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Introduction

This document provides guidance for local IT helpdesks or Local Administrators (LAs) to support the resolution of repeated account lockouts.

Where frequent account lockouts occur, it is necessary to clear your NHSmail credentials that have been stored in a computer or mobile device used to access your NHSmail account. This is likely to be the root cause of a frequent lockout.

Depending on the device(s) used to access your NHSmail account, some applications may be trying to authenticate automatically to perform a synchronisation of data. If the password being used to perform this activity is out of date or incorrect, this will trigger a ‘bad password attempt’. Continuous attempts to access an account will result in the account being locked, which is to protect the NHSmail platform.

Account lockout audit requests

There may be instances where an account lockout audit is required but in order to request this, the following activities must be completed first:

1. NHSmail account credentials on all devices (both personal and corporate) that are known to have been used, or attempted to be used, to access the NHSmail account are checked to ensure the latest password is in use.

   The NHSmail team cannot identify any device through an account lockout audit that has never connected properly, despite repeated attempts. Users need to validate that there are no NHSmail accounts set up, or partially set up, within the mobile device native mail applications.

2. 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.

3. The clearing of all stored browser and device passwords including Google Chrome, Internet Explorer and Safari are performed using the guidance documentation provided in this document.
Lockout guidance and next steps

It should be noted that the removal of nhs.net credentials stored within the Windows Credential Manager will only affect Microsoft browsers. Any credentials that are stored in other non-Microsoft browsers such as Google Chrome will remain in place and will need to be removed via their associated configuration settings, which are explained later in this document.

Mobile and tablet apps downloaded from the associated application store such as the Outlook app are not supported by NHSmail. For details of supported means of configuring mobile devices for use with NHSmail, please refer to the Mobile Configuration Guide.

The following guidance is based on the Windows 10 environment and a selection of commonly used mobile device operating systems. However, instructions can differ depending on what version you are using, and you may need to refer to your device manufacturer’s specific guidance for additional information.

Please ensure that all devices in your possession have been checked for incorrect or outdated NHS.net account credentials. Some examples of devices that should be checked in addition to the commonly used devices such as mobile phones, tablets and laptops/workstations include:

- Amazon Kindle (Fire version)
- Smartwatches (with app/browser capability)

To proceed to the relevant lockout guidance within this document, please select from the following as relevant to the devices and software in use:

- Removal of saved nhs.net credentials from Credential Manager
- Removal of saved nhs.net credentials from Google Chrome browsers
- Removal of saved nhs.net credentials from Internet Explorer / Edge browsers
- Removal of saved nhs.net credentials from Skype for Business application
- Updating saved Exchange nhs.net credentials from Android mobile devices
- Updating saved Exchange nhs.net credentials from IOS mobile devices
- Removing saved website credentials from IOS mobile devices
- Updating saved Exchange credentials from Windows mobile devices
Microsoft Internet Explorer / Edge browsers (with credential manager access rights)

1. Depending on the privileges configured on your workstation or laptop, the Credential Manager may not be accessible. You may need to request assistance from your local IT support team if access to the Credential Manager is not permitted.

If you do have credential manager access, this can be found by selecting the Start Menu and typing “Credential Manager”: 

![Start Menu with Credential Manager highlighted](image)
2. Once the Credential Manager is open, you will be presented with two sections which are “Web Credentials” and “Windows Credentials”. For credentials that are saved via Microsoft Internet Explorer or Microsoft Edge, these will appear within the “Web Credentials” section. For credentials saved for local applications such as the Outlook client, these will appear within the “Windows Credentials” section.

![Credential Manager](image)

3. To remove a stored credential, select the “Remove” option from the item which can be seen in the example above. Any stored credential relating to nhs.net should be removed.

   *If you are only using either Microsoft Internet Explorer or Microsoft Edge, saved credentials will now be removed for both browsers requiring you to login with your recent NHSmail password.*

4. If a user has previously used Outlook (or attempted to setup Outlook) to access their NHSmail account, they will also need to clear the Windows Credentials from Credential Manager. This should be done in the same way as the Web Credentials. Please note there may be more than one entry in the Windows Credentials for the user’s NHSmail account as well as entries in the Generic Credentials section below:
# Windows Credentials

<table>
<thead>
<tr>
<th>Windows Credential</th>
<th>Internet or network address</th>
<th>User name</th>
<th>Password</th>
<th>Persistence</th>
<th>Modified Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>mail.nhs.net</td>
<td></td>
<td>@nhs.net</td>
<td>..........</td>
<td>Enterprise</td>
<td>06/07/2018</td>
</tr>
<tr>
<td>@nhs.net (Windows identity)</td>
<td></td>
<td>@nhs.net</td>
<td>..........</td>
<td>Enterprise</td>
<td>06/07/2018</td>
</tr>
<tr>
<td><a href="mailto:no-reply.nhsmail@nhs.net">no-reply.nhsmail@nhs.net</a> (Windows identity)</td>
<td></td>
<td>@nhs.net</td>
<td>..........</td>
<td>Enterprise</td>
<td>24/05/2018</td>
</tr>
<tr>
<td>TERMSRV/10.137.164.122</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>18/04/2018</td>
</tr>
<tr>
<td>TERMSRV/10.137.164.123</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>19/05/2018</td>
</tr>
</tbody>
</table>

# Certificate-Based Credentials

No certificates.

# Generic Credentials

<table>
<thead>
<tr>
<th>Windows Credential</th>
<th>Internet or network address</th>
<th>User name</th>
<th>Password</th>
<th>Persistence</th>
<th>Modified Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>autodiscover.accenture.com</td>
<td></td>
<td>@accenture.com</td>
<td>..........</td>
<td>Enterprise</td>
<td>07/03/2018</td>
</tr>
<tr>
<td>Microsoft_OC1:uri= @accenture.comspe...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>25/06/2018</td>
</tr>
<tr>
<td>Microsoft_WinNet quicksurvey.accenture.com:443/quicksurvey...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13/09/2017</td>
</tr>
<tr>
<td>MicrosoftOffice15_Data:SSPI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>01/03/2018</td>
</tr>
<tr>
<td>MicrosoftOffice15_Data:SSPI: @accenture...</td>
<td></td>
<td>@nhs.net</td>
<td>..........</td>
<td></td>
<td>22/01/2018</td>
</tr>
<tr>
<td>MicrosoftOffice15_Data:SSPI:<a href="mailto:no-reply.nhsmail@nhs.net">no-reply.nhsmail@nhs.net</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>19/05/2018</td>
</tr>
<tr>
<td>MS.Outlook.15: @nhs.net:PUT</td>
<td></td>
<td>@nhs.net</td>
<td>..........</td>
<td>Enterprise</td>
<td>06/07/2018</td>
</tr>
</tbody>
</table>
Google Chrome browsers – saved password removal

As stated earlier in the document, saved credentials that reside within browsers that are not a Microsoft product such as Internet Explorer and Edge will require removal directly from the browser. The following guidance will detail how to remove stored credentials from Google Chrome.

1. Open the Chrome browser and select the 3 dots icon from the top right.

2. Select Settings.

3. Select the “Advanced” drop down followed by “Passwords and Forms”
4. Select “Manage Passwords” to display a list of passwords that have been saved / cached by Chrome.

5. Select the 3 dots icon next to the stored credential you wish to remove. Please note that NHSmail related accounts will appear similarly to the example shown.
Internet Explorer / Edge browsers – saved password removal (no Credential Manager access)

In scenarios where the Credential Manager is not available due to the level of permissions set on the workstation / laptop in use, stored credentials can be removed via the Internet Explorer or Edge browser by following the below guidance.

Internet Explorer

1. Open Internet Explorer and navigate to the top right “Cog” icon.

2. Select “Safety” followed by “Delete browsing history”.

   ![Internet Explorer settings menu](image)
3. Ensure that the “Passwords” option is checked, to remove any saved passwords that may be incorrect resulting in an account lockout.
Edge

1. Select “Settings” from the browser menu. This menu will appear by selecting the 3 dots at the top right corner of the window.

2. Navigate to the “Clear browsing data” section and select the “Choose what to clear” button.
3. Ensure the “Passwords” check box is selected to remove stored credentials.
Skype for Business – remove stored credentials

If you are a user of Skype for Business (SfB), please follow the below guidance to ensure any saved passwords are removed.

1. Open the Skype for Business client. Sign out of Skype by selecting the status drop down menu followed by “Sign Out”.

2. Delete your cached credentials – Click “Delete my sign-in info”.

[Image of Skype for Business client showing sign out option]

[Image of Skype for Business client showing delete sign-in info option]
To prevent the possibility of Skype for Business causing future lockouts, it is advised that the following option is unchecked to prevent the application from automatically starting, which may cause an account lockout if an old password is present.

1. Select “Tools” followed by “Options”.

2. Under the “Personal” section, uncheck the “Automatically start the app when I log on to Windows” option.
Android mobile devices – updating exchange password

If you use an Android mobile device to access your nhs.net mailbox via the native “Mail” app, it is possible that the password is not up to date and is causing an account lockout due to the device attempting to log in using the incorrect / outdated credential. To ensure the account contains your current password, please follow the guidance below to edit your account and update your password.

Please note that the screenshots included below may differ depending on the model of device and Android version in use. Please refer to your device manufacturer’s own guidance for further assistance if information provided below is inconsistent with your version of Android.

1. Open the settings on your device. This should look like a gear icon and should be labelled “Settings”. Once in Settings, select the “Accounts” option as indicated in the screenshot below.
2. On the Accounts page, select the “Exchange” option as shown below.

![Accounts page with Exchange option highlighted]

3. On the Exchange page, your nhs.net email should be listed. Select the “Account settings” option below your email address.

![Exchange page with Account settings option highlighted]
4. On your employee email account settings page, locate and select the “Incoming settings” option. As indicated in the following screenshot, this option allows you to make changes to the account username, password and server settings.

5. Delete your old email password from the “Password” entry box, then enter your updated one. Leave the other settings of this page as they are. Select “Done” once you have completed the password update.

6. Attempt to access your NHSmail account to determine if a successful connection is established. If new mail / calendar items are not downloaded to your device after the updated credentials have been added, your nhs.net account should be removed from the device until the source of the lockout has been identified.
IOS mobile devices – updating Exchange password

To update a potentially outdated password configured via the native “Mail” app on your IOS device, please follow the guidance below.

1. Select “Settings” from the home screen.

2. Select “Accounts & Passwords”. 
3. Select the “Exchange” account option.

4. Select your NHSmail email address ending in nhs.net.
5. Select the password and update with the latest credential used to access your account. Select “Done” once complete.

If new mail / calendar items are not downloaded to your device after the updated credentials have been added, your nhs.net account should be removed from the device until the source of the lockout has been identified.
If you have used a separate app or browser such as Safari to access your NHSmail account, you may need to check if an outdated password has been saved on your device. To view saved passwords, please perform the following:

1. Select “Settings” from the home screen.
2. Select “Accounts & Passwords” followed by “App & Website Passwords”.

3. You will then be presented with a list of stored passwords relating to the sites you have logged into. Please ensure you have removed any items relating to nhs.net by selecting “Edit” in the top right area of the page and performing the deletion.
Windows mobile devices – updating Exchange password

To update a potentially outdated password configured via the native "Mail" app on your Windows mobile device, please follow the guidance below. Please note that the following guidance is based on the Windows Mobile 10 operating system.

1. Select the setting tile from the main home screen.
2. Select “Accounts” from the menu.

3. Select “Email & app accounts” from the menu.
4. Under the “Email, calendar and contacts” section, select the manage button next to your NHS account ending in @nhs.net.

![Image](image1.png)

5. Update the password by removing the existing content and re-entering your current password. Once completed, select the “Save” button below.

![Image](image2.png)

6. If new mail/calendar items are not downloaded to your device after the updated credentials have been added, your nhs.net account should be removed from the device until the source of the lockout has been identified.