

EXTERNAL User Manual

July 18, 2003

You can also find this manual at

 $\underline{http://www.thechildrenshospital.org/Professionals/education/SAFEmail/index.cfm}$

The Children's Hospital of Denver (TCH) is now providing a secure e-mail messaging system, SAFEmail, which is part of TCH's HIPAA compliance initiatives. SAFEmail enables you to send and receive secure e-mail messages with individuals from TCH.

You must use SAFEmail when you send Private or Protected Health Information (PHI) to any individual at TCH. In order for you to use this system, you must first receive a secure message from an individual within the TCH network. Please ask your contact at TCH to send you a secure message.

Once you receive a secure message, you can reply or initiate new messages to individuals at TCH in a secure manner. However, you must be online to perform these actions.

Receive a Secure Message from TCH

- The very first secure message that you receive from TCH will contain a
 Pick up Message
 button that will take you to an account information web page to create a password. You must be online in order to follow the link.
- 2. In the **First Name** and **Last Name** boxes, type your respective name.
- 3. In the **New Password** and **Confirm New Password** boxes, type your new password.
- 4. In the **Password Hint Phrase** box, type a phrase that will help remind you what password you chose in the event you forget it.
- 5. Click Continue to activate your account and read the secure message.

An example of the account information web page is shown below:

🎒 The Children's H	ospital - Complete Account Information - Microsoft Internet Explorer	×
<u>Eile E</u> dit <u>V</u> iew	Favorites Iools Help	
Address 🙋 https:/	/ime.thechildrenshospital.org/ime?x=4-471-326-A4UCXP49)
.	Complete Account Information Help	_
	Message Secure message from Trent Hein at The Children's Hospital	
	From hein.trent (hein.trent@tchden.org)	
	Sent Today, 06/11/2003 10:29:52, MDT6	
The Children's Hospital	Expires 10 days later, 06/21/2003 10:30:52, MDT6	
	* Complete Account Information	
×	To ensure security, the sender of this message requires all recipients to have a validated secure message account.	
	Please complete this one-time account setup to receive your message. The password you enter must be at least 8 characters long.	
	Email Address : trent@trailahead.com	
	First Name:	
	Last Name :	
	New Password :	
	Re-enter New Password :	
	Password Hint Phrase :	
	Continue	
		-

6. *Second and subsequent* secure messages will be sent to you as an attachment that will only require your password to access the message (you do not need to be online). If you are unable to open the attachment, click on the link that is also provided within the email to access the message (you must be online).

Here is an example of the password screen:

🎒 Se	ecure E	nvelop	e - Microso	oft Inter	rnet Expl	orer						>
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A <u>d</u> dro	ess 🙋	C:\Doc	uments and	Settings\	trent\Loca	l Settings\Tem	p\Secure_M	Message_from	n_Trent_Hein_a	at_The_	_Children_s_Hospit	∂Go
		5 E C I	UREN	/1 E S S	AGE	FROM	THE	CHILI	D R E N 'S	но	SPITAL	
1		Dat	e: Wedne	sday Ju	ne 11, 20	03 at 15:16:2	24 MDT6					
		From	n: hein.tre	ent (hein	.trent@tc	hden.org)						
		Т	o: trent@a	atrust.co	m							
		Subjea	:t: Secure	Messa	ge from T	rent Hein at	The Child	ren's Hospi	tal			
			E	nter p	asswor	d:		Open				
ē Di	one										🦳 My Computer	

Once you have accessed a secure message, you will see buttons that allow you to reply to and forward the message (you must be online). These buttons will take you to a secure site via your web browser where you can type in a reply or forward the message.

Here is an example of the password screen:

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A <u>d</u> dr	ess 🧧	C:\Doci	uments and :	5ettings\	rent\Loca	Settings\Temp	\Secure_M	essage_from_	Trent_Hein_	_at_The_Children_s_F] @Go
		BECU	JRE N	1 E S S	AGE	FROM	THE	CHILD	R E N ' S	HOSPITAL	
		Dat	e: Wedne:	sday Jur	ne 11, 20	03 at 15:16:24	4 MDT6				
		From	n: hein.tre	nt (hein	trent@tcl	nden.org)					
		T	o: trent@a	trust.co	m						
		Subjec	t: Secure	Messag	le from Ti	rent Hein at T	ne Childro	en's Hospital			
	Atta	chmen	ts: <u>整口相)</u>	<u> (</u> 163 I	Bytes)						
	Rep	ly F	Reply All	For	ward	<u>Note:</u> You m	ust be on	line to reply t	o or forwar	d this message.	
	Mess	age Re	directed b	y Tumb	leweed N	/MS.					
	Origir	nal Rec	ipients:								
	Cc:	eni@ai	iusi.com								
	This i	s a sar	nple mess	age.							
											-
ど D	one									🖳 My Computer	11.

Send a Secure Message

Once you have created a password within SAFEmail, you can use the system to send new secure messages to any individual at TCH.

- 1. Go to https://ime.thechildrenshospital.org.
- 2. In the Account Name or Email Address box, type your account name.
- 3. In the **Account Password** box, type your password.

4. Click Log In

Here is an example of the log in web page:

🎒 The Children's H	ospital, Denver - Secure Messaging Account Login - Microsoft Internet Explorer	
<u> </u>	F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	-
Address 🛃 http://i	ime.thechildrenshospital.org/	▼ ∂Go
	Standard Login	Help 🔺
Ť	* Log In to My Secure TCH Email Message Account	
Secure	Account Name or Email Address:	
*	Account Password: Email a hint to me	
The Children's Hospital	For highest <u>security</u> , choose "Secure" from the Menu on the left.	Y

5. On the navigation menu of the web page, click New Message to send a secure message.

🏄 TCH New Messag	je - Microsoft Internet Explorer	_ 🗆 🗡
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Address 🛃 https://	/ime.thechildrenshospital.org/ime?s=ac&t=TW_TxnAccPackageStart.tpl&i=2687118&k=JYGADPGLUJ	▼ 🖗 😡
? •	TCH New Message	^
-1	To: oriol.albert@tchden.org	
Inbox Outbox	CC:	
Find Message	BCC:	
New Message Folders Address Book	Enter email addresses or <u>Add from address book</u>	
Access Dook	Subject: Secure Messaging News	
Account info Preferences	Message: Albert,	
Logout	This is a secure email message.	
The Children's Hospital		
*		

If you have difficulty using SAFEmail, please contact Technical Support at 720.777.4357.