



Secure Email User Guide

September 2008

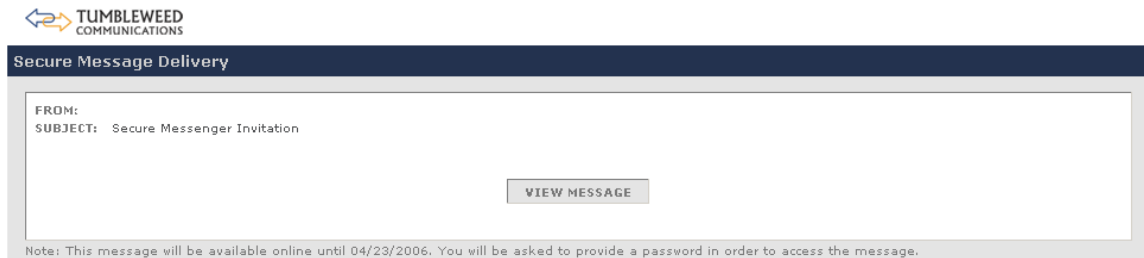
The following guide is intended to give you a brief overview of the initial enrollment process and overall functionality of the Secure Messenger email client.

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 here:



Step 2 – Creating your account

After selecting “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

Copyright 1997-2005 Tumbleweed Communications Corp. All Rights Reserved

Enter the information asked for on the page. Pay special attention to the password requirements and the Password Hint Phrase! (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 finally arrive at your Secure Mailbox:

The screenshot displays a web-based email interface for a 'Secure Mailbox'. On the left is a navigation sidebar with sections: 'MESSAGES' (containing 'Inbox', 'Sent Items', 'Search', 'Compose'), 'MY FOLDERS' (containing 'Manage Folders'), and 'ACCOUNT INFO' (containing 'Preferences', 'Change Password'). The main content area is titled 'VIEW MESSAGE' and shows the following details for a selected message:

- SUBJECT:** Secure Messenger Invitation
- FROM:**
- TO:**
- SENT:** Wed 22 Feb 2006 15:47:01 CST
- EXPIRES:** Sun 23 Apr 2006 15:47:02 CDT

Below the message details are action buttons: 'Reply', 'Reply to All', 'Forward', 'Delete', 'Move to Folder ...' (with a dropdown arrow), and 'Move'. The message body begins with 'Congratulations!' followed by a horizontal line. Below the line is a disclaimer:

This document may include proprietary and confidential information of PrimeWest Health System and may only be read by those person or persons to whom it is addressed.

If you have received this E-mail message in error, please notify sender immediately. This document may not be reproduced, copied, distributed, published, modified, or furnished to third parties, without the prior written consent of PrimeWest Health System

The message body ends with another horizontal line.

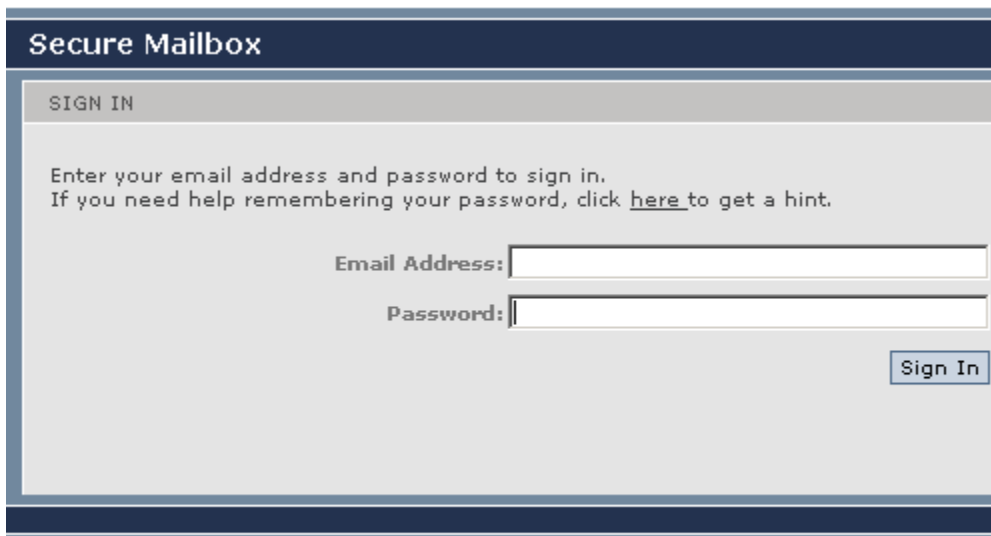
That's it! You have successfully enrolled and created your own personal Secure Mailbox that you can now use to send and receive secure messages to other enrolled users.

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

Copyright 1997-2005 Tumbleweed Communications Corp. All Rights Reserved

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.

Step 2 – Compose, read, and review secure messages

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

Inbox



Secure Mailbox SIGN OUT ? HELP

MESSAGES INBOX 1 - 1 of 1 message(s)

- » Inbox
- Sent Items
- Search
- Compose

MY FOLDERS

- Manage Folders

ACCOUNT INFO

- Preferences
- Change Password

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

All Delete Checked Move to Folder ... Move

Copyright 1997-2005 Tumbleweed Communications Corp. All Rights Reserved

The Inbox displays all of your messages along with information about each message.

- From:* Who sent you message
- 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 a message in your Inbox, click on the underlined subject of the email and you will be brought to the content of that email.

Compose

Secure Mailbox SIGN OUT ? HELP

MESSAGES

- Inbox
- Sent Items
- Search
- » Compose

MY FOLDERS

- Manage Folders

ACCOUNT INFO

- Preferences
- Change Password

COMPOSE NEW MESSAGE

* TO:

CC:

BCC:

SUBJECT:

MESSAGE:

Send Cancel

ATTACH FILES TO MESSAGE (Maximum 100 MB per message.)

FILE: Browse... Attach File


Copyright 1997-2005 Tumbleweed Communications Corp. All Rights Reserved

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.

Attaching a file is a two-step process:

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.	

3. The attached file will now appear below the message, similar to the picture above. The size of the file is displayed as well as the total size of the message (the maximum message 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	
Preferences	<input type="button" value="Save"/> <input type="button" value="Cancel"/>
» Change Password	

Copyright 1997-2005 Tumbleweed Communications Corp. All Rights Reserved

If you wish to change your password, you can select the “Change Password” link and it will display this screen. Just enter your old password, enter your new password twice, and enter a new hint phrase. Once you are done, select “Save” and the process is complete.

<<<Reminder>><<<Reminder>><<<Reminder>><<<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.**