

NHSmail

Enabling collaboration across health and social care



Local Administrator (LA) bulletin – 4 June 2018

Please note this information is correct at the time of publishing

General Data Protection Regulation (GDPR)

The GDPR legislation came into force on 25 May 2018 and, in advance of this, two LA webinars have taken place on the subject (17 and 23 May 2018). We have created a new area in the Portal under '[Policy and Guidance](#)' for GDPR – here you will find key documentation, useful information and the slides, recording and Q&A log from the webinars.

Recently uploaded documentation, for England users of NHSmail, includes:

- [Transparency Information](#) ([Scotland-specific version](#) also uploaded)
- [Data Protection Impact Assessment](#) (DPIA)

Please note: Local Administrators must check NHS Directory entries to ensure that these are relevant and compliant with GDPR.

For example, communicate to those not using NHSmail that their entry is published within the NHS Directory and ask if they are happy for this to continue. A general review of data quality is advised, including removing any contacts that are no longer current.

Microsoft Exchange 2013 'extended' support

Microsoft Exchange 2013 is now into 'extended' support phase. Security updates and patches will continue but mainstream support in terms of development is no longer in place. Please see [Microsoft's website](#) for further details.

Service updates

Last Portal release

The last [release](#) was on 23 May 2018, covering some new functionality and defect fixes.

Blocked accounts on NHSmail

The blocking of email accounts is an automatic process to safeguard the NHSmail platform. Notifications will be sent shortly, by email, to users whose accounts have been identified as sending an unusual quantity of emails compared to the average usage of the account, in a short period of time. The email notification will alert the user that the account has been blocked within NHSmail.

If these users report the notification to the helpdesk and are unaware of any unusual activity from their account, they will be asked to contact their Local Administrator for their password to be reset and for an anti-malware scan to be run on their workstation.

We then request that you contact the NHSmail helpdesk to advise that the email address can be reinstated.

Alternatively, if the user needs to send a high volume of messages from their account they need to make you aware of this so that you can confirm this activity with the NHSmail helpdesk. The appropriate restrictions for the account can then be adjusted across the platform. Users are also asked to consider using an [Application Account](#), for sending high volumes of email.

These email notifications will be sent to the blocked account on a daily basis, until the user takes action to have their account unblocked.

Account deletions

In preparation for automated mailbox clean-up activities to be enabled across the platform, the service is carrying out another round of user account deletions. In line with the NHSmail [Information Management Policy](#), accounts that have been inactive for more than 90 days are eligible for deletion and will be unrecoverable after 6 months of being deleted.

The accounts in-scope for deletion will have been marked as inactive for more than 120 days by the time they are actioned. Inactive means the account has not been logged into, had a password change or not sent an email since 26 February 2018.

All accounts in scope for this round of deletions will be emailed, advising them they are due to be deleted. The email will inform any users with delegate access to the account in scope for deletion, that action is required by the primary account user. That user will have up to 14 days to make the account active, by logging into the

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account and performing a password change. If after this 14-day period the account remains inactive, it will be deleted.

Users whose accounts are deleted will no longer be able to access their email, emails sent to the account will not be delivered and the account will not appear on the NHSmail Global Address List. If the account needs to be reinstated, the user's Local Administrator can request the account to be restored by the NHSmail helpdesk within 6 months of deletion. Accounts created for organisations undertaking a managed migration and application accounts are excluded from the scope of this activity.

It's important that Local Administrators are aware of this work and act upon the reasons why an account is in an inactive status if it is required to be retained.

O365 Hybrid

Work is continuing in the delivery of the first phases of O365 Hybrid.

The Azure synchronisation was completed successfully and is now in use, providing the sign-on mechanism for the alpha Hybrid pilot.

The business based alpha pilot has progressed positively with the three organisations involved (Shared Business Services, NHS Digital and Bury NHS Trust). Early indications are that the expected functionality provided in O365 is available and works well.

A following beta pilot is being planned to expand into more clinical use cases and build on the more business focused alpha pilot.

The Hybrid is still expected to be delivered in the September 2018 timeframe.

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.

Microsoft Windows 10 operating system licences with Advanced Threat Protection (ATP)

NHS organisations are now able to obtain free Microsoft Windows 10 operating system licensing following a new agreement between Microsoft and NHS Digital. The licences include Microsoft's Advanced Threat Protection, which provides an additional level of cyber security protection for local organisations, which is

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integrated with the NHS Digital Data Security Centre. For further information and to obtain the licensing, NHS organisations should visit [NHS Digital's appointed licencing reseller](#).

General service information - reminders

Cyber Security Guide and reporting spam emails

Please can you remind your users that we are all responsible for cyber security and for immediately reporting anything suspicious noted in our mailboxes. The [Cyber Security Guide](#) provides further information, including how to report spam emails.

BT Domain Name Service (DNS) change - amendment

Changes will take place with the data centres that BT use and will now take place between 17 July and 15 August 2018, not between 18 May and 15 June 2018 as previously advised. Users should be unaffected by this however, should any network problems be experienced please call the BT Continuing Orders service desk on 0800 0850503

Contacts for further help

NHSmal 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)
NHSmal Portal help pages:	https://portal.nhs.net/Help/

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