

## NHSmail

## NHS Lanarkshire Clinical Mailbox User Guide

For use in Community Pharmacies



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## INTRODUCTION

Welcome to your NHSMail Clinical Mailbox User Guide.

Before proceeding, we would ask that you take a few moments to read over the following important information regarding IT Security and Patient Identifiable Information (PID) when using NHS Mail. As NHS staff know, security and confidentiality is of the utmost importance when handling sensitive information.

Using NHSMail to email other NHSMail and certain local and central government users<sup>\*</sup> (refer to the list of secure email domains as below) means messages won't be intercepted and patient details remain secure. NHSMail is the only approved NHS email service that should be used for the exchange of sensitive and patient data. Local NHS email services should not be regarded as secure for example- j.bloggs@lanarkshire.scot.nhs.uk.

#### \*Using NHSmail to email central and local government

Email sent to the communities below will be securely routed by NHSmail over the Government Secure Intranet (GSi) if they are sent to the specified formally accredited secure email services. Content does not need to be encrypted.

Secure email domains in Central Government:

- \*.gsi.gov.uk
- \*.gse.gov.uk
- \*.gsx.gov.uk

The Police National Network/Criminal Justice Services secure email domains:

- \*.police.uk
- \*.pnn.police.uk
- \*.scn.gov.uk
- \*.cjsm.net

Secure email domains in Local Government/Social Services: \*.gcsx.

All users of NHS Lanarkshire computers have a responsibility to ensure they use e-mail in a safe and secure manner. Follow the tips below to keep your e-mail content secure from unauthorised access:

- ✓ E-mails sent from NHSMail are encrypted
- ✓ You should NEVER send patient information to a personal mailbox for example, a hotmail, yahoo or Google account.
- ✓ Always consider whether you need to send to all message recipients.
- ✓ **NEVER** send e-mail containing illegal, derogatory, offensive or libellous content
- ✓ If you are unsure of the Recommended Clinical Mailbox Process or any Data Protection issues, please contact your IT Facilitator who can advise you – details as below
- ✓ Your IT Facilitator is \_\_\_\_\_Tel No:\_\_\_\_\_Tel No:\_\_\_\_\_

Other contact info: NHSMail Helpdesk 0333 200 1133 or email: helpdesk@nhs.net

## ACCESSING YOUR NHS CLINICAL MAILBOX ON N3 SITE

Accessing NHSmail:-

- 1. On the desktop Double Click Internet Explorer Icon
- 2. Click on NHSmail from the desktop or enter the address <u>www.nhs.net</u> in the address bar of your browser.
- 3. Enter your Username
- 4. Enter your Password
- 5. Click on the 'Log in' button

Log in		
Username:	alison.dentist	
Password:	*******	
	Reset forgotten password Log in	
Tick this box if yo	u require high contrast settings or have a slow	

You are now in your NHSmail account.

In NHSLanarkshire Dental, Pharmacy & GP Clinical Mailboxes are set up as follows:

#### Community Pharmacy Sites

(eg: Lan-UHB.Clinical-LawHousePharmacyCarluke@nhs.net)

To open the Clinical Mailbox you require or other Generic accounts from your NHSmail personal account, click on your name at the top right hand side of the screen.

This shows the <b>Open Other Mailbo</b>	🗴 window. 🔪	
	Open Other Mailbox	×
Reply to All 🛛 🙈 Forward	Select mailbox:	
	lan-UHB.Clinical	Open
ClinicalDentalLawHouseCarlukeL0000D (NHS Lanarksh	ire) [Lan-UHB.ClinicalDentalLawHouseCarl	ukeL0000D@nhs.net
ClinicalGPLawHouseSurgery60000 (NHS Lanarkshire) [	Lan-UHB.ClinicalGPLawHouseSurgery6000	10@nhs.net]

To select your mailbox type the name of your mailbox in the box that opens.

Select the 'Open' link that appears.

You are now taken to the **Inbox** of your Clinical Mailbox. You will see the Mailbox name appearing on the top right hand corner of the window.

