

NHSmal

Enabling collaboration across health and social care



Local Administrator (LA) bulletin – 9 October 2018

Please note this information is correct at the time of publishing

User satisfaction survey 2018

Last week, the link to the user satisfaction survey 2018 was sent to all users of the NHSmal Service. Unfortunately, we experienced an issue with the high volume of users simultaneously trying to access the survey. We're sorry for any inconvenience caused.

We are now staggering the re-opening of the survey to manage the volume of users trying to access the survey at any one time. Users will receive an email advising them when the survey can be accessed – not all users will receive this at the same time.

If LAs could inform their userbase of the staggered approach and encourage completion of the survey if users haven't yet completed it.

Service updates

Portal release

The latest Portal release took place on 4 October 2018, delivering new functionality for the NHSmal Office 365 Hybrid Service, Advanced Threat Protection (ATP) and the pharmacy, dentistry, optometry and social care sectors.

Full details are available via the [Service Status](#) page.

Account management lifecycle switch on

The account management lifecycle process is due to be switched on for user accounts from mid-October 2018 when inactive, leaver and disabled accounts will begin to be automatically deleted in line with the NHSmal [Data Retention and Information Management Policy](#).

LAs should not anticipate all accounts that are eligible for deletion to be deleted immediately following process commencement, as deletions will occur over several weeks. This will be supported with communications to those accounts in scope for deletion, providing 14 days' notice.

LAs will not be provided with a specific list of accounts that will be deleted under the account management lifecycle. The Portal Mailbox Report should be used to identify accounts that are eligible for deletion. New functionality to allow LAs to restore accounts in a 'deleted' status is planned to be deployed during November 2018.

LAs are asked to encourage users who wish to keep their NHSmail account, to keep their password updated and to change their password every 90 days – further guidance is available on [Self-Service Password Management](#).

Multi-Factor Authentication (MFA)

MFA has now been enabled for all Primary LAs, LAs and helpdesk administrators in England. Accounts that have their LA permissions removed will not currently be able to have MFA disabled – a decision around disabling MFA for users who no longer hold LA rights will be taken following the conclusion of the bulk enablement.

MFA is being introduced in accordance with [National Cyber Security Centre \(NCSC\) guidance](#) and therefore this is not optional for users with elevated permissions and will not be removed from accounts.

Further guidance is available in the [MFA User Guide](#), including details of choosing an authentication method which can be found on page 4.

Single Sign-On (SSO)

The NHSmail Service is providing the facility for organisations to enable a single sign-on capability to access locally developed applications, using users' nhs.net mail identities. Whilst users will still need to login to their laptop / desktop machines using local domain credentials, users will be able to use their normal NHSmail username ([username@nhs.net](#)) and password to authenticate against other web and desktop applications.

Further information is available, including the process for applying for single sign-on, in the [Single Sign-On Technical Guidance](#) document.

Anti-spoofing

Email communications are being sent to the spoofing email addresses that are currently **spoofing over the internet**.

Phase one of this project is to divert any spoofed emails that are received by NHSmail users from the internet to the recipient's 'Junk Email' folder within their mailbox – this will commence from the **end of October 2018**.

LAs are requested to advise users to regularly check their 'Junk Email' folder within their mailbox - if any emails are diverted here that still need to be received, users must contact the sender to advise them they will need to take action to stop spoofing @nhs.net in order to ensure future emails are received. Phase two will block all spoofed emails sent from the internet, so they won't reach a user's mailbox at all.

Phase two is expected to take place in early spring 2019 and exact dates will be confirmed nearer the time. Further information is available within the 'NHSmail News' section of the [Service Status](#) page, within the 'Anti-spoofing' area.

Impersonation accounts

Impersonation account functionality is now live and can be used by organisations upon request.

Microsoft Exchange Impersonation enables an individual, administrator or application to impersonate a given user(s) account. Impersonation rights are often needed when you have a service application that needs to access multiple mailboxes and 'act as' the mailbox owner. Emails sent will appear to be sent from the account being impersonated but will originate from elsewhere.

Further information is available, including the process for applying for an impersonation account, in the [Impersonation Account Guidance](#) document.

NHSmail Office 365 Hybrid Service

The NHSmail Office 365 Hybrid Service is now live and is available more widely to organisations outside of the initial pilot.

The Hybrid solution will enable integration between the current NHSmail Service and Office 365 tools and is available for organisations using NHSmail as their primary email service and with the appropriate Microsoft licensing in place.

Further information, including licensing and registration, is available on the Portal [Policy and Guidance](#) pages under section 'NHSmail Office 365 Hybrid'. Any questions can be emailed to the [NHSmail helpdesk](#).

helpdesk@nhs.net
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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 / 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/

helpdesk@nhs.net
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