

NHSmail

the secure communication solution



The Apple iPhone 3GS , 4 and 5 support encryption at rest. The iPhone 3G and iPhone 2G will not connect to NHSmail

NHSmail mobile configuration guide

Apple iPhone

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1. Introduction

This document details how to configure your Apple iPhone to work with your NHSmail account.

If you require any assistance setting up your device, please contact your local helpdesk.

Before configuration, ensure you have backed up the device. Installation will by default replace all your contacts, calendar items and tasks currently on the device with what is held in your NHSmail account.

Important note: some mobile devices provide an initial synchronisation option of replacing the Calendar and Contact information in your NHSmail account with the data held on the device. If you select this option all existing calendar and contact information in your NHSmail account will be removed and replaced with the data on your device and it could, as a result, be left blank.

If you erroneously select this option there is no way to recover your NHSmail Calendar and Contacts unless you have your own personal backup. This is because although it is possible to recover deleted items in NHSmail up to 14 days after the event, your handset has instructed the service to change, not delete, the data in your account.

Please note: should you wish to use a personal device to access NHSmail you must ensure you have approval from your own organisation to ensure compliance with local information governance policies.

Devices that have been modified by techniques such as 'Jailbreaking' or 'Rooting' should never be connected to NHSmail as the security/integrity of the device is not guaranteed

Your organisation will also need to confirm that a Windows Server client access licence and an Exchange server client access licence are allocated to your mobile device.

2. NHSmail mobile device policy

Devices connecting to NHSmail must adhere to the NHSmail mobile device policy which is automatically applied:

- A password is required to unlock the device
- The inactivity timeout should be set to 20 minutes. After this time, or if the device goes into standby mode, the password has to be entered to unlock the device
- If an incorrect password is entered eight times in succession, the phone will be automatically wiped of ALL data and restored to its default factory settings
- The maximum message size is 500KB. You can receive messages over this size in your NHSmail mailbox but not on your phone
- Only one month's worth of email will be synchronised to the device to reduce the risk of data loss as well as improve synchronisation times / reduce cost
- You are required to change the device password every 90 days
- Encryption at rest will be enabled on devices with the built-in capability to support it.

Please note: encryption at rest on the iPhone 3GS, 4 and 5 is built-in and already enabled by default with no ability to turn it off. This means data is already encrypted on the phone and can only be read after the phone is unlocked by the user, preventing access should it fall into the wrong hands.

However, this does not apply to previous versions of the iPhone (2G and 3G) which will not connect to your NHSmail account.

Once the policies have been applied they can only be removed by performing a factory reset (format) of the device.

It is important to remember that receiving data on your device may incur a financial cost to you or your organisation, especially if using the device abroad where costs are particularly high. You may wish to set your device to manually update.

Check with your organisation for more information regarding data plans and tariffs.

3. Software requirements

In order to synchronise your NHSmail account with your device you must be running at least version 3.0 of the device software (Apple recommends you always have the latest version of software installed). If your device is using an earlier version of software, you will need to upgrade to the latest version. This can be done via iTunes on your computer.

You can check the current software version on your iPhone using iTunes or on your handset by selecting:

Settings, General, About:



Please note the iPhone OS 3.1 Software Update has been tested and works with NHSmail

4. iCloud Service

The Apple iCloud service is available on an iPhone running iOS5. iCloud means you can store most of the data on your iPhone in a remote storage facility and the content is synchronised to and from your device over a wireless internet connection. **If you configure your device to use iCloud and access your NHSmail account, you must ensure that email is not set up to be synchronised to the iCloud service. This is important as synchronising NHSmail to the iCloud service means that patient data will be transmitted over a potentially unsecured wireless network and hosted in Apple servers, putting sensitive data at risk.**

Data stored on iCloud cannot be removed. Only enable this option if you are not using NHSmail on your iPhone.

To ensure that your email isn't synchronised you should set the **Mail** setting to Off:



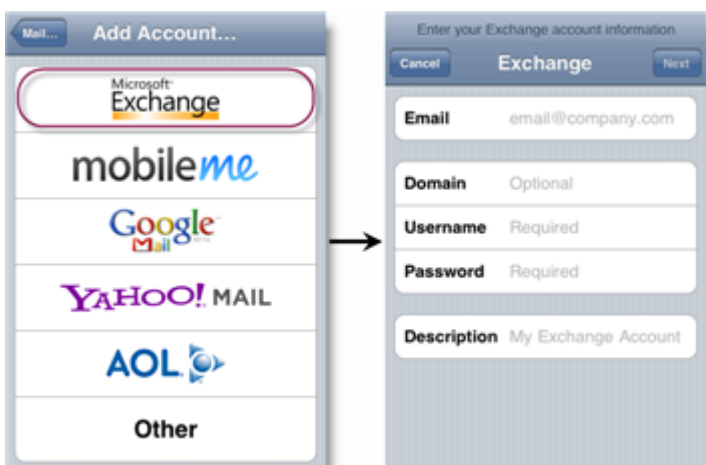
5. Configuring your device

In order to setup your iPhone to work with NHSmail, you will need to set up an email account.

1. On your iPhone go to **Settings, Mail, Contacts, Calendars, Add Account:**



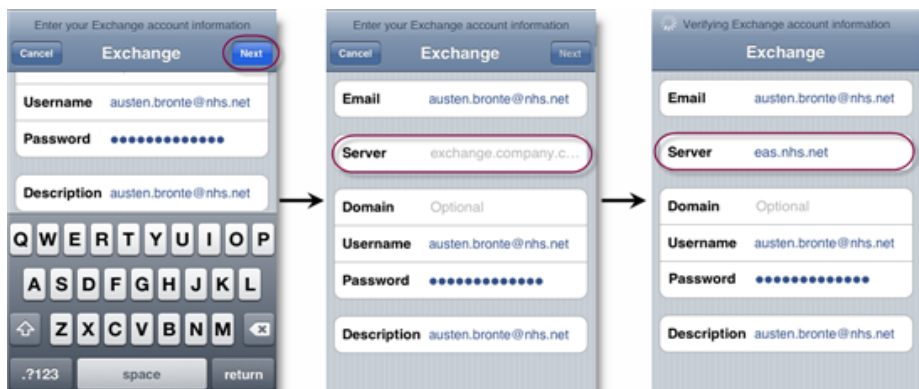
2. Select the option for **Microsoft Exchange**. You will then need to enter your email address, username and password:



3. Enter the following information into each field:

- **Email:** your full NHSmail email address (e.g.firstname.lastname@nhs.net)
- **Domain:** leave blank
- **Username:** your full NHSmail email address (e.g.firstname.lastname@nhs.net)
- **Password:** your NHSmail password
- **Description:** this will be entered automatically but can be changed if required.

4. Once you have entered your account details, click on **Next**. Your iPhone will then attempt to locate a server. If prompted, in the **Server** field enter the server name: eas.nhs.net:



Once the iPhone has confirmed connectivity with NHSmail, you will be asked which folders to synchronise. By default **Email**, **Contacts**, and **Calendars** are selected. You do not need to synchronise all three and can choose as required

Click on **Done**. Your iPhone will synchronise with your NHSmail account:

