NHSmail Shared Mailbox

The what, how and why

Contents

What is the shared mailbox?

A shared mailbox is a type of mailbox that can be accessed by more than one member of staff from the same organisation.

The shared mailbox may be used for several reasons (e.g. the nursing team may access the shared mailbox for incoming referrals so anyone on duty can read or action the email).

The activity of a shared mailbox is tracked and kept for audit and security purposes; therefore, it is a secure way for multiple people to use one email account. If a personal account is set up and login details shared with a number of people, there is no way of tracking who has sent a particular email.

If you are the owner of a shared mailbox, you can add and remove members and owners to the mailbox.
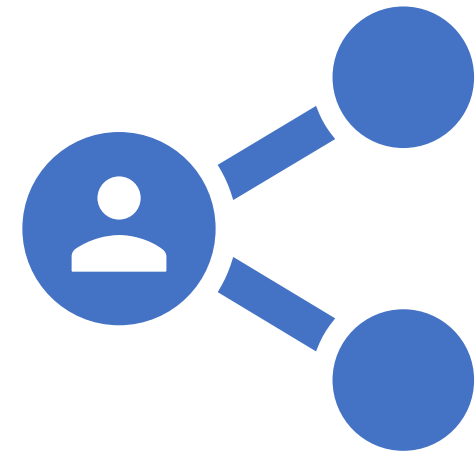
What is my shared mailbox email?

Each organisations' shared mailbox is unique to the organisation.
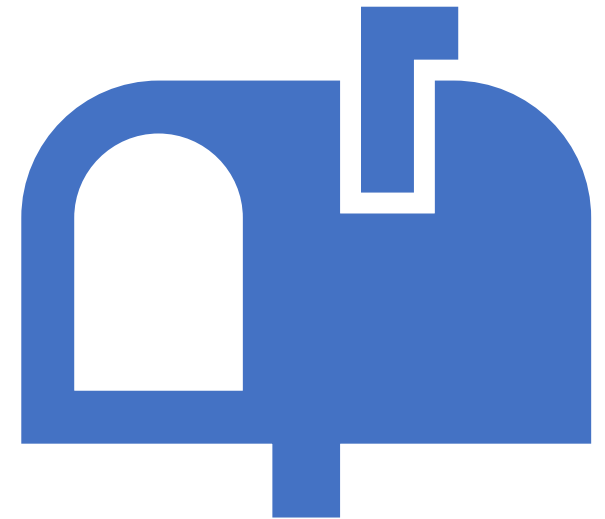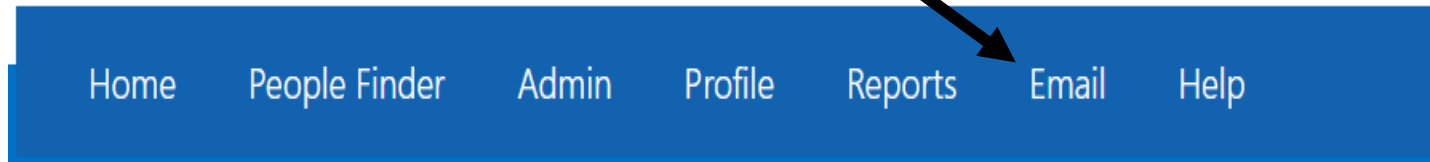
Your shared mailbox email is:

Care.*odscode*@nhs.net

To find your ODS code, search for your organisation on the portal

How do I access my shared mailbox?

To access your shared mailbox, you need to open
https://www.nhs.net/ and log in to your NHSmail account.

