

NHSmal access for commercial third party organisations

Overview

NHSmal is a secure national email and directory service for NHS staff in England and Scotland. It is provided free of charge and has been developed specifically to meet BMA requirements for exchanging clinical data between NHSmal users. It can be accessed via N3 (secure NHS connection) or the internet.

For further information about the NHSmal service see www.connectingforhealth.nhs.uk/nhsmal

In order to make use of the NHSmal service an organisation must have an entry in the NHSmal Directory and those members of staff that need NHSmal accounts must be listed in the Directory as members of that organisation. Once listed, staff can self-register for the mail service, via www.nhs.net

Actions to be undertaken by Third Party

NHSmal may be used by third party organisations to securely exchange email with NHS organisations.

Please note that the service provided to third party Organisations will have a number of restrictions in place i.e. 3rd parties will only be able to email other NHSmal users.

The following is an outline of the steps a third party organisation needs to take to obtain access to the NHSmal service.

- contact the NHSmal team at nhsmal.thirdpartyaccess@nhs.net indicating that your organisation has a business requirement to use NHSmal
- secure a connection to the NHS National Network (N3)

Note

If you already have an N3 connection please ensure that you have clearance from the CfH IG SoC Team as per current CfH policy. Please deal directly with them at igsoc@nhs.net or 0113 397 3646.

- obtain an organisation code from the Organisation Data Service (ODS). This is required to connect to N3 and is covered in the connection process - see Appendix A
- complete the Acceptable User Policy (AUP) [Acceptable User Policy](#) and return signed document to:

NHSmal Team
NHS Connecting for Health
Vantage
40 Aire Street Leeds.
LS1 4HT

- complete the organisation details form, see Appendix B and return it to nhsmal.thirdpartyaccess@nhs.net. Please ensure that the subject includes your organisation name.

- following N3 connection, you will need to ensure that local firewall configurations are applied to enable communications with the NHSmail and Directory Service. To request this change please email nhsmail.thirdpartyaccess@nhs.net requesting a Third Party Filter Request Form.

Actions by NHS Connecting for Health

- On receipt of a signed AUP and organisation details and Third party filter form your organisation will be entered on the Directory and a member of the NHSmail team will be delegated as the Primary Local Organisation Administrator (PLOA)
- An individual user directory entry will be created by the NHSmail team (as advised by the organisation) which can then be registered against, for the provision of an NHSmail account
- Organisation nominates PLOA - usually the name given above
- Each organisation must have a PLOA (one per organisation)
- PLOA can then create secondary LOAs (many per organisation) we recommend at least 2 secondary LOAs
- LOAs can then create people entries for new users to register against. Please refer to NHSmail Administrators Guide which can be downloaded on www.nhs.net under the 'help' tab when logged into the NHSmail service
- Users self register via the www.nhs.net site

NB Although the service can be accessed via any internet connection all new registrations must be done via the N3 network, configured for NHSmail access. This can be easily checked by going to www.nhs.net if you see the blue login screen then N3 is configured correctly.

Obtaining an N3 connection/organisation code

N3 is the name for the National Network, which replaces the private NHS communications network NHSnet. N3 provides fast, networking services to the NHS offering reliability and value-for-money.

NHS Connecting for Health's Statement of Compliance (SoC) details the obligations that all organisations need to agree to before receiving access to the N3 network and/or NHS Connecting for Health Digital Services.

Please use the following link for further information regarding Statement of Compliance.
[Information Governance Statement of Compliance](#)

To obtain a connection to N3 please contact the N3SP Helpdesk on 0800 085 0503, select option 3, explain that you would like to complete the "Expression of Interest" form
<http://www.n3crm.nhs.uk/n3register/n3eoisubmitfrm.asp>

An N3 Process Document for 3rd Parties will give you full details on the steps you need to take, please request this from the N3SP.

Organisation Codes

Part of the connection process to N3 is the requirement to obtain a unique organisation code.

The Organisation Data Service (ODS) coding structure provides a clear picture of the NHS organisational hierarchy, and the links between the various organisations at different levels.

If you already have an N3 connection but do not know your NACS code please email
exeter.helpdesk@nhs.net

Without an organisation code your organisation cannot be entered onto the directory.

Organisation details

Please complete the following form and send it to nhsmail.thirdpartyaccess@nhs.net and ensure that the email subject line includes 'your organisation name'

*Organisation Code	
*Organisation Name	
*Address	
*Post Code	
Short org name (this can be chosen by the organisation with guidance from NHSmail team)	
Organisation Telephone Number	
Organisation Fax Number	
Web Address	
Email address for organisation	
*Nominated Primary LOA	
*BT Sin number+	

*mandatory field

+allocated when an organisation receives an N3 connection