

TRAINING GUIDE

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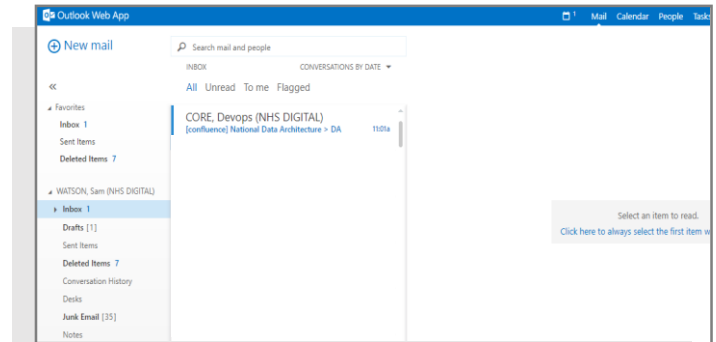
1. Signing in to the NHSmail website

Signing in



The screenshot shows the NHSmail login page. On the left is a network diagram with various icons representing users and services. The NHS logo is prominently displayed in the top right. Below the logo, the text reads "Sign in with your NHSmail account". There are two input fields: one for the email address (containing "@nhs.net") and one for the password. A blue "Sign in" button is located below the password field. At the bottom, there is a checkbox labeled "This is a private computer" and a link for "Unlock Account or Forgotten Password? Click here."

Your inbox

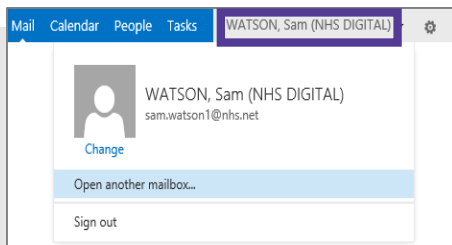


1. To open your NHSmail email inbox, log in via: <https://www.nhs.net>. Click the "Log in" button in the top right of the screen.
2. Log in with your individual NHSmail address and password. Tick '**This is a private computer**' if you are on a work computer where it is safe to be able to download attachments.
3. After logging in, click the email button on the blue bar across the top of screen to access your NHSmail inbox.

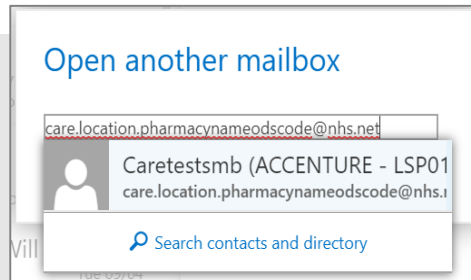
If you are logging in for the first time, you will be asked to create a new password, accept a usage policy and set some security questions. This must be done before you can use your account.

2. Opening your shared mailbox on the NHSmail website

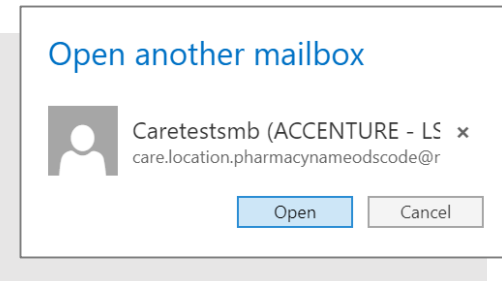
1



2



3

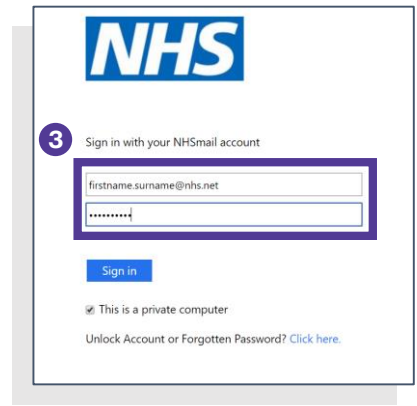
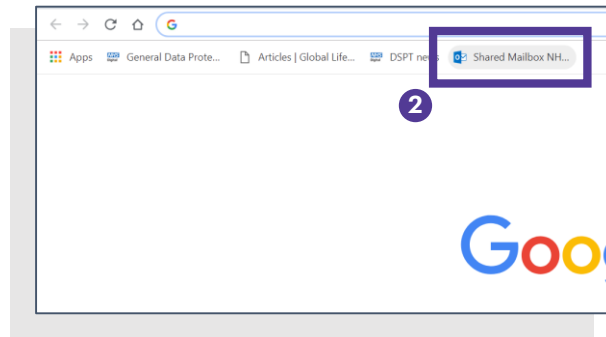
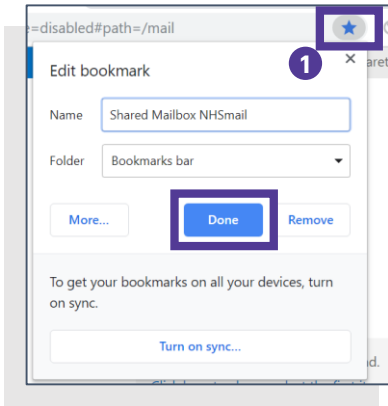


