

Term/Abbreviation	Meaning
A	
ActiveSync	A mobile data synchronisation app developed by Microsoft that synchronises data with handheld devices and desktop computers.
Advanced Search	Allows users to increase their search capabilities of Mailboxes/Distribution Lists etc. by allowing a column by column search rather than searching the whole list on one word.
API	API (Application Programme Interface) is a set of routines, protocols and tools that make building software applications easier. API details how software components should interact and APIs are used when programming graphical user interface (GUI) components.
AUP	The Acceptable Use Policy (AUP) contains the terms and conditions by which users must follow when using their NHSmail account.
Auto-forward	A rule that can be created to automatically forward an incoming email from your mailbox to another secure mailbox.
B	
Bcc	Blind carbon copy (Bcc) is a way of sending an email to recipients without those in the 'To' or 'Cc' fields being able to see who has been copied in the email.
Browser	An application used for accessing and displaying web pages. Common web browsers include Internet Explorer, Safari and Firefox. Also referred to as a 'web browser'.
C	
Calendar	A folder in your NHSmail mailbox that is used for managing time-based events, such as meetings and appointments.
Cloud Computing	Is the practice of using shared computing resources which are hosted over the internet to store, manage and process data rather than storing it to a local server/personal hard-drive.
Contact	An individual record of contact details stored in your Contacts folder.
CSV	Is a Comma Separated Values (CSV) file which allows data to be saved in a table structure format. It can then be inputted to another table-orientation application (e.g. Relational database application). Excel is an example of a relational database which can read CSV files.
D	
Data Loss Prevention	Is a strategy in place to ensure that end users do not send sensitive data or critical information outside of the NHS network.

Term/Abbreviation	Meaning
Default mailbox folders	The standard folders in your NHSmail mailbox. These cannot be renamed or deleted, and include your Mail, Calendar and Contacts folders.
Delegate	A delegate is another NHSmail user who you give the permission to send messages on your behalf.
Directory	The Directory contains the professional contact details for over one million NHS staff including contact number, address, role and department.
Distribution List	A collection of contact details that can be used to send a single message to multiple recipients.
Dynamic Distribution List	A distribution list where names can be added or removed automatically, according to a criteria set out on the membership rules.
E	
Email Signature	A small amount of text added to the bottom of your outgoing email messages, containing your name, job title and contact details.
Encryption	Encryption is the conversion of electronic data into another form, which cannot be easily understood by anyone except authorised parties. The primary purpose of encryption is to protect the confidentiality of digital data stored on computer systems or transmitted via the Internet or other computer networks.
Exchange	Is a messaging and collaborative software from Microsoft that have a primary role as an electronic mail message store but it also can store calendars, task lists, contact details and other data.
F	
Filter	(1) Automatically processes messages as they arrive in your mailbox. For example, messages from a particular sender can be flagged or moved to a specific folder. Also known as a 'rule' or 'inbox rule'. (2) Used to define a search and returns only relevant search results.
Flags	Can be used to remind you to follow-up specific items in your mailbox. For example, when you 'flag' a message, a red flag icon is displayed next to the message in the messages list.
G	
Generic Mailbox	Generic mailboxes (GMs), also known as 'Shared Mailboxes' are associated with a specific organisation rather than a person i.e. an account for a GP practice reception. They must have at least one 'owner' who can edit the mailbox and assign or remove access permissions, and multiple 'members' who can access the mailbox. GMs can only be accessed via your own NHSmail account (username and password aren't needed to access a generic mailbox).
GSI	The Government Secure Intranet - the government network that can be used for secure electronic communication between government organisations. It is considered to be a 'trusted' connection.

Term/Abbreviation	Meaning
I	
IMAP	IMAP stands for Internet Message Access Protocol. It is a method of accessing your emails without the need to download them from NHSmail. This means that you can access your messages from multiple locations with different devices. You can also work offline (without connecting to the message server), and your emails will be sent / received when you connect to NHSmail. Due to the high security of NHSmail, when using IMAP over a non-N3 connection, a special security application must be used to create a secure connection through the Internet.
Inbox	A folder for mail items. It is a 'default' folder that cannot be deleted or renamed. All mail sent to a user's account is stored in this folder.
Instant Messaging	Sending a message via the internet that appears on the recipients screen as soon as it is transmitted.
ISB 1596	The secure email information standard to which NHSmail conforms.
J	
Junk	Junk email (also known as spam) involves the sending of nearly identical messages to numerous recipients.
L	
LA	A Local Administrator (LA) is the prime contact responsible for the administrative duties relating to your NHSmail account (e.g. unlocking your account, setting up generic mailboxes etc.). A LA may also manage any Connectors (refer to 'Pull connector,' 'Push connector' and 'TANSync') the organisation may have in place.
Locked Account	An account becomes locked if the number of attempts to enter the correct login credentials exceed the maximum permitted. It is not possible to log in to a locked account until it is unlocked by an LA.
M	
Mailbox	The collective term for the folders that make up your NHSmail account.
Malware	A term used to refer to various forms of intrusive or hostile computer software, such as viruses, worms and trojan horses.
Members (distribution list)	The members of a distribution list will receive a copy of any message sent to the distribution list. See above for definition of distribution list.
Mobile Device Manager	MDM allows for enterprises to manage the deployment, security, monitoring and integration of mobile devices such as smartphones, tablets and laptops in the workplace.
N	
N3	The high-speed private network for the NHS, accessible from with NHS organisations.

