

electronic Repeat Dispensing

Accessing NHS Number data

Within 48 hours of requesting the eRD Patient List information, 2 separate emails will be delivered to the nhs.net email address used to request the information. Firstly, an email containing the password to access the data and then after a small time delay, an email containing an attachment with the data file. Both Emails should appear within 30 minutes of each other.



The emails will come from 'ISDATAWAREHOUSESYSTEM' with the subject '(Secure) COVID19 - eRD'.

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	@ ISDATAWARE @ ISDATAWARE	. [Secure] CO . [Secure] CO	VID19 - eRD VID19 - eRD				Tue 3 Mon	31/03/202 30/03/20	20 20 KB

In some cases, the emails might go to the 'Junk'/'Spam' email folder. The email must be moved to the Inbox to allow the zip file attachment to be opened. You can do this by:

- Right clicking on the email, select 'Move' and select 'Inbox' or
- Dragging the email into your 'Inbox'

If you do not receive either of the emails, please get in touch with nhsbsa.epsupport@nhs.net and we will look to resolve this.

Open the email and double click on the attachment to open it. When opening the attachment it should present with the following:

Openin	ig Mail Attachment	• ו					
2	You should only open attachments from a trustworthy source.						
	Attachment: ERD_H81089.zip from Inbox - @nhs.net - Microsoft Outlook						
	Would you like to open the file or save	it to your computer?					
	Open Save	Cancel					
	Always ask before opening this typ	e of file					

By using the 'Open' option the zip file should open automatically, however if this does not work you will have to 'Save' the attachment to a local drive and then open the file. Once opened the file explorer will be presented as follows:

Files 🕨	Content	.Outlook 🕨	▶ ERD_H81089 (2).zip ▼ 49 Search	ERD_H81089 (2).zip	
				8	: • 🗊
	<u>^</u>	Name	Туре	Compressed size	Password
		🐴 ERD_H81089.csv	Microsoft Excel Comma S	4 KB	Yes

Double clicking the eRD file results in the Excel file opening. Please note: If the icon isn't for Excel the csv file extension may be associated with a different application. To open in Excel, it may be necessary to copy the file to an alternative local drive, open Excel and go to the File, Open dialog in Excel to open it.

The 'Password needed' dialogue box will then be presented:

Passw	ord needed	×		
9	File 'ERD_H81089' is password protected. Please enter the password in the box	ОК		
	Password:	Skip File Cancel		

Copy and paste the password from the first email you received from us into the dialogue box. Please note: Ensure only the password is copied and pasted, any spaces included will cause the password to fail. To ensure there are no mistakes in copying and pasting your password you can copy the password from the email into Notepad and then copy and paste from there.

On the rare occasion where more than one password is received, the password email with the most recent date stamp should be used.

Once the password is entered, click 'OK' and the file will open.

Some users may be presented with the message below when receiving the data file:

Folder View McAfee E-mail Sc	Inbox - an Adobe PDF		- Microsol	ft Outlook				
Reply Reply Forward More *	Advice Team E-mail Reply & Delete	 A To Manager ✓ Done 分 Create New 		Move Rules	OneNote	Unread/ Read	Categorize	Follow Up *
Respond	Qui	ck Steps	(a.)	Move	11		Tags	
			Sea	arch Inbox (Ctri-	• E)			
① Ø From	Subject				Re	ceived "	0	Size Ca
(a) @ noreply.ISDataWarehouse@	inhsbsa [Secure] COV	ID-19			M	on 30/03/20	20 13:12	32
noreply.ISDataWarehouse@	nhsbsa [Secure] COV	ID-19			M	on 30/03/20	20 13:09	17

[Secure] COVID-19 Initiative - Patients who may be suitable for electronic repeat dispensing

noreply.ISDataWarehouse@nhsbsa.nhs.uk

Sent: Mon 30/03/2020 14:12

MILLER, Ian (NHS BUSINESS SERVICES AUTHORITY)

🖂 Message 🗧 (Secure) COVID-19 Initiative - Patients who may be suitable for electronic repeat dispensing (16 KB)

A password protected attachment has been sent to you. Please note that the message could not be scanned for malware/viruses due to the message being password protected.

For your security it is highly recommended to confirm the sender's email address and details before attempting to open and extract the file contents.

This is an informational warning from the NHSmail Team.

The attached email must be opened in order to see the email that has the zip file.

Please contact us if you have any issues opening the emails. <u>nhsbsa.epssupport@nhs.net</u>

Support