Most communication will be through your care site's shared mailbox. These steps show you how to open this on the NHSmail website, and how to save it so you can find it easily.

1. When looking at your inbox, click on **your name** in the top right corner of the screen.
2. Select **'open another mailbox'** from the options that appear
3. Enter the email address of your shared mailbox and then click **'Open'**. You will find this email address on the 'Welcome to NHSmail' email you received with your personal NHSmail address details.
4. A new tab will then open for the shared mailbox account. You should use this shared mailbox to send emails relating to resident's care.

This topic continues on the next page →

2. Accessing your shared mailbox in a Web browser



If you'd like to save a link to your shared mailbox so you can find it easily:

1. Save the address for this page to your **bookmarks** by clicking the star icon next to the internet address bar. We've named it 'Shared Mailbox NHSmal'.
2. Every time you want to login to your NHSmail account, click the '**Shared Mailbox NHSmal**' tab in your bookmarks and it will direct you to the login page.
3. Enter your login details (your own NHSmail email address and your password) and the shared mailbox will open.

TOP TIP

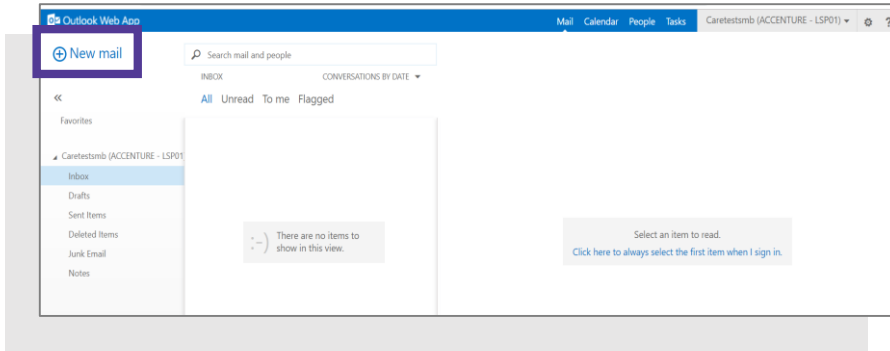
It is best practice for all care staff to use the shared mailbox to send emails relating to resident's care, rather than individual user email accounts.



This topic continues on the next page →

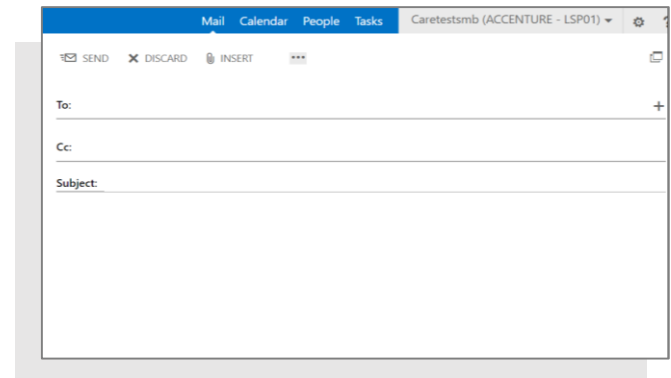
2. Sending an email from your shared Mailbox in a web browser

