



NHS.NET CLOSURE

Frequently Asked Questions

NHS Greater Glasgow and Clyde eHealth

Table of Contents

Introduction	3
Q1: When is this happening?	3
Q2: What do I need to do?.....	3
Q3: What will my new email address be?.....	3
Q4: Is the 0365-platform secure for the transfer of data?.....	4
Q5: Will my NHS.net email forward onto my new email after I have migrated?.....	4
Q6: “Will all my (many) stored emails in folders on nhs.net be moved to the new platform or will I lose them”	4
Q7: “We use the nhs.net text feature to text patients – will we still be able to use this facility once it is migrated to 0365?.....	4
Q8: Is there to be a complete divergence of NHS.net in Scotland from NHS.net in England?	5
Q9: Why is my email address changing?.....	5
Q10: Is the corporate GG&C email system being migrated/merged into this new system?.5	
Q11: Since I have both an @ggc.scot.nhs.uk address and an @nhs.net address, will these be.....	5
Q12: Can I opt-out and retain a "legacy" NHS.net address?	6
Q13: Once I migrate can I use the outlook-based programme on my MacBook?	6

Introduction

Recently we announced that we are migrating nhs.net users in NHS Scotland away from nhs.net in preparation for moving to Microsoft Office 365. This, understandably, has generated many questions. We have done our best to provide as many answers as we can. Below are summaries of both the questions and answers.

We will continue to update these FAQs and posting them on the nhs.net page on the nhsggc website, you will also find our previous communication about the move from nhs.net there. [Please click here for the link.](#)

Q1: When is this happening?

Work will begin in NHS Greater Glasgow and Clyde on July 14th

Q2: What do I need to do?

If you haven't already, you must carry out some data cleansing of your existing email. This is so your current mailbox can be migrated to the new email system, Exchange Online.

Follow these steps to prepare:

- Delete any old or redundant emails, e.g. any that do not need to migrate to the new service
- Delete any redundant calendar appointments
- Delete any out-of-date contacts
- Delete files that you no longer require
- Maintain distribution lists
- Take note of any delegation or permissions you have on shared mailboxes or other people's mailboxes.

Q3: What will my new email address be?

We cannot retain the NHS.NET email suffix so all NHS.NET users will receive a new email address. We appreciate this is inconvenient but unfortunately this is unavoidable.

The table below provides an overview of how GGC email users will migrate to the Microsoft Office 365 platform.

Logon Domain	Current Email Address(es)	Plan for Migration
XGGC Logon	GGC Email Address	Your email address will not change. You will migrate to the new mail platform with the same @ggc.scot.nhs.uk email address.
XGGC Logon	NHS.Net Email Address	You will receive a new @ggc.scot.nhs.uk email address set up for you in Office 365. The contents of your @NHS.Net mailbox will migrate to this mailbox.

XGGC Logon	Both GGC and NHS.Net email address	We will migrate your @ggc.scot.nhs.uk mailbox to Office 365. The contents of your @NHS.Net mailbox will migrate to this mailbox.
XGMP Logon	NHS.Net Email Address	You will receive a new @nhs.scot email address. The contents of your NHS.Net mailbox will migrate to this new mailbox.
Those with @ggc.scot.nhs.uk mailboxes will eventually change and get an @nhs.scot mailbox also but we cannot do this until all mailboxes have migrated to Office 365.		
Q4: Is the O365-platform secure for the transfer of data?		
The Office 365 platform has been signed off as a secure mail platform and meets or exceeds the NHS.NET mail platform in terms of security.		
Q5: Will my NHS.net email forward onto my new email after I have migrated?		
Emails to the old address will be forwarded for 6 months to allow any documentation, subscriptions, registrations, or mailing lists to be updated.		
Q6: “Will all my (many) stored emails in folders on nhs.net be moved to the new platform or will I lose them”		
Content in your inbox and calendar will be migrated although delegate permissions to mailboxes and calendars will not. Content outside the mailbox will not be migrated. For example, if you have an archive (PST) files this will not migrate however access can be provided to archive file following migration using a viewer.		
Q7: “We use the nhs.net text feature to text patients – will we still be able to use this facility once it is migrated to O365?”		
A: Yes, the SMS service is transferring to O365. The SMS service used by NHS Scotland based accounts within NHSmail is run\owned by NSS (EE\BT system) and is, therefore moving with NHS Scotland from NHSmail to O365. The SMS domain used - sms.nhs.net - is being planned to be moved to sms.nhs.scot.		

Q8: Is there to be a complete divergence of NHS.net in Scotland from NHS.net in England?

- a) will communication of confidential/sensitive patient information still be possible/secure between the new NHS.net mail service in Scotland and the NHS.net service in England?**
- b) after the migration, will it be possible for an individual moving from an NHS post in Scotland to England to transfer their NHS.net mail account (including all emails) to England in the same manner as currently (leavers/joiners).**
- c) will it still be possible to search the NHS.net global directory for contacts in NHS trusts/organisations in England?**

(a) Yes, The Exchange Online service all NHS Scotland boards are moving to will be able to communicate securely with the NHS.NET mail system. Discussions are ongoing with NHS Digital regarding this.

(b) The NHS.SCOT email address that will eventually be used by all NHS Scotland will not be transferrable however it would be technically possible to export mail to a file where approved by IG.

(c) Not currently. The GAL will be made up of all NHS Scotland organisations however an import of contacts from NHS.NET could be considered after the migrations are complete.

Q9: Why is my email address changing?

A: The nhs.net addresses cannot be split across two different mail systems. NHS Digital will also be moving to a new email system and they are retaining the nhs.net address. As you currently have a GGC email address this will be your primary address following migration however once all GGC mailboxes are migrated we will all move to an NHS.SCOT email address.

Q10: Is the corporate GG&C email system being migrated/merged into this new system?

A: Yes, The GGC mailboxes are also being migrated to office 365.

Q11: Since I have both an @ggc.scot.nhs.uk address and an @nhs.net address, will these be....

- a) kept separate?**
- b) merged (along with inbox/folders/all emails)?**
- c) merged (but only inbox/folders/all emails from one address retained)?**

A: As you have a GGC mailbox this will be migrated to Office 365 and will be your primary mailbox. This will be used as a target for your nhs.net mailbox migration.

Q12: Can I opt-out and retain a "legacy" NHS.net address?

A: No, there is no option to opt-out of the migration and retain an NHS.NET email address.

Q13: Once I migrate can I use the outlook-based programme on my MacBook?

GGC's recommendation is to access to email via Outlook Web access following migration. GGC does not have any "bring your own" device scheme so although you will be able to access the mailbox from any device, GGC cannot provide support for personal devices.