**How to add NHSmail accounts to the shared mailbox via the helpdesk**

You can choose to email the helpdesk or to call the helpdesk directly. If you are an owner of your locations shared mailbox, please use the ‘How to add NHSmail accounts to the shared mailbox if you are an owner of the shared mailbox’ guide.

1. You will need the name’s and NHSmail email addresses of the staff you wish to add or remove to the shared mailbox.
2. You will need to have access to your locations shared mailbox.
3. Please populate below template and sent to [careadmin@nhs.net](mailto:careadmin@nhs.net) from your locations NHS shared mailbox.

**Adding:**

*“Dear NHS helpdesk,*

*Can you please add the following NHSmail accounts to ADDYOURODSCODEHERE@nhs.net shared mailbox.*

*Full name:*

*NHSmail Email:*

*Owner of the shared mailbox: Yes/No*

*Many thanks*

*Your name”*

**Removing:**

*“Dear NHS helpdesk,*

*Can you please remove and mark as leavers the following NHSmail accounts to ADDYOURODSCODEHERE@nhs.net shared mailbox.*

*Full name:*

*NHS Email address*

*Owner of the shared mailbox: Yes/No*

*If they are the only owner, you will need to state who will be the new owner.*

*Many thanks*

*Your name”*

1. You should be issued with a ticket number once you send the email. You should receive a ticket response once completed.