		🗓 Find Someone	📔 Options   ClinicalDentalLawHouseCarlukeL0000D (NH5 Lanarkshire) 🕶
x (O Items)			Ø Help
New - 🛛 - 🗎 🕈 🛛 🖓	•	🕰 Reply 🛛 🖓 Reply to All 🛛 🚔 Forward	
rch Inbox	لا ج		
nge by: Date 🔹	Newest on top 📼		
There are no items to show in th	is view.		
n n	: (0 Rems) tew - III - P X Q th Inbox ge by: Date - I There are no Rems to show in th	: (0 Rems) tew   Image: Image	Image: Contract of the second seco

CLINICAL Mailbox User Guide V8 For CP

#### **COMPOSING AN EMAIL**

Click on **New** on the standard toolbar. This will open up a new window. In the **To** field, click in here and open up the Address Book window. .

https://web.nhs.net - Untitled Message - Microsoft Internet Explorer	
🖅 Send 🛃 🕘 💷 🎭 🥊 🌡 🔯 🥙 🗸 😫 Options HTML 💌	0
😰 то	
10 Cc	
Subject:	
Tahoma 🔹 10 💌 B I U 🗄 註 譯 譯 🕸 - 🔺 - 👘	

The Default Global Address List is highlighted. In the search field, type in the Mailbox format **Lan-UHB.Clinical** as shown below and press the Return key. This will bring back the Mailboxes within Lanarkshire with that naming format. Remember your can now narrow down the search by adding Dental, Pharmacy or GP after the word Clinical.

Select the mailbox as required by double clicking on the appropriate address from the list.

Address Book			5		🕖 Help
🛄 Default Global Address List	Lan-UHB.Clinical	×	ClinicalDental	LawHouseCarl	ukeL0000D (NHS Lanar
🔯 All Rooms	Arrange by: Name 👻	A on top 🛛 🔺	Contact	Alias	Lan-UHB.ClinicalDentalLawHouseCa
Show other address lists ♥	ClinicalDentalLawHouseCarlukeL0000D (NHS Lanar	kshire)		E-mail	Lan-UHB.ClinicalDentalLawHouseC
	Lan-UHB, ClinicalDentalLawHouseCarlukeL0000D	@nhs.net	Information	Company	NHC Lapartiching
Contacts	ClinicalGPLawHouseSurgery60000 (NHS Lanarkshir	e)	Information	Company	NHO Laharishire
Show:	Lan-UHB.ClinicalGPLawHouseSurgery60000@nh:	s.net	Organization 🛛		
	ClinicalPharmacyLawHouseCarluke3000 (NHS Lana	rkshire)			
	Lan-UHB.ClinicalPharmacyLawHouseCarluke3000	@nhs.net	Availability	Thu 25/06/2009	Show only working hours
© Distribution Lists				Thursday 25/06/200 00:00 01:00 02:0	<b>19</b> 00 03:00 04:00 05:00 06:00 0
Create New Folder					
	Items 1 to 3				
Message recipients:					
To -> ClinicalDentalLawHo	useCarlukeL0000D (NHS Lanarkshire)				•
Cc ->					
Bcc ->					
·					
					OK Cancel

The selected Clinical Mailbox will appear in the To; Field as below. Click OK.

Complete your email as required.

#### IMPORTANT INFORMATION

#### When writing your email, please remember to include the following:

• In the Subject field enter '**Confidential**' as the first part of the subject heading and then enter a title of what the email is about, for example Orthodontic Referral.

Below is an example of what information may form the content of your message.

	Autosignature	
🖃 Send 🚦	a 🕕 🛍 🎭 📍 🌲 🍣 🗸 🗟 Options HTML 💌	6
🛐 То	ClinicalDentalLawHouseCarlukeL0000D (NHS Lanarkshire)	
😰 Cc		
Subject:	Confidential -Orthodontic Referral	
Tahoma	✓ 10 ✓ B I U 注 Ξ 章 章 擎 - A - ×	

We would like to refer Ms J Bloggs for a referral for some treatment.

