



Secure Email User Guide

Introduction

This guide is intended to give you a brief overview of the initial enrollment process and overall functionality of the Secure Messenger email client.

Important Reminder!

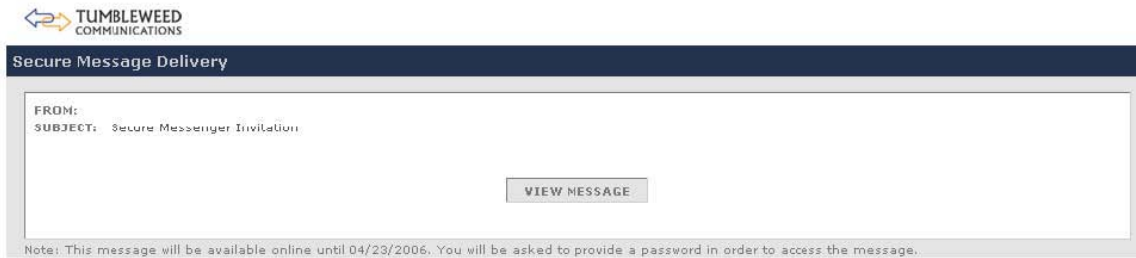
Email to PrimeWest Health employees will only be secure if you use your Secure Messenger mailbox. **You cannot, nor should you ever, send Protected Health Information (PHI) via your regular email application.**

Section 1 – Enrollment

Step 1 – Receiving your invitation email


To enroll in PrimeWest Health’s Secure Messenger email system, you must receive an invitation email. This email will be sent to you from an existing PrimeWest Health user.

The contents of the email message are shown below.



Step 2 – Creating your account

After clicking *View Message*, you will be brought to the enrollment webpage.



TUMBLEWEED COMMUNICATIONS

Secure Mailbox

COMPLETE ACCOUNT INFORMATION

To ensure security, the sender of this message requires all recipients to have a validated Messenger account. Please complete this one-time account setup to receive your message.

First Name:

Last Name:

* New Password:

* Re-Enter New Password:

Password Hint Phrase:

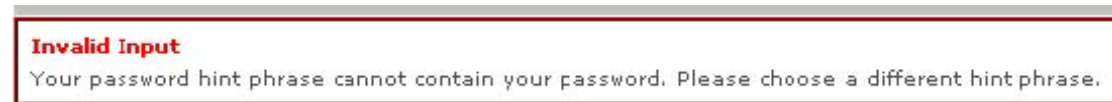
Continue

Password requires a minimum of 8 character(s) with at least 1 digit(s) and at least 1 alphabetical character(s).

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Enter the requested information. Pay special attention to the password requirements and the “Password Hint Phrase” box. (If you ever forget your password, you can retrieve the hint you placed in this box.)

If you attempt to place your actual password in the “Password Hint Phrase” box, you will get the following error message:

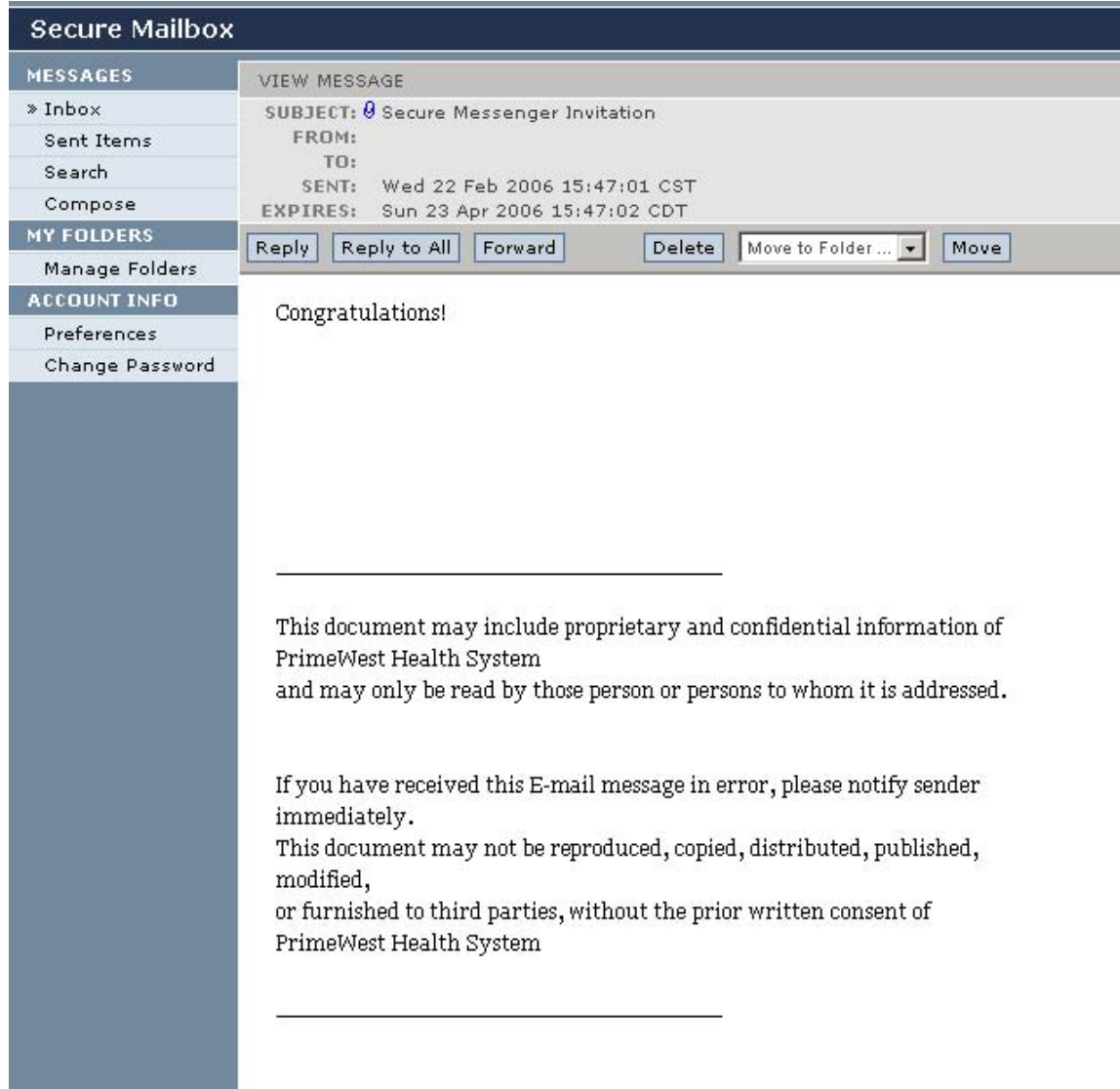


Invalid Input

Your password hint phrase cannot contain your password. Please choose a different hint phrase.

Step 3 – Viewing your first secure email

After filling in all the information and clicking on *Continue*, you will arrive at your Secure Mailbox.




That's it! You have successfully enrolled and created your own personal Secure Mailbox that you can use to send and receive secure email to other enrolled users.

Secure emails can be sent to anyone at PrimeWest Health and to anyone else who has a Secure Messenger Mailbox (i.e., anyone in the 13 PrimeWest Health counties). If you attempt to send email to someone without a Secure Mailbox, the email will come back.

Section 2 – Sending and receiving secure email

Step 1 – Signing in

Go to <https://secure.primewest.org> and log in with your email address and password.

A screenshot of the "Secure Mailbox" sign-in form. The form has a dark blue header with the text "Secure Mailbox". Below the header is a light gray box with the title "SIGN IN". The text inside the box reads: "Enter your email address and password to sign in. If you need help remembering your password, click [here](#) to get a hint." There are two input fields: "Email Address:" and "Password:". A "Sign In" button is located at the bottom right of the form.

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Your email address may or may not already be filled in for you. If it is not, just enter your email address and password in the spaces provided.

If you have forgotten your password, click on the word *here* and an email will be sent to you with the hint you specified upon enrollment. This email can take anywhere from 1 – 15 minutes to arrive; however, it **will** come—so don't worry!

Step 2 – Compose, read, and review secure emails

On the left are the links to navigate to different areas of your secure email account (“Inbox,” “Sent Items,” “Search,” and “Compose”).

Inbox

A screenshot of a web-based email interface titled "Secure Mailbox". The interface includes a navigation menu on the left with options like "Inbox", "Sent Items", "Search", "Compose", "MY FOLDERS", "ACCOUNT INFO", "Preferences", and "Change Password". The main area shows an "INBOX" with one message. The message details are as follows:

	FROM	SUBJECT	SENT	EXPIRES	SIZE
<input type="checkbox"/>	Ø	<u>Secure Messenger Invitation</u>	02/22/2006	59 Days	2 KB

Below the message table are buttons for "All", "Delete Checked", "Move to Folder ...", and "Move". The top right of the interface has "SIGN OUT" and "? HELP" links.