1

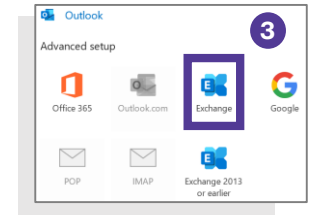
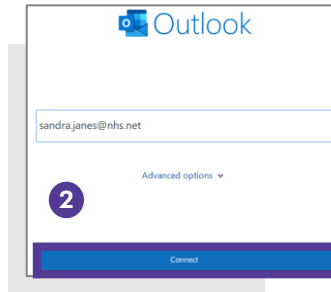
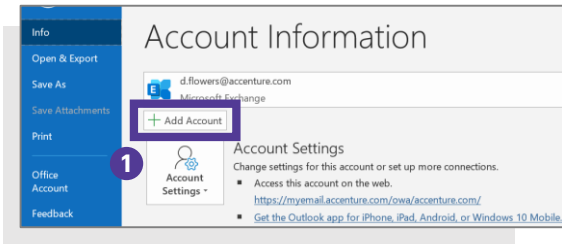


1. Once you have opened your shared mailbox account, it will look exactly like your personal account.
2. Select '**New Mail**' to send an email.
3. The difference will be that the person who receives your email will see that it has come from the shared mailbox rather than your individual email address.
4. You can add your email signature to the emails you send (as shown in topic 8) so that it is clear who has sent the email.

2

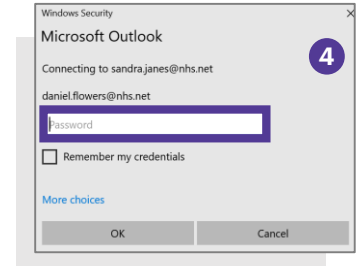


3. Adding your account to Outlook

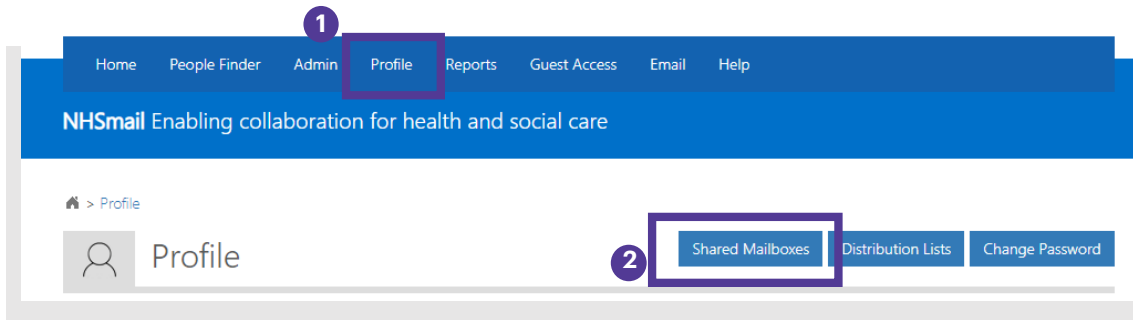


If you use Outlook to send emails, you can also do this with your new NHSmail account

1. To add NHSmail to Outlook, click **'File'** in the top left corner of your Outlook screen, and then **'Add Account'**
2. Enter your individual NHSmail email address in the box provided and click **'Connect'**
3. On the next screen, Click on the button that says "Exchange".
4. When asked, enter the password for your account and click **'OK'**.
5. You will see a message that says **'Account set up is complete'** and a message asking you to close and reopen Outlook to complete the process.
6. When you open Outlook again, you will see your NHSmail account on the left hand side. Any shared mailboxes you have access to will also appear.
7. When sending any new email in Outlook, you can choose to send from your personal account or the shared mailbox using the arrow on the "from" button when writing a new email.



4. Adding people to your shared mailbox



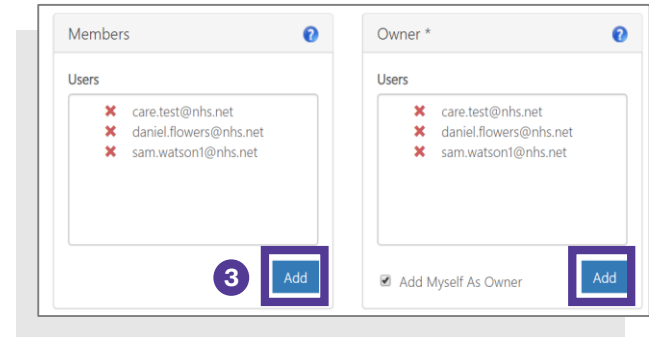
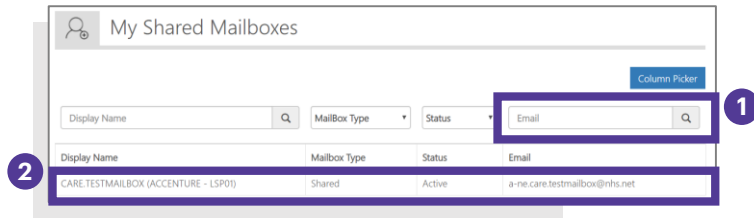
If you have colleagues who do not yet have an NHSmail account, but need access to the shared mailbox, you need to send an email from your shared mailbox to careadmin@nhs.net, including the name, email address and mobile number of the person you'd like to create an account for.

