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.
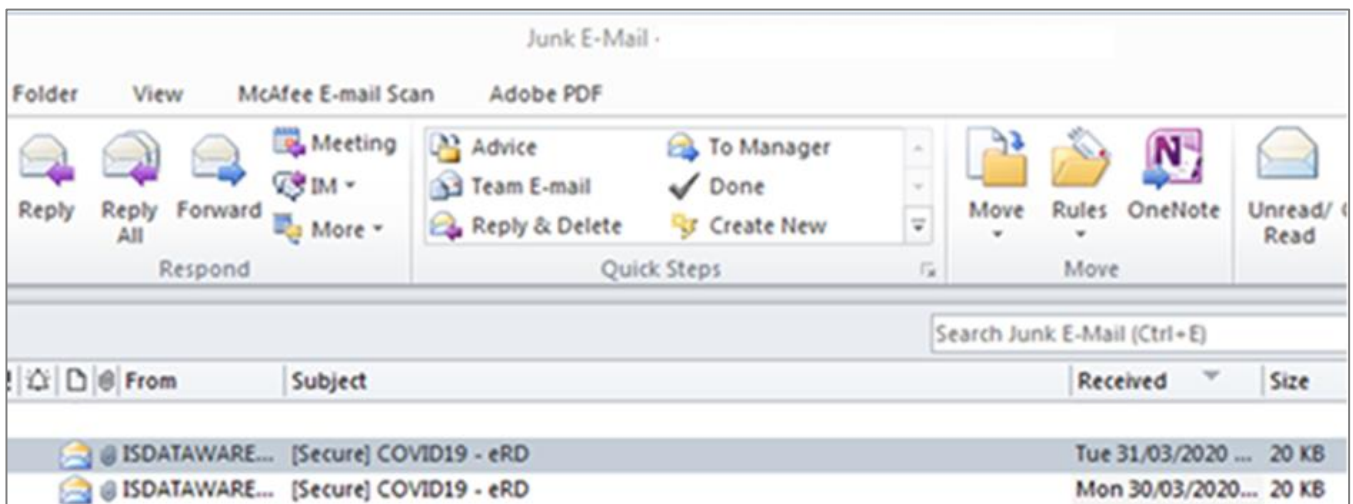

Email 1

Will contain the password you need to access the data

30 mins

Email 2

Will contain an attachment with the data file

The emails will come from 'ISDATAWAREHOUSESYSTEM' with the subject '(Secure) COVID19 - eRD'.
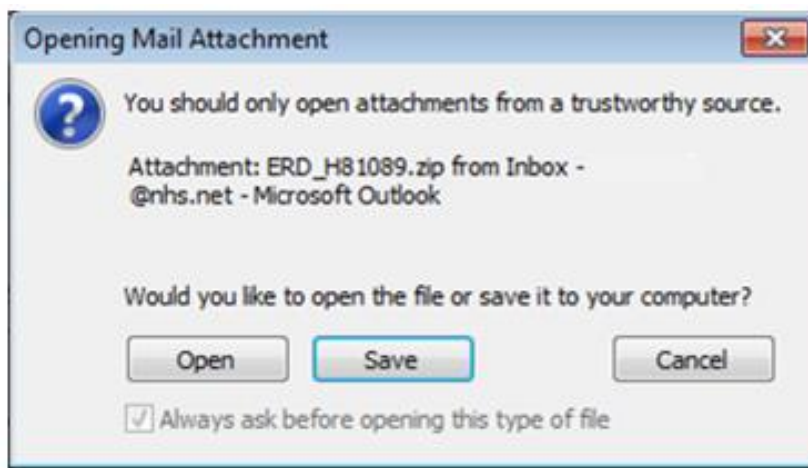
In some cases, the emails might go to the 'Junk'/'Spam' email folder. The email must be moved to the Inbox to allow the zip file attachment to be opened. You can do this by:
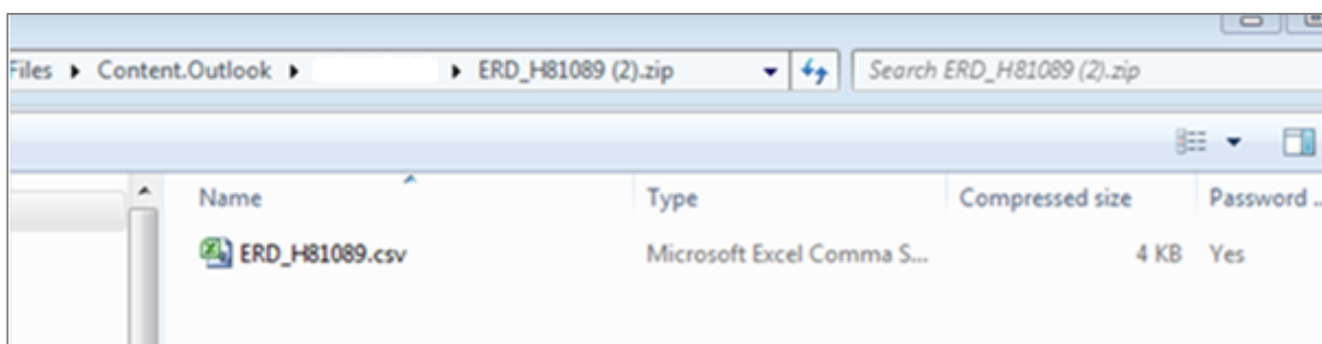- Right clicking on the email, select 'Move' and select 'Inbox' or
- Dragging the email into your 'Inbox'

