

NHS Shared Mailbox

Quick Reference Guide



Background information

Access to the NHS shared mailbox is crucial for the effective delivery of pharmacy services and for ensuring prompt responses to messages from NHS Greater Manchester, General Practice, and other healthcare professionals.

The Community Pharmacy Terms of Service requires at least two staff members to have live email addresses linked to the NHSmail shared mailbox, although we recommend ensuring adequate staff coverage with access to the shared mailbox during all opening hours.

Regularly checking the shared mailbox throughout the day is equally important to ensure timely action on any urgent communications or tasks.

This guide covers common issues and provides step-by-step instructions. Additional resources are available via CPPE's website and the NHS GM Community Pharmacy Handbook.



Requesting a shared mailbox (new pharmacy or change of ownership)

- Register for a NHSmail premises-specific email address and link at least two staff personal NHSmail accounts to it using this portal:
<https://portal.nhs.net/pharmacyregistration#/>



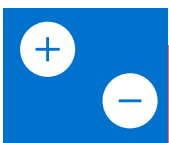
Requesting a new NHS Email address (Less than 10 Accounts)

- To request an NHS email for a team member:
 1. The mailbox owner should email helpdesk@nhs.net from the shared mailbox
 2. Include the following details:
 - Team member's name
 - Alternate email address
 - Mobile phone number (the password will be sent via text)



Requesting additional new accounts (More than 10 Accounts)

- 1. Email gmhscp.gmtop@nhs.net from the shared mailbox
- 2. Provide:
 - The reason why you need more than 10 accounts
 - Team member's name, alternate email, and mobile number
- 3. If approved, the NHS GM team will notify the national helpdesk to create and link the account. The password will then be sent via text



Adding or removing a person from the shared mailbox

Important: Remember to remove staff immediately when they leave to safeguard sensitive data.

Steps

- 1. The Shared Mailbox owner / admin should go to <https://portal.nhs.net> and log in with their personal NHS email.
- 2. Navigate to **Profile > Shared Mailboxes**
- 3. Enter the shared mailbox address and press Enter
- 4. To **Add a staff member**:
 - Click 'Add' and search for the person's existing NHS email
 - Press 'Update' to save changes
- 5. To **Remove a staff member**:
 - Click the 'X' next to their name
 - Press 'Update' to confirm changes



How can I prevent being blocked out of my NHSmail personal account, and what steps should I take if I am?

To prevent being blocked out of your NHSmail personal account, ensure you access your account regularly (at least every 30 days) to avoid deactivation due to inactivity. You can also enable email forwarding or set up notifications to stay informed about account activity.

If you are logged out:

- 1. Attempt to log in using your usual details
- 2. If your account is locked or deactivated, follow the prompts for account recovery
- 3. Contact the national NHSmail helpdesk if further assistance is required



Troubleshooting common issues

Issue	Resolution
Login issues	Ensure you're using the correct personal NHS email and reset password if needed
Password not received	Verify mobile number and email pharmacyadmin@nhs.net for assistance
Unable to add/remove staff from the shared Mailbox	Confirm you are logged in as the mailbox owner

- **CPE Technical Query Factsheet:** <https://cpe.org.uk/wp-content/uploads/2021/03/Raising-NHSmail-technical-issues-and-escalation-.pdf>



Further contacts, resources and support

- National Helpdesk: helpdesk@nhs.net or call 0333 200 1133
- NHS Greater Manchester: gmhscp.gmtop@nhs.net
- NHS Portal: <https://portal.nhs.net>
- CPE Website: <https://cpe.org.uk/digital-and-technology/nhs-mail/>
- For further assistance: contact enquiries@cpgm.org.uk



DO

✓	Check the NHS shared mailbox regularly throughout the day to ensure prompt action on urgent communications.
✓	Ensure at least two staff members have personal NHSmail accounts linked to the shared mailbox, with adequate coverage during all opening hours.
✓	Check your personal email address regularly – accounts are deactivated after 30 days of inactivity.
✓	Act promptly on important messages and requests from NHS Greater Manchester, NHSE, General Practice, and other healthcare professionals.
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✓	Check the NHS shared mailbox regularly throughout the day to ensure prompt action on urgent communications.

**DO
NOT**

✗	Ignore important requests – deadlines must be met to ensure service delivery.
✗	Share NHSmail logins – each staff member must have their own personal NHSmail account.
✗	Delay removing staff from the shared mailbox after they leave.
✗	Request more than 10 accounts without approval – use the correct NHS GM process for bulk account creation.
✗	Assume someone else has checked the mailbox – make it a shared team responsibility.
✗	Leave unresolved login issues – reset passwords or contact support if needed.