



**The Children's Hospital**  
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**SAFE**mail\*

**EXTERNAL User Manual**

**July 18, 2003**

You can also find this manual at

<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.

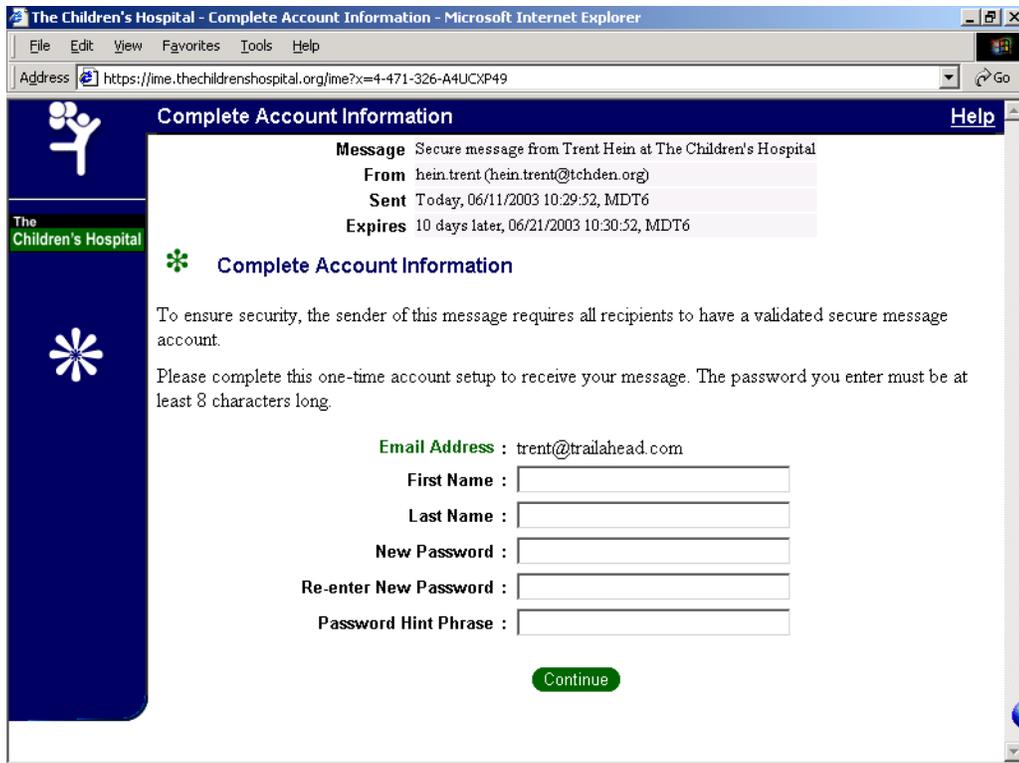
Once you receive a secure message, you can reply or initiate new messages to individuals at TCH in a secure manner. However, you must be online to perform these actions.

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## Receive a Secure Message from TCH

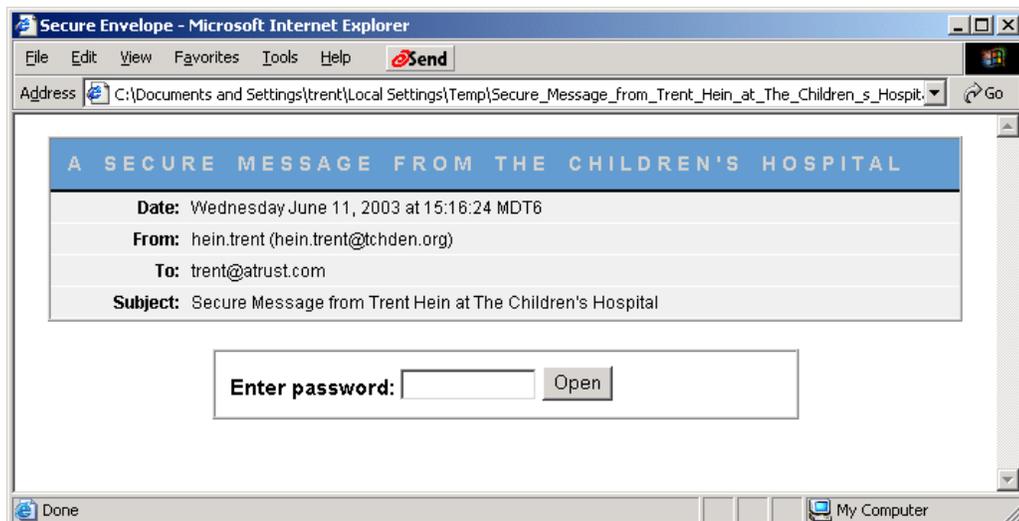
1. The very first secure message that you receive from TCH will contain a **Pick up Message** button that will take you to an account information web page to create a password. You must be online in order to follow the link.
2. In the **First Name** and **Last Name** boxes, type your respective name.
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:



