UPMC | IDENTITY MANAGEMENT SYSTEM

Quick Guide – UPMC Secure Email

Overview

Email communications are often sensitive and confidential. Privacy is a concern when it regards the electronic transmission of patient information.

To ensure that sensitive data remains confidential, the University of Pittsburgh Medical Center (UPMC) maintains the UPMC Secure Email system. It provides a secure environment for UPMC personnel to share private information with individuals outside the UPMC network.

In this Quick Guide, you will learn how to:

- [Send a Secure Email Message (UPMC personnel only)](#)
- [Add Extra Security with PIN Codes](#)
- [Log onto the secure website (recipients)](#)
- [Perform secure email account maintenance (recipients)](#)

Sending a Secure Email Message (for UPMC Personnel only)

UPMC employees and physicians can send confidential information to e-mail addresses outside the UPMC network by performing the following:

1. Open **Microsoft Outlook** and begin a new email message: in the Home tab, click **New Email**.

2. Type the **email address** of the intended recipient(s) in the **To:** field.

3. In the **Subject** field, type **Secure:** (include the colon) followed by a subject line for your email. Including "**Secure:**" to the subject line automatically routes the email message to UPMC Secure Email and generates a notification email to the recipient(s).
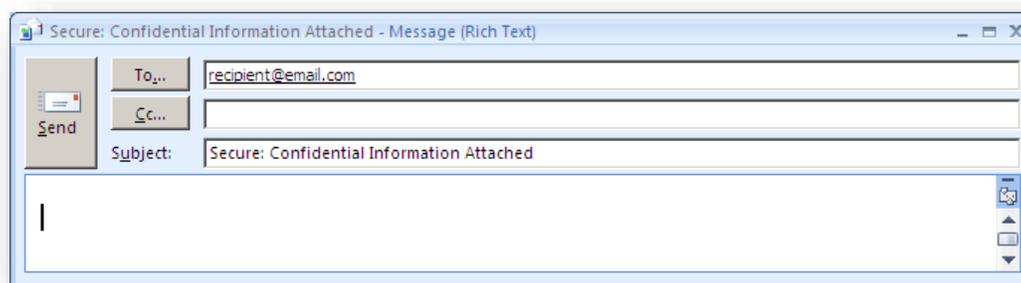
Note – *"**Secure:**" is **NOT** case-sensitive. Also, it does NOT matter where in the subject line "Secure:" appears.*
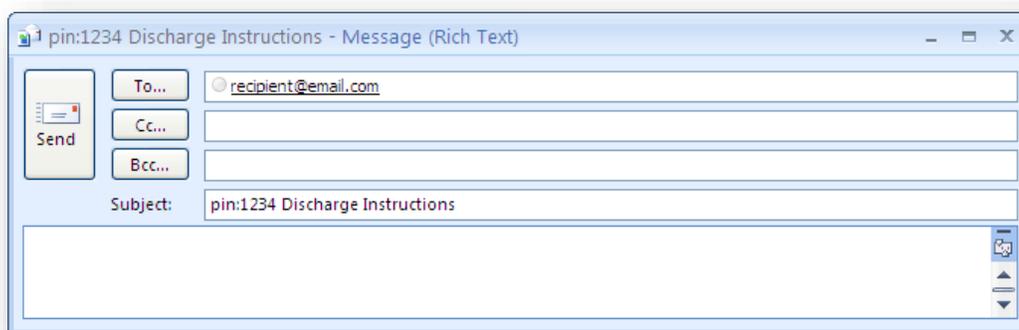
4. Compose the email as you normally would. Attach any relevant files and click the **Send** button when you are ready to transmit the message.

Adding Extra Security with PIN Codes (for UPMC Personnel only)

Additional security can be added to a message by requiring that a 4-digit PIN code must be entered prior to accessing the message. For messages protected by a PIN, the PIN code is required in addition to logging into Secure Email. The sender of a PIN-protected message must create the PIN prior to the message being sent – and then communicate that PIN to the recipient.

As with any Secure Email message, a PIN-protected message can be sent to any email address outside of the UPMC network, but it must be sent from a valid UPMC email account. To send a PIN-protected message, perform the following:

1. Open **Microsoft Outlook** and begin a new email message by clicking the **New** button, or selecting **File ► New ► Mail Message** from the menu.

