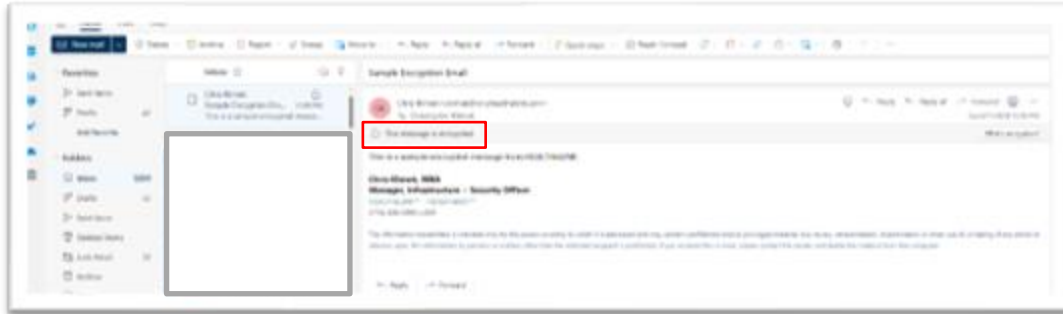




# Encrypted Emails from HEALTHeLINK

## If your organization uses Microsoft:

If you're using Outlook.com or Microsoft 365 and are using the Outlook.com website, the Outlook mobile app, or the Mail app in Windows 10, you can read and reply to encrypted messages the same way you do with unencrypted messages.