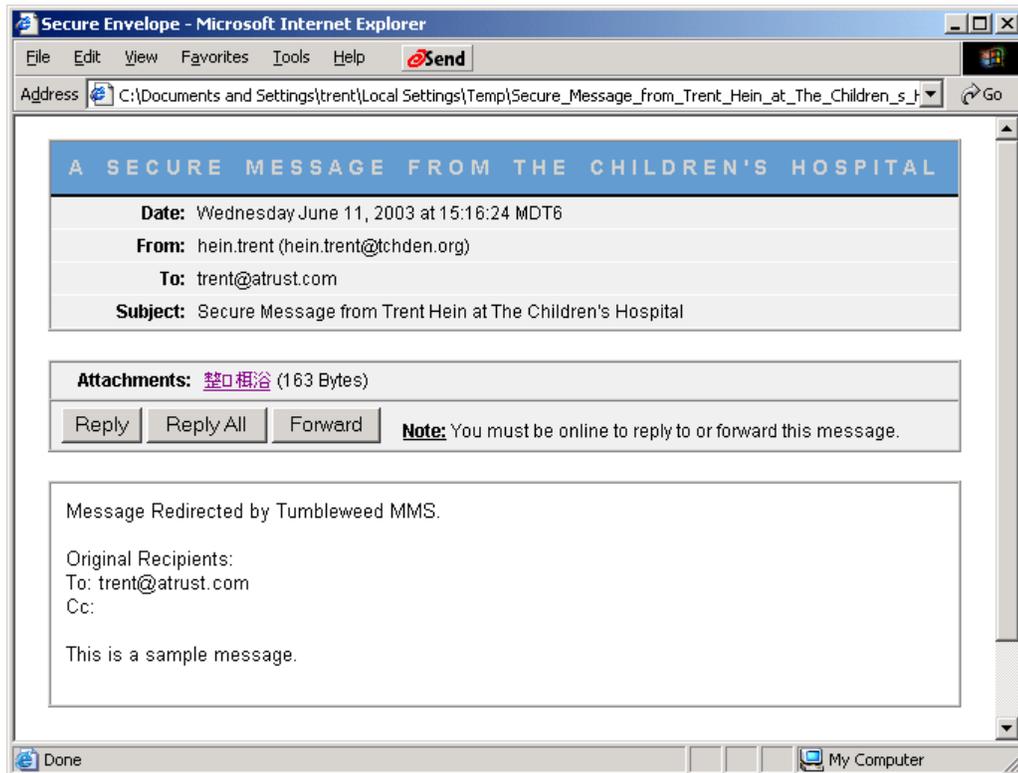
6. ***Second and subsequent*** secure messages will be sent to you as an attachment that will only require your password to access the message (you do not need to be online). If you are unable to open the attachment, click on the link that is also provided within the email to access the message (you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

Here is an example of the password screen:



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:



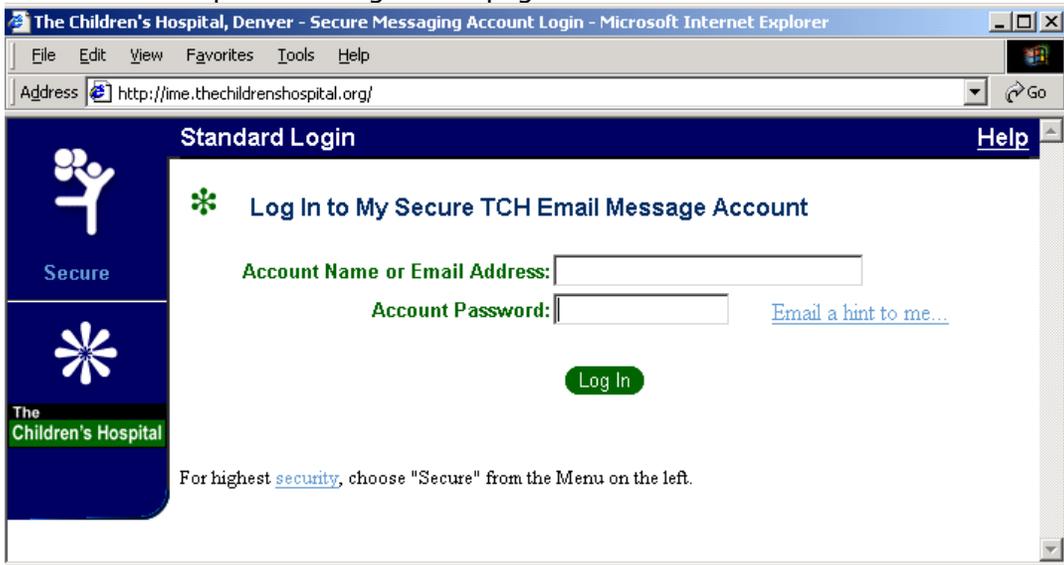
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## Send a Secure Message

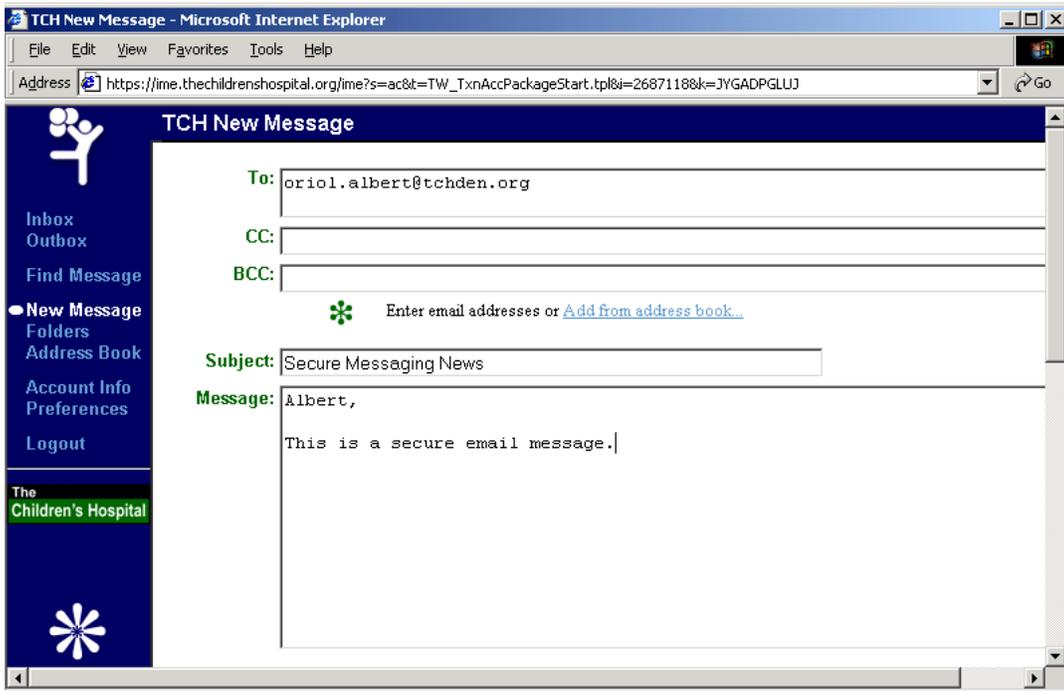
Once you have created a password within SAFEmail, you can use the system to send new secure messages to any individual at TCH.

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  .

Here is an example of the log in web page:



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



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