Name of patient: J Bloggs Address: O Main Street, Anytown DOB: 1/1/1980 Dr Name: Dr J White

Referral History :- put in here some brief history of treatment to the patient

Other relevant information: information that may be useful here could be medication the patient is taking/CHI No.

Thank You

Law House Dental Practice Airdrie Road Carluke Tel: 01698 000000





- Save your message to draft by clicking on the Save button. The message will be saved in the Drafts Folder in order you can send it at a later time.
- You can add file attachments like letters and photographs to your email by clicking on the attachments button (looks like a paperclip). If you are unsure on how to send attachments, refer to Page 8.
- Click on the **Spelling** button to check your mail before sending.
- By clicking on the **Options** button, you can set the importance of your message to High, Medium or Low and the Sensitivity to Confidential. You can also request **delivery and read receipts** automatically be sent back to you by ticking the boxes as shown below. Click OK.
- Alternatively, mark the mail as urgent if required by clicking on the red exclamation mark on the toolbar,

*	
🕾 📍 🎚 🏂 💝 🕶 🗟 🛪 🗈 Options HTML	*
<u>wHouseCarlukeL0000D (NHS Lanarkshire)</u>	
Message Options	×
Current Message Settings	
Importance High 💌	
Sensitivity Confidentia	
Show Bcc	
Tracking Options	-
Request a delivery receipt for this message	
Request a read receipt for this message	
More Message Options	
E Click Options on the main screen for Message options.	
OK Cla	ose

#### ADDING AN ATTACHMENT TO YOUR EMAIL

🗿 Attach Files Web Page Dialog	×
Include Attachments	
To include an attachment, click Browse, and then select the file. A the file, click Attach. The file will be uploaded to your message.	After you have selected
	Browse
	Attach Cancel
https://web.nhs.net/owa/Lan-UHB.ClinicalDen 🌍 Internet	

Click on the paperclip icon on the toolbar as seen on the previous page. The following window will appear. Click on the **Browse** button to open up the pathway from your computer to your email.



Look in your folders and select the file you wish to attach.

Click on the **Open** button



The following screen will appear with the pathway of the document appearing.

Click on **Attach** button. Your file will then be attached to your email as shown below. Send your email as normal.

🖃 Send 🔓	🖥 🕕 💷 象 🕴 👃 📚 💝 🗸 🔀 🛪 🗈 Options
😰 То	ClinicalGPLawHouseSurgery60000 (NH5 Lanarkshire)
🔯 Cc	
Subject:	Enquiry
Attach	POLICY 1 Dentists & Orthod~1.doc (470 KB) [Open as Web Page]
Tahoma	✓ 10 ✓ B Z U 注 註 譯 譯 唑 < A ·

## LOGGING INTO NHS MAIL VIA THE INTERNET

Remember you can also check, send and receive all your email communications when you are not at work, for example at home. There is just an extra layer of security to go through when logging in from home or outwith N3. Follow these steps:-

- Double Click the Internet Explorer Icon
- > Enter the address https://www.nhs.net in the address bar of your browser.
- > You will be taken to the Home Page as shown below
- Enter your Username (without the @nhs.net)
- Enter your Password
- Click on the 'Log in' button

This service is for authorised users only. considered for appropriate legal action.	Anyone attempting unauthorised access will be	^
Log in		
Username: Password:	alison.dentist	
○ This is a public or shared computer	Log in	
This is a private computer Warning: By selecting this option you acknow your organisation's security policy.	Nedge that the computer complies with	
Tick this box if you require high cont connection	rast settings or have a slow internet	
		~

#### **IMPORTANT NOTE**

If you require to open attachments tick the box when you log in that this is a **private computer** which will enable you to open up, view and save attachments.

Remember, you are responsible for the security and safety of all attachments that you download outwith the NHS network. Download of PID attachments outwith the NHS network is not permitted for example, in libraries or cyber cafes, under any circumstances.



