

Transition to NHS.net

Pilot Ways of Working

2026

What Will Happen In The Pilot

Pilot Scope



NHS.net



Your personal emails and calendar in **Outlook** will be migrated over to NHS.net.



NHS.net



Your personal files and folders stored in your **OneDrive** will be migrated over to NHS.net.



Legacy



Your **Teams data will not be migrated** over to NHS.net. You will continue working on Teams with your legacy account. Note: you will be granted access to a beta Teams site only that has already been migrated to NHS.net.



Legacy



Your **SharePoint data will not be migrated** over to NHS.net. You will continue working on sites with your legacy account. Note: you will be granted access to a beta SharePoint site only that has already been migrated to NHS.net.

Working Overnight

As the pilot migration takes place overnight, follow the guidance below to avoid disruption

Accessing Emails:

- Access your emails via the Outlook Web App (Outlook online) using your NHS.net email address:
<https://outlook.office.com/mail/>
- Sign in using your NHS Edge browser profile or Chrome browser if applicable.

Working on Documents (OneDrive):

If you need to work on or edit files stored in OneDrive overnight:

- Download required documents before 5:00pm.
- Work on the offline copy during the evening and overnight if applicable.
- After the switchover completes, re-upload documents to the appropriate NHS.net OneDrive location.

Microsoft Teams & SharePoint:

- Continue using Teams and SharePoint with your legacy accounts as normal.
- These workloads are not being migrated during the pilot, and all existing collaboration should continue with your legacy account.

Recommended Actions Post Switchover

Outlook	Microsoft Teams	OneDrive
1. Your primary mailbox and personal calendar are now available in NHS.net. 2. Shared mailboxes and shared calendars are not migrated during the pilot. • Continue accessing these via Outlook Web App (OWA) using your legacy account. 3. Continue joining existing meetings using your legacy account where required. 4. Meetings created in the legacy account may appear in NHS.net but may not be fully editable. 5. Recreate personal settings in NHS.net Outlook: • Email signatures • Inbox rules (Please review your migrated rules) • Conditional formatting 6. Add your NHS.net account to the Outlook mobile app (alongside your legacy account).	1. Continue using Teams in the legacy environment to collaborate with non-pilot colleagues. 2. Add your legacy account back into the Teams desktop app to: • Join existing meetings • Access non-migrated Teams • Use Teams telephony (if applicable) 3. Add your NHS.net account to the Teams mobile app (alongside your legacy account). 4. When joining meetings, ensure you select the correct account. 5. Schedule new, one-off meetings from NHS.net: • Non-pilot attendees must be invited using their legacy email address.	1. Your personal OneDrive files and folders are migrated to NHS.net. 2. Use NHS.net OneDrive as your primary location for personal files going forward. 3. Re-create any file sharing or collaboration links, as these do not carry over automatically.

Managing Calendars

Personal Calendars

Before the Pilot:

- Do not delete or cancel existing meetings in your legacy calendar.
- Continue attending meetings as normal using your legacy account.

During the Pilot:

- Complete the pilot switchover form to transition your Outlook and OneDrive to NHS.net
- Schedule new and one-off meetings using your NHS.net calendar.
 - Non-pilot attendees will need to be invited with their legacy email address.
- Monitor both calendars (legacy and NHS.net) to avoid missing meetings.
 - It is recommended that you add your legacy account back into Teams during the switchover so that you can manage this.
- Meetings originally created with your legacy account may appear in NHS.net but may not be fully editable:

If you are the organiser -

- You can update meeting settings in your legacy account to allow yourself to bypass the lobby when joining from NHS.net.
- After final switchover, re-create all important and recurring meetings in NHS.net to maintain full control.

If you are an attendee -

- No action is required. Continue joining meetings using your legacy account where applicable.
- Pilot users should inform colleagues they regularly collaborate with that their calendar availability may not appear up to date during the pilot.
- If a non-pilot user needs to schedule a meeting with a pilot user, they can sign into their NHS.net mailbox using Outlook Web App (OWA) to view the pilot user's availability.

Shared Calendars

During the Pilot:

- Shared calendars remain in the local organisation (legacy) tenant during the pilot.
- Do not delete, re-create, or re-invite attendees to shared calendar meetings.
- Continue managing and attending shared calendar meetings using your legacy account.
- Monitor your shared calendars from your legacy account to avoid missing anything.

After Final Switchover:

- Re-create shared calendar meetings in the NHS.net environment, if required.
- Re-share calendar access with relevant colleagues.
- Re-invite attendees to recurring or important shared calendar meetings that were originally created using the legacy account.

Summary



Pilot User

Continue to log in to your workstation with your usual local organisation credentials (i.e. username and password).