Term/Abbreviation	Meaning
O	
Offline Address Book	A file that can be downloaded containing the Directory details for an organisation.
Out of Office (automatic replies)	An automated response set by the user each time a message is received into their mailbox. It is likely to be used during periods of absence.
OWA Instant Messenger/Presence (IM/P)	Outlook Web App Instant Messenger allows you to send instant messages to colleagues both inside and outside of your organisation through OWA when they are using the NHSmail Service. Presence Management enables you to let your contacts know of your availability and to receive and respond to instant messages. You will be able to view the availability of your colleagues.
OWA Light	A version of OWA that has been optimised for users with slow internet connections, old browser versions or who require high contrast settings. If you are using an older version of Internet Explorer (lower than 8), you will need to use OWA Light and will only be able to access the basic functions of NHSmail.
P	
Personal Distribution List	A distribution list created by a user from their own Contacts folder. It is only accessible to other NHSmail users if they are given share permissions for the owner's Contacts folder.
Phishing	The fraudulent practice of sending emails purporting to be from reputable sources in order to trick individuals to reveal personal information, such as passwords or banking details.
PID	Personal Identifiable Data (PID) is any data that could be used on its own to identify, to contact or to locate a specific individual.
POP	POP stands for Post Office Protocol. It is a method of retrieving your emails from NHSmail. The messages are normally downloaded to your local PC and then deleted from the mail server. Using POP you can work offline (without connecting to the message server), and your emails sent / received when you connect to NHSmail. Due to the high security of NHSmail, when using POP over a non-N3 connection, a special security application must be used to create a secure connection through the Internet.
Presence Indicator	The Presence Indicator enables you to let those using Skype for Business or Outlook Web App Instant Messenger know if you are available to receive and respond to instant messages.
Portal	The NHSmail portal will provide self-service tools to users and Administrators to manage accounts. Users will be able to authenticate their accounts, reset passwords and update profile information. Administrators will have access to all of the current administration functions with the addition of advanced reporting, custom directory attributes and ability to administer accounts using programmatic interfaces. There will be a series of training and self-help materials available on the portal for both users and administrators to view as and when required.

Term/Abbreviation	Meaning
Pull Connector	Pull Connectors is the legacy system which retrieved people data directly from a local data source. It will be replaced by TANSync a new modern mechanism for bi directional synchronisation of local data sources and the NHSmail Directory. This will require local deployments of hardware and software for those that wish to continue using Pull Connectors.
Push Connector	A method for organisations to manage people data for the service by emailing a comma separated value (.csv) file to connector.data@nhs.net to upload.
.pst File	Used to store the message, calendar, contacts and other data from Microsoft Outlook. The .pst file is often stored on your computer or a local network drive. You may want to use this as a method of archiving your old emails.
Q	
Quota	Specifies the maximum size allowed for your mailbox. If you breach your quota, restrictions will be placed on your account.
R	
Rule	Automatically process messages as they arrive in your mailbox. For example, messages from a particular sender can be flagged or moved to a specific folder). Also known as 'filter' or 'inbox rule'.
S	
Sensitive Data	Will include information about an individual: race, religion, political beliefs/ medical conditions/ criminal offenses/ sex life and orientation.
Sent Items	A system folder that cannot be deleted or renamed which by default stores a copy of all mail sent from a user's account.
Skype for Business	Skype for Business (SfB) is the secure collaboration tool that enables users to send instant messages to other NHSmail users both inside and outside of your organisation.
Shared Folder	A folder which has been set up by the folder owner to be accessed by other users with the correct sharing permissions.
Shared Mailbox	Shared Mailboxes, also known as 'Generic Mailboxes (GMs)' are associated with a specific organisation rather than a person i.e. an account for a GP practice reception. They must have at least one 'owner' who can edit the mailbox and assign or remove access permissions, and multiple 'members' who can access the mailbox. Shared Mailboxes can only be accessed via your own NHSmail account (username and password aren't needed to access a shared mailbox).
Sharing Permissions	Controls the level of access that a user has for a shared folder.
SharePoint	A cloud based collaboration and document management service from Microsoft. It allows organisation to set up a centralised, password protect space for sharing documents.

Term/Abbreviation	Meaning
Spam	Irrelevant or unsolicited messages sent over the Internet, typically to large numbers of users, for the purposes of advertising, phishing, spreading malware, etc.
Spoofing	The creation of email messages with a forged sender address. A forged sender address uses a respected or reputable origin email address to conceal the fact that the email has come from elsewhere.
Static Distribution List	A distribution list where names need to be manually added or removed.
Subscribe	The term used in NHSmail for when you view a shared folder.
Subscription	A subscription to NHSmail means your organisation enrolled in the service.
T	
TANSync	The TANSync Service provides a new, standards based interface through which to publish people data. This will make updates to people data faster and enable additional capabilities such as automated account de-provisioning in future releases.
Tasks	A component of Outlook Web App (OWA) that can be used as a to-do list.
U	
Username	The part of your NHSmail email address before the @ symbol. For example, for ariel.lescott@nhs.net, the username is ariel.lescott. If connecting to NHSmail using an email programme such as Outlook, when prompted for your user name you will need to enter your full NHSmail email address. Refer to the guidance material for further information.
W	
Web Browser	An application used for accessing and displaying web pages. Common web browsers include Internet Explorer, Safari and Firefox. Often shortened to 'browser'.