If you have colleagues with an NHSmail account who need access to your shared mailbox, the owner can give them access:

1. Access your NHSmail account from www.nhs.net. Click "Log in" in the top right corner of your screen
2. Click '**Profile**' which can be seen in the blue bar across the top of the screen.
3. When inside your profile, click on the blue '**Shared Mailboxes**' button

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4. Adding people to your shared mailbox



1. To find shared mailboxes you are an owner of, click on the **magnifying glass** at the end of the **'Email'** text box.
2. Your Shared mailboxes will now be listed. Click on the mailbox you wish to add people to.
3. Scroll to the bottom of the next page. You will see a Members box and Owner Box with an **'Add'** button for each. Click the 'Add' button to search for people using their nhs.net address. People added as owners will be able to add/remove people from the mailbox. People added as members will only be able to send and receive emails from the mailbox.
4. If you wish to remove someone from the shared mailbox, click on the **'x'** next to their email address in the member and owner boxes.

4. Adding people to your shared mailbox

1. After clicking “Add” you will be taken to a search page where you will need to type in the exact email address of the person you wish to add. Type their individual **NHSmail address** in the “Email” box. Then **click on the magnifying glass** icon next to the box you have written in.
2. Their details should then appear in the list. Tick the box next to the name of the person you would like to add, check that it is correct, and press **‘Select’** at the bottom of the page
3. You will be sent back to the previous page and their name should appear in the Members or Owner box (depending which route you took)
4. To complete the process, you will then need to click **‘Update’**

My Shared Mailbox

Column Picker

1

Display Name MailBox T Status sam.watson Mailbox Location

| Display Name | Mailbox Type | Status | Email | Mailbox Location |
|---------------------------------|--------------|--------|---------------------|---------------------|
| WATSON, Sam (ACCENTURE - LSP01) | User | Active | sam.watson1@nhs.net | Exchange On-Premise |

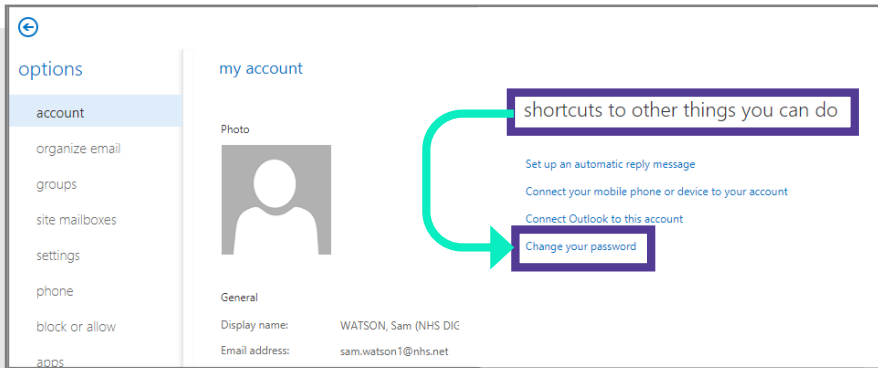
Cancel 2

REMEMBER!

A person can be added to multiple shared mailboxes. There is no limit for how many mailboxes you can be added to if access is needed.



5. Changing your password



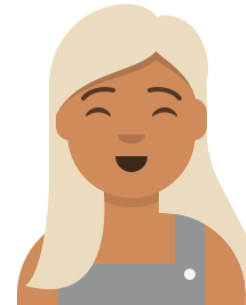
TOP TIP

It's important to change your password regularly for safety and security.

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

If you are logged into your NHSmail account but would like to change your password:

1. From your NHSmail inbox in the web browser, select the **Gear Icon** in the top right of your screen.
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'**



6. Resetting a forgotten password

If you have forgotten your password, or are locked out of your account, you can reset the password without contacting the helpdesk.