Click on 'Email' found on the top blue bar

Home   People Finder   Admin   Profile   Reports   Email   Help
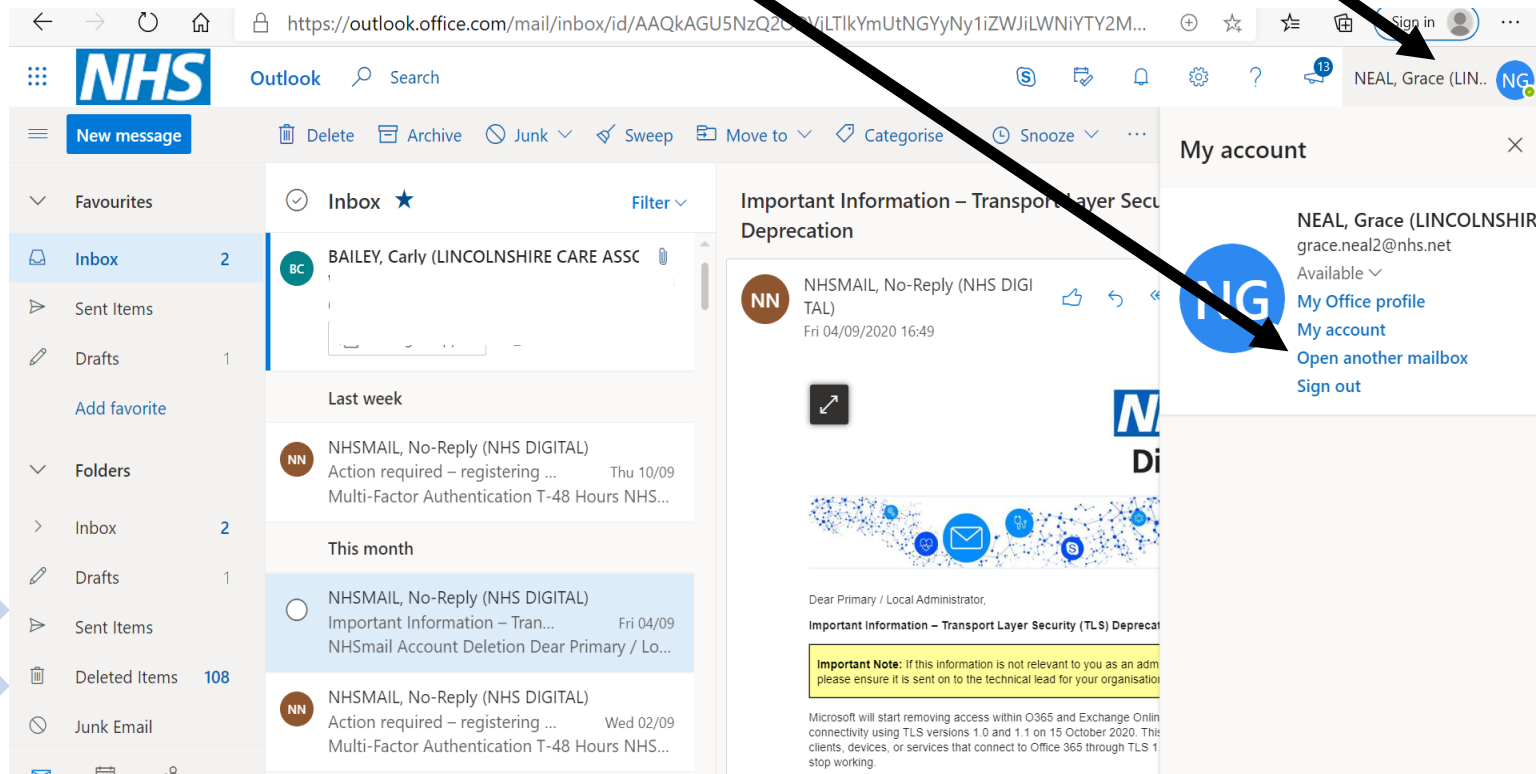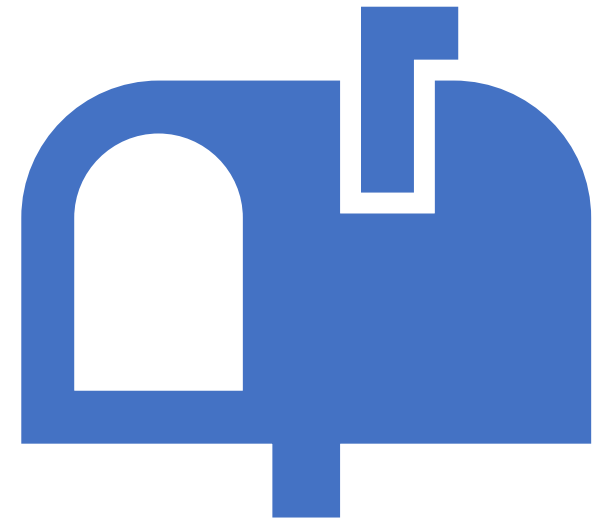
How do I access my shared mailbox?

