

# **NHSmail LA webinar question and answer log**

## **March 2018**

Question	Answer
<b>Account management lifecycle</b>	
<p>We have user accounts that have been made inactive and leaver, but they don't disappear from our organisation, even beyond the time limit, therefore we have to email <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> to manually delete the account if needed. This is proving a real challenge to work with, as we have hundreds of accounts marked as inactive / leaver.</p> <p>When will the automated process be switched on? It has been promised for so long now – it seems like a pointless task marking people as leavers at the moment.</p>	<p>The automatic account removal process will be enabled within the next few months. In the meantime, we have a process that will be removing over 50k leavers very shortly and this will help in readiness for the automated process.</p> <p>If you have any urgent requests to remove any leaver accounts, prior to the automated account removal process being enabled, you can email <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>.</p>
<p>Will there ever be an option for LAs to hide accounts from the address book, as currently the inactive / leaver accounts (awaiting deletion) are still appearing in the address book?</p>	<p>As above, we are working through the process to enable the automatic account removal tool as quickly as possible, which will remove the need to hide deleted accounts.</p>
<b>Application accounts</b>	
<p>I have been having problems converting accounts to application accounts. I have created a couple recently for SMS use, and cannot associate as an application account.</p> <p>For instance, MJOG.L83***@nhs.net - I cannot convert. Do we need to log these conversions through the helpdesk?</p>	<p>All requests to change an account to an application account need to go to <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> and we will make the change for you, you cannot set this yourself in the Portal. A specified time for the changeover to take place can be agreed as part of the conversion process.</p> <p>Application account requests for NHS Scotland users should be sent to <a href="mailto:nhsmail.scotland@nhs.net">nhsmail.scotland@nhs.net</a>.</p>
<p>Because of the need to re-set the password of an application account, we almost need to have an agreed date / time that the mailbox will be converted so that we can re-set passwords to avoid downtime on the account.</p>	<p>Upon conversion to an application account, the account will require a password change immediately irrespective of whether the existing password meets the complexity requirement. You will need to log on to <a href="http://www.nhs.net">www.nhs.net</a> to change the password once it's been converted to an application account. It is advised that when you request the</p>

	<p>account to be converted you do so with the knowledge that the account will be unavailable while the change is being processed and until you reset the password. A specified time for the changeover to take place can be agreed as part of the conversion process, to reduce this timeframe.</p>
<p>I think it would be best if application account passwords lasted slightly longer than one year so that the password could safely be scheduled to be changed around the same date every year. Could this be considered?</p>	<p>We have plans longer term to increase the password expiry of normal user accounts to one year and extend the application accounts to two years.</p>
<p>Will application accounts get a password change countdown?</p>	<p>Application accounts will receive the same password expiry reminders as normal user accounts.</p> <p>If the application account mailbox is not actively monitored, we suggest;</p> <ul style="list-style-type: none"> <li>a) setting up a rule to forward relevant admin emails to an actively monitored email account</li> <li>b) setting up a reminder to reset the password before it expires.</li> </ul>
<p><b>Anti-spoofing</b></p>	
<p>What about Cloud application accounts, such as Sophos, that get flagged as outside of NHSmail?</p>	<p>We will, in the near future, provide the ability for accounts to connect from the internet using SMTP / POP / IMAP. This will provide the ability for a real NHSmail account to connect from the internet where you may currently be spoofing an @nhs.net email address from the internet.</p>

<b>Skype for Business</b>	
Could I request that there is more communication about enabling the audio and meeting invite via Dialin.nhs.net, as this does not appear in any documentation in relation to Skype for Business enablement?	We will review the communications in respect of dial-in and uplift accordingly.
Is there any update on LAs being able to change the access for Skype for Business on the web Portal?	As soon as this is available we will communicate it via the LA webinars and bulletins.
<b>Pharmacy</b>	
Do pharmacies, by default, have a generic email address?	Yes, pharmacies have shared mailboxes setup in line with an approved naming convention, which is: <a href="mailto:Nhspharmacy.Location.PharmacyNameOdsCode@nhs.net">Nhspharmacy.Location.PharmacyNameOdsCode@nhs.net</a> In addition, we are exploring the feasibility of implementing shorter email addresses (known as an alias) to be associated with the shared mailbox address.
Finding individual pharmacies on the global address list is a real challenge. Can this please be made easier?  What is the pharmacy container called?	96% of pharmacies have a shared mailbox at each site and can be found under 'NHSParmacy' in the NHS Directory.  Please see guidance on <a href="#">using the NHS Directory</a> .
I've replied to a communication regarding pharmacy accounts and it would have been nice to have received an acknowledgement, confirming which accounts are going to be transferred to the Pharmacy container.	We are continuing to migrate any remaining accounts from across NHSmal into the centrally managed NHSParmacy container.  This means we may be in touch with LAs on a one to one basis if we identify a pharmacy related account within your organisation that needs to be migrated.