1. When trying to log in, click the button next to **'Unlock Account or Forgotten Password?'**
2. Enter your NHSmail email address, along with the last 4 digits of the mobile telephone number that is linked to your NHSmail account.
3. You will then be asked to provide specific characters from the security questions you set when signing into your account for the first time.
4. If these are completed correctly, you will receive a new password by text message.
5. Go back to the login page and login using your email address and the **password just sent to your mobile phone**

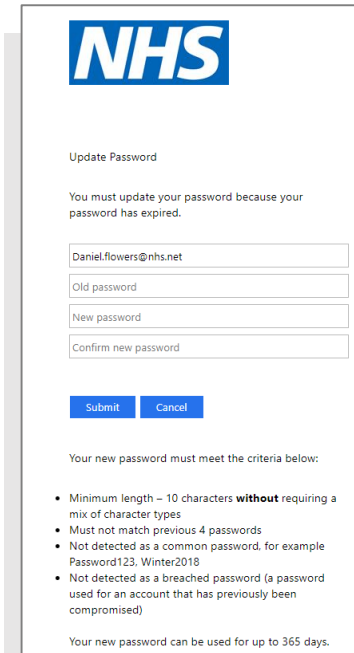
The screenshot shows the NHS login page. At the top is the NHS logo. Below it, the text reads "Sign in with your NHSmail account". There are two input fields: one for the email address (containing "example.account@nhs.net") and one for the password. A blue "Sign in" button is located below the fields. A purple box highlights the "Sign in" button, and a purple circle with the number "1" is placed next to it. At the bottom, there is a checkbox for "This is a private computer" and a link that says "Unlock Account or Forgotten Password? Click here".

The screenshot shows the verification page. At the top is the NHS logo. Below it, the text reads "NHS Email Address". There is an input field for the email address with the placeholder text "Enter your nhs.net email for verification". Below that, the text reads "Last 4 digits of registered mobile phone number (if no mobile phone number registered with your account, please leave it blank)". There is an input field for the mobile number with the placeholder text "Enter last 4 digits of mobile number". A blue "Next" button is located at the bottom left. A purple circle with the number "2" is placed next to the "Next" button.

The screenshot shows the NHS login page, identical to the first screenshot. A purple box highlights the "Sign in" button, and a purple circle with the number "4" is placed next to it. The "Unlock Account or Forgotten Password? Click here" link is also visible at the bottom.

This topic continues on the next page →

6. Resetting a forgotten password



The screenshot shows the NHS 'Update Password' form. At the top is the NHS logo. Below it, the text reads 'Update Password' and 'You must update your password because your password has expired.' There are four input fields: the first contains 'Daniel.flowers@nhs.net', the second is labeled 'Old password', the third is labeled 'New password', and the fourth is labeled 'Confirm new password'. Below the fields are 'Submit' and 'Cancel' buttons. At the bottom, there is a list of password criteria and a note about the password's validity period.

NHS

Update Password

You must update your password because your password has expired.

Daniel.flowers@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)

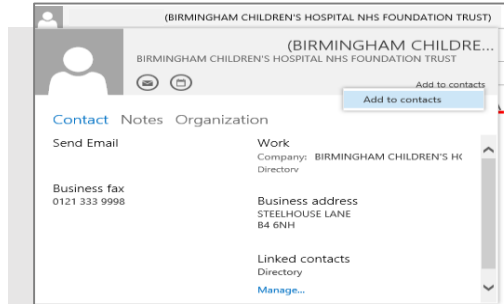
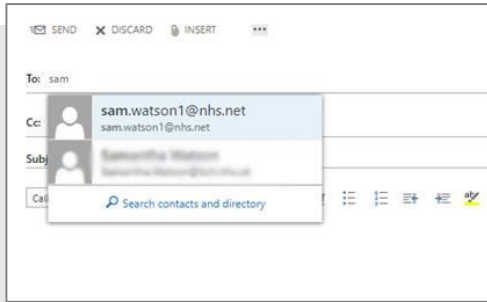
Your new password can be used for up to 365 days.

When you log in using the password sent to your phone, you will have to create a new, memorable password.

1. In the first box, enter your NHSmail address
2. In the second box, enter the password you have just received by text message
3. In the third and fourth box, enter your new password. These must match, and meet the password criteria which is explained on the screen.
4. Once complete, you will be able to log in using your new password. This password will last for up to one year.

Note: If you use Outlook to read emails, it may now ask you to enter your password again. Once you have created your new password through this process, enter it in the box that pops up in Outlook and it should continue to work as normal.

