



## Local Administrator (LA) bulletin – 1 February 2019

Please note this information is correct at the time of publishing

### Re-introduction of anti-spoofing measures

The anti-spoofing policy change will be re-introduced on Tuesday 12 February 2019, which will move spoofed emails received from the internet to users' 'Junk E-mail' folders.

#### What action do Local Administrators need to take?

- Discuss the spoofing change with your local IT Director / Senior Information Risk Officer / Chief Information Officer to confirm what actions have already been put in place and ensure they are aware what will happen on 12 February 2019.
- If no action has been taken, complete a self-assessment of the typical software applications listed in our Local Administrator webinar slides from 23 January 2019 (link below) or those that interlink with NHSmail, to gauge impact on your organisation.
- Using the guidance (links below), ensure an action plan is put into place to stop spoofing.
- Communicate with your user base, advising them to check their 'Junk E-mail' folder regularly, perhaps highlighting the 'Junk E-mail' folder by adding it to favourites.
- Join the weekly spoofing call – details can be requested from [feedback@nhs.net](mailto:feedback@nhs.net)
- Review the slides and listen to the recording from the Local Administrator webinar held on Wednesday 23 January 2019. These are published in the [LA Communications](#) section of the Portal help pages.
- A Local Administrator webinar, specifically focusing on anti-spoofing, will be held on 6 February 2019 – invitations for this are in the process of being sent to all Primary Local Administrators and Local Administrators.

- If any further help is required, please contact [feedback@nhs.net](mailto:feedback@nhs.net)

### **Additional resources**

Further information is available within the [Policy and Guidance](#) pages under General Guidance > Anti-spoofing controls, as well as in the guidance detailed below.

- [Guidance on spoofing](#)
- [Applications Guide](#)
- [Portal Local Administrator Guide](#)

## **Unauthenticated Lightweight Directory Access Protocol (LDAP) access to be disabled**

We are changing how the NHS Directory is accessed, to align with the General Data Protection Regulation (GDPR).

Currently, Lightweight Directory Access Protocol (LDAP) provides a mechanism to connect to and search the NHS Directory anonymously.

Following the change, organisations will be required to formally request access to the NHS Directory, via the [NHSmial helpdesk](#). This will provide the NHSmial service with greater transparency on who is accessing this data, how it is being accessed and what it is being used for.

We are identifying IP addresses that are accessing LDAP and communicating with them directly.

In addition, to access the 'people finder' functionality in the NHSmial Portal all users now need to log into the Portal over the internet or N3 Network / Health and Social Care Network (HSCN). Anonymous access to 'people finder' is no longer available via N3 / HSCN.

### **What action do Local Administrators need to take?**

If you are aware of any organisations you manage utilising LDAP for specific applications (or otherwise), please contact [feedback@nhs.net](mailto:feedback@nhs.net) to inform them of your specific requirements.

This change is expected to be implemented at the end of March 2019.

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
[Privacy Statement @Copyright](#)

NHSmial is provided by NHS Digital  
in partnership with Accenture

   

---

Working together in partnership

# Business Continuity and Disaster Recovery testing

Business Continuity and Disaster Recovery (BCDR) testing will be taking place over the weekend of 2 / 3 March 2019.

## What action do Local Administrators need to take?

- We are not expecting any impact on end users during the testing, however we are advising Local Administrators to review their local business continuity arrangements as a precaution.
- If there are any organisations involved in self-migration NHSmail activity, a pause should be planned over the BCDR test weekend.
- Organisations who have hard-coded IP addresses to the NHSmail Relay rather than using relay.nhs.net may encounter some disruption. Further information regarding NHSmail Relay configuration settings is available on the [Portal help pages](#).

## Closed organisations

We have started clean-up work on the NHSmail service, to remove closed organisations. This will help to ensure that all NHSmail accounts reside within open organisations that are legal entities and that are responsible for ensuring information governance compliance and best practice.

## What action do Local Administrators need to take?

We will be starting to contact Local Administrators, shared mailbox owners and users of active accounts within closed organisations from February 2019, to start this process.

You will need to ensure you follow the leavers and joiners process for those affected within the closed organisation, or when a user makes contact with you. Further information is available in the guide [Managing accounts in a closed organisation \(England\)](#) which is currently being updated.

## Account management lifecycle

We have been communicating with you over the last few months around the deletion of eligible accounts from the NHSmail service, in line with the [Data Retention and Information Management Policy](#).

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
[Privacy Statement @Copyright](#)

NHSmail is provided by NHS Digital  
in partnership with Accenture



Working together in partnership

We are increasing the number of deletions that will be taking place each week from 15,000 up to a maximum of 30,000 eligible accounts. The accounts in scope for deletion will continue to be sent an email two weeks ahead of the deletion activity to inform them of the upcoming deletion.

### **What action do Local Administrators need to take?**

If you receive any requests to restore deleted accounts, then as a Local Administrator you can now do this via the User Management screen in the NHSmail Portal. Further guidance is available in the [Portal Local Administrator Guide](#) in section 'Restoring an account'.

## **Skype for Business desktop control**

This new feature is now available in Skype for Business as part of the centrally funded package, allowing an NHSmail user to delegate control of their applications or desktops that they are sharing during a conference session. This will only be available between nhs.net users.

### **What action do Local Administrators need to take?**

Take a look at the [Skype for Business Audio and Video User Guide](#) which has been updated with information on this new feature.

## **Local helpdesk contact details in 'people finder'**

Local Administrators are now able to update the local support email and telephone number fields within the 'manage organisation' screens in the Portal.

This information is now more prominent and aims to ensure that where a local IT support functions exists, users are directed to that function for NHSmail issues and requests rather than contact Local Administrators directly.

### **What action do Local Administrators need to take?**

Take a look at the [Portal Local Administrator Guide](#) which has been updated with details on how to change the information held in these fields, in section 'Viewing and editing organisation attributes'.

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
[Privacy Statement @Copyright](#)

NHSmail is provided by NHS Digital  
in partnership with Accenture

 

Working together in partnership

## General service information and reminders

The 'NHSmail News' section on the [Service Status](#) page of the Portal is regularly updated, highlighting things that are happening on the service that may impact your use of it.

## Contacts for further help

NHSmail helpdesk:	0333 200 1133 / <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>
General feedback:	<a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Service status:	<a href="https://portal.nhs.net/Help/servicestatus">https://portal.nhs.net/Help/servicestatus</a>
NHSmail Portal help pages:	<a href="https://portal.nhs.net/Help/">https://portal.nhs.net/Help/</a>

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
[Privacy Statement @Copyright](#)

NHSmail is provided by NHS Digital  
in partnership with Accenture

   

---

Working together in partnership