	<p>We will get back to all LAs with legacy accounts that are being migrated in April 2018.</p>
<p>Is there a list (possibly from the central team) of generic emails by Clinical Commissioning Group (CCG), so as a provider we can identify pharmacists in our areas?</p>	<p>Please use the NHS Directory to search for these sites in the first instance. Further guidance is available on <a href="#">using the NHS Directory</a>.</p>
<p><b>Social care</b></p>	
<p>Any update on the central portal management for care homes?</p>	<p>Local health and care organisations are advised to inform local care homes that NHSmail will be made available to them throughout summer 2018. A minimum Data Security and Protection Toolkit (DSPT) return, or a previous Information Governance Toolkit (IGT) return, are entry requirements to gaining access to the service.</p>
<p>Can I please request a formal communication about this change, as locally we are trying to implement care homes for NHSmail and this is holding us up greatly – we need to know when these can be transferred?</p>	<p>For organisations that have already met our entry criteria, they can ask a sponsoring organisation to create and manage their accounts (for example, NHS trust or CCG), or can, if suitable, become an LA themselves.</p> <p>Current ways to register are listed under '<a href="#">Registering a Social Care organisation e.g. a Care Provider or Care Home Service</a>'.</p> <p>Care homes can also register to be part of the portal registration tool pilot via <a href="mailto:feedback@nhs.net">feedback@nhs.net</a>.</p>

<b>Search function and self-help tool</b>	
Are there plans for more work to be done on the Portal help pages? At the moment the 'Search' option doesn't really work nor does the 'Self-help' tool. Both working as they should would be helpful when looking for policies / guidance etc.	Yes, we will soon be ensuring that the help search function returns not only videos from the Portal help pages but also most of the documents on the Portal help pages.
<b>Sent items from a shared mailbox</b>	
Items sent from a shared mailbox should now appear within the sent folder within the shared mailbox, rather than the user's individual mailbox - can you confirm that this issue is being looked at as a matter of urgency, as this is still not happening?	Yes, we have been working on this as a priority. The Portal release, scheduled for April 2018, will resolve this.
<b>General Data Protection Regulation (GDPR)</b>	
Is there going to be a generic statement regarding GDPR or UK Data Protection compliance for NHSmail?	<p>NHS Digital is working to adopt and advise on GDPR. The regulation is not due until May 2018 and any statements regarding NHSmail will typically fall in line with wider NHS Digital corporate communications about compliance.</p> <p>Please see <a href="#">NHS Digital's latest work around GDPR</a>.</p> <p>A compliance statement will be published to demonstrate NHSmail compliance to GDPR.</p>
<b>Password manager</b>	
Any thoughts on the use of a password manager, or introduction of one that can be used with nhs.net, or is this still a local decision?	The use of a password manager on local corporate laptops would be a decision that your local organisation would need to procure and support.

<b>Address book information</b>	
Any update on the ability to browse / download address book information from the Portal, as we used to be able to?	This is not currently available and there are no plans to implement this at the moment.
<b>Mailbox quotas</b>	
Is there any timescale for when LAs will be able to identify 'used mailbox quotas' in bulk?	We have a development item to ensure this is included in the user mailbox report as an extra column. This should be developed in quarter one of 2018-2019.
<b>Resource mailboxes</b>	
Is there any update on the room booking service please?	We are almost ready to enable the functionality on resource mailboxes. It is estimated that this should be live by the end of April 2018. Any urgent requests prior to this date should be sent to <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> .
<b>'Feedback' mailbox</b>	
I haven't heard of the feedback mailbox before, should anything else be sent here instead of the main helpdesk?	<p><a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> should be the first point of contact for anything service related.</p> <p>Where specific processes are managed by NHS Digital, it is stated within the relevant guidance documents if <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> is the contact point to be used.</p> <p>Additionally, for any service development suggestions or feedback on the service please send these to <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> and your email will be sent to the relevant team for response.</p>