7. Searching for email addresses using The Directory

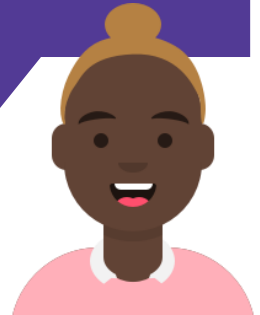


1. Select **'New Mail'**, in the top left of your screen, and enter the name of the person you'd like to email in the 'To' field.
2. Press **enter** to search the NHSmail directory for their email address.
3. Select the person you were looking for from the list, using details about where they work and their role to check it is the right person.
4. To save the contact you have found, right click on the email address in the **'To'** field.
5. Click on **'view details'** and select **'Add to contacts'**.
6. When looking at **'view details'** you will be able to see more information to confirm that you are contacting the correct person.

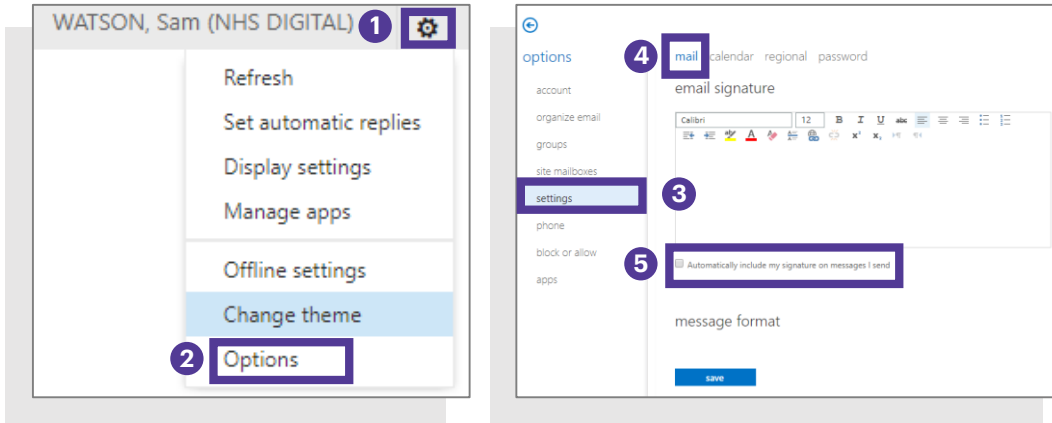
TOP TIP

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!



8. Creating your email signature



If you'd like to create a signature with some information about you or your care site for the end of your emails, then:

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 the text you would like to appear at the end of your email in the text box provided. Some suggestions are on the next page.
5. Tick the box directly below which states **'Automatically include my signature on messages I send'** if you would like to.
6. Press **save**

TOP TIP

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

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

This topic continues on the next page →



8. 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: care.london.redtreeVFGF@nhs.net

Your name

Your role

Name of your care site
Address 1
Address 2,
Postcode

Tel: Landline number

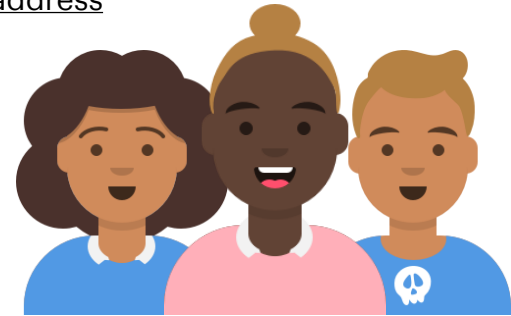
Mob: Work mobile number

Email: Your nhs.net email address

TOP TIP

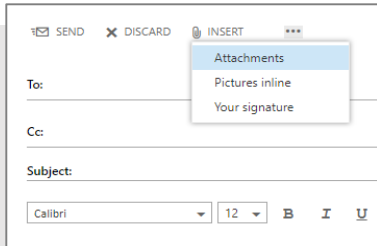
Note: This is an example for how you might set out your email signature.

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.

