emails relating each individual.

14. Creating calendar appointments & reminders



1. In Outlook Web App, select the **Calendar Icon** on the top right of your email page
2. Select **'New Event'** and fill in with the details of your appointment
3. Select **'Repeat'** to set reoccurrences of this meeting/appointment
4. Save using the **'save'** icon on the top left of the page
5. This event will now be visible in your calendar, as well as the calendar of any attendees that you have added.

TOP TIP

You can use calendar events to remind you when a GP or member from a community services team is coming to visit the home.

The calendar events can be shared with the care professional you are expecting to visit - that way you know it is definitely in their diary.

Notes