



Dear Primary / Local Administrator

### **NHSmal update**

We wanted to provide you with an update on the additional options now available in Microsoft Teams that we are sure will benefit you and your organisation when dealing with the increased challenges due to COVID-19.

### **Microsoft Teams new features**

- **Teams Dial In** – Team Audio Conferencing (Dial In) is now available within the platform. NHSmal have centrally purchased a number of licenses for audio-conferencing to allow organisations to make use of this feature.

If you wish to use this feature, please contact [feedback@nhs.net](mailto:feedback@nhs.net) providing the following details:

- Organisation ODS code
- Email accounts for the license to be enabled against.

Please prioritise users who will require this level of functionality as the license pool is currently limited. We will enable up to 3% of your active users for dial in during this first phase, so if your organisation has 1,000 active users please put forward 30 users. Users most likely to benefit from dial in are those who are responsible for scheduling meetings where a large number of external participants are expected to join the meeting without a computer (potentially personal assistants, diary managers etc).

- **Teams Live Events** – Live Events is now ready for use across the NHSmal platform and supports managed 'town hall' events for between 250 to 10,000 participants.

During our initial phase of Live Events enablement, we will be supporting all organisations with more than 500 active users. We will create 5 Live Events Scheduling accounts per organisation. Details of these accounts will be shared with your Primary LA once created. For more information on Live Events please visit <https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/what-are-teams-live-events>.

- **Teams Bulk Creation** – We released Microsoft Teams for use across the platform and to support local management/governance limited who could create Teams to just NHSmail LAs in order to provide local control of Teams usage and growth. During and post creation LAs can use the portal tool to grant ownership permissions to users. Once granted ownership permissions, the owner can start managing owners and members as well as creating channels without needing any LA assistance.

We recognise that LAs are being asked to set up multiple Teams sites, and have now developed a bulk creation facility to temporarily relieve some of the immediate pressures being experienced. [feedback@nhs.net](mailto:feedback@nhs.net)

If you wish to use this feature, please contact [feedback@nhs.net](mailto:feedback@nhs.net) providing the following details:

- Organisation ODS code
  - Team Name
  - Team Description
  - Team Owner(s)
  - Team Members
- Within Primary Care, for example CCGs/CSUs, organisations may find it especially helpful to request the bulk creation of a Team per practice and assign a Practice Manager as the owner. The practice can then locally add/remove members and channels as required without needing to contact the CCG/CSU LA.
- **Teams Allow listing** – To support inviting external colleagues from organisations that do not use NHSmail to collaborate in Teams, the external organisation first needs to be authorised to do so (known as allow listing). We have bulk allow listed all the NHS organisations that use their own Office 365 service. If you work with any other organisation that uses their own instance of Office 365 that you wish to have enabled such as Local Authorities please contact [feedback@nhs.net](mailto:feedback@nhs.net)
- **Guest Inviters** – Currently only LAs that had previously loaded their own Office 365 licence into NHSmail have had this role assigned. We are updating the portal to ensure all LAs can have this role to manage those that can invite

guests. In advance of the portal release if anyone needs this role now please contact [helpdesk@nhs.net](mailto:helpdesk@nhs.net).

## Privacy Settings

By default, all Teams are created as private meaning the content can only be viewed by members of that Team. Initially it was possible for LAs to make a Team site public and if an LA did this, it meant any NHSmail user regardless of organisation had full access to any documents uploaded to the Teams site (or its underlying SharePoint site). To avoid accidental toggling of this setting the functionality has been removed from LAs and any organisation wishing to make a Teams site public should contact [feedback@nhs.net](mailto:feedback@nhs.net)

Any LA with a Teams site set to public is strongly recommended to review the need for this and any content that is locally added to the site. Should an LA with a public team site wish to make it private, they can do so within the NHSmail portal

## Microsoft Teams additional features in development

- **Video Consultations** - Under development are templates to support video consultations with patients which are expected to be available after development and testing has completed over the coming weeks. These will allow a consultation to be scheduled with a patient. The patient receives an email with a link to click at the assigned time. The sender's identity is masked so the patient cannot then start emailing the sender.
- **Increase of Team Membership** - Currently a Team can have up to 5,000 members. Microsoft are increasing this capability to 10,000 members from June.

Best wishes,

The NHSmail Team