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

## **3 July 2018**

Question	Answer
<b>SMTP / POP / IMAP issues</b>	
<p>The SMTP / POP / IMAP issues still take time to replicate and it would be useful to be able to report on the status of this.</p> <p>The guidance states it can take up to 5 minutes to take effect, and when checking after this time, the account has still not picked up that all protocols have been enabled. POP / IMAP are normally fine, but SMTP doesn't always seem to be picked up.</p>	<p>It does take time for the enablement of SMTP / POP / IMAP to be synchronised around all the servers. Depending on the time of day, it is possible that it can take up to one hour, however is often much sooner.</p> <p>Guidance will be updated to reflect this.</p>
<p>What about providers such as Sophos, for event messages?</p>	<p>If Sophos are spoofing an @nhs.net email address, then those emails would be dropped - we will not be whitelisting any spoofer. Sophos either need to start sending emails as themselves and your end-users need educating that they're valid messages, or Sophos need to work with you and us to get an application account, so they can send emails as a proper @nhs.net address.</p>
<p>When we contact <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> regarding Sophos, we never hear anything.</p>	<p>We will double check the <a href="mailto:feedback@nhs.net">feedback@nhs.net</a> mailbox. For any outstanding queries, please send these through again and we'll pick these up and see how we can best support your requests.</p>

Question	Answer
<b>SMTP / POP / IMAP issues</b>	
<p>We don't have the ability to change this via Sophos Central.</p> <p>So why do the messages we receive state:</p> <p>--- This message was sent from an email address external to NHSmail but gives the appearance of being from an NHSmail address. Verify the sender and content is legitimate before acting upon information contained within. --- This email alert was generated by Sophos Central. Do not reply to this email.</p> <p>The emails I have from Sophos Central do not include the banner.</p> <p>If you click 'reply' to the message, does the 'To' field change to an nhs.net address?</p>	<p>We will pick this up with the individual that has raised this question, to understand what is generating the message.</p>
<b>Dynamic Distribution Lists (DDLs)</b>	
<p>The existing DDL functionality will be extended to provide a rule option that allows owners to include or exclude users from child organisations....</p> <p>Will this still be subject to validation of the DDL before it goes live?</p>	<p>Yes, this will still be subject to validation before it goes live.</p>

Question	Answer
<b>Repeated account lockout guidance</b>	
Is there any development planned to give LAs the ability to run a device audit without having to contact the helpdesk?	Yes, we are looking into providing an improved self-service capability in the Portal to help LAs and users identify certain devices.
This is not mainly mobile devices, it's desktop at home which has cached the credentials.	Yes, it can be a number of different devices and the guidance will address a number of scenarios.
Will there be a user-friendly guide regarding lockouts, as we cannot always help users remove credentials on home devices etc.?	Yes, the guidance will be as user-friendly as possible, including screen-shots and step by step instructions on how to clear things like Windows Credential Manager, Google Chrome, iOS, Android devices. We would welcome any feedback from users on anything that they feel is missing.
<b>Skype for Business - downtime</b>	
How will this outage affect any federated organisations?	The only impact on federated users, as a result of the Skype for Business (SfB) unavailability, will be that they may see that some NHSmail SfB users are showing as offline during the maintenance period.
Is the Skype for Business downtime going to be centrally communicated?	No plans to communicate more widely, outside of this webinar, however we will be highlighting this outage on the Portal help homepage which will provide a link to further information on the <a href="#">Service Status</a> page > NHSmail News > Skype for Business – downtime.
<b>LA webinar PowerPoint presentation</b>	
Can we get a copy of this PowerPoint for our records?	Yes, the slides, recording and Q&A log will be published after the webinar on the Portal help pages > <a href="#">Communications</a> > LA – Webinars.

Question	Answer
<b>Anonymous access to NHS Directory</b>	
<p>Are there plans to publish updated guidance on Exchange Web Services (EWS), as the current guidance is a bit sparse on information, specifically the address to be used (this is not obvious)?</p>	<p>We will look to review this guidance and update as appropriate, addressing any missing information / detail in the <a href="#">Applications Guide</a>.</p>
<b>Platform clean-up of inactive accounts</b>	
<p>Is there an expedited process for removing inactive accounts?</p>	<p>No – it’s currently being done via a manual process, in preparation for the automated process which will delete inactive accounts after they’ve been inactive for 90 days. The automated process is due to come into effect later this year.</p>
<p>Do we ever get notified of email addresses which are never used?</p>	<p>No - notifications are not generated, however the administrator function in the Portal allows you to run a mailbox report for your organisation. From this report you can identify unused email addresses via the ‘status’ column (which allows you to filter whether an account is active or inactive):</p> <p><b>Active</b> – account created within the last 90 days but if the user has not accepted the AUP, you can also derive whether the account is in use by whether they’ve accepted the AUP.</p> <p><b>Inactive</b> – account has been previously active, but the user hasn’t changed their password, or sent an email, or logged into their account in the last 90 days.</p>

