



NHS.NET MIGRATION

Frequently Asked Questions

NHS Greater Glasgow and Clyde eHealth

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Introduction

NHSGGC eHealth is currently migrating email to the new Microsoft Office 365 migrating, including all nhs.net email users.

We will continue to update these FAQs and post them to our various pages on the internet, intranet, and the Office 365 Knowledge Centre.

Q1: When will the migration from nhs.net is this happen?

A: Main nhs.net migration will start w/c **14th September**. Mop up migrations will start w/c **28th September**.

Q2: What do I need to do?

A: If you haven't already, you must carry out some data cleansing of your existing email. This cleansing 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- Delete any out-of-date contacts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, which means that 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 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.
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Those with @ggc.scot.nhs.uk mailboxes will eventually change and get an @nhs.scot mailbox, but we cannot do this until all mailboxes have migrated to Office 365.

Q4: What size will my new mailbox be?

There are three licences available to GGC users. The license you have will determine the Office 365 services and resource sizes available to you.

F3 Licence: 2GB mailbox, no archives, webmail only.

E1 Licence: 50GB mailbox, 50GB archive mailbox, webmail only although Outlook 2013 will function if installed.

E3 Licence: 100GB mailbox, unlimited archive mailbox. Local Office applications.

Your assigned license will depend on your job role, current mailbox size, and application dependencies.

Q5: Is the O365-platform secure for the transfer of data?

A: The Office 365 platform has been signed off by NHS Digital as a secure mail platform and meets or exceeds the NHS.NET mail platform in terms of security.

Q6: Will my NHS.net email forward onto my new email after I have migrated?

A: Emails to the old address will be forwarded until the end of December 2020 to allow any documentation, subscriptions, registrations, or mailing lists to be updated.

Q7: "Will all my (many) stored emails in folders on nhs.net be moved to the new platform or will I lose them"

A: Content in your inbox and calendar will migrate; however, delegate permissions to mailboxes and calendars will not.

Content outside the mailbox will not migrate. For example, if you have an archive (PST) file, this will not migrate; however, you can access archive files following migration using a viewer.

Q8: "We use the nhs.net text feature to text patients – will we still use this facility once 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.

Q9: 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:

(a) Yes, The Exchange Online service all NHS Scotland boards are moving to will 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 (Global Address List) encompasses all NHS Scotland organisations.

Q10: Why is my email address changing?

A: The nhs.net addresses cannot split across two different mail systems. NHS Digital is also moving to a new email system and 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 migrate, we will all move to an NHS.SCOT email address.

Q11: Is the corporate GG&C email system being migrated/merged into this new system?

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

Q12: 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: If you have a GGC mailbox, this will be migrated to Office 365 and will be your primary mailbox and used as a target for your nhs.net mailbox migration.

Q13: 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.

Q14: 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 access the mailbox from any device, GGC cannot support personal devices.

Q15: Within our role as MND CNS, we send the DS100 application form to DWP, which only allows us to send via our NHS account. Would you be able to advise further on this?

A: The Office 365 email platform connects securely to the same partners and organisations, including those using the gov.uk email addresses, as the NHS.NET platform.

Q16: In our Homecare office, we use a group generic email address to communicate with suppliers and clinics. To access it, all our team need to use their NHS.net account. What impact will this migration have?

Our clinics also have a group email address, where our suppliers send their repeat prescription requests. Will this be affected?

A: A new Office 365 email address for generic mailboxes with delegate access is provided. Forwarding will also apply to shared mailboxes until records can be updated.

Q17: Isn't this a retrograde step?

Indeed, everyone, UK-wide, should be using an NHS.Net account?

A: The whole of NHS Scotland is migrating into a shared tenant, so there are opportunities for improved collaboration across NHS Scotland.

Q18: Please advise:

1. How will the migration affect us emailing urgent and non-urgent prescriptions to GP practices using the generic GG-UHB.GP*****Clinical@nhs.net email addresses as we are no longer have fax facilities?

2. Will the migration still work on desktop PCs/laptops using Microsoft Windows 10?

A: We will recreate generic and shared mailboxes. Rather than using the mailbox GG-UHB.GP*****Clinica@nhs.net you will use GGC.GP*****Clinical@nhs.scot.

Office 365 resources work on Windows 10 devices.

Q19: What mail, if any, will be lost in the migration?

Are the ones sorted into folders safe?? Will the whole inbox be wiped?

A: Mail from your nhs.net Inbox and folders under that are copied to the target mailbox. No mail should be lost during migration.

Q20: I was wondering how the migration will affect those who are not permanent employees of one board? As a junior doctor, I rotate between different areas and always keep my NHS.net email. What will happen when I switch to an NHSGGC one, but then move, i.e., to Lanarkshire?

A: The Office 365 tenant is a shared NHS Scotland tenant, so it is possible to access a mailbox from any board. There will also be a process to allow people to move between organisations like the NHS.NET mover process.

Q21: I work across multiple boards. Can I keep my NHS.NET address?

A: We are unable to retain any NHS.NET email addresses.

You will have a single Office 365 identity. Even if you have multiple accounts to access clinical apps across different boards, only one of those identities will be associated with your email and Office 365 resources and services.