

### **What is NECS UYOD VDI ?**

The UYOD VDI solution works via a personal device connected to the internet in your home. It connects securely to the NECS Datacentres across the internet to access systems as you would when in your practice or office. You will use your usual login username and password and a two factor authentication app that we will need you to load onto your smart phone. The [NECS IT acceptable use policy](#) has been updated to reflect this.

As part of the security requirements for this solution, you will also need to download and install the OPSWAT application onto your personal device. Further information on OPSWAT is at the end of this document.

### **What are the current limitations ?**

In this initial release:

- Your GP Practice must have been migrated onto the NECS GPN domain
- Currently only devices running Windows 10 supported
- Cyber/IG protection – technical controls to ensure compliance

### **What will be coming in future releases ?**

- Apple Mac support
- Rolling out of the solution to more users

### **How can I get this installed ?**

- Ask your practice to add you to their submission to your CCG
- The data captured will be used to setup users in a prioritised manner
- The team will get back to you with instructions to setup your BMS two factor token on your smart phone, how to set up the OPSWAT and with details of how to use the platform
- **Please do not call the service desk, wait to be contacted – requests will be carefully prioritised based on your practice's submission via your CCG**
- Please bear with the team, we expect significant demand for this service

### **Preparation**

The team have found that for some devices, the process to upgrade to meet the OPSWAT checks can take 1-2 hours, especially if you are intending to use a device that hasn't been accessed regularly or may be in a poor state of repair.

Following the actions below are likely to help to expedite a successful setup for you:

- [Windows 10 updates FAQs](#)
- [Windows Defender FAQs](#)
- Remove any software that you are no longer licenced for or need to use

### **OPSWAT**

OPSWAT is a security application which, once installed on to a connecting device (UYOD PC or Laptop), will check to ensure the device is updated and adequately protected by an Anti-Virus product. If OPSWAT finds vulnerabilities it will display a report with instructions to take remedial action – e.g. run "Windows Update", update anti-virus software, etc.

If your device does not pass the necessary tests then your device will be prevented from being used for UYOD until these issues are remedied.

These checks will include a comprehensive examination of your device's software and hardware configurations. It will not access any data, personal data or internet browsing history etc. These

checks are important to ensure the integrity of the solution and protect against cyber threats as the solution connects to the NECS network and access clinical platforms.

**If you have any issues**

- Call the dedicated NECS UYOD VDI support line 0191 3744201 or email [necsu.uyod-vdi-enquiries@nhs.net](mailto:necsu.uyod-vdi-enquiries@nhs.net)
- A dedicated support team has been established to process VDI requests and support users. This team has been established with NECS volunteers for a cross section of the NECS IT function. This mix of technical knowledge ensures the support provision has sufficient technical experience to support and assist VDI users.
- This service is to support the NECS elements of the solution and although the team will help out where they reasonably can, the expectation will be that your device is configured and can access internet websites before attempting to setup the NECS UYOD solution.
- The support team will offer extended support including providing cover over the bank holiday weekend - covering 0700-1700 Fri & Mon and 0800-1600 Sat & Sun and going forward 1800-2200 Mon-Fri and 0800-1600 Sat & Sun during the current Covid-19 scenario
- Support for VDI will transfer to the NECS Service Desk in the future however the proposed arrangements are viewed as a more appropriate solution in the short term.