Once you have opened your emails, click your name (in the top right-hand corner) and there will then be a drop-down menu.

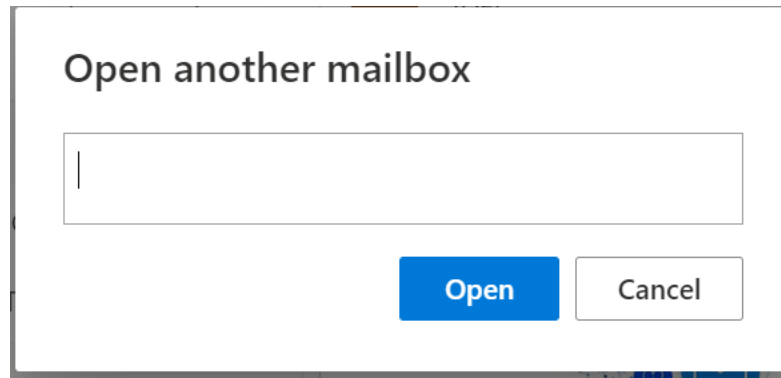From this menu, click on 'open another mailbox'
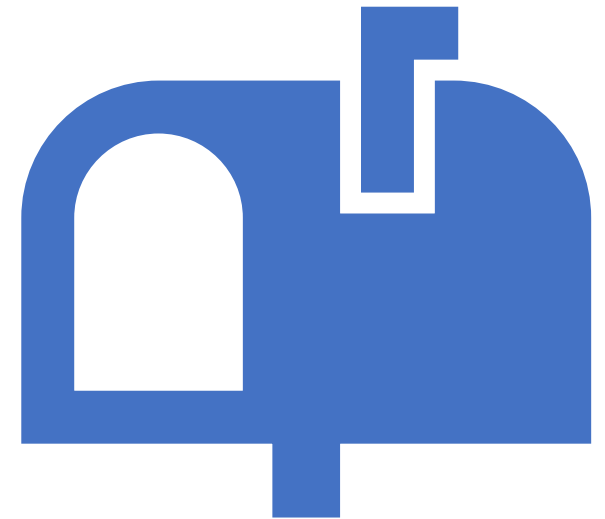
How do I access my shared mailbox?

In this box you need to type in your shared mailbox address (Care.*odscode*@nhs.net) and click 'open'

You then have access to your shared mailbox. You can add this page to your favourites by clicking this star in the address bar.

Who has access to the shared mailbox?

This will depend on who set up your NHSmail accounts. In most cases, the manager of the organisation will have the 'owner' status and the other members of staff would be 'members'.

However, if somebody in your organisation does not have access to the shared mailbox, but wants to access it, they can be added as members.

If you are unsure who has access to the shared mailbox, please either contact your provider's head office or LinCA Digital Support (Varsha or Ruth).

How do I add another user to my shared mailbox?

First of all, the user needs to have an NHSmail account in use and that they can access.

If they need an account; send an email **from your shared mailbox** to careadmin@nhs.net highlighting the name of the individual, email address and mobile phone number (both of these can be personal).

Once the individual has an account you can add them as a user by following the instructions in this video:

[Digital Social Care Website](#)

Any Questions?

If you need any further assistance please contact LinCA Digital:

Varsha Modhwadia, Digital Project Manager – v.modhwadia@nhs.net