

Update to Procedure for Optometry NHS Mail Applications

Enabling contractors to have access to a shared, nhs.net email address or Egress ensures all communications can be sent and received via a secure N3 connection, this is essential for compliance with GDPR where communications include patient identifiable information.

As GOS contractors are now able to directly refer patients to secondary care, having a store nhs.net email address to facilitate this, enables all members of the team to access emails. This access will ensure emails received can be followed up or queries responded to in a timely manner by anyone with a linked nhs.net personal email address.

There are two processes, depending on whether the contractor has 10 practices or less, outlined below:

1. GOS contractors with 10 or more practices

- Contractors to complete the form at the link below, NHSBSA will then create an Egress account on receipt of the completed MS Form:

[NHS mail address/Egress request form \(Page 1 of 6\) \(office.com\)](#)

2. GOS contractors with less than 10 practices

- Contractors should contact NHSBSA on pao-support@nhsbsa.nhs.uk, to request an authentication code. Once they have the code, they will be directed by NHSBSA to complete this form <https://portal.nhs.net/Registration#/optometry>

Please note, if contractors complete the form without first contacting NHSBSA for the authentication code the application will **not** be processed.

Notifying commissioner of new shared nhsmail addresses

Where shared nhsmail email addresses have been set up – contractors should advise the SW CCHub via england.optometrysouthwest@nhs.net, so that we can update our records/distribution lists.

Additional linked personal nhs.net accounts

The process for any contractors already set up with a shared mailbox in the format optometry.ODScore@nhs.net requiring additional linked personal nhs.net email accounts is as follows.

An email should be sent from the practice shared mailbox, to helpdesk@nhs.net requesting new users be set up providing the following information for the person requiring the new account:

- Full name
- Personal email address
- Mobile phone number
- Whether they will be an owner or just a member of the shared mailbox

For guidance on how to access a shared mailbox in order to send the information please email england.optometrysouthwest@nhs.net to request the 'Accessing a shared mailbox' guidance.

If you do not have a shared mailbox please follow the guidance above.

Other store mailboxes (not true shared mailbox)

NHS Mail Multi Factor Authentication (MFA)

New NHS mail accounts, created via the process outlined above for National Administration Service (NAS) managed organisations, will start to have MFA applied by default w/c 29 July 2024.

Due to a desire to accelerate the cybersecurity posture and align the platforms processes as a whole, the rollout of MFA to all existing NAS user accounts will now mirror the timelines for remaining non-NAS accounts.

The following timelines and processes have been confirmed by the NAS team:

For all existing NHSmail accounts, on 19 August 2024:

- users will receive a pop-up notification asking them to register an MFA authentication method when they log in to their account. This prompt can be snoozed for a period of 14 days
- By 2 September 2024, if the user has not registered an MFA authentication method, access to NHSmail will change.

How will access change?

NHSmail accounts will be moved to a specific group policy that will require a stronger password policy approach additional restrictions with stringent security measures applied, these being:

- Enhanced password policy including having to reset the password on 2 September requiring a minimum of 20 characters
- Not having persistent browsing sessions
- Restrictions on sign in frequency
- Password expiring every 90 days

Impacted users will be contacted directly by the NAS team.

Below is a link to MFA FAQs, if you have any specific queries please email helpdesk@nhs.net

[MFA User Frequently Asked Questions \(FAQs\) – NHSmail Support](#)