@nhs.net



Outlook
Access all personal migrated emails and calendar



OneDrive Files
Access all personal migrated files and folders



Teams / SharePoint
Beta sites will be accessible in NHS.net as part of the testing



Office Apps
Pilot users will log into Office Apps with their NHS.net account



Mobile Devices
Add in NHS.net account into Teams / Outlook Mobile App to test the experience

@org.nhs.uk



Teams
Add legacy Teams account as a second profile to continue collaborating with colleagues, access non-migrated legacy Teams Sites, and Teams Telephony (if applicable)



SharePoint
Access all non-migrated legacy SharePoint sites with organisation account until mass migration



Non-Pilot Users / Shared Mailboxes
To view availability of colleagues or to access shared mailboxes, Pilot users need to sign into their legacy mailbox using Outlook Web App (OWA)



Office Apps
If needed, use office apps on the web or add legacy account back into Office Apps



PowerPlatform / Forms
Continue to use in legacy environment and connecting data sources



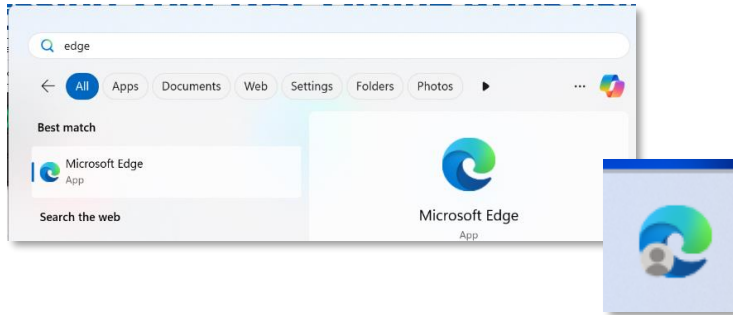
Enterprise Apps
Continue to use your legacy account to access any non-Microsoft applications.



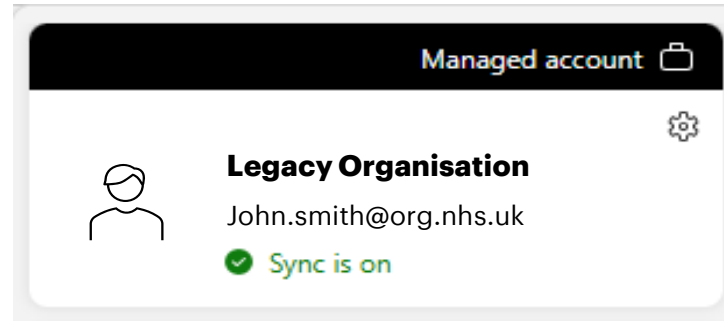
Regularly used websites where you need to log in with credentials tied to your NHS organisation e.g. booking systems

Accessing Online Web Apps (Edge): Legacy Account

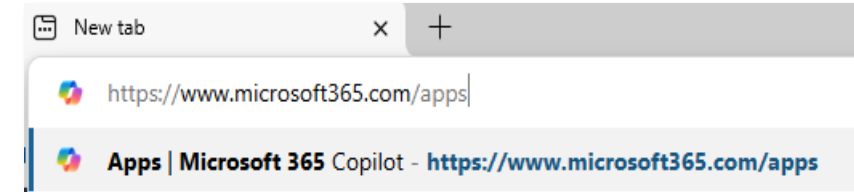
1. Navigate to your Microsoft Edge browser connected to legacy account.



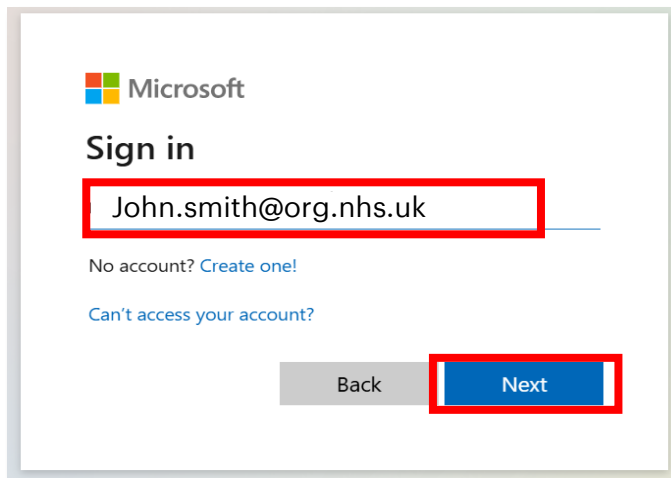
2. Ensure you are in the correct Edge browser profile that is connected to your legacy account.



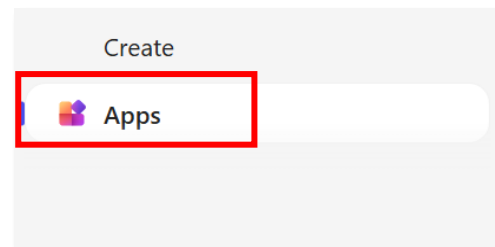
3. In the address bar, copy and paste: **<https://www.microsoft365.com/apps>** and press Enter. You will sign in with your legacy account details.



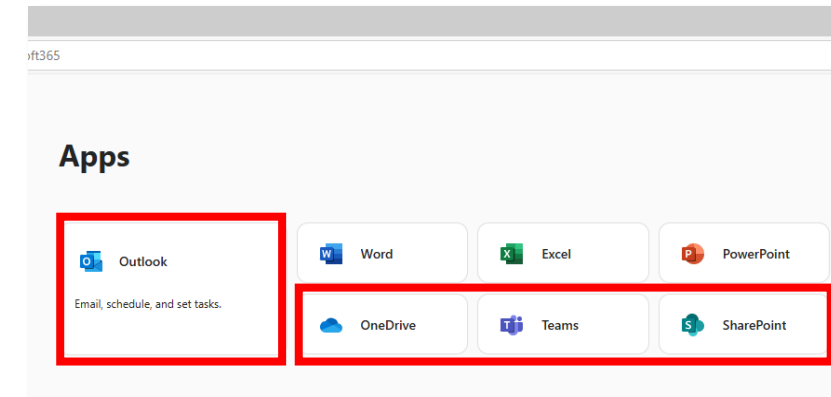
4. On the Microsoft sign in page, enter your legacy email address and click 'Next'. You will then be prompted to enter your password to complete sign in.



