

NHSmail

Enabling collaboration across health and social care



Local Administrator (LA) bulletin – 10 September 2018

Please note this information is correct at the time of publishing

Service updates

Portal release

The latest Portal release took place on 5 September 2018. Some of the key items in this release are:

- Self-service unlock – ability for users to unlock their accounts without the need to contact a Local Administrator (LA). They will need to authenticate themselves first using the answers to their security questions.
- Site Type added to People Finder – adds the Site Type field to the list of details about a user that is visible within the NHSmail Portal People Finder. Example site types are pharmacy, GP practice, NHS trust site.
- Ability for Dynamic Distribution Lists (DDLs) to include users for child organisations.
- Resource mailboxes – ability for LAs to create, edit, list, transfer etc.

Full details will be available via the [Service Status](#) page.

Account lockout guidance

Following a recent review of how account lockout incidents are dealt with, a step by step guide has been published to assist the LA community and users by providing information on how to resolve the most common forms of repeated lockouts.

This [guide](#) is located in the Policy and Guidance section of the Portal help pages, under General Guidance.

NHSmal Office 365 Hybrid solution

The NHSmal Office 365 Hybrid solution will enable integration between the current NHSmal service and Office 365 tools. The service will be available for organisations using NHSmal as their primary email service and with the appropriate Microsoft licensing in place.

The beta pilot is currently nearing completion with a number of clinical teams across several NHS organisations. The service is anticipated to be available from late September 2018. Further information is available in the [Service Briefing](#) and [Functional Comparison Guide](#).

Local IT helpdesk fields in Portal

A new feature will be released later this year that will allow LAs to add the telephone and email contact details of their local IT helpdesks to their organisation record within the Portal. The information entered into the new fields will be made available within the People Finder.

The purpose of this improvement is to enable users to easily find and contact their local IT support facilities which may be different to their nominated LAs.

Transferring large quantities of Patient Identifiable Data (PID)

Using NHSmal to transmit large quantities of confidential information should not be used where organisations have access to other transmission options that are specifically designed for this purpose. For example, to submit volume data to NHS Digital (including Data Services for Commissioner's Regional Offices), organisations should use one of the following systems where it is appropriate to do so:

- [Data Landing Portal](#) (DLP)
- [Strategic Data Collection Service](#) (SDCS)

Patient Identifiable Data (PID) that is transmitted by NHSmal users must be carefully addressed, as there is a risk of mis-addressing, and encryption applied to the message and any attachments if being transmitted outside of the NHSmal service. In addition, the sender should cross-check with the recipient to ensure the information is received safely. For more information please refer to the [Sharing Sensitive Information Guide](#).

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Multi-Factor Authentication (MFA)

To improve the security of the NHSmail service, all Primary / Local Administrator accounts, without exception, will soon be enabled for Multi-Factor Authentication (MFA). MFA provides an additional layer of security, which includes a secondary sign-in method for your NHSmail account when signing in to the NHSmail Portal via a web browser and cannot be switched off.

Please note that any Primary / Local Administrator accounts must be assigned to an individual and not shared within a team; the sharing of usernames and passwords is in breach of the NHSmail [Acceptable Use Policy](#). If you currently have Primary / Local Administrator accounts set up on a shared basis you must take action to assign accounts, with administrator rights, to individuals. Once you have done this, each individual will be able to activate MFA on their account.

If you have Local Administrator rights applied to your NHSmail user account but don't carry out any administration tasks in your role, you may choose to re-assign this role to another person in your organisation or resign from this role.

You will shortly receive email communications, providing further details on the rollout of MFA and how to activate MFA on your account. Further information is available in the [guide](#).

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.
- We are now engaging with the top ten spoofing organisations to highlight the email addresses that they are spoofing from and to provide any relevant support to enable them to stop this practice. Further information is available in the NHSmail News section of the [Service Status](#) page of the Portal.
- Dates for future LA webinars / open sessions have been published in the NHSmail News section on the [Service Status](#) page of the Portal.

Contacts for further help

NHSmail helpdesk:	0333 200 1133 / helpdesk@nhs.net
General feedback:	feedback@nhs.net
Service status:	https://portal.nhs.net/Help/servicestatus
NHSmail Portal help pages:	https://portal.nhs.net/Help/

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