

# NHSmail Sub-domains

Version 3  
February 2018

# Contents

<b>Introduction</b>	<b>3</b>
<b>FAQs</b>	<b>3</b>
What is sub-domain branding? .....	3
What is the format of NHSmial sub-domains? .....	3
Will users be able to send and receive emails from sub-domains?.....	3
What credentials do users use to log in to NHSmial? .....	3
Are sub-domains applied to distribution lists and shared mailboxes? .....	3
How can my organisation change its shortname?.....	4
Where can I find my organisation’s shortname? .....	4
When new accounts are created will they automatically be created with a sub-domain? .....	5
Is it possible to have two sub-domains for one NHSmial account?.....	5
What is the naming convention for organisation shortnames? .....	5
What happens if a user changes their name?.....	5
What happens to accounts marked as a ‘leaver’?.....	5
What happens to accounts picked up as a ‘joiner’? .....	6
Who can request a shortname change for an organisation?.....	6
Can an organisation opt-out of applying sub-domains to their email addresses? .....	6
What happens if an organisation merges with another? .....	6
Will practices be provided with their own sub-domain email address? .....	6

## Introduction

NHSmial sub-domains provide organisations with the ability to apply a local identity to their users' email addresses. This provisions users with a secondary email alias with **receive-only** capability. This document outlines a series of frequently asked questions.

The intended audience of this document is NHSmial Local Administrators.

## FAQs

### What is sub-domain branding?

A sub-domain is a secondary receive-only alias applied to NHSmial users' email addresses. The primary benefit of this is to enable organisations to apply a level of local identity to their email addresses.

### What is the format of NHSmial sub-domains?

NHSmial sub-domains will be based on your organisation shortname. Email addresses will have the following sub-domain format: `firstname.surname1@[shortname].nhs.net`. For example, `john.doe1@digital.nhs.net` (numbers in primary NHSmial accounts will continue to be reflected in sub-domain email addresses).

### Will users be able to send and receive emails from sub-domains?

Users will be able to receive emails to the sub-domain address. Users will not be able to send emails from the sub-domain address.

### What credentials do users use to log in to NHSmial?

To log into NHSmial, users will continue to use their primary NHSmial account (`firstname.surname1@nhs.net`). Users cannot log in using their sub-domain email address.

### Are sub-domains applied to distribution lists and shared mailboxes?

Distributions lists and shared mailboxes will continue to function as they do today, with your organisation's shortname prefixed to the email address.

If your organisation's shortname is changed, any new distribution lists and shared mailboxes will be created with your new shortname.

Any existing distribution lists and shared mailboxes will retain their existing shortname prefix, unless:

- the Local Administrator accesses each/all/some of the shared mailboxes and DLs and makes a change/update in the Portal admin tools, which will then change the email address to have the new shortname
- the old email address then becomes a secondary, receive only alias
- The new email address (with the new organisation shortname) will then become the primary send and receive email address.

## How can my organisation change its shortname?

Requests to change your sub-domain should be sent to the NHSmial helpdesk ([helpdesk@nhs.net](mailto:helpdesk@nhs.net)) by the Primary Local Administrator of the requesting organisation; this request will then be triaged to the NHS Digital team. Communications will be issued to the request initiator, to confirm timings for the implementation of your updated sub-domain. This is likely to be implemented in two stages:

- Stage one – shortname change: your organisation's shortname will be changed in the NHSmial Portal. After this has been completed, any new distribution lists and shared mailboxes will be created with the new shortname prefix. Any new user accounts will be created with the updated shortname as the sub-domain for the email address.
- Stage two – implementation of shortname to existing email accounts: an update process will be run to add the new sub-domain to existing user email accounts. Any existing sub-domains active on an email account will continue to work.

Organisations will find, between stage one and stage two, that new email addresses are created with the new sub-domain, before their existing accounts have been updated. The NHSmial team will endeavour to keep the time between these stages to a minimum.

## Where can I find my organisation's shortname?

To identify your current organisation shortname, follow the steps below:

1. log-in to the NHSmial Portal at [www.nhs.net](http://www.nhs.net)
2. click admin and organisations
3. select your organisation

The organisation shortname is highlighted in the screenshot below:

## Manage Organisation

Organisation Add Delete

- OrganisationTest0003

Organisation
Limits

Name: OrganisationTest0003 ODS Code: kekekekek

Shortname: org3

Secondary Email Enabled

Parent Organisation: OrganisationTest0003

Type: ORGANISATION

Address:

Telephone:

Fax:

Email:

Website:

Created: 16-01-2009 08:47      Updated: 19-04-2013 17:06      Status: InActive

Cancel

### When new accounts are created will they automatically be created with a sub-domain?

New accounts that are created will automatically be created with the sub-domain.

### Is it possible to have two sub-domains for one NHSmail account?

No, it is not possible to have two sub-domains for one NHSmail account.

### What is the naming convention for organisation shortnames?

Organisation shortnames must be between 2 and 15 characters long, cannot contain special characters except a dash / hyphen (-) and must not contain any spaces.

### What happens if a user changes their name?

An additional alias will be created, with a new sub-domain email address. The existing sub-domain email address will remain active on the user account to continue to receive emails.

### What happens to accounts marked as a 'leaver'?

Accounts marked as 'leaver' in the NHSmail Portal will have their subdomain address removed within a few minutes. They will still retain their @nhs.net address.

## **What happens to accounts picked up as a 'joiner'?**

Accounts picked up as a 'joiner' will be allocated a new sub-domain for the organisation they are joining.

## **Who can request a shortname change for an organisation?**

Shortname changes must be requested by the Primary Local Administrator for an organisation.

## **Can an organisation opt-out of applying sub-domains to their email addresses?**

The Primary Local Administrator should raise a service request with the NHSmial helpdesk. The service request will be passed to NHS Digital for processing within the NHSmial Portal.

## **What happens if an organisation merges with another?**

The Primary Local Administrator should raise a service request, in line with the shortname change process outlined in this document. The legacy organisation sub-domain email addresses will be retained as a secondary alias on the user's profile.

## **Will practices be provided with their own sub-domain email address?**

No. Practices will inherit the sub-domain for their parent organisation. For example, GP practices would receive the sub-domain implemented for their CCG.