If you do not receive either of the emails, please get in touch with nhsbsa.epssupport@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:
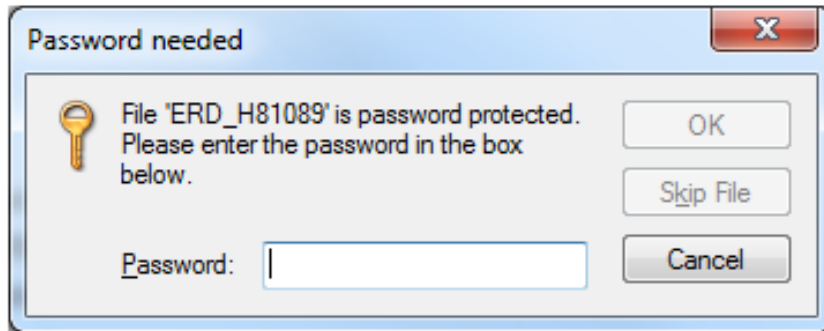

By using the 'Open' option the zip file should open automatically, however if this does not work you will have to 'Save' the attachment to a local drive and then open the file. Once opened the file explorer will be presented as follows:

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.

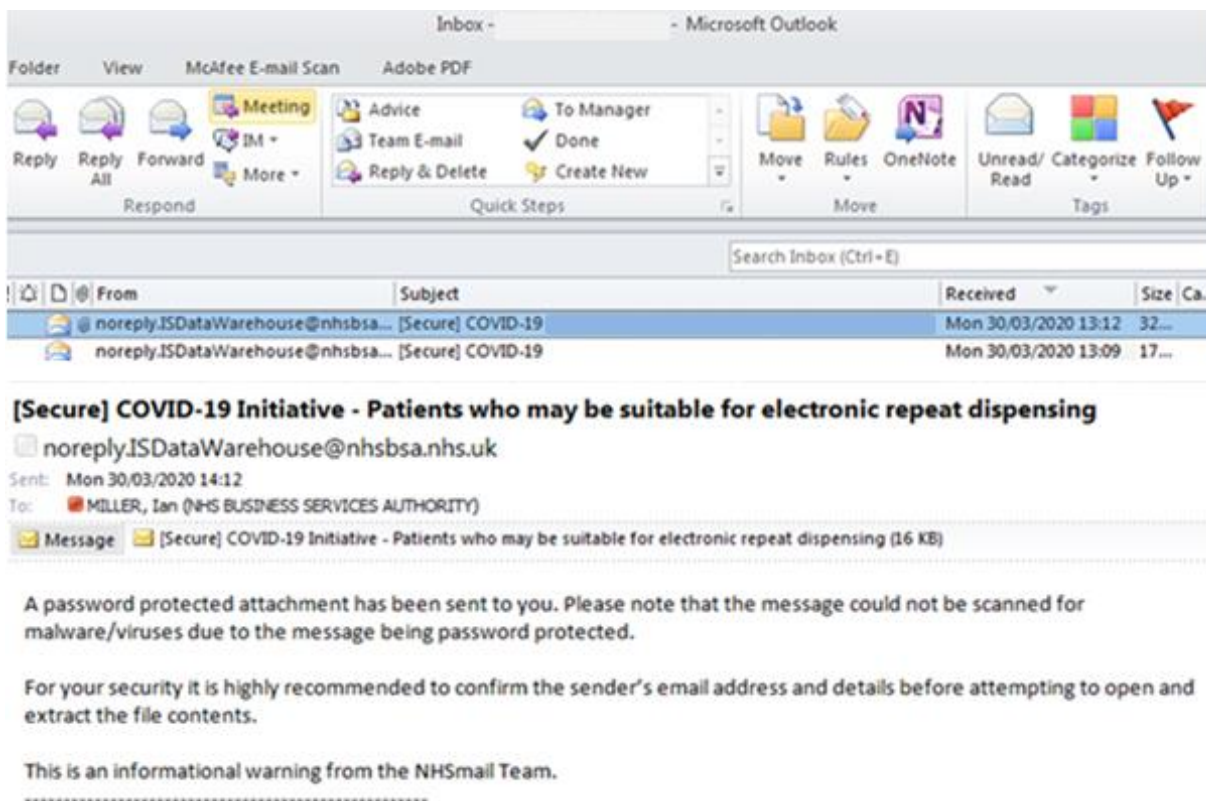The 'Password needed' dialogue box will then be presented:

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:

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