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The Inbox displays all of your emails along with information about each email.

From: Who sent you the email

Subject: The subject of the email (also the link to open the email)

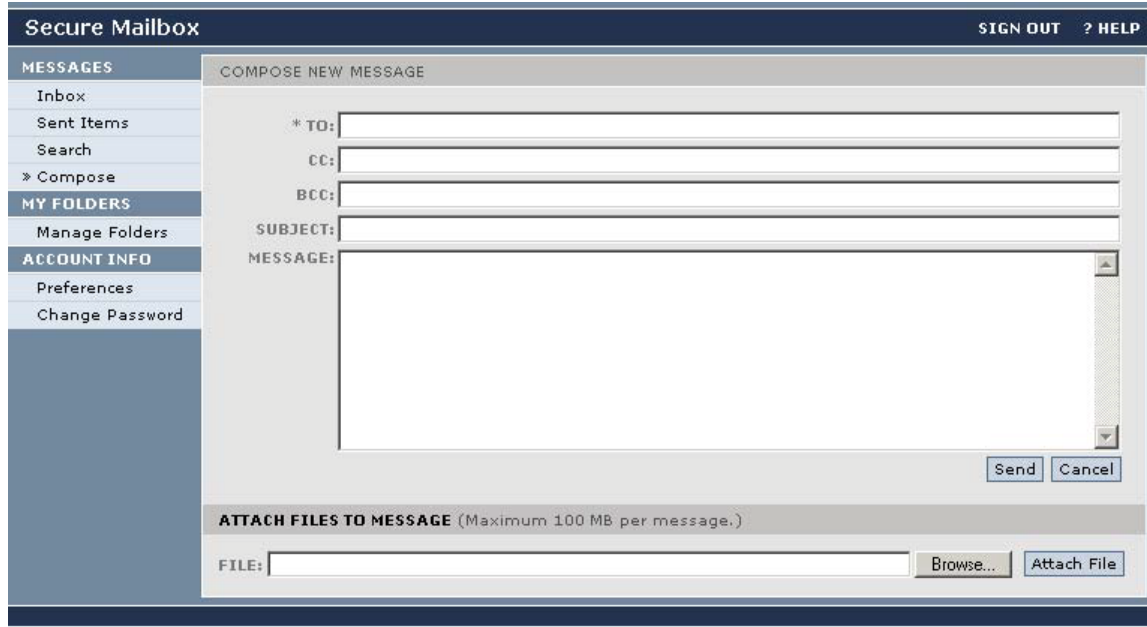
Sent: The date the email was sent

Expires: The number of days the email will remain in your Inbox before the system deletes it

Size: Total size of the email, including attachments

To view an email in your Inbox, click on the underlined subject of the email and you will be brought to the content of that email.

Compose




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The Compose area is where you write your outgoing secure emails. You can send secure email to any PrimeWest Health employee and it will be secure and safe. In addition, you can attach any file to the email and it will be encrypted as well. Everything you do from this interface is secure and encrypted.

All the fields you see on this screen behave the same as they would in your standard email program.

To attach a file to your email, complete the following steps:

1. Click on the *Browse* button and navigate to the file you wish to attach using the “Choose File” dialog box that appears.
2. Click on the *Attach File* button.

ATTACHED FILES		TYPE	SIZE
<input type="checkbox"/>	 certocm.log	Binary File	87.95KB
<input type="button" value="All"/> <input type="button" value="Remove Checked Files"/>		Total: 0.09 MB of 100 MB max.	

The attached file will now appear below the email, as show in the picture above. The size of the file, as well as the total size of the email, is displayed (the maximum email size is 100 MB).

Change password

Secure Mailbox	
MESSAGES	CHANGE PASSWORD
Inbox	Current Password: <input type="text"/>
Sent Items	New Password: <input type="text"/>
Search	Confirm New Password: <input type="text"/>
Compose	Password Hint Phrase: <input type="text"/>
MY FOLDERS	<div style="border: 1px solid black; padding: 5px;">Password requires a minimum of 8 character(s) with at least 1 digit(s) and at least 1 alphabetical character(s).</div>
Manage Folders	
ACCOUNT INFO	<input type="button" value="Save"/> <input type="button" value="Cancel"/>
Preferences	
» Change Password	

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If you wish to change your password, click on *Change Password* to display this screen. Enter your old password once, your new password twice, and then enter a new hint phrase. Once you are done, click on *Save* and the process is complete.