



NHS MAIL SUPPORT REQUEST A NEW NHSmail ACCOUNT

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To request a new NHS Mail account, please send an email from your organisation's **shared mailbox** to **helpdesk@nhs.net** with the following user details:

1. Full name
2. UK registered mobile number
3. Alternate email address
4. Access required: User access/Owner access to the shared mailbox?

To access a shared mailbox, please follow these steps:

1. Log in to your personal NHS Mail account via <https://outlook.office.com>
2. Click on your profile name at the top right corner
3. Select "**Open another mailbox**"
4. Enter the name of the shared mailbox and click **Open**

Locum Pharmacists and NHSmail Accounts

Locum pharmacists **cannot self-register** for an NHSmail account. They must be **sponsored by an organisation** already registered on NHSmail.

Locums must:

- Be linked to a pharmacy's **shared NHSmail mailbox**
- Have their NHSmail account requested **by that pharmacy**
- Provide their full name, UK mobile number, and alternate email
- Accept the account details sent directly by NHSmail

Locums without a base branch

Locums who do not have a regular workplace must obtain sponsorship from **any pharmacy willing to act as their sponsor**. This involves:

- The pharmacy sending the NHSmail request from its shared mailbox
- The locum being added to that shared mailbox
- The locum using that account for clinical services, including RAVS

This remains the official NHSmail process.

Does RAVS change the locum NHSmail requirement?

No. RAVS requires **every vaccinator** to have their own NHSmail login, but it does **not** remove the sponsorship requirement.

Meaning:

Locums **still need a sponsor pharmacy** to obtain an NHSmail account.

There is **no published amendment** to allow locums to self-register or obtain an NHSmail account without sponsorship.

For detailed guidance, please refer to the following official NHS support links:

- [Shared Mailbox Guide](#)
- [Opening Shared Mailboxes](#)
- [Managing Shared Mailboxes](#)

Once the required user details have been submitted from an authorised shared mailbox, NHS Mail will:

- Assign the request to the resolver team
- Create the new NHS Mail account
- Add the user to the shared mailbox
- Communicate the login details directly to the user

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Please review NHS Mail's policies on data retention and information management here:

<https://support.nhs.net/knowledge-base/nhsmail-data-retention-and-information-management-policy/>

If your organisation no longer has access to the shared mailbox, contact the **National Administration Service** by:

- **Calling 0333 200 1133** from a site-registered phone number, **OR**
- **Emailing from the DSPT-registered email address**

You will be asked to verify your identity. Please provide:

- A statement that no one currently has access to the shared mailbox
- The **new owner's full name**, **UK mobile number** (starting with '07'), and **alternate email address**
- If the new owner already has an NHS Mail account, include this information

Additional users can also be added at this time, or later by the new mailbox owner.

For more help, visit [Unable to Access a Shared Mailbox – FAQs](#)