

# NHSMAIL: USE IT OR LOSE IT

## DON'T LET CARE PROVIDERS LOSE THEIR SECURE NAS NHSMAIL INDIVIDUAL ACCOUNTS

NHS Digital will be de-activating all care providers' inactive individual email accounts that have not been accessed within the last 180 days. These are due to be deleted in mid-November 2020.

### ALL CARE PROVIDERS NEED TO DO TO RETAIN THEIR ACCOUNTS IS ONE OF THE FOLLOWING:

- Sign in
- Send an email
- Update their profile
- Update their password

### WHAT ARE THE BENEFITS OF USING NHSMAIL?

- Secure and encrypted, meeting legal requirements for transferring confidential data
- Socially distant transfer of information between health and care organisations
- Multiple users can access important information via a shared mailbox, which is especially important in this current climate
- Recognised as secure by other health and care organisations
- Access to the People Finder and NHSmail central directory
- Clear audit trail
- Reduction in administrative tasks
- Access to Microsoft Teams

### WHAT ARE THE RISKS OF PROVIDERS LOSING NHSMAIL?

- Would need to use a 3rd party encryption software
- Unable to transfer confidential information securely
- Unable to access other NHSE/I digital solutions i.e. proxy ordering
- Avoid a data breach which could impact their organisation
- Would need to re-apply for a new NHSmail account

Should providers require any advice or further support, they can contact the DSPT North Team at: [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net) or call Liz – 07710 152746, Amrit – 07713 795753, Tom – 07730 380416