# ACCESSING THE GENERIC MAILBOX FOLDER USING ALTERNATIVE BROWERS

NHSMail works best using Internet Explorer 6 and above. Using other browsers like Chrome, Safari or Firefox will enable you to *view only* the Generic Mailbox emails.

- 1. Click on the **Folder** on the blue bar at the top of the home page.
- 2. On the left hand side of the window, click on Generic Mailboxes.
- 3. Click on the plus sign My Generic Mailboxes to view Folders and Inbox.
- 4. To view the emails, click on the link in the subject line -see 2 screenshots below.
- 5. Remember to delete old emails to keep the Mailbox within the quotas allowed.
- 6. To delete, select the email by ticking the box to the left of the email.
- 7. The Action Menu becomes available. Press Delete from this Menu.

Generic Mailboxes	Folder View	😢 He
My Generic Mailboxes	Folder - Actions Folder Items Subject	Date
Drafts	FW: Stop Smoking Service communication December 2013	18/12/2013 16:51
Junk E-Mail	FW: Onboard November 2013 - Issue 30	18/12/2013 16:50
- Outbox	FW: Orthodontic Retention Survey	18/12/2013 16:50
- Carl Sent Items	FW: Letter to all GDPs (cc dental practices)	18/12/2013 09:47
	NHSmail newsletter November 2013	23/11/2013 07:39
	Re: Delivery of	12/11/2013 13:13
	There's still time to complete the NHSmail user survey	23/10/2013 08:02
	NHSmail user survey 2013	08/10/2013 06:43
	NHSmail newsletter September 2013	17/09/2013 07:33
	test email	29/10/2012 17:25
	NHSmail newsletter September 2012	27/09/2012 02:02
	NHSmail newsletter July 2012	10/07/2012 07:31
	Confidential -Orthodontic Referral	25/06/2009 16:42
	No subject	23/06/2009 16:19
	NHSmail newsletter - June 2009	18/06/2009 22:58
y Folders		
ther Users' Folders	0 mail item(s) selected	Page 1 of 1 00 14 4 1 1
anaric Mailboyas		



#### ADDING TO CONTACTS FROM AN EMAIL

By saving e-mail addresses to your Contacts list, you don't need to remember the long e-mail addresses of other Practices or colleagues.

۲ 📑 🕹	Reply Reply to All Referral		Right click on the name of the email sender. This can be done in the open email or in the Reading Pane View
Newest on top 🔍 👻	Dentist Alison (NHS Lanarkshire)	•	A contact window will open with
	Dentist Alison (NHS Lanarkshire)		name already entered.
15:28 🕅	Office: Not Available		
[	Phone: 01698 377 854	•	Select Add to Contacts and complete any further details if
	Sea Add to Contacts		required.
	Properties	•	Click on Save and Close.

If you have no correspondence to or from the address you want to add to your Contacts, you can manually select the Contacts tab on the left hand side of the screen.

Click on the New Contact button and complete the details for your new contact as required. Select the Save & Close button.

🚽 Save and Close 🛛 皆 🛛 🗙	• •
umpito: Profile   Contact   Ad	ddresses Details
Profile	
First name	
Middle name	
Last name	
File as	Last, First 💌
Job title	
Office	
Department	

#### ADDING/REMOVING STAFF TO YOUR CLINICAL MAILBOX

All users of the Clinical Mailbox will initially be set up with an owner. The owner of the Mailbox is then able to add and delete other staff (set up as other owners or members) to have access to the Clinical Mailbox. This is good practice as you may be on holiday and wish others to check and action incoming emails to your pharmacy when you are away.. They require to have a registered NHS Mail account in their own name.

To add a colleague as a member of your Clinical Mailbox, click on the Tools icon at the top of your screen on the blue menu bar.



