

# NHSmail

Enabling collaboration across health and social care



## Local Administrator (LA) bulletin – 27 November 2018

Please note this information is correct at the time of publishing

### Anti-spoofing – check your junk email folder

Following the enablement of the anti-spoofing controls on 31 October 2018, some organisations have been experiencing issues with implementing the guidance provided. To allow organisations time to overcome these issues, we have reversed the anti-spoofing changes and will re-introduce them within the next few weeks, with the exact date to be confirmed nearer the time once additional work is completed with system suppliers.

In the meantime, please ensure you advise your NHSmail users to **regularly check their junk email folder** within their mailbox, including any shared mailboxes that they manage. If emails being diverted to the junk email folder still need to be received, the receiver must make contact with the sender of the email to inform them about the changes that need to be made. Guidance on these changes is available on the NHSmail Portal help pages, in the following documents:

- [Spoofing Guide](#)
- [Applications Guide](#)
- [Portal LA Guide](#)

### Account management lifecycle

The automated deletion of inactive, leaver and disabled accounts has now started, in line with the NHSmail [Data Retention and Information Management Policy](#).

This will be supported with communications to those accounts in scope for deletion, providing 14 days' notice.

An [all-user broadcast](#) was sent to every account on the NHSmail platform on 30 October 2018 advising of this, including reminders on how users can keep their account active and prevent it from being deleted.

## NHS Directory contact clean-up

In the August 2018 LA bulletin, we informed you of a clean-up exercise to remove un-used contacts from the NHSmail Directory. These contacts are external email addresses which were stored by an end user against their own organisation.

Following a review of the criteria for the contact clean-up we are performing further validation checks on the cohort of contacts for deletion. We now expect to initiate the deletion of un-used contacts over the next month.

The criteria for the initial contact deletion will be:

- A contact that is associated with a closed organisation.

By closed organisation we mean an organisation where either the ODS data or the Scottish organisation data determines that the organisation is closed / defunct.

**OR**

- A contact that is currently marked as a 'Leaver'. The status of 'Leaver' is not valid on the current NHSmail platform and is a legacy status from NHSmail1 to reflect that the account was ready for deletion or transfer.

As an additional layer of validation, we have also checked all in-scope contacts that meet the criteria above with data held by the NHSmail Relay to determine whether an @nhs.net account has sent an email to the contact in the last 30 days.

## Service updates

### Portal release

The most recent NHSmail Portal release was deployed successfully on 22 November 2018 and contained a number of new features around Advanced Threat Protection and Office 365 Hybrid, in addition to a couple of features around the 'restore' functionality:

- **Restoring deleted accounts**  
Enabling LAs and Primary LAs to restore accounts that are in a deleted status, using the Portal user interface. LAs are still not able to delete

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accounts, but upon accessing a deleted account an LA who has administrative authority will be able to press the 'restore' button.

- **Restoring resource mailboxes**

A new permission to manage resource mailbox restore. This will follow the same convention as that of a shared mailbox and is available for LAs to restore deleted resource mailboxes.

A full breakdown of the release contents can be found on the NHSmail Portal [Service Status](#) page.

## Address book federation

Address book synchronisation allows third party organisations to access NHS Directory entries (user details) and copy them into their own internal Microsoft Active Directory.

There are strict controls around the usage and the service is only available to those organisations who complete the partnering agreement and have approved data sharing agreements in place (i.e. signed agreements with the NHS organisations they are wishing to synchronise with).

The service works by allowing the controlled download and then upload of the specific user details and this is done using software called TANSync.

This facility can be configured to schedule updates automatically and does require a dedicated server running the TANSync software and for it to be located in a data secure environment.

An example might be a local government wishing to import the local NHS trust's users to their own Exchange directory so that local government users can connect and collaborate more easily with their NHS colleagues.

Technical guidance on how to configure this software is currently being finalised and will be published on the [Policy and Guidance](#) page of the Portal help pages under section 'NHSmail Address Book Synchronisation Service'.

## NHSmail Office 365 Hybrid Service

The NHSmail Office 365 (O365) Hybrid Service is now live and available for organisations using NHSmail as their primary email service. The service enables users to access O365 tools (subject to licensing) via the NHSmail Portal using their usual NHSmail credentials.

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Key benefits of the NHSmail O365 Hybrid are:

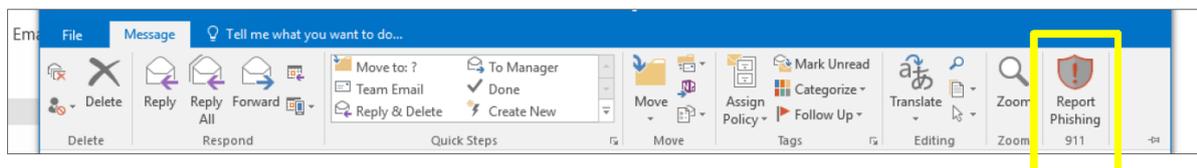
- **Reduce implementation effort and timescales:** licences can be on-boarded in days to the national tenant and allocated to users via the NHSmail Portal.
- **Improve efficiency of licence management:** the NHSmail Portal enables the creation of specific user groups which can be allocated specific O365 tools enabling segmentation of your organisation's users.
- **Reduce on-going maintenance and management:** the NHSmail support wrapper has been extended to include O365 services. This includes maintenance and management of the tenant in line with national collaboration and security best practices.
- **Reduce artificial collaboration barriers:** the national tenant enables collaboration across the country with other organisations; reducing the need for individual sharing relationships between organisation-specific tenants.

The NHSmail team is now working on the release of additional O365 capabilities including; external sharing of content outside of the NHSmail tenant, Azure Active Directory Business-to-Business functionality and enablement of additional O365 services (e.g. PowerApps).

An overview of the service and information around on-boarding is available on the [Policy and Guidance](#) page of the Portal help pages, under 'NHSmail Office 365 Hybrid'.

## 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.



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

## Targeting users with bulk emails from an external source

Organisations may choose to issue emails to their users in bulk from an external source for many reasons and particularly if a third-party provider has been chosen to assist with the creation and distribution. However, the design of the emails, the

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volume of recipients, the provider reputation and the expected rate of sending into the NHSmail Relay are all factors that may influence the decision the anti-spam engines and patterns make whilst scanning each message.

To help improve the likelihood that a genuine email campaign is delivered to the intended users successfully, it is useful for the NHSmail engineers to obtain the following information ahead of time via the NHSmail helpdesk (0333 200 1133 / [helpdesk@nhs.net](mailto:helpdesk@nhs.net)):

- The purpose of the campaign and its timescales.
- The total number of emails that will be issued.
- The frequency emails will be sent and details of batch sizes.
- The source of the emails. For example, the email address being sent from and the provider.
- A copy of the proposed message sent as a test in .msg format.

This information will assist with ensuring the anti-spam patterns are educated to identify the campaign as genuine and the NHSmail engineers will be aware of the activities whilst monitoring the Relay.

## NHSmail registration for GP Locums

In conjunction with NHS England, a registration portal has been developed to enable GP Locums to register for NHSmail accounts. An alpha pilot in this area has started with a beta pilot taking place in early 2019, followed by a rollout to over 5000 GP Locums. Invitations to register will be sent to GP Locums via email as part of the authentication process.

A new section has been created on the [Portal help pages](#) where further information can be found under 'Registering GP Locums'.

## 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>

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