

NHSmail LA webinar question and answer log

26 September 2018

Question	Answer
NHSmail Service update	
Dial-in and Skype has been down for short periods in the morning – is this monitored?	There was a minor issue affecting users with audio and video conferencing on the morning of Wednesday 19 September 2018 and the dial-in access was unavailable for a short period during the morning – this was quickly resolved. Users using conferencing via Skype were unaffected.
Self-service account un-lock	
Password reset is great but are users fully aware that after several attempts an account is locked, so this will not work. Is this going to be highlighted to users, so they do not keep trying and lock the account?	The self-service unlock is aiming to offer a response to users that are getting locked out more regularly than others and it's giving them an opportunity to self-serve and unlock, rather than going to their local team or the helpdesk.
Child organisations within Dynamic Distribution List (DDL) rules	
Is there guidance on how to add a child organisation to a rule – will this be available on the Portal help pages?	Guidance in the Portal LA Guide is currently being updated to include this and will be published mid-October 2018
The list of organisations within the DDL set-up isn't complete, my organisation isn't in it.	The hierarchy of organisations is provided as part of a refresh carried out regularly by the service provider, based on ODS data. We need to make sure that if there are any errors in the hierarchy or organisations are missing that this is reflected in the ODS data as well, to ensure that any changes that are made to the NHSmail platform are not over-written next time a refresh is carried out. Any specific queries can be emailed to the helpdesk for investigation.

Question	Answer
Account management lifecycle switch on	
Regarding deletion of inactive mail accounts – application accounts are being listed as inactive and therefore listed as 0 days to deletion – is there any clarification that these accounts are excluded from being deleted?	Application accounts are currently excluded from the lifecycle deletions. They will be introduced in due course and will take into account the extended password reset timescales (currently one year for application accounts).
In respect of the restoration of accounts, will the lockout audit be made available to Local Administrators?	We are working on this and want to make the device and time-stamp of when an account has been locked out available through the Portal audit data. Extra guidance has been added to the Portal help pages to help to mitigate the number of account lockouts.
Can TANSync mark an NHSmal account as disabled if we mark the local AD account?	No, TANSync does not provide any functionality to mark an account as disabled. This will need to be carried out in the Portal.
Multi-Factor Authentication	
All communications regarding MFA state that it will be enabled for ‘Local Administrator’ or ‘Primary Local Administrator’ - the helpdesk has also previously confirmed that this would only affect these admin roles, not others such as local helpdesk. The helpdesk is now stating that MFA is coming to ALL users.	MFA is not coming to all users however, it is coming to all administrators including local helpdesk levels. We’re not currently planning to rollout to all users.
How do you manage MFA if no mobile phone?	There are three options to choose from to authenticate your account. Further information is available on page 4 of the MFA User Guide .
Our mailbox is for support purposes and we share it across five users, what is the best way to manage this given it’s a Local Administrator account?	Individual usernames and passwords trigger MFA and, as per the Acceptable Use Policy , usernames and passwords should not be shared. Organisations that work in this way should contact the helpdesk to discuss alternative ways of working.

Question	Answer
<p>What happens if you work from home and have a poor reception, can you use your home number?</p>	<p>There are alternatives and as part of MFA you can go in and change your settings to include a secondary option. For example, your primary setting may include a mobile phone app (this option is strongly recommended) but you can also include secondary details. When logging into MFA you can use an alternative mechanism through an option that is presented once you've entered your username and password. As this requires set up, you would need to set this up in the office, before going home to log in. Further guidance is available in the MFA User Guide.</p> <p>There are a couple of other ways...</p> <ol style="list-style-type: none"> 1) App notifications – a data connection would be required 2) In-app code – this works on an algorithm, so no signal or data connection required.
<p>Is MFA being introduced for Scottish boards?</p>	<p>We're currently in discussion with NHSmail Scotland about this and would suggest any queries are raised directly with NHSmail Scotland.</p>

