

# Welcome to the NHSmail Local Administrator webinar

- The webinar will begin at 11am.
- Participant lines will be muted during the presentation.
- The video option will be turned off.
- The webinar will be recorded.
- We will not be taking questions / comments via the chat facility during this session – we will provide further detail about this at the start of the webinar.

## **NHSmal Local Administrator Anti-Spoofing Webinar**

**Wednesday 6<sup>th</sup> February 2019 at 11am**

# Anti-spoofing

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# Agenda

- Introductions
- Background information and pipeline activities
- Actions taken to date
- What you need to do
- Questions
- Additional resources
- Any other business

# Anti-spoofing

- The anti-spoofing project has been introduced to prevent the practice of spoofing from a source over the internet which imitates being from an @nhs.net email address
- We implemented the first phase on 31 October 2018, to redirect spoofed emails sent over the internet to users' junk mailbox folders. We received reports that some organisations had not had time to implement the local changes outlined in the guidance so we put in place a temporary suspension
- Anti-spoofing policy change will be reintroduced Tuesday 12 February 2019 which will move emails into the “Junk E-Mail” folder
- Email communications are being sent to the top spoofing organisations, Chief Clinical Information Officer (CCIO) / Chief Information Officer (CIO) community, Local Administrators and users
- Weekly spoofing calls are being held with individual organisations and we are providing reports on their specific spoofed emails
- Downward trend of the numbers of spoofed email continues, around a 55% reduction
- Phase 2 of the project (to block spoof emails from the NHSmail service completely) will be confirmed at a later date, likely early summer

# Anti-spoofing

- IBC team have contacted around 150 organisation direct, NHSmail have contacted 30 organisations and suppliers
- Typical software applications in scope:
  - HOOF - Identified four suppliers
    - BOC, Air Liquide, Dolby Vivisol, Baywater Healthcare
  - Datix – new version of software available v14.0.35.1
  - Condeco – contact in progress
  - PECOS – aware and able to support organisations with spoofing changes
  - SafeGuard – advice is to follow NHSmail published guidance
  - Scan to mail advice and guidance - Xerox, Canon, Ricoh aware and able to support spoofing changes
  - Mass mailer product advice and guidance - Mailchimp guidance has been published
  - Mail relay option – not supported within NHSmail, review Applications Guide
  - Organisations with forwarder rules – will need to follow NHSmail published guidance to avoid spoofing

# Anti-spoofing

- Other organisations contacted –

<b>SEL EXPENSES</b>
<b>HOOF</b>
<b>HealthRoster</b>
<b>Pecos</b>
<b>Kallidus</b>
<b>Scan-to-me</b>
<b>CITS</b>
<b>EQMS</b>
<b>Datix</b>
<b>Smart Messaging Tailored</b>
<b>Xerox</b>
<b>Canon</b>
<b>ConceptEvolution</b>
<b>Condeco</b>

# What action do I need to take?

- Discuss the spoofing change with your local IT Director/ Senior Information Risk Officer (SIRO) / CIO to confirm what actions have already been put in place and ensure they are aware what will happen on 12 February 2019.
- If no action has been taken, complete a self assessment of the typical software applications listed or those that interlink with NHSmail to gauge impact on your organisation.
- Using the guidance, ensure an action plan is put into place to stop spoofing.
- Communicate with your user base, advising them to check their “Junk E-mail” folder, perhaps highlighting the “Junk E-mail” folder by adding it to favourites.
- Join the weekly spoofing call, details can be requested from [feedback@nhs.net](mailto:feedback@nhs.net)
- Guidance can be provided for individual organisations requiring specific help by contacting [feedback@nhs.net](mailto:feedback@nhs.net)
- Specific Local Administrator spoofing call will be held on 6 February 2019.



# Additional resources

Further information is available within the '[Policy and Guidance](#)' pages under 'General Guidance' > 'Anti-spoofing controls'

- [Guidance on spoofing](#)
- [Applications Guide](#)
- [Portal Local Administrator Guide](#)
  
- If help is required, please contact [feedback@nhs.net](mailto:feedback@nhs.net)

# Questions?