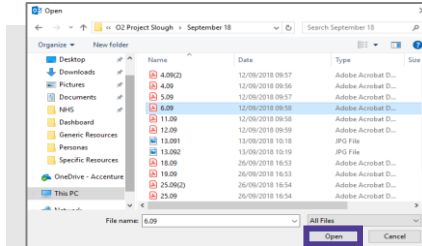


9. Attaching documents to your emails

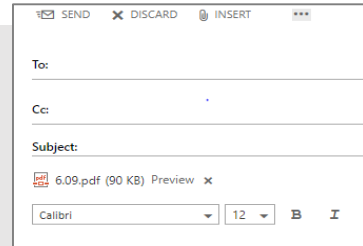
1



2



3



If you would like to email a document to somebody using NHSmail, then you will need to:

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/document** you want to attach
4. Click '**open**'
5. This document will now be added onto your email (as shown in image 3)

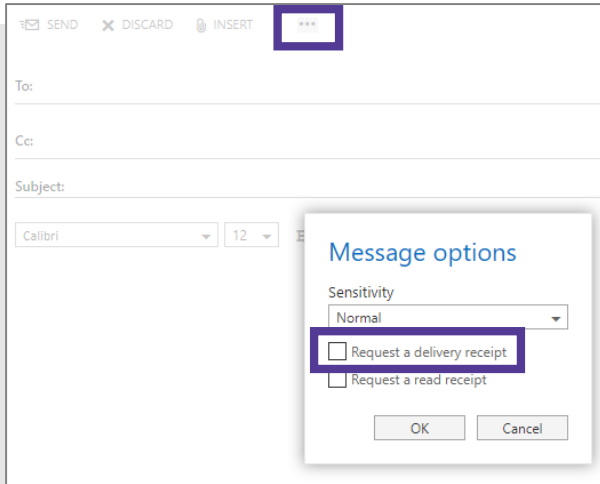
TOP TIP

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

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!



10. Requesting a read receipt for your message



If you would like to receive confirmation that the person you are emailing has seen your message, then you can request something called a “read receipt”

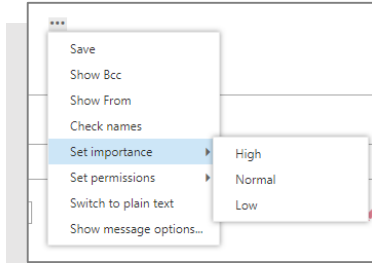
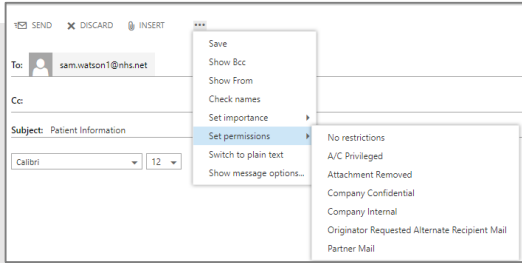
1. Click **'New Mail'**
2. Click the three dots on the top of the email and select **'show message options'**
3. Tick the box next to **'Request a read receipt'** and click 'OK'
4. You can also request a delivery receipt to confirm your email has been delivered by selecting **'Request a delivery receipt'**



TOP TIP

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

11. Marking emails as confidential and important



TOP TIP

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

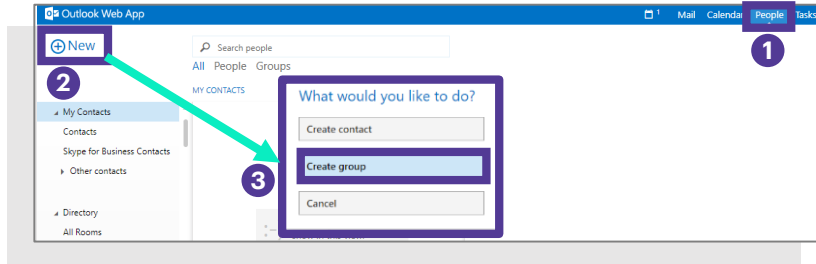
This can be valuable when communicating with a service or health care provider for the first time, making sure that the resident information will remain confidential.

