

## Regional engagement with care providers

Local areas will engage with care providers directly as they see fit, via phone and email, to establish which providers would like to set up NHSmail.

## Incomplete word documents will be emailed back to the care provider.

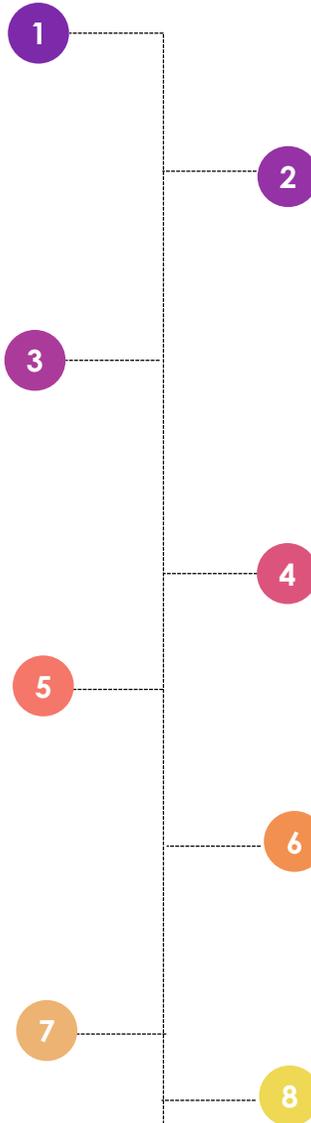
If errors are made with user details then this will be detected automatically and sent back to be corrected.

## Validation role to cross-check the spreadsheet

2-3 hours should be set aside each afternoon (dependent on volume coming in!) to validate the spreadsheet. NHS Digital have provided a validation checklist to assist this process.

## Care providers will receive log in details to successfully processed accounts by the following morning.

New user email addresses and the shared mailbox address will be emailed to the mailbox owner. Passwords will be sent to the mobiles of the users the following morning (not through the night!)



## Care provider details collected by regional teams, and emailed to [care.registration@nhs.net](mailto:care.registration@nhs.net)

Through local engagement, care providers will complete a provided word document detailing:

- Site name
- Town
- ODS Code
- 2x user details (incl. Mobile & email)

All of these forms will be sent to the central mailbox to be collated.

## Completed word documents will be compiled by [care.registration@nhs.net](mailto:care.registration@nhs.net), and emailed as a spreadsheet once daily to [nhsdigital.care.validation@nhs.net](mailto:nhsdigital.care.validation@nhs.net)

Each day, at 12pm, the spreadsheet will be cut and sent to the validation mailbox to be manually cross checked.

## Validator will email the spreadsheet to the NAS team to be processed overnight.

Once daily, by 3:30pm, the spreadsheet will be emailed to the care administration team, tagged so it is automatically spotted, for the accounts to be processed and created overnight.

## Reports will be shared daily with the validation mailbox, detailing:

- New account creations
- Unsuccessful account creations