Question	Answer
<p>What does the 'Delete OneDrive' button do when administering an account? It seems to appear on those with MFA. I checked, we definitely don't have OneDrive and we are not using Office 365 Hybrid.</p>	<p>When a user is moving organisations, as part of the process of marking them as a 'leaver', you may wish to also delete any files that they have in OneDrive before they move to their new organisation. This would be an example of when you might use the 'Delete OneDrive' button.</p> <p>This button however should only be available when enabled for the NHSmail Office 365 Hybrid Service. This is being worked on so that the button will be 'greyed out' when no O365 policy is in place. This will take some time to complete but for now no action will happen if the button is clicked.</p>
Single Sign-On	
<p>Is Single Sign-On the same as NHSmail Office 365 Hybrid?</p>	<p>Single Sign-On (SSO) is for local applications and the protocols that allow this. Office 365 does provide a single sign-on experience for the Microsoft applications (Teams, Yammer etc.) but not your locally developed apps.</p>
Anti-spoofing	
<p>Is the Business Continuity team aware of the anti-spoofing work because the tool used (C2) may have an issue with this?</p>	<p>The team is aware, and we've been working with them to future proof the work with C2, so this shouldn't be an issue.</p>

Question	Answer
Impersonation accounts	
<p>Could an impersonation account replace an account that is spoofing?</p>	<p>In theory yes it could, however the better resolution is to get the original account to send correctly and authenticate.</p> <p>If the application that is using NHSmal email from the internet needs to use an impersonation account, then that's fine but impersonation accounts are not the solution to spoofing – the solution to spoofing is to stop spoofing and send with a valid NHSmal username and password using the correct protocols. Further information is available in the Applications Guide.</p> <p>If the application is unable to connect with an NHSmal username and password that's valid on our service, then an alternative email account / domain would need to be used for those applications that still need to spoof and can't stop spoofing - they can't continue to keep using our domain.</p>
NHSmal Office 365 Hybrid Service	
<p>Our organisation is already on Office 365 through Microsoft – why move to NHSmal Office 365 Hybrid?</p>	<p>To improve collaboration and full integration of the NHSmal services with Office 365.</p> <p>It would also provide one place to administer both NHSmal and the Office 365 tools.</p>
<p>What apps should we expect to see in our NHS myapps.microsoft.com?</p>	<p>Most of the applications within Office 365 are supported within the Hybrid model. 'My apps' is also where you would configure Multi-Factor Authentication.</p>

Question	Answer
<p>Will we have the option to share with external organisations that are not on NHSmail? As an example, we are looking at sharing data with various solicitors for legal services and we are looking at using OneDrive, but the solicitors are not on NHSmail.</p>	<p>Currently the initial release that has gone live is sharing within the tenant. We are looking at a second phase 'Hybrid 2' and this is on the list and it is acknowledged that we do need to look at enabling that service thereby allowing external organisations to connect through.</p>
<p>Any idea of timescale for external sharing?</p>	<p>Initial discussions are imminent around what might be covered in Hybrid 2. External sharing is on the list for discussion but we're not able to confirm any timescales at present.</p>
<p>Will the inbox capacity review include mapping mailbox sizes to the Office 365 that services have purchased? Currently it seems Hybrid means paying for inbox capacity and Skype services through Office 365 and then not getting them, having to pay again for top-up services in NHSmail?</p>	<p>The sizes of mailboxes on NHSmail will be reviewed, however it is clear that we won't be matching the scales Microsoft currently advocate e.g. 50Gb.</p> <p>Across the NHSmail Service the average mailbox size is about 2.5Gb so the standard 4Gb is more than adequate in most cases.</p> <p>We are reviewing mailbox sizes however, industry direction now is to make use of SharePoint, OneDrive and collaboration tools and not store documents in email.</p> <p>With Office 365, a standard F1 licence only provides 2Gb which is less than the NHSmail O365 Hybrid offering of 4Gb, so in this case there is a gain.</p> <p>The Skype service provided by NHSmail is still competitive against the Office 365 offering and currently the Video and Audio SAL licence is being paid centrally by NHS Digital, so an organisation joining the Hybrid should not be losing out.</p>

Question	Answer
General	
<p>Delegate access has until now needed to be done by a Local Administrator, not a user. Is this fixed now?</p>	<p>The platform is designed so that delegate access is carried out by LAs, so this is correct and there is no intention currently to change this. Users can individually, through Outlook, delegate use of folders to other users.</p>
<p>Are we going to be able to build bespoke apps in the Azure portal that's open for NHSmal user accounts?</p>	<p>Yes, you'll be able to use self-built apps, but these will need to be approved first by NHS Digital. There will need to be a process in place for this to happen.</p>