5. Once you have signed in, you will be on the Microsoft 365 Apps Portal. On the left side bar there is an 'Apps' section.

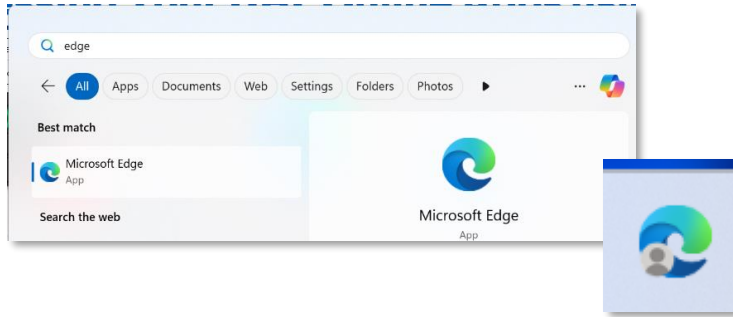


6. Here you can access your online web apps (OWA) for Outlook, OneDrive, Teams, SharePoint and more with your legacy account.

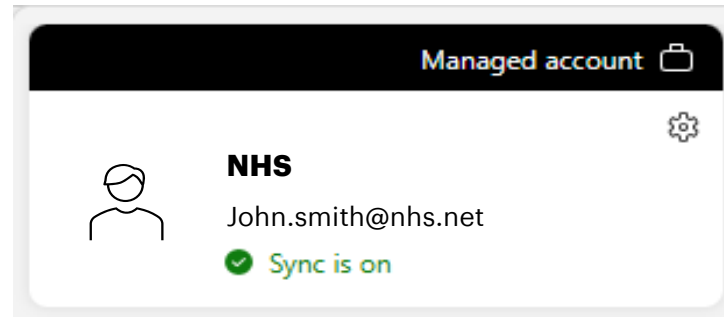


Accessing Online Web Apps (Edge): NHS.net Account

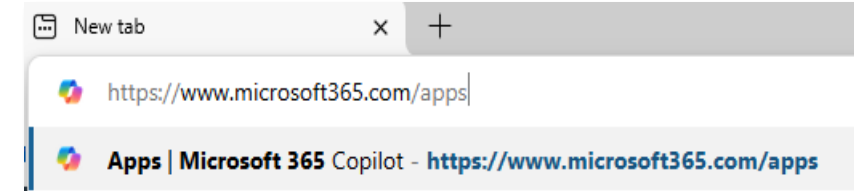
1. Navigate to your Microsoft Edge browser connected to NHS.net account.



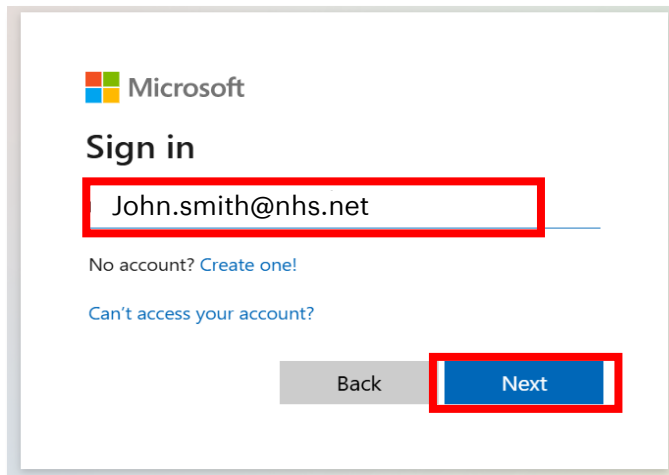
2. Ensure you are in the correct Edge browser profile that is connected to your NHS.net account.



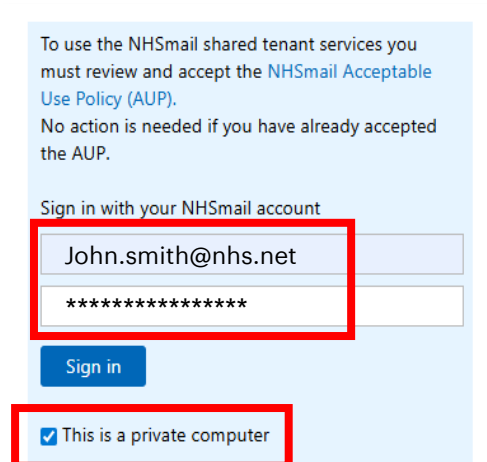
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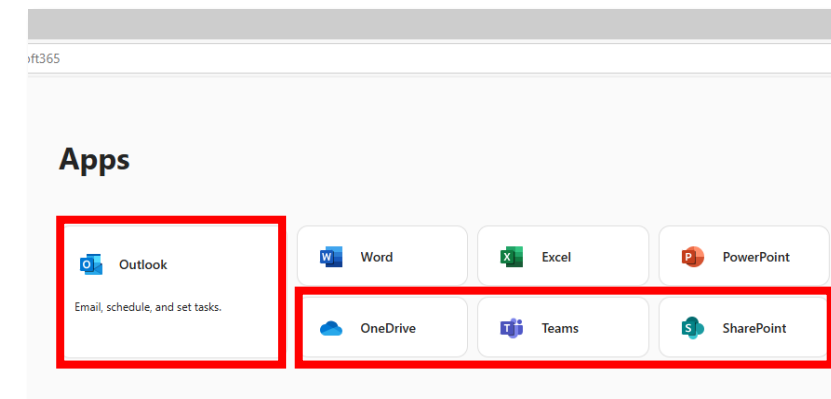
4. On the Microsoft sign in page, enter your NHS.net email address and click 'Next'. You will then be prompted to enter your password to complete sign in.



