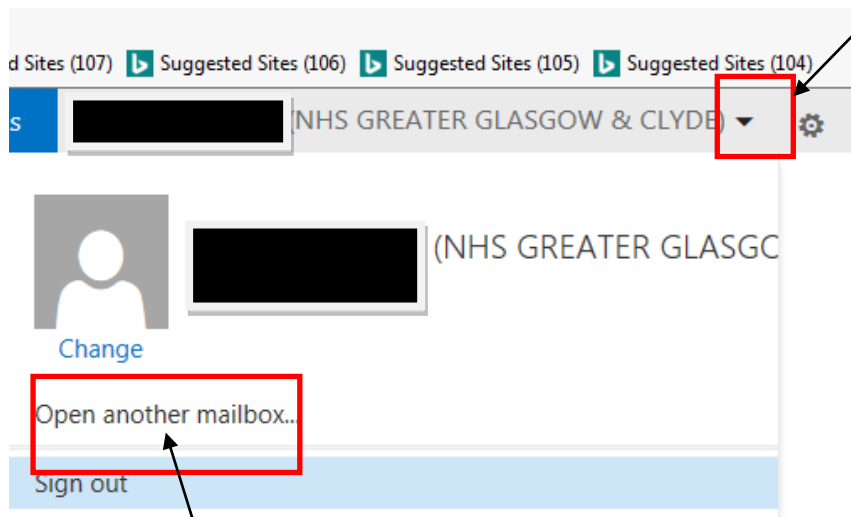


## Community Pharmacies: Accessing Generic/Clinical Mailboxes in NHS Mail2

If your account has been migrated to NHS Mail2 and you need to access the generic mailbox or the clinical mailbox:

Log into your account, note that your inbox opens in a separate tab, then click the drop down arrow next to your name (blacked out below) at the top right hand corner



Click the option to Open another mailbox.....

Type in the full address of the mail box the first time you access it after migration as shown below, but type [gg-uhb.cpXXXXXXX@nhs.net](mailto:gg-uhb.cpXXXXXXX@nhs.net):

A screenshot of a dialog box titled 'Open another mailbox'. It features a text input field containing the email address 'gg-uhb.gp12345clinical@nhs.net'. Below the input field are two buttons: 'Open' and 'Cancel'.

Click the Open button.

The next time you open it you only need to type in CP and it will remember what you accessed previously.

At least 2 members of staff should have access to the inboxes; these **must** be accessible at all times.

For further support community pharmacy staff can call 0345 612 5000