

Welcome to the NHSmail Local Administrator webinar

- The webinar will begin at 11am.
- Participant lines will be muted during the presentation.
- The video option will be turned off.
- The webinar will be recorded.
- We will not be taking questions / comments via the chat facility during this session – we will provide further detail about this at the start of the webinar.

NHSmail Local Administrator webinar

Wednesday 23 January 2019 at 11am

Agenda

- **Anti-spoofing**
- **General service information**
 - Business Continuity and Disaster Recovery (BCDR) testing
 - Closed organisations
- **Service updates**
 - Account management lifecycle
 - Skype for Business desktop control
 - Local helpdesk contact details in People Finder

Anti-spoofing

David Middleton – Service Management, NHS Digital

Anti-spoofing

- The anti-spoofing project has been introduced to prevent the practice of spoofing from a source over the internet which imitates being from an @nhs.net email address.
- Email communications are being sent to the top spoofing organisations, Chief Clinical Information Officer (CCIO) / Chief Information Officer (CIO) community, Local Administrators and users.
- Weekly spoofing calls are being held with individual organisations and we are providing reports on their specific spoofed emails.
- Guidance, and numbers, can be provided for individual organisations requiring specific help by contacting feedback@nhs.net
- Downward trend of the numbers of spoofed email continues, 55% reduction – 262k now from 590k.
- Anti-spoofing policy change will be reintroduced Tuesday 12 February 2019 which will move emails into the “Junk E-Mail” folder.
- Phase 2 of the project (to block spoof emails from the NHSmail service completely) will be confirmed at a later date.

Anti-spoofing

- Typical software applications in scope:
 - HOOF - Identified four suppliers
 - BOC, Air Liquide, Dolby Vivisol, Baywater Healthcare
 - Datix – new version of software available v14.0.35.1
 - Condeco – contact in progress
 - PECOS – aware and able to support organisations with spoofing changes
 - SafeGuard – advice is to follow NHSmail published guidance
 - Scan to mail advice and guidance - Xerox, Canon, Ricoh aware and able to support spoofing changes
 - Mass mailer product advice and guidance - Mailchimp guidance has been published
 - Mail relay option – not supported within NHSmail, review Applications Guide
 - Organisations with forwarder rules – will need to follow NHSmail published guidance to avoid spoofing

What action do I need to take?

- Discuss the spoofing change with your local IT Director/ Senior Information Risk Officer (SIRO) / CIO to confirm what actions have already been put in place and ensure they are aware what will happen on 12 February 2019.
- If no action has been taken, complete a self assessment of the typical software applications listed or those that interlink with NHSmail to gauge impact on your organisation.
- Using the guidance, ensure an action plan is put into place to stop spoofing.
- Communicate with your user base, advising them to check their “Junk E-mail” folder, perhaps highlighting the “Junk E-mail” folder by adding it to favourites.
- If help is required, please contact feedback@nhs.net
- Join the weekly spoofing call, details can be requested from feedback@nhs.net
- Specific Local Administrator spoofing call will be held on 6 February 2019.

Additional resources

Further information is available within the '[Policy and Guidance](#)' pages under 'General Guidance' > 'Anti-spoofing controls'

- [Guidance on spoofing](#)
- [Applications Guide](#)
- [Portal Local Administrator Guide](#)

Questions?

General service information

David Middleton – Service Management, NHS Digital

Business Continuity and Disaster Recovery (BCDR) testing

- Business Continuity and Disaster Recovery (BCDR) testing will be taking place over the weekend of the 2 / 3 March 2019.
- We do not expect any impact on end users during the course of the testing, however Local Administrators should review their local business continuity arrangements as a precaution.
- If there are any organisations involved in self-migration NHSmail activity, a pause should be planned over the BCDR test weekend.
- Organisations who have hard-coded IP addresses to the NHSmail Relay rather than using `relay.nhs.uk` may encounter some disruption.

Closed organisations

- Clean-up work has started, to remove closed organisations from the NHSmail service.
- This will help ensure that all NHSmail accounts reside within open organisations that are legal entities and that are responsible for ensuring information governance compliance and good practice.
- Local Administrators, shared mailbox owners and users of active accounts within closed organisations will be contacted, to initiate this process.

Questions?

Service updates

Tom Blackmore – Service Management, Accenture

Account management lifecycle

- Local Administrators will be aware of the ongoing deletion of eligible accounts, which has been running on a weekly basis since October 2018 as part of the account management lifecycle hygiene process.
- We are increasing the number of deletions that will take place each week from 15,000 to a maximum of 30,000 accounts, subject to the identification of eligible accounts in line with the [Data Retention and Information Management Policy](#).
- Accounts in scope for deletion each week will continue to be issued with communications two weeks ahead of the deletion activity.
- Local Administrators can now restore accounts in a 'deleted' status if required via the User Management screen in the NHSmail Portal. Further guidance is available in the [Portal Local Administrator Guide](#), in section 'Restoring an account'.

Skype for Business desktop control

- A new feature in Skype for Business is now available, allowing 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.
- The [Skype for Business User Guide](#) is currently being updated with further details.

Local helpdesk contact details in People Finder

- Local Administrators are now able to update the Local Support Email and Telephone number fields within the Manage Organisation screens in the Portal.
- The information populated in these fields is now more prominent on the People Finder pages where an organisation's Local Administrators are listed.
- The aim is to ensure that where a local IT support function exists, users are directed to that function for NHSmail issues and requests rather than contacting Local Administrators directly.
- The [Portal Local Administrator Guide](#) has been updated with further details on how to change the information held in these fields, in section 'Viewing and editing organisation attributes'.

Questions?

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