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Data Security

Questions	Answers
Do we need to be made aware of any email filtering products installed on your email system?	No Synertec are sending the email through the customer's existing system. Synertec are talking directly to Outlook or Office 365.
What is the length of time that Synertec keep details of emails that are sent out from the Prism server.	Synertec will not store email content. The email itself can be reviewed in the sent items of the sending account according to its configuration.
Which companies, including Synertec, have access to the mail?	The email will only exist in Office 365, Synertec will not have access.
Are there backups stored outside of the UK?	All Synertec backups are stored within the UK.
Does any data for monitoring or customer service go outside the EU?	Data monitoring does not include sensitive data and all monitoring is performed inside UK data centres.
What are the protocols between Synertec and Office 365?	Simple Mail Transfer Protocol (SMTP)

Implementation

Questions	Answers
Where the customer is emailing externally to their recipients can the email body be tailored to specific needs?	<p>The email body can contain any information you require, including but not limited to text and hyperlinks.</p> <p>When implementing SMTP Relay for a customer already sending emails via Prism, Synertec will use the existing wording of your emails. Should you wish to amend this wording, please contact your Customer Account Executive via 01823 652360 or via support@synertec.co.uk.</p>
What information will I need to provide to send emails via SMPT Relay?	Synertec will need to be provided with the Username and password for each email profile configured. Also, the customer needs to make sure that the account is an 'application account'.
Can emails be re-sent using the NHS.net SMTP Relay solution?	Using the Reprint pane of Prism Client, you can resend documents that have previously been sent through Prism.

Questions	Answers
	<p>For more information on how to do this, you can access the Prism Client User Guide from the Help menu of Prism Client. Alternatively, your Customer Account Executive can provide advice and guidance on this and can be contacted via 01823 652360 or support@synertec.co.uk.</p>
<p>Can NHS.net SMTP Relay be used to receive emails</p>	<p>There is currently no function to receive emails; It will be used to send outgoing emails.</p> <p>We can integrate with Office 365 for inbound emails.</p>
<p>How can I ensure my emails aren't treated as spam or phishing?</p>	<p>Synertec recommend following simple guidance contained in Email Guidance.PDF which can be provided on request.</p>
<p>Is a new Data Protection Agreement (DPA) required?</p>	<p>This will depend on when the last DPA was signed. Your Business Development Manager will be able to advise on your specific circumstances.</p>

Auditing

Questions	Answers
<p>How can we see the emails that have been sent?</p>	<p>Emails sent through this method will be available via the accounts sent items folder as per normal office 365 accounts.</p>
<p>Prism Client</p>	<p>You are able to view documents that have been sent to Prism, no matter the routing, and can filter your search to focus on the specific documents you're interested in, for example, documents sent via email.</p> <p>For more information on how to do this, you can access the Prism Client User Guide from the Help menu of Prism Client. Alternatively, your Customer Account Executive can provide advice and guidance on this and can be contacted via 01823 652360 or support@synertec.co.uk.</p>
<p>Audit Reports</p>	<p>You will continue to receive your usual audit reports as normal; you can view the number of emails that have been sent via Prism in the Processed Documents Report, in the Email column.</p>
<p>What is the NHS.net SMTP Relay process for audit reports?</p>	<p>The process remains the same for all emails; all SMTP Relay emails are sent via the same route.</p>

Public Sector

Questions	Answers
Does Synertec host the mail server or is it a SaaS solution (if so, what), how is it integrated with NHS (relays, etc), what mail protocols are used for sending/receiving mail (SMTP, SMTPS, IMAP, IMAPS, etc)	Synertec does not host the mail server, the email is handed over to your @nhs.net mail account via SMPT to be sent.
Are there any new whitelisting requirements we need to consider?	No, we only require the Username and Password of the email account you wish to send from.

Intended Audience: Synertec Limited customers, employees, and any interested 3rd parties.