5. Enter your password and click 'Sign in' and authenticate your account using your chosen method.

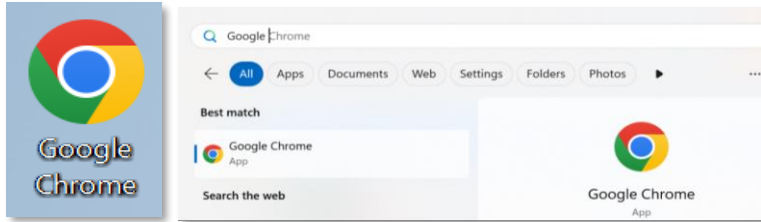


6. Once signed in, you can access your online web apps (OWA) for Outlook, OneDrive and more with your NHS.net account.



Accessing Online Web Apps (Chrome): Legacy Account

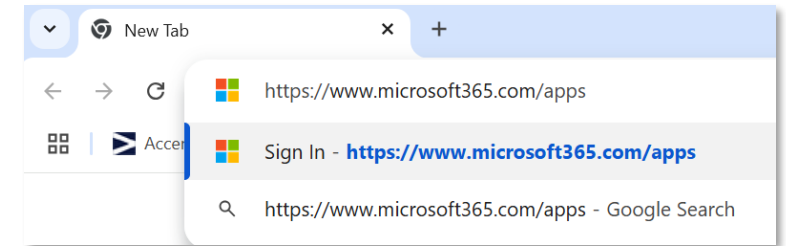
1. Locate the Google Chrome icon on your desktop or search for it in the Start menu of your desktop.



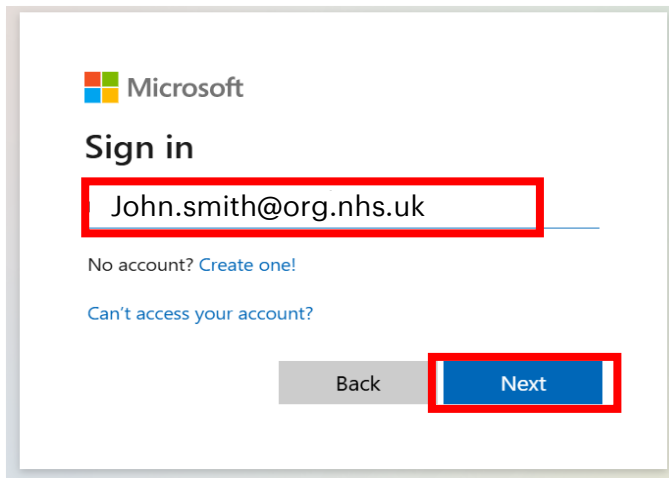
2. Copy the link below by highlighting the full link with your mouse and right clicking on the highlighted text and select 'copy'.

<https://www.microsoft365.com/apps>

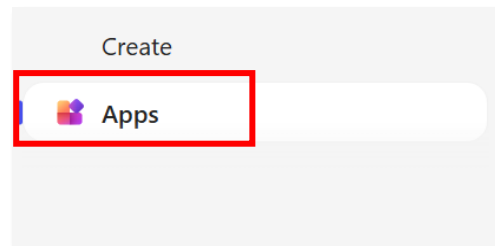
3. In the address bar, paste the link and press enter. You will sign in with your legacy account details.



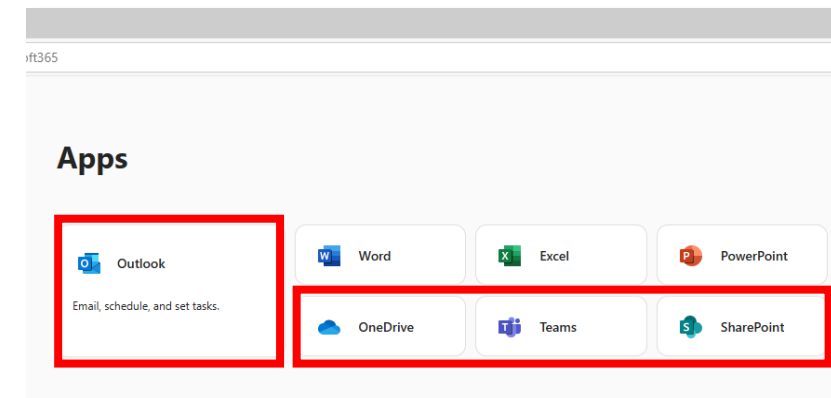
4. On the Microsoft sign in page, enter your legacy email address and click 'Next'. You will then be prompted to enter your password to complete sign in.



5. Once you have signed in, you will be on the Microsoft 365 Apps Portal. On the left side bar there is an 'Apps' section.