Question	Answer
<b>Platform clean-up of inactive accounts</b>	
<p>If an email is deleted, do we ever get a bounce-back to say this email is no longer valid?</p>	<p>If the email is deleted by the Relay, if it's thought to be spam, then no you wouldn't receive a bounce-back.</p> <p>If the email address doesn't exist or there's been a connectivity fault, you will receive a bounce-back message.</p>
<p>The problem with the inactive accounts report is that if you are using delegate access via Outlook, then any emails sent or received through that account do not count as activity, so the account will look inactive.</p>	<p>It is the responsibility of account owners to ensure that their mailboxes are maintained in an 'Active' status. For example, password expiry reminders are issued to mailboxes at 18, 10, 7, 5, 2 and 1 day(s) ahead of the expiry date. If delegate users access the primary mailboxes of other accounts, they will also see the password expiry emails and should prompt the account owner to take the necessary action to change the password.</p>
<p>When an email is sent to a disabled account, will the sender receive a bounce-back as they currently don't?</p>	<p>If an account is disabled then, no, a bounce-back will not be received as the account is still able to receive emails and can still be accessed by the user. Setting an 'out of office' message on the disabled account before disabling it may be helpful in some cases.</p>
<p>Are disabled (leaver) accounts still shown in the address book, meaning that emails can be sent to these accounts but would never be read and there's no auto-reply to say the account is disabled?</p>	<p>Yes, disabled accounts will remain in the Portal as they are still mailboxes that remain on the platform. There is no automatic out of office message applied to those accounts, however Local Administrators can add an 'out of office' message to those accounts through the Portal.</p> <p>If an account remains in a disabled / leaver status for longer than 18 months, it will be deleted as part of the mailbox hygiene process.</p>

Question	Answer
<b>Office 365</b>	
<p>Is there a move / guidance towards local organisation Office 365 and NHSmail tenancy sharing?</p>	<p>Yes, there is. NHSmail has published information on the Portal under <a href="#">Policy and Guidance</a>, around the upcoming O365 Hybrid offering – this is where organisations will be able to bring their O365 licences into NHSmail and gain access to the O365 applications in a ‘hybrid’ environment.</p> <p>We’re currently about to enter beta testing and will be looking to go live end August / beginning of September 2018.</p>
<b>Search function on Portal</b>	
<p>When are you going to add a search function to the support pages?</p>	<p>There are some activities in progress to improve the search function. There is a search function that exists already, however it’s acknowledged that it doesn’t return a good set of results. There is some Portal functionality that needs to be deployed, which is actively being worked on, to improve the function. Timescales will be advised once known.</p>
<b>Calendar federation</b>	
<p>Any idea when / if external organisations will be able to view the subjects of calendar appointments?</p>	<p>The current implementation of federation will allow external organisations to view ‘subject’ in calendars. It does require that the user has granted permission to do this.</p> <p>So, free / busy with location and subject header is supported.</p>

Question	Answer
<b>Shared mailbox sent items</b>	
<p>Is there any update on the proposed changes around automatically re-routing sent items to that of the account being used, rather than your own account?</p>	<p>This has been rectified and was specifically for shared mailboxes. If sending an email from a shared mailbox, a copy of the sent email goes into your personal mailbox as well as the shared mailbox. This doesn't happen for delegated access for user mailboxes.</p>
<b>General</b>	
<p>Can we create an @nhs.net address without creating a user mailbox or a shared mailbox? This is for reply address for certain apps.</p>	<p>We do not currently support creating NHSmal accounts that do not also have mailboxes – every shared mailbox requires an individual person mailbox to access it.</p> <p>However, an application account can be requested, which doesn't have a mailbox. Further guidance is available in the <a href="#">Applications Guide</a>.</p>
<p>Is there a way of fixing the dumpster issue when an email address is full, as we are always having to increase to do this?</p>	<p>When the dumpster becomes full the mailbox is being used beyond its designed capacity limits, as the integrity of the 180-day retention policy needs to be maintained. The only option is to purchase a larger mailbox as a top-up service.</p>
<p>Is it possible to access a generic account from a mobile device?</p>	<p>An NHSmal user account needs to be configured with your mobile device for it to work, as it requires a valid NHSmal username and password to synchronise successfully. NHSmal does not support shared mailboxes on mobile devices.</p>