

NHSmail Office 365 Hybrid

Onboarding Guide for Local Administrators

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Version 1

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Onboarding

Introduction

The NHSmal Office 365 (O365) Hybrid Service (“The Service”) allows health and care organisations to access Office 365 services using their existing NHSmal identity. The Service will be based on a bring-your-own licence model, where organisations will procure their Microsoft Office 365 licences from their re-seller and on-board them to NHSmal.

The NHSmal O365 Hybrid Service allows organisations to subscribe and manage their O365 users via the existing NHSmal Portal. Local Administrators (LAs) will be able to administer O365 services via the NHSmal Portal, including assigning licences, enabling applications and creating SharePoint sites.

This guide is for organisations looking to use Office 365 licences for the first time to join the NHSmal O365 Hybrid Service. Further information will be published soon for organisations with existing licences that they wish to transfer to the NHSmal Office 365 Hybrid Service - this includes licences that have been allocated to an individual tenant instead of the NHSmal Office 365 Hybrid tenant.

A 3-step process will need to be followed to on-board to the NHSmal O365 Hybrid Service:

1



Organisation procures O365 licences. Upon purchase, the organisation will receive a licence activation email from Microsoft.

NOTE: It is important not to click on any links in the activation email. This will be explained later on in this guide.

2



The Local Administrator (LA) raises an onboarding request with the NHSmal Helpdesk.

The activation email is forwarded to the Helpdesk. The Helpdesk uses the activation email to enable licences in the NHSmal O365 Hybrid Tenant.

3



Licences will be available in NHSmal Portal. LAs will be able to log in to view licences, manage and assign users to applications, create teams, distribution lists, etc.

Prerequisites

The following prerequisites must be met prior to being able to join the NHSmal Office 365 Hybrid Service:

NHSmal Account	To join the NHSmal O365 Hybrid Service, users must already have an active NHSmal account. For information on how to join NHSmal, visit the ‘Joining NHSmal’ section of the NHSmal Portal help pages.
Technical	<p>Network planning and performance</p> <p>Using any Office 365 service is likely to increase the utilisation of an organisation’s internet links. It is essential to ensure that sufficient bandwidth is available to support the use of Office 365.</p> <p>Microsoft provide guidance and tools for organisations on effective network planning and testing ahead of rolling out Office 365 services. These can be found on the Microsoft network planning support pages and should be referred to by LAs ahead of enabling NHSmal O365 Hybrid services.</p> <p>Office 365 URLs and IP address ranges</p> <p>Office 365 requires connectivity to the Internet. Microsoft defines a list of end points that need to be reachable to ensure O365 service connectivity. This is a living list which Microsoft updates monthly, detailed on this Microsoft support page.</p>
Information Governance & Clinical Safety	<p>The NHSmal Live Service, including NHSmal O365 Hybrid, is compliant with the Data Protection Act 2018. Further information is available in the General Data Protection Regulation (GDPR) section on the NHSmal Portal Policy and Guidance help pages.</p> <p>As a Joint Controller, local organisations must complete their own Data Protection Impact Assessment (DPIA) and Transparency Information if they wish to use the NHSmal O365 Hybrid Service.</p> <p>Any data that resides in O365, including personal data, is the responsibility of local organisations and is subject to local information governance and clinical safety practices. Local organisations must update transparency information to record how this data is captured and stored.</p>

Step 1: Licensing & Registration

Office 365 licences should be procured by NHS organisations directly from Microsoft or their Licence Reseller as they do today. O365 licences will not be available to procure nationally through NHSmal. Organisations are not required to procure Azure AD licences to use the O365 service.

The following licence types are supported on initial release of the NHSmal O365 Hybrid Service:

[Office 365 Enterprise F1](#)

[Office 365 Enterprise E1](#)

Office 365 Enterprise E3

Office 365 Enterprise E5

The commercial relationship for provision of O365 services is between the NHS organisation and Microsoft via their licence agreement. The NHSmal Service is providing access and management of the O365 tenant but not support of the underlying infrastructure or its service levels. Licences and their submission will be managed and serviced on a per organisation basis and cannot be split across multiple organisations.

Step 2: Submit licences to NHSmal

Once licences have been procured by an NHS organisation, the LA will receive an activation email from Microsoft.

The LA must NOT click the link within the email, as this may allocate the licences to the organisation's individual tenant and not the NHS tenant - this will incur delays. If they do click on the link in the activation email, the licence will have to be transferred from the individual tenant to the NHSmal Office 365 Hybrid tenant. Further information on this process will be published soon.

The activation email should be sent to the [NHSmal Helpdesk](#) and a service request raised to allocate the procured licences to the NHS tenant. Details required in this request include:

- Purchase Organisation ID
- Licence Type
- Number of Licences
- Subscription ID
- Organisation ODS code
- Licence Expiry Date
- Invoice / Billing Reference

Once an on-boarding service request has been raised, the NHSmal team will allocate licences to the NHSmal O365 Hybrid Service, making them visible in the NHSmal Portal. Once this process is complete, licences will be available to manage and allocate by Local Administrators through the NHSmal Portal. These licences will be securely held and managed in the central NHSmal O365 Hybrid Service until their expiry date.

Note: On-boarding service requests may take up to a week to process.

Further information will be published soon for organisations with existing licences that they wish to transfer to the NHSmal Office 365 Hybrid Service.

Step 3: Allocate licences to users

Once the licences are active, LAs will be able to assign specific O365 subscriptions (based on the type of licence procured) via the NHSmal Portal to groups of users.

Detailed guidance on how to create licence profiles and enable O365 services for users will be published in the [Policy and Guidance](#) section of the NHSmal Portal help pages under NHSmal Office 365 Hybrid.