Click on the Search button and select My Generic Mailboxes from the options shown

Search My Generic Mailboxes		🔞 н
Search - New - Quick Sea	rch 👻 Print 💌	
Account		Hide Filters 🛠
Department		
Distribution List	Clinical	
Generic Mailbox	Evact match on all fields	
Leaver		
My Distribution Lists	►	
My Generic Mailboxes	20	
	Search	Reset

In the Name field: Type **Clinical** In the Description field: leave blank Remove the tick in "Exact match on all fields"

Click on the **Search** button. This will return a list of your Generic Mailboxes – some of you may be owners of more than one Mailbox. Click on the link on the name and this will open up the details of your Mailbox as shown below

It Generic Mailbox  * General Details  * Owne  * Organisation:	r(s) Members	V	To add staff as Members, click on the Members tab. Click on the <b>Add</b> button shown.
<ul> <li>Name:</li> <li>Email address:</li> <li>Description:</li> <li>Class of service:</li> </ul>	CinicalDentalLawHouseCarluleLC Lan-LHB ClinicalDentalLawHouse Dummy Cinical Malbox do not us Silver	coop Carluket] >	A new window will appear so that you can search for the account of who you wish to add.
Search Account Search Accounts First name: Last name: Organisation:	alson dertist	Save Cancel	Type in their first name and last name in the fields provided then click on the <b>Search</b> button.
Full Name     Dentist, Alison	Email alison.dentist@nhs.net	Organisation NHS LANARKSHIRE Page 1 of 1 Go	This will return a list of the user accounts based on your Search. Put a tick in the box remembering your staff should be listed under NHS Lanarkshire. Click <b>OK</b> .

To remove staff from the Clinical Mailbox, tick their name on the Members tab and click on the **Remove** button. It is **your responsibility** to add and remove staff as required, especially if they leave your Practice. If you are in any doubt or require clarification on what to do, contact your IT Facilitator.



#### SEARCHING FOR ANOTHER CLINICAL MAILBOX

Click on the Tools icon on



the blue bar at the top of your screen

Click on the Search button and select Generic Mailbox from the options

			In the Country field: leave in Scotland
User Tools	Search Directory - Generic Mailbo	(	
Search Directory	Search • Print • Actions		In the Name field: Enter
Browse Directory	Basic Search		"Clinical"
Change Password			In the Description field
Change Questions	Country:	Scotland	Leave blank
Personal Details	Name:	Clinical	
Configure Microsoft Outlook	Description:		In the Organisation field:
Configure microsoft Osciolo	Organisation:	NHs Lanarkshire	type NHS Lanarkshire
		Exact match on all fields	<b>Demove the tick in "Exect</b>
	Results on page:	20	match on all fields"
		Search Advanc	ed

Click on the Search button

This will return a list of the current Clinical Mailboxes in Lanarkshire and their email addresses.

