

# Welcome to the NHSmail LA webinar

- The webinar will begin at 2pm.
- Please synchronise your web and phone presence by inputting your **Attendee ID** into the phone.
- Participant lines will be muted during the presentation.
- The webinar will be recorded.
- You can use the chat messaging feature on the right of the screen to ask questions. Please only use this for questions, not general comments.

# NHSmail Local Administrator webinar

Tuesday 3 July 2018 at 2pm

# Agenda

## Service status

- NHSmail service performance
- Platform clean-up of inactive accounts
- Portal update
- Repeated account lockout guidance
- Skype for Business – unavailability

## Technical updates

- Anonymous access to NHS Directory
- NHSmail Single Sign-On (SSO)
- Anti-spoofing

## General service information

- 'NHSmail News'
- Calendar federation

# Service status

**Update on NHSmail service**

**Tom Blackmore, Service Management Lead, Accenture**

# NHSmial service performance

- Service across the NHSmial platform remains generally consistent with previous months.
- Issues were reported during May 2018 in relation to IMAP/POP/SMTP restrictions enabled as part of allowing the protocols to be used over the internet.
- Following the all-user communications issued earlier this year, the take-up of the self-service password reset has accelerated and during May 2018 accounted for 29.13% of all password resets carried out. Compared to January 2018 (13.20%), this is a strong growth and should be benefiting Local Administrators and local IT helpdesks.

# Platform clean-up of inactive accounts

- As communicated in the June 2018 LA bulletin, a further round of account deletions will take place. This will be from 6 July onwards and be conducted over 3 weeks.
- 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 sent an email since 26 February 2018.
- All accounts in scope for this round of deletions have already been emailed, advising them they are due to be deleted. The email informed any users with delegate access to the account in scope for deletion, that action is required by the primary account user.
- 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, but will be retained in the NHSmail Portal.
- If an 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.

# Portal update

The latest Portal release was implemented successfully on 21 June 2018 and introduced a number of new items of functionality along with several defect fixes. Details of these items are documented on the [NHSmial Portal Service Status page](#).

Planned future functionality changes include:

- **Allow Self-Service Account Unlock without Password Reset:**  
To supplement the existing self-service password reset capability, users will be able to unlock accounts using the same facility without needing to reset their password. Authentication of the user via a mobile device and security questions will still be required.
- **Addition of organisation IT support contact detail fields:**  
Re-using existing fields within the Organisation detail section of the Portal will allow organisations to add specific details that will appear in the 'PeopleFinder' to help better direct users to local IT helpdesks.
- **Allow DDLs to include Child Organisations:**  
The existing DDL functionality will be extended to provide a rule option that allows owners to include or exclude users from child organisations.

Further Portal development is being carried out to introduce new functionality related to the Office 365 Hybrid service.

# Repeated account lockout guidance

- A common request that is raised with the NHSmail Helpdesk is regarding repeated account lockouts and how to identify the cause of the issue.
- In scenarios where repeated account lockout issues have been resolved, it is most often due to there being credentials still being set on a device used by the user which polls NHSmail periodically.
- More detailed guidance to support the investigation of repeated account lockout issues is already in progress and is currently being finalised for publication on the Portal help pages.
- In summary, the guidance details the following key points:
  - NHSmail account credentials on all known devices (both personal and corporate) that are known to have been used, or attempted to be used, to access the NHSmail account should be checked to ensure the latest password is in use.
  - When a device attempts to connect with NHSmail with username and password credentials, but has never done so successfully, the NHSmail team cannot identify this device through the NHSmail Portal or an account lockout audit. Users need to validate that there are no NHSmail accounts set up or partially set up within the mobile device native mail applications.
  - Associated mobile devices that have previously successfully connected with NHSmail are checked via the NHSmail Portal by the LA to determine if historic devices that are no longer in use can be removed from the account.
  - The clearing of all stored browser and device passwords including Google Chrome, Internet Explorer and Safari are performed.

# Skype for Business - unavailability

- Skype for Business will be unavailable whilst maintenance is carried out on Sunday 8 July 2018, Sunday 15 July 2018 and Sunday 22 July 2018.
- This downtime will affect different users at different times on these dates, with the maximum downtime period of 50 minutes.
- Users will not be able to use Skype for Business during this downtime – the messenger box will be 'greyed out' and unavailable.
- Please ensure that this is communicated to your userbase and that business continuity plans are in place for Instant Messenger and Presence.