2. Type the **email address** of the intended recipient(s) of your secure email message in the **To:** field.

3. In the **Subject** field, type **pin:** (include the colon) followed by the recipient's PIN number and the rest of your subject line. The PIN **must** be a 4-digit number. **Do not** include a space between the colon and the PIN. For example, the correct way to enter the subject is **pin:1234 Discharge Instructions** where 1234 is the recipient's PIN number, and "Discharge Instructions" is the subject of the email.

4. Compose the email as you normally would. Attach any relevant files and click the **Send** button when you are ready to transmit the message. Read receipts may be requested as well.

For recipient(s) outside of the UPMC system: Logging onto the Secure Email Website

When a UPMC employee sends a secure email message to an email address OUTSIDE of the UPMC system, an email alert stating that a message has been sent will arrive in the recipient's inbox. The alert will contain a link that points to the **UPMC Secure Email Website**. To view the contents of the secure message, the recipient should use the link to log onto the website.

Registering with the Secure Email Service

First-time recipients of UPMC secure email will be prompted to register with the UPMC Secure Email Website prior to accessing the secured message. To register with the service and view your email, **the recipient should follow these steps:**

5. Click the link at the bottom of the email alert which states, "**Click here to view your message**."

UPMC Secure Email

You have received a secure email message from a University of Pittsburgh Medical Center staff member. You can view the message by following the link below to the UPMC Secure Email website.

You have received the email in this manner because the sender believes that the contents of the message should be treated as sensitive and confidential.

If this is your first time receiving a UPMC Secure Email at this address, you will be prompted to register and create a password before continuing.

Click here to view your message.

6. The first time the link is clicked, the web browser will open to the UPMC Secure Email Website **registration page**.

7. Supply values for all the fields in the **Register** dialog, including:

    a. Your first and last names in the **Name** field.
    b. A question from the **Security Question** drop-down list.
    c. The answer to your security question in the **Security Answer** field.
    d. Type a new password in the **Password** and **Confirm Password** fields.
    e. Check the box stating that you agree to the terms.

8. Click the **Register** button.
   Note: *After the initial registration, the UPMC Secure Email Website will only ask for an email address and password.*

9. Your secure email message will be displayed.

Navigating the Secure Inbox

1. To view the full contents of your UPMC Secure Email inbox, click the **Secure Inbox** link in the top left section of the page.

2. Messages are displayed by row. To view a message from the inbox, click anywhere on that message's row.

3. You must be viewing the body of a message to delete it. When viewing a message, you can use the **Delete** button to the right of the address line to delete the message.

4. Options to **Forward**, **Reply** to, and **Print** a message are also available.

5. To logout of UPMC Secure Email, click the **Logout** button (top right section of the page).

Opening a PIN-protected Message

Recipients of PIN-protected messages will be asked for their PIN code upon each viewing of those messages. (PIN codes must be created and communicated to the recipient prior to the message being sent.) After clicking the message, a dialog box similar to the following will appear. After typing the PIN code in the field provided and clicking **View Message**, the message appears. If you enter an incorrect PIN more than three times, your message will be locked for 30 minutes, after which you will be able to try again.
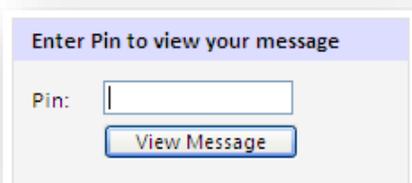
For recipient(s) outside the UPMC system: Performing Account Administration

Changing Your Password

To change the password of your UPMC Secure Email account, follow these steps:

1. From your Secure E-mail inbox, click **Change Password**.

2. Ensure that the address in the **Email** field is your own.

3. Type your current password in the **Old Password** field.

4. Type your new password in both the **New Password** and **Confirm New** fields.

5. Click **Change Password**.

Resetting Your Password

If your UPMC Secure Email account is locked or you have forgotten your password, it is possible to reset the password from the login screen as follows:

1. Click the **I can't access my account** link on the initial login screen of the UPMC Secure Email website.

2. Ensure that the address in the **Email** field is your own.

3. Type the answer to your security question in the **Security Answer** field.

4. Click **Continue**.

5. Type your new password in both the **New Password** and **Confirm Password** fields.

6. Click **Change Password**, and then click the **Continue** button to access your account.

Note that passwords must conform to UPMC password standards which are listed in the change password dialog box.

Policies

All messages in your UPMC Secure Email inbox will be retained for 60 days from the date of receipt. Messages older than 60 days will be expunged from the system.

Additional Help

For additional help, please contact the Help Desk at 412-647-HELP (4357).

Document Information

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