User Tools	Search Directory - Generic Mailbox		6
Search Directory	Search - Print - Actions		
Browse Directory	Basic Search		Show Filters
Change Password			
Change Questions	Name Organisa	ation Description	Email
Personal Details	ACPCumbernauld-ClinicalAVDL NHS LAN	IARKSHIRE	Lan-UHB.ACPCumbernauld-ClinicalAVDL
Configure Microsoft Outlook	ACPEastKilbride-ClinicalAVDL NHS LAN	JARKSHIRE	Lan-UHB.ACPEastKilbride-ClinicalAVDL@
Configure Microsoft Oddook	ACPErrorPath-ClinicalAVDL NHS LAN	IARKSHIRE	Lan-UHB.ACPErrorPath-ClinicalAVDL@n
	ACPHamilton-ClinicalAVDL NHS LAN	IARKSHIRE	Lan-UHB.ACPHamilton-ClinicalAVDL@nh
	ACPMotherwell-ClinicalAVDL NHS LAN	JARKSHIRE	Lan-UHB.ACPMotherwell-ClinicalAVDL@
	ACPWishaw-ClinicalAVDL NHS LAN	IARKSHIRE	Lan-UHB.ACPWishaw-ClinicalAVDL@nh:
	ClinicalChildprotection NHS LAN	JARKSHIRE Child Protection	Lan-UHB.ClinicalChildprotection@nhs.n
	ClinicalDentalLaw0000 NHS LAN	JARKSHIRE Dummy clinical DO NOT	USE Lan-UHB.ClinicalDentalLaw0000@nhs.n
	ClinicalDentalLawHouseCarlukeL0000D NHS LAN	JARKSHIRE Dummy Clinical Mailbox	do not Lan-UHB.ClinicalDentalLawHouseCarluk
	ClinicalGPLawHouseSurgery60000 NHS LAN	JARKSHIRE Dummy Clinical Mailbox	do not Lan-UHB. ClinicalGPLawHouseSurgery6C
	ClinicalLawHouseDentalCarlukeL00000E NHS LAN	JARKSHIRE Test Clinical Mailbox DC	NOT USLan-UHB. ClinicalLawHouseDentalCarluk
	ClinicalLawHousePharmacyCarluke3000 NHS LAN	IARKSHIRE Test Pharmacy DO NOT	USE Lan-UHB.ClinicalLawHousePharmacyCai
	ClinicalPharmacyLawHouseCarluke3000 NHS LAN	JARKSHIRE Dummy Clinical Mailbox	Do Not Lan-UHB. ClinicalPharmacyLawHouseCar
	ClinicalPharmacyLawTest0000 NHS LAN	JARKSHIRE Clinical Dummy Box do r	not use Lan-UHB.ClinicalPharmacyLawTest0000
	ClinicalSPARRA-MH NHS LAN	JARKSHIRE Clinical Mailbox for SPA	RRA dat Lan-UHB. ClinicalSPARRA-MH@nhs.net 👘 🐺
			Page 1 of 1 Go 1 4 4 4 4

**Note** If you enter "Clinical" in the <u>Description field</u>, you will not find **ALL** of the Clinical Mailboxes as the names may not have been entered in this field when they were originally created. See above example.

## SEARCHING FOR YOUR LOA (LOCAL ADMINISTRATOR)

Click on the **Tools icon** on

입 ti

the blue bar at the top of your screen

Click on the **Search Directory** on the left hand side of the window.

User Tools	Search Directory - Pers	Person						Select Search		
Search Directory	Search - Print -	Actions								Person from the
Browse Directory	Department								Show F	I cison nom uic
Change Password	Distribution List								options shown.	
Characterizations	Generic Mailbox		-		-					•
Change Questions	Organisation		hirst name	-	In.	Organisation	Department	Phone	Email address	
Personal Details	Person		Alison		AD	NH5 LANARKSHIRE		01698 377 854	alison.dentist@nhs.net	
Configure Microsoft Outlook	Practice									
	Site									

Type in the First Name and Last Names as required. Make sure the organisation is **NHS** Lanarkshire. Click on Search button. This will return a list of entries.

Click on the link of the person's name and it will open up their entry. There are 3 tabs.

Click on the **Administrators** tab. In here you will find a list of all the staff in the Organisation who can unlock or reset your password in NHS Mail.

Last name	First name	Email address	Telphone Number	Organisation	Department	
DUEEN	Andy	andy duffy@nbs.n	01608245191		oldo alth /IMT	

Remember when you change your password after it has been reset, it must be between 8-12 characters with at least one capital and one number (for example - Thursday3)

## HANDY HELP GUIDE

Please read this in conjunction with the NHS Mail Guidance & Sign Off Document with this Training Guide.

Issue	Procedure
Who will be responsible for logging into the Clinical Mailbox?	Staff identified as the Mailbox Users in your Practice
Who will be responsible for the overall Management and Administration of the Clinical Mailbox?	Possible Mailbox Owners:- ➤ Pharmacy Manager ➤ Pharmacist
How many times each day should access to the Clinical Mailbox take place to distribute, read and print any mail?	<ul> <li>The Recommendation is:-</li> <li>➢ First thing in the morning</li> <li>➢ Mid Business Day</li> <li>➢ Prior to close of business</li> </ul>