

NHSmail

Enabling collaboration across health and social care



Local Administrator (LA) bulletin – 20 December 2018

Please note this information is correct at the time of publishing

Re-introduction of anti-spoofing measures

We have been communicating with you over the last few months about the upcoming security improvements being made to the way that incoming emails will be processed by NHSmail.

We implemented phase one on 31 October 2018, redirecting spoofed emails received from the internet to users' junk email folders. We temporarily reversed this change to allow some extra time for those organisations experiencing issues in applying the guidance.

We will be re-introducing the first phase on 12 February 2019.

As part of phase two we will be blocking NHSmail spoofed emails received from the internet. These emails will not reach a user's mailbox when phase two is implemented. We will provide further details nearer the time.

You must take action to follow the step by step instructions on anti-spoofing which can be found within the NHSmail [Portal help pages](#) under section General Guidance > Anti-spoofing controls.

If your organisation requires any specific help in applying the guidance or any further information or advice, please contact feedback@nhs.net.

Service updates

Portal release

The latest Portal release was delivered on 18 December 2018. A full breakdown of the release contents can be found on the NHSmail Portal [Service Status](#) page.

We're highlighting some of the new functionality below, which may be of specific interest to Local Administrators.

- **Assignment of multiple organisations to a single Office 365 user policy**
Local Administrators can now assign a single Office 365 user policy to multiple organisations as long as the organisations are mapped to the same subscription and the Local Administrator creating the policy has administration rights over the organisations that will be associated.
- **Editing of organisation fields**
Local Administrators can now update the local support telephone, email, fax and website fields within the organisation section of the Portal Admin tools.
- **Present local helpdesk / Local Administrator details to users that successfully complete the security questions but do not have a registered mobile device**
Users that perform a self-service password reset completing all security questions successfully but do not have a mobile device registered will be presented with their local helpdesk details, to enable the reset to be completed. The user will be able to populate their phone number at the last step (with the option to hide / unhide this on the NHS Directory search), so that any future self-service password resets can be completed by the user without needing to contact their local helpdesk.
- **Confirmation email for manual password resets**
Password resets that are performed via Local Administrators, local IT or the NHSmail helpdesk will now trigger an email to the user with details of the [self-service password reset](#) function and how this can be used. The triggering of the email will apply for both single and bulk manual password resets and will be sent from the no-reply@nhs.net sender address.

Skype for Business desktop control

A new feature in Skype for Business is going to be enabled in early 2019 which will allow 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.

NHSmail Office 365 Hybrid Service

Following the successful release of the NHSmail Office 365 Hybrid Service in September 2018, the NHSmail team is working to release additional Office 365 functionality during spring 2019 which will include the following additional applications and capabilities:

- PowerApps
- Flow
- Stream
- PowerBI Pro / Premium
- Visio Online
- Project Online
- Teams Connectors
- Yammer Connected Groups

Note: Access will be dependent on the licences purchased by your local organisation and will be managed via the NHSmail Portal.

Azure Guest Access

External user collaboration between NHSmail Office 365 Hybrid organisations and others will be enabled. To manage security and compliance within the NHSmail Tenant this will be managed through:

- Domain Whitelisting
- Guest User Attestation
- updates to the NHSmail lifecycle management processes for guest users

Further information will be published on the [NHSmail Portal](#) as the additional functionality becomes available.

For guidance on joining the NHSmail Office 365 Hybrid Service organisations can refer to the [Onboarding Guide](#) or email NHSmail.development@accenture.com.

helpdesk@nhs.net
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General service information and reminders

- We have published a new guidance document on the Portal help pages: [Address Book Synchronisation Deployment Guide](#).
- 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 / 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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