

NHSmail

Enabling collaboration across health and social care



Local Administrator (LA) bulletin – 12 July 2018

Please note this information is correct at the time of publishing

Anti-spoofing

The timelines previously communicated have been updated and information is available within the new 'NHSmail News' section of the [Service Status](#) page, within the 'Anti-spoofing' area.

To align with Government Digital Services (GDS) and National Cyber Security Centre (NCSC) guidance; from March 2020 all inbound email which is spoofing an nhs.net address will be stopped, meaning that it will not be delivered to the end user. For example, if a system on the internet sends an email pretending to be 'a.admin@nhs.net', then spoofing will be detected and the inbound email will be deleted, it will never reach an NHSmail user's inbox.

Email communications have commenced to support the changes to the service and are being sent to the email addresses that are currently sending spoofed messages.

Service status

Portal update

The last [release](#) was on 21 June 2018, covering some new functionality and defect fixes.

Planned future functionality changes include:

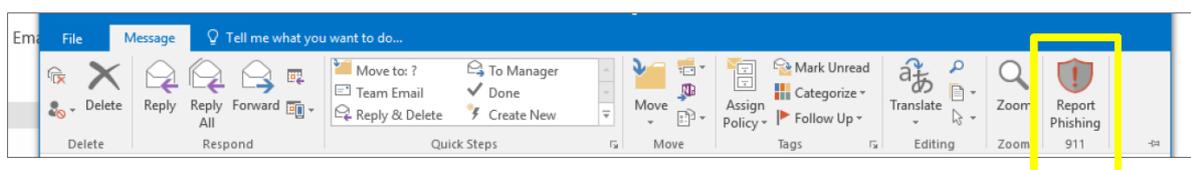
- **Allow self-service account unlock without password reset:**
Users will soon be able to unlock accounts using the same self-service facility without needing to reset their password. Authentication of the user, via a mobile device and security questions, will still be required.
- **Addition of organisation IT support contact detail fields:**

Re-using existing fields within the Organisation detail section of the Portal will allow organisations to add telephone and email contact details that will appear in the 'PeopleFinder' to help better direct users to local IT helpdesks.

- **Allow Dynamic Distribution Lists (DDLs) to include child organisations:** The existing DDL functionality will be extended to provide a rule option that allows owners to include or exclude users from child organisations.

Outlook add-in tool to report phishing emails

A free new tool 'Phishing Reporter Plugin to Outlook' is available from Trend, which enables users to report phishing / spam emails to NHSmail with just two clicks.



We are in the process of updating the [Cyber Security Guide](#) with further details.

You can access and download the tool [online](#) and deploy this locally via your software distribution process managed within your IT estate.

Skype for Business – unavailability

Skype for Business will be unavailable whilst maintenance is carried out on Sunday 15 July 2018 and Sunday 22 July 2018 - this downtime will affect different users at different times on these dates. Users will not be able to use Skype for Business during the downtime – the messenger box will be 'greyed out' and unavailable.

LAs are requested to ensure that this is communicated to their userbase and that business continuity plans are in place for Instant Messenger and Presence. Further details will be published on the Portal [Service Status](#) page, within the 'NHSmail News' section.

Repeated account lockout guidance

Detailed guidance to support the investigation of repeated account lockout issues is currently being finalised for publication on the Portal help pages.

In the meantime, it may be helpful to note the following key points:

- NHSmail account credentials on all known devices (both personal and corporate) that are known to have been used, or attempted to be used, to

access the NHSmail account should be checked to ensure the latest password is in use.

- When a device attempts to connect with NHSmail with username and password credentials, but has never done so successfully, the NHSmail team cannot identify this device through the Portal or an account lockout audit. Users need to validate that there are no NHSmail accounts set up, or partially set up, within all email applications available on devices in use.
- You will need to check associated mobile devices that have previously connected with NHSmail, via the Portal, to determine if historic devices that are no longer in use can be removed from the account.
- You will need to clear all stored browser and device passwords including Google Chrome, Internet Explorer and Safari.

Technical updates

Anonymous access to NHS Directory

To meet GDPR requirements, NHSmail will shortly be removing anonymous access, via Lightweight Directory Access Protocol (LDAP), to the NHS Directory. This is when you query the NHS Directory anonymously without needing a valid login to retrieve user information, whilst on the HSCN / Transition Network (previously known as N3).

If your organisation does not currently use anonymous LDAP queries, you do not need to do anything. However, if your organisation does you should:

- Switch to using the Exchange Web Services (EWS) protocol and an application account.
- Alternatively, switch to using an authenticated LDAP query using an application account.

Information is available in the [Applications Guide](#) and further details will be provided closer to the time when the anonymous access will be removed. In the meantime, you should start to move your applications to use authenticated EWS.

helpdesk@nhs.net
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General service information and reminders

O365 Hybrid

For organisations seeking information about the NHSmail O365 Hybrid offering, additional details can be found on the [Portal help pages](#), under 'NHSmail Office 365 Hybrid'.

'NHSmail News'

We have created a new section on the [Service Status](#) page called 'NHSmail News'. This area will include things that are happening on the service that may impact your use of it. We advise you to check this section on a regular basis.

Calendar federation

Calendar federation is now available, and guidance is published in the [Policy and Guidance](#) section of the NHSmail Portal help pages under 'NHSmail Calendar Federation'.

Platform clean-up of inactive accounts

As communicated in the [LA bulletin from 4 June 2018](#), the service is carrying out another round of user account deletions. This will commence from 6 July 2018 over a period of three weeks.

All accounts in scope for this round of deletions have already been emailed, advising them they are due to be deleted. The email informed any users with delegate access to the account in scope for deletion, that action is required by the primary account user.

Contacts for further help

| | |
|----------------------------|---|
| NHSmail helpdesk: | 0333 200 1133 / helpdesk@nhs.net |
| Relay helpdesk: | 0333 200 4333 / relayhelpdesk@nhs.net |
| General feedback: | feedback@nhs.net |
| Service status: | http://nww.hscic.gov.uk/servicemanagement/status (N3 / HSCN only) |
| NHSmail Portal help pages: | https://portal.nhs.net/Help/ |

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