NHSmail application process for nationally commissioned/independent organisation providing or supporting publicly funded health and social care in England

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Version 6.0

Contents

1 Introduction

This document contains information on how to apply for NHSmail services as an independent health care provider organisation providing NHS services nationally and what the requirements are.

Before proceeding, ensure you have read and understood the NHSmail Access Policy.

2 Applying for NHSmail accounts

Step one - Application completion

Complete the application contained in section four, providing details of:

- Your Organisation Data Services (ODS) code. If you do not know what this is, please use the search function on the ODS portal or contact the ODS team at exeter.helpdesk@nhs.net.

- Justification of your business need for NHSmail, including the nature of your work and the relationship you have with NHS organisations

- Length of time NHSmail accounts are required for (access for independent health care providers is reviewed periodically to assess whether you are still eligible for NHSmail)

- Number of accounts required (independent providers are limited to 50 accounts)

- Details of how the accounts will be managed locally to support the service, as all independent providers are required to nominate a primary local administrator (for further details of these responsibilities, please see the NHSmail Administrator Guide

- Nominate your Primary Local Administrator (PLA)

- Confirm your Data Security and Protection Toolkit (DSPT) compliance is up to date

- Sign this application to confirm acceptance of the Acceptable Use Policy for Independent Providers (AUP)

Before submitting your application to feedback@nhs.net please ensure this is signed by the Chief Executive or a Board member of the applying organisation, otherwise the NHSmail team will be unable to process your application.

Step two - Evaluation of the application

The NHSmail team will evaluate your application.

The NHSmail team reserves the right to reject an application with no further right to appeal if your application does not meet the specification of a national independent health care provider. All organisations applying for accounts accept the service's right to refuse an application.

If your organisation has been commissioned locally and the commissioning organisation have stipulated the need for NHSmail, they should provide you with sponsor email accounts for the duration of your contract with them.

Applications will be dealt with on a first come, first served basis. All submissions will be acknowledged via email, and we anticipate that the review and approval process will take no longer than four weeks.Step three - Approval

We will contact you to let you know whether the application has been approved or declined.

If approved, your organisation details will be entered onto the NHS Directory as listed on the NHSmail portal.

As part of initial setup, a single individual user account will be created by the NHSmail team (as advised by the organisation) and this account will be registered as the organisation's Primary Local Administrator (PLA) who will take local operational responsibility for the use of all allocated NHSmail accounts.

The PLA is responsible for ensuring that the NHSmail accounts allocated to the organisation are managed properly and in accordance with the Administrator Guide.

The NHSmail service provides online advice and guidance for management of accounts on the NHSmail support site. Expectations for management of allocated accounts is outlined in the NHSmail Acceptable Use Policy for Independent Providers in England.

Upon permissions being granted, it is recommended that the assigned PLA create two secondary Local Administrators (LA) to support the PLA role to avoid risk of delays to service.

Organisation users can be registered and allocated accounts via the NHSmail portal administration tools. Full instructions of carrying out the NHSmail Administrator role, can be found in the Administrator Guide.

3 Further help

If you require any further help regarding the use of NHSmail please email helpdesk@nhs.net or visit the NHSmail support pages.

4 Application for NHSmail

Contact name	
Contact email address	
Contact telephone number	
Organisation Name	
ODS Code (If you do not know your ODS code please check the ODS portal or email exeter.helpdesk@nhs.net (England)	
Organisation type (as registered with ODS)	
Organisation Address (This will be published in the NHSmail Portal)	
Organisation Postcode	
Organisation Telephone Number	
Details of commissioning orgs*	[This should be commissioning at a national level or significant number of trusts for example, not individual trusts] ***If your organisation has been commissioned locally and the commissioning organisation have stipulated the need for NHSmail, they should provide you with sponsor email accounts for the duration of your contract with them.**
Justification of why NHSmail accounts are required for your organisation. Confirmation of what the requested NHSmail accounts will be used for. Please provide as much detail as possible so that your application can be considered fairly.	[Provide details of what type of information will be exchanged and why this needs to be provided securely] [Please provide further details of commissioning organisations and the healthcare service you will be providing]
Expected frequency of use of NHSmail accounts	[Number of messages sent per day / week]
Number of NHSmail accounts requested (a maximum of 50 is permitted)	
Provide details of how the accounts will be managed locally	[How the accounts are to be monitored, administered and validated. Include description of processes for authenticating users to unlock accounts, resetting passwords, closing accounts for 'leavers' etc]

Short organisation name (this can be chosen by the organisation with guidance from the NHSmail team)	The following criteria should be applied to new short organisation name: • Alpha numeric with a maximum of 15 characters • All lowercase letters with no space in between • Permitted characters A to Z, 0 to 9. • Should be based on the first character of each word of the organisation's name. • The derived / chosen name must be relevant and appropriate. • Email sub-domains will appear in lowercase.
	Short organisation name chosen:
Nominated Primary Local Administrator details - name and nhs.net email address (if applicable) or local organisation email address	
Organisation **MUST** be compliant with the Data Security and Protection Toolkit (DSPT). Confirmation is required that the organisation has published an assessment to at least 'Standards Met' and will remain compliant to the DSPT standards during their presence on NHSmail	Yes/ No (delete as appropriate)
Confirmation that your staff have been made familiar with the guidance below and that your organisation has completed any checks recommended in the guidance documents. 1. Cyber Security Guide https://digital.nhs.uk/cyber-and-data-security/guidance-and-assurance/guidance-on-protecting-against-cyber-attacks - please ensure staff are familiar with how to identify and report suspicious looking emails 2. Please also use the guidance in the following link for up to date security information - https://www.ncsc.gov.uk/	Yes/ No (delete as appropriate)
NHSmail Acceptable Use Policy for Independent Providers in England has been accepted by Chief Executive or Board member	Yes/ No (delete as appropriate) and signed declaration at base of form

In the event of misuse or breach of the above agreement, the NHSmail service reserves the right to withdraw access to NHSmail services without notice. The NHSmail service also reserves the right to give notice of the intention to withdraw an email account should operational requirements dictate.

I [Chief Executive / Board member] from [organisation] confirm:

- the information declared above is correct
- I have read, understood and agree to the Acceptable Use Policy
- I understand that the NHSmail service reserves the right to reject my application with no further right to appeal if my application does not meet the specification of a national independent health care provider.

Signature:

[Chief Executive / Board member]   Date [.................................]

[Name in block letters]

[Organisation Name]

Please return the above information to feedback@nhs.net

Kind regards

NHSmail team