# Questions?

# Technical updates

**Richard Trusson, Technical Architect, NHS Digital**

# Anonymous access to NHS Directory

- If you are on the HSCN / Transition Network (previously known as N3), you can currently query the NHS Directory anonymously via LDAP – you do not need a valid logon to retrieve user information.
- To meet GDPR requirements, NHSmail will shortly remove anonymous access to the Directory via LDAP.
- If your organisation does not currently use anonymous LDAP queries, you do not need to do anything.
- If your organisation does currently use anonymous LDAP queries you should:
  - Preferably switch to using the Exchange Web Services (EWS) protocol and an application account
  - Alternatively switch to using an authenticated LDAP query using an application account
- More information will be provided closer to the time when the anonymous access will be removed. In the meantime, you should start to move your applications to use authenticated EWS.
- Further information is available in the [Applications Guide](#).

# NHSmail Single Sign-On (SSO)

NHSmail offers the ability to support Single Sign-On to local applications that support OAuth2 and Open ConnectID.

This means that:

- Users use their @nhs.net email and password to sign into the local app
- Local users have to remember one less username and password combination for each application that enrolls in SSO
- Users are not re-prompted for credentials when signing into multiple integrated applications
- User life cycle management for the application is now done by NHSmail (password resets, unlocks, creation and deletion), freeing up administrative time
- Improved security due to reduced tendency of writing down passwords, as fewer to recall
- Enhanced security, Multi Factor Authentication (MFA), can be leveraged

# NHSmail Single Sign-On (SSO)

To enrol your application in SSO the following information must be provided to [helpdesk@nhs.net](mailto:helpdesk@nhs.net) :

Application Name	This is the name by which the application is known. e.g. EPR 2.1
Redirect URL	The URL that NHSmail should redirect the user to after they have authenticated with their authentication code
Responsible Organisation	The organisation that is using the application e.g. NHS Digital
Application Support Details	The contact details for the company that supports the application. For example:  Company Name: ACME Email: <a href="mailto:support@acme.com">support@acme.com</a> Phone: 001-555-246-1357 Address: 1 Silicon Valley San Francisco CA USA

# Anti-spoofing

The timelines have changed and further communications will be issued closer to the time:

Source	Destination	Current Behaviour	September 2018	December 2018	Date TBC
<u>NHSmal</u>	Anywhere	Delivered			
Internet hosted email service	<u>NHSmal</u>	Delivered with spoofing warning	Blocked		
Internet hosted email service	Internet hosted email service	Delivered to junk folder with spoofing warning	Blocked		
Internet hosted email service	TN/HSCN hosted email servers	Action dependant on local mail server configuration			Blocked
TN/HSCN hosted email servers	Internet hosted email service	Delivered to junk folder with spoofing warning	Blocked		
TN/HSCN hosted email servers	<u>NHSmal</u>	Delivered with spoofing warning	Delivered to junk folder with spoofing warning	Blocked	
TN/HSCN hosted email servers	TN/HSCN hosted email servers	Action dependant on local mail server configuration			Blocked

# Anti-spoofing

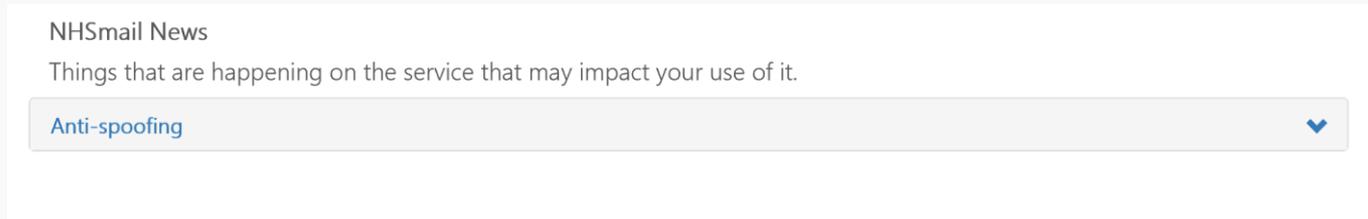
- Email communications have now commenced and are being sent to the email addresses that are currently spoofing.
- To align with Government Digital Services (GDS) and National Cyber Security Centre (NCSC) guidance, all spoofing email will be stopped from March 2020.
- Further information is available within the new 'NHSmial News' section of the [Service Status page](#), within the 'Anti-spoofing' area.

# General service information

**Catherine Anderson-Selby**  
**Communications & Engagement Lead, NHSmail, NHS Digital**

# NHSmail News

- We have created a new section on the [Service Status page](#) called 'NHSmail News'.



- This area will include things that are happening on the service that may impact your use of it.

# Calendar federation

- Calendar federation is now available and guidance is published in the '[Policy and Guidance](#)' section of the NHSmail Portal help pages under 'NHSmail Calendar Federation'.
- This will allow external organisations who are not part of the NHSmail platform, but are using MS Exchange (2010 or higher), to view free / busy information in NHSmail calendars.
- A signed Federation Partnership Agreement is required to make use of these services.
- This facility may be of interest if you work closely with a non-core NHS organisation.

# Questions?

[www.digital.nhs.uk](http://www.digital.nhs.uk)

 [@nhsdigital](https://twitter.com/nhsdigital)

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