6. Here you can access your online web apps (OWA) for Outlook, OneDrive, Teams, SharePoint and more with your legacy account.



Accessing Online Web Apps (Chrome): NHS.net Account

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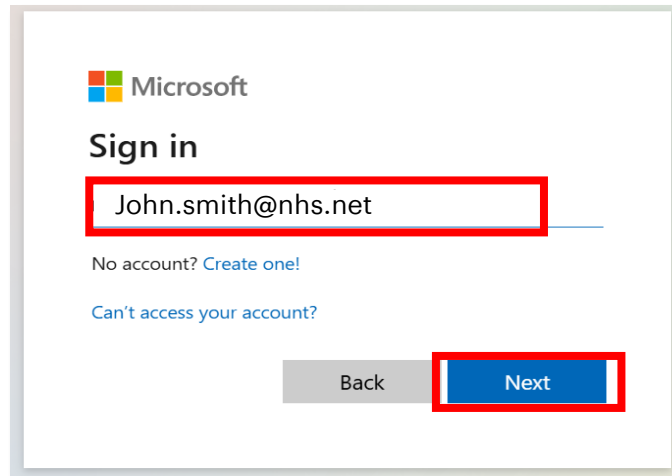
3. In the address bar, paste the link and press enter. You will sign in with your NHS.net account details.

<https://www.microsoft365.com/apps>

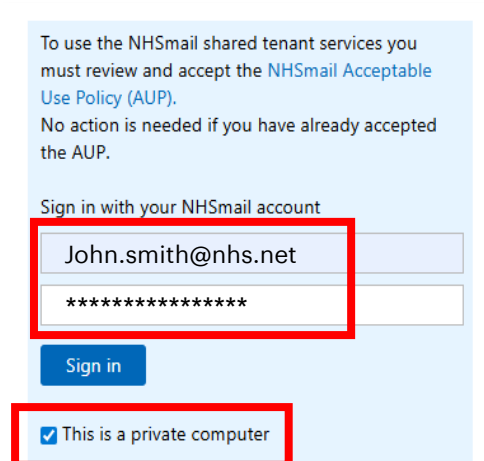
4. On the Microsoft sign in page, enter your NHS.net email address and click 'Next'. You will then be prompted to enter your password to complete sign in.

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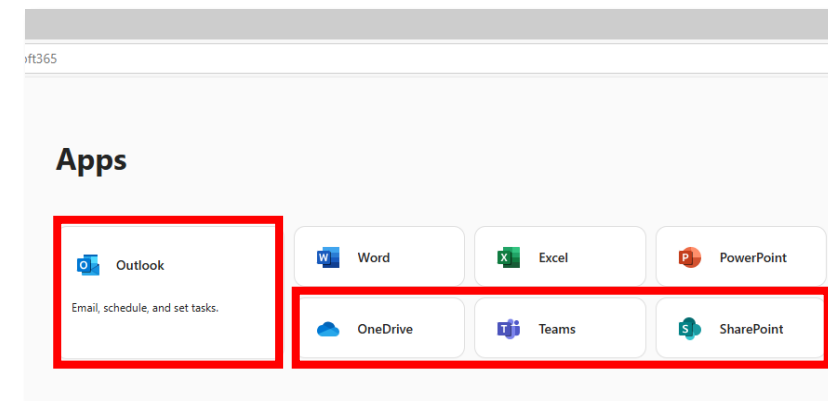
6. Once signed in, you can access your online web apps (OWA) for Outlook, OneDrive and more with your NHS.net account.



The image shows the Microsoft sign-in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. A text input field contains the email address "John.smith@nhs.net". Below the input field, there is a link "No account? Create one!" and another link "Can't access your account?". At the bottom, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a red box.



The image shows the NHSmail sign-in page. At the top, there is a message: "To use the NHSmail shared tenant services you must review and accept the NHSmail Acceptable Use Policy (AUP). No action is needed if you have already accepted the AUP." Below this, there is a section titled "Sign in with your NHSmail account". It contains a text input field with the email address "John.smith@nhs.net" and a password input field with masked characters "*****". Below the password field is a "Sign in" button. At the bottom, there is a checkbox labeled "This is a private computer" which is checked. The email field, password field, "Sign in" button, and the checkbox are all highlighted with red boxes.



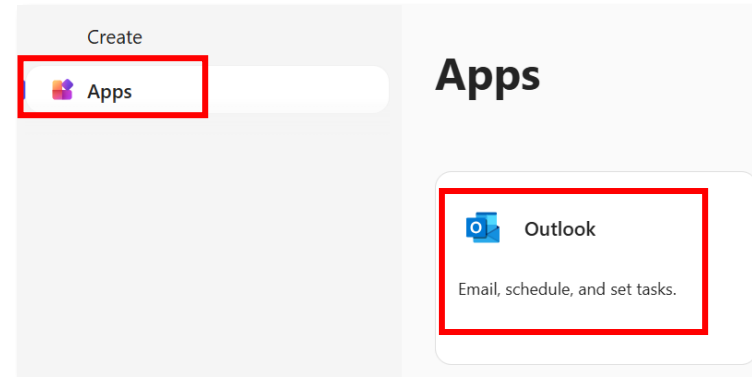
Accessing Legacy Shared Mailboxes

<https://www.microsoft365.com/apps>

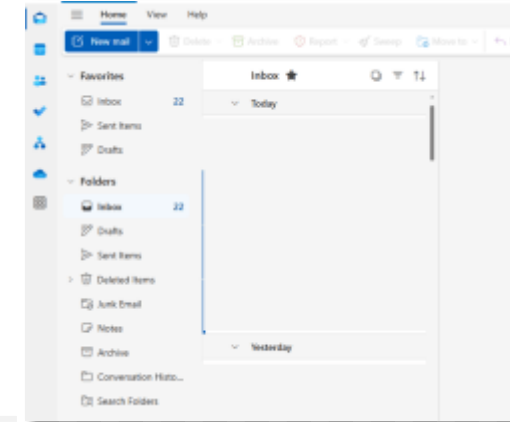
1. As part of the pilot, any shared mailboxes you had access to in Outlook will not have been migrated. Therefore, you will need to use your legacy Outlook web app to access them.



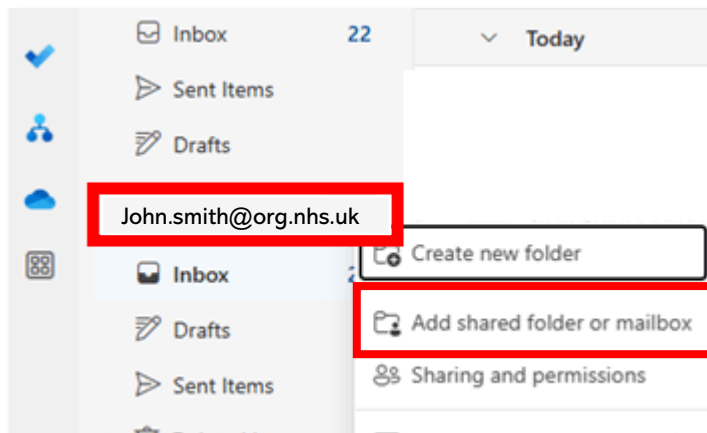
2. On the 'Apps' section of the Microsoft Apps Portal, click on the Outlook icon or sign into the [Outlook Web App](#).



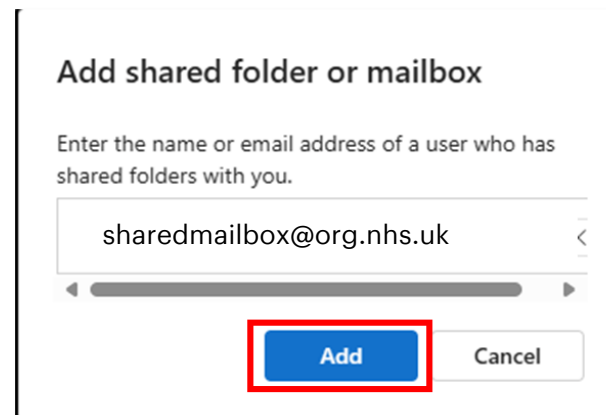
3. A new tab will load on screen, and your legacy Outlook mailbox will pop up.



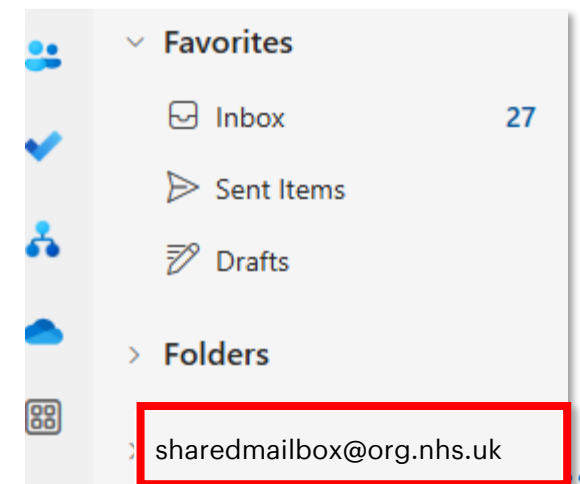
4. To add a Shared Mailbox to the Outlook web app, on the left-hand side, click on the 3 dots or right-click on your email address. Then, click "Add shared folder or mailbox".



5. In the pop-up box, type in the legacy email address of the shared mailbox (e.g. sharedmailbox@org.nhs.uk) and click the blue 'Add' button.

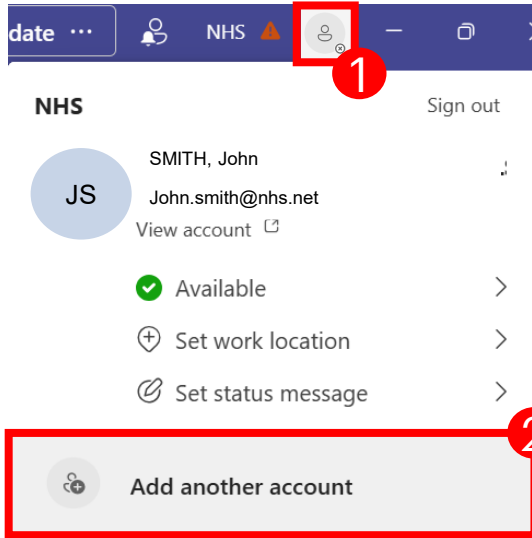


6. Once you click 'Add', the legacy shared mailbox should appear in the left-hand side under 'Folders'. If it doesn't appear, refresh the tab to load it on the Outlook web app.

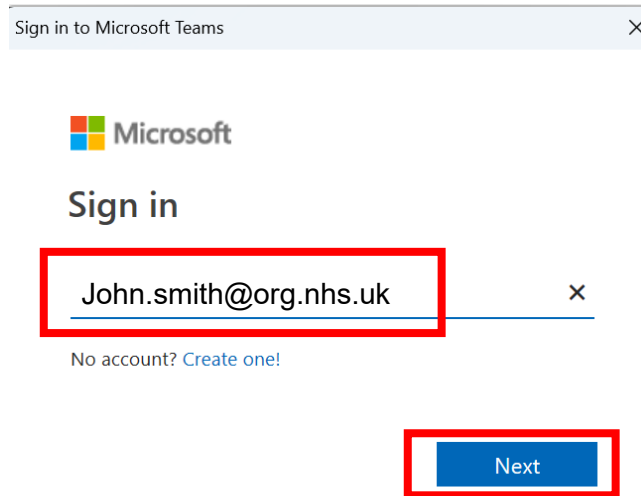


Adding Legacy Account into Teams App

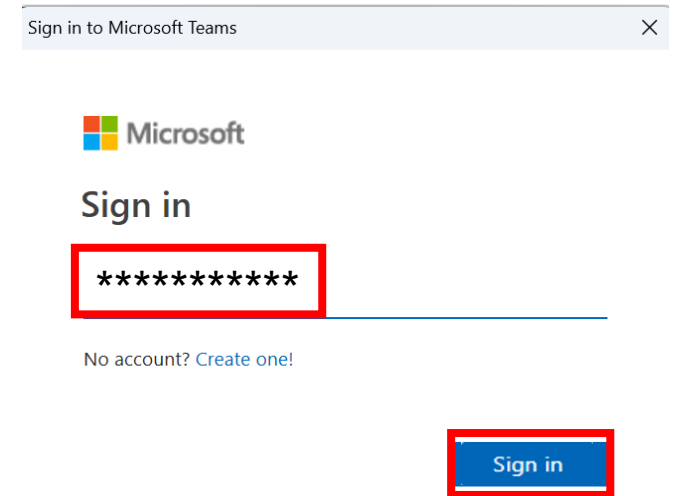
1. On Teams desktop app, click on the profile icon and select 'Add another account'.



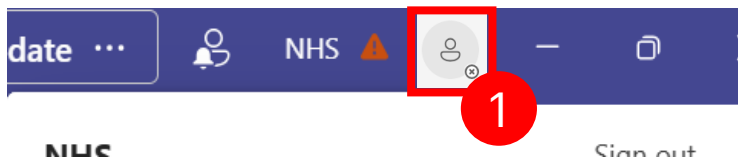
2. Enter your legacy email address and click 'Next'.



3. Enter your password and click 'Sign in'.

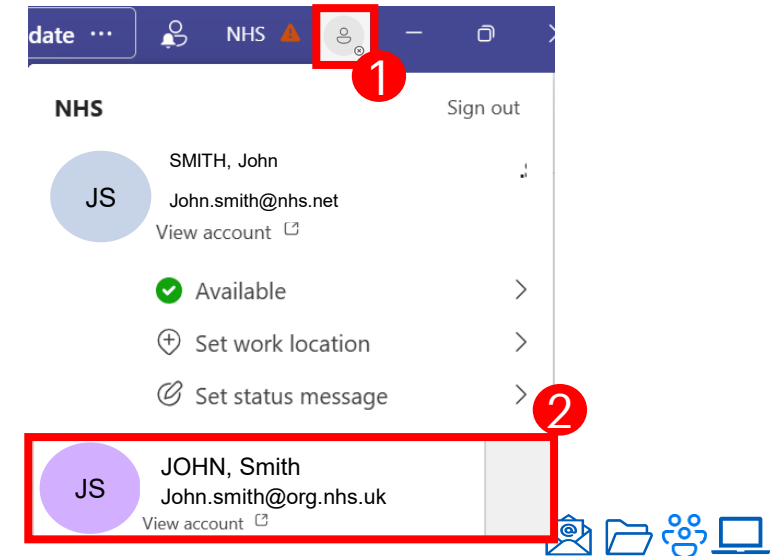


4. Once signed in, go back to the Teams desktop app and click on the profile icon.



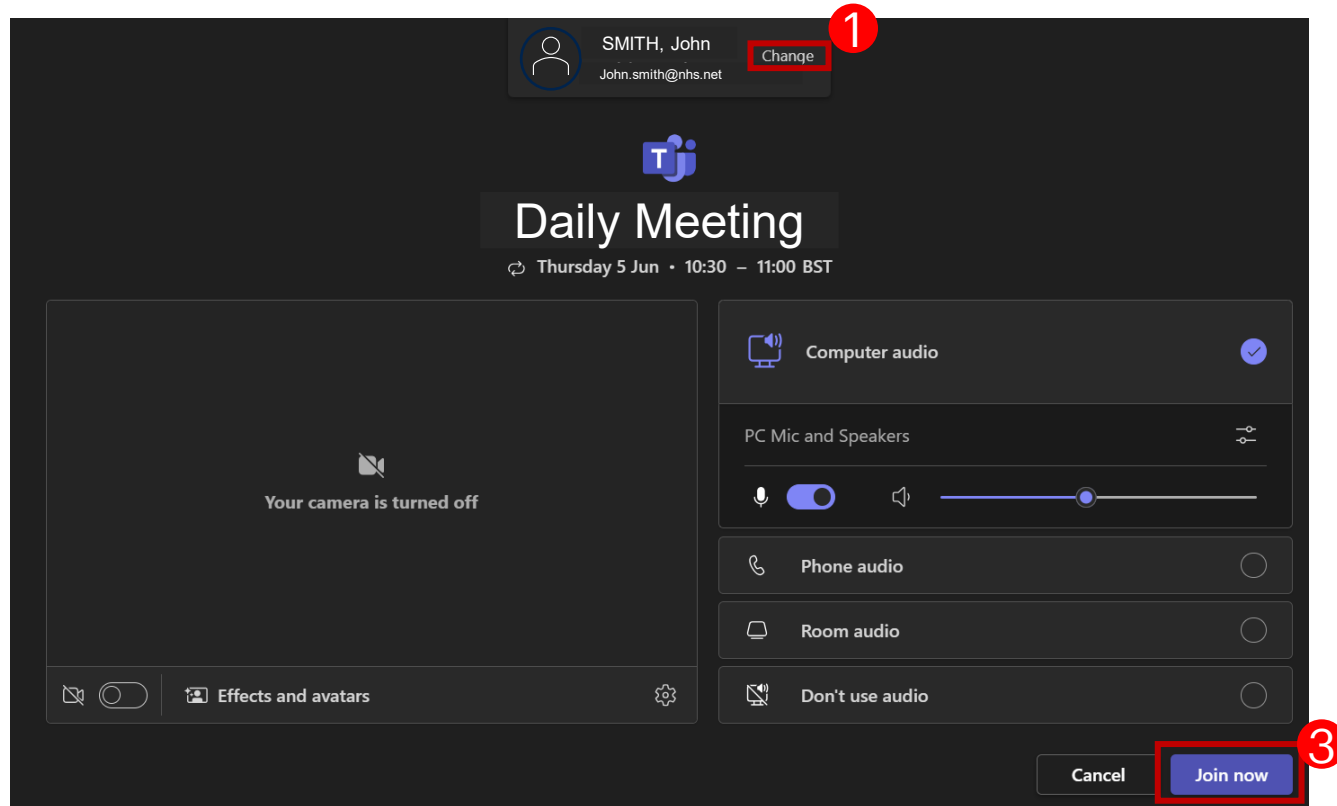
5. You will see both your accounts displayed in the menu.

6. You can switch between your legacy and NHS.net accounts on Teams continue joining meetings and collaborating with your colleagues.



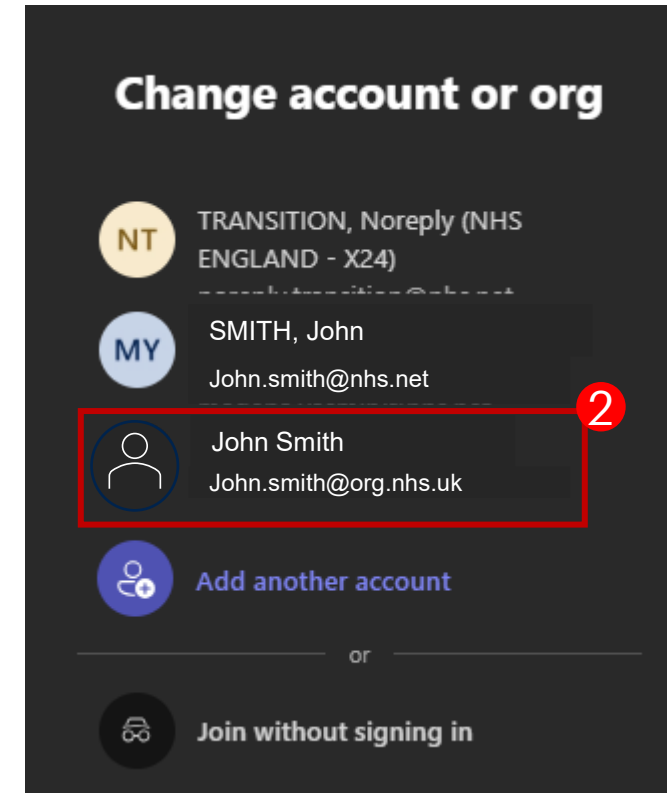
Joining Legacy Meetings

Now that you have both accounts on your Teams desktop app, you can check your account selection before joining meetings on Teams



When you join a Teams meeting from your calendar, your screen usually looks like this ^

1. At the top of the window click the button 'Change' to select the account you are joining the meeting with.



2. In the pop-up window 'Change account or org' select your legacy account.

3. Then, click 'Join now' to enter the meeting with your legacy account.

Support

#1

Complete Your Switchover Form

- **Complete the pilot switchover form** to finalise your setup after migration.
- This ensures your NHS.net account is correctly configured and ready for use.



#2

Share Your Feedback

- After switchover, you'll be asked to complete a short feedback survey.
- Your feedback helps us:
 - Understand what worked well
 - Identify any issues experienced during the pilot
 - Improve the experience ahead of wider rollout
- **Please submit feedback** even if any issues you experienced were resolved.



#3

Getting Help

- For any technical issues during the pilot, **contact your local organisation service desk as your first point of support.**
- They can provide immediate assistance or escalate where needed.