If you would like to point out to the person you're emailing that a particular message is confidential or important, then you can do this by:

1. Select the **three dots** located on the top of your new email
2. Click on **'set permissions'**
3. Choose from the options given to you. 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 then select **'set importance'** and choose from the list displayed

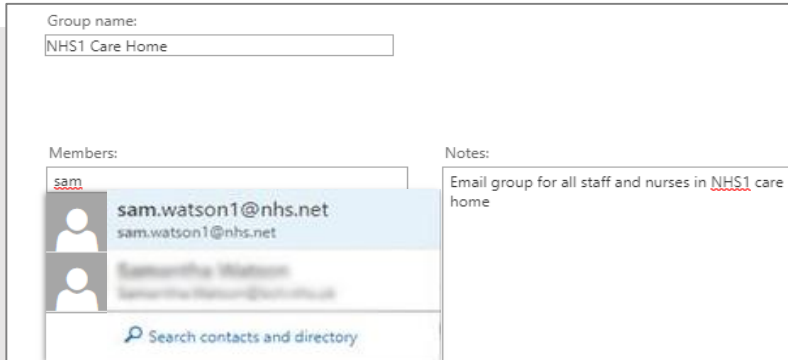


12. Creating a group email list



If there's a group of people you often email together, you can create a group.

1. When using your NHSmail account on the web, select **'People'** from the top right of the page, near to your name
2. Select **'New'** from the top left side of the next 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)



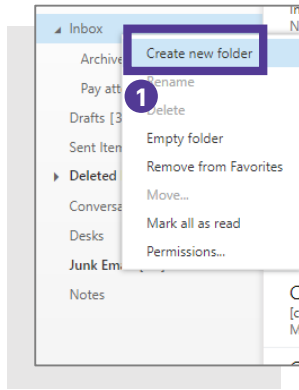
TOP TIP

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

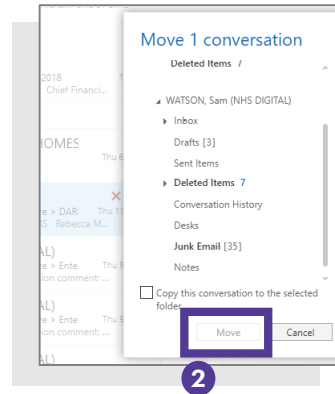
As new members of staff join the team, or existing members leave, the email group can be quickly updated.



13. 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

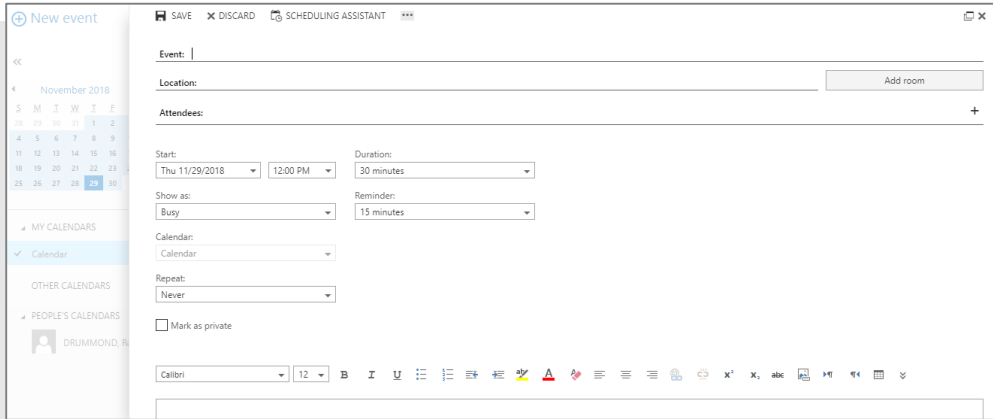
This is useful to organise and separate emails from different groups of care professionals.

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 reminders & appointments



The screenshot shows the 'New event' form in a calendar application. The form includes the following fields and options:

- Event:** A text input field for the event title.
- Location:** A text input field with an 'Add room' button.
- Attendees:** A text input field with a plus sign to add attendees.
- Start:** A date and time selector set to 'Thu 11/29/2018' and '12:00 PM'.
- Duration:** A dropdown menu set to '30 minutes'.
- Show as:** A dropdown menu set to 'Busy'.
- Reminder:** A dropdown menu set to '15 minutes'.
- Calendar:** A dropdown menu set to 'Calendar'.
- Repeat:** A dropdown menu set to 'Never'.
- Mark as private:** An unchecked checkbox.
- Rich text editor:** A toolbar with various formatting options like bold, italic, underline, and color.

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.

If you'd like to send an invitation to somebody you work with that will appear in their calendar, you will need to:

1. Select the **Calendar Icon** on the top right of your email page
2. Select **'New Event'** and fill in with relevant details
3. Select **'Repeat'** to set reoccurrences of this meeting/appointment
4. Save using the **'save'** icon on the top left of the page
5. If you have added **'Attendees'** this event will now be visible in their calendar



