Local Administrator (LA) bulletin – 9 February 2018

Please note this information is correct at the time of publishing

Service status

The NHSmail service status has been consistent in terms of stability and availability over the previous months. The helpdesk quality continues to be monitored and improved where possible.

Emails sent to the ServiceNow email address

The helpdesk is rolling out additional automated processes and further types of communications are now being issued from the accentureplc@service-now.com email address.

If you or a user replies to the ServiceNow email address, the response by the helpdesk will depend on the status of the ticket in question:

- if the ticket is open: the email sent by the user in response to the ServiceNow email will be updated in the ticket directly and will be actioned by a helpdesk agent
- if the ticket is in a resolved state: the user will need to follow the guidance provided in the resolution email under ‘Next Ticket Action’ to re-activate the ticket and provide a response
- if the ticket is closed: it cannot be re-opened, and the sender will receive an auto-response informing them the ticket is closed and they need to contact the helpdesk to open a new ticket.

Self-service password management

Approximately 85% of all password resets for NHSmail accounts are carried out by Local Administrators. We would like to strongly encourage you to ensure your users are set up to use the self-service password reset facility. This allows users to reset
their own NHSmail password using two-factor authentication, without the need to contact a Local Administrator.

To use this functionality, users must:

- know the answers to their security questions
- have a mobile number set within the profile section of the NHSmail Portal.

This mobile number can be hidden from the NHS Directory / People Finder, if a user does not want it to be visible.

You should direct your users to the existing self-service password management guidance, for information about setting up and using the functionality.

Note, this can only be used if an account is not locked. If a user’s account is locked, they will need to contact either their local helpdesk or the NHSmail helpdesk, to get it unlocked and the password changed, if required.

**Account management lifecycle**
Following the migration of email accounts from the legacy NHSmail platform, there has been a suspension of the account management lifecycle activities that will automatically delete accounts in line with the NHSmail information management policy.

This suspension will be **lifted during the first quarter of 2018** which means that accounts will be deleted in line with the NHSmail information management policy and the mailbox data will be unrecoverable. The specific date for the restart of these activities will be communicated in due course.

Local Administrators should act, to ensure that account statuses within the NHSmail Portal are as expected. You should encourage users to keep their passwords updated, and reset every 90 days, and for those accounts that are not used, for reasons such as maternity leave, then ‘disable’ the account in the Portal.

It should be noted that any account currently flagged as inactive may take up to seven days to return to an active state, if a user logs into the account and / or changes their password.

In preparation for the automation of this process, some user accounts were marked as disabled in October 2017, as they had been inactive for more than six months.
These accounts had their notes field in the NHSmail Portal updated to reflect their disabled status and have started to be deleted. This piece of work is expected to continue until the end of February.

Another piece of work will soon be underway to look at inactive shared mailboxes. Communications will be issued to the mailbox owner informing them that the shared mailbox will be deleted, unless confirmation is received that the mailbox is still required within the specified time.

**NHSmail Portal**

**Latest Portal release**
The latest Portal release took place on 25 January 2018. The key new functions are:

- applying mobile policies to users and to groups
- updating the ‘forgot password’ page
- moving the notes field on the ‘edit user’ page.

Further information on the Portal release is available on the [NHSmail service status pages](#).

**Anti-spoofing**
A number of organisations are sending spoofed emails. This means emails are being sent via applications using an internet facing email service pretending to be from @nhs.net. Emails that spoof @nhs.net addresses are already tagged as follows:

--- This message was sent from an email address external to NHSmail but gives the appearance of being from an NHSmail address. Verify the sender and content is legitimate before acting upon information contained within. ---

To protect the NHSmail service, the practice of spoofing @nhs.net addresses will be prevented later this year. All email will need to either be sent from @nhs.net accounts, or into NHSmail from external sources without spoofing an @nhs.net email address.

New functionality enabling the use of Simple Mail Transfer Protocol (SMTP) connections over the Internet will be made available during March and detailed communications will be cascaded shortly, providing the solutions available.
In the meantime, the NHSmail applications guide provides details of the supported protocols that should be used for sending large volumes of email.

**Differences between audit search by email and eDiscovery**

There have been some queries from Local Administrators on the differences between an audit search by email and the eDiscovery functions.

**Audit search by email**

This is available to Primary Local Administrators and Local Administrators and allows them to check what Local Administrator/ user actions have occurred. Further details and training materials are in the Local Administrator Portal guide. The object types that can be searched include user mailbox, shared mailbox, distribution list, contact and organisation. The actions to search for include create, update, delete or other. Once these selections have been made, the results will be visible.

**eDiscovery**

This is used to search for email content within the last 180 days for any HR, legal or criminal investigations. This function is currently only available to the NHSmail service provider and details around when it goes live will be communicated via the webinar and bulletin. Policy documentation is being updated appropriately and in the meantime any requests for forensic discovery should be submitted to feedback@nhs.net as usual.

**Secure email domains**

There are a number of secure domains that can be used by NHSmail accounts for sharing sensitive and patient identifiable information by email. We work with the Government Digital Service (GDS) to regularly update the list of accredited domains.
This list is in addition to the legacy secure government domains:

- *.gcsx.gov.uk for local government
- *.gsi.gov.uk and *.gsx.gov.uk for central government
- *.cjsm.net and *.pnn.police.uk for police and criminal justice
- *.mod.uk for Ministry of Defence.

The local and central government domains will slowly stop being used and then switched off completely in March 2019. This is because all local and central government organisations will migrate to using .gov.uk email addresses for all email communication, as they adopt the [government secure email standard](https://nhsmail.nhs.uk/secure_email_standard).

The [NHSmail sharing sensitive information guide](https://nhsmail.nhs.uk/sharing_sensitive_information) has been updated to include information on these legacy domains.

**Transition Network / N3 and HSCN**

Health and care organisations are currently migrating from the transition network (TN), which was formerly referred to as N3, to the Health and Social Care Network (HSCN) – more information on HSCN is available on the [NHS Digital website](https://nhsdigital.nhs.uk).

Moving forwards, communications from the NHSmail team will refer to N3/TN as the ‘Health and Social Care Network – HSCN’. Guidance materials will be updated as they progress through the regular review cycle.

**Additional services catalogue**

The additional services catalogue is managed by Accenture and includes details and pricing of the additional services. Version four of the catalogue is now available and supersedes any previous versions.

Most changes are minor; the only significant change is the removal of AirWatch mobile device management.

If you would like further information about the additional services, please contact [NHSmail.development@accenture.com](mailto:NHSmail.development@accenture.com). Please note that a commercial agreement must be in place before any additional services can be delivered.
Helpdesk receiving personal / patient data

There have been several information governance breaches where data has been inadvertently sent to the national NHSmail helpdesk, when users have been raising calls.

The helpdesk follows a strict information governance procedure if this occurs, but you should remind your users that this information must not be sent to the helpdesk.

Examples of the information that have been sent to the helpdesk include:

- emails that are forwarded to the helpdesk with inappropriate attachments
- screen shots with personal data
- information with dates of birth and addresses
- CVs and application forms.

Closure of https://support.nhs.net

For a number of months, the support pages and the content have been hosted via two different routes: the support pages (at https://support.nhs.net) and within the Portal help pages (at https://portal.nhs.net/help/).

The support pages (at https://support.nhs.net) have now been retired and a re-direct to https://portal.nhs.net/help/ has been put in place. Should you see any broken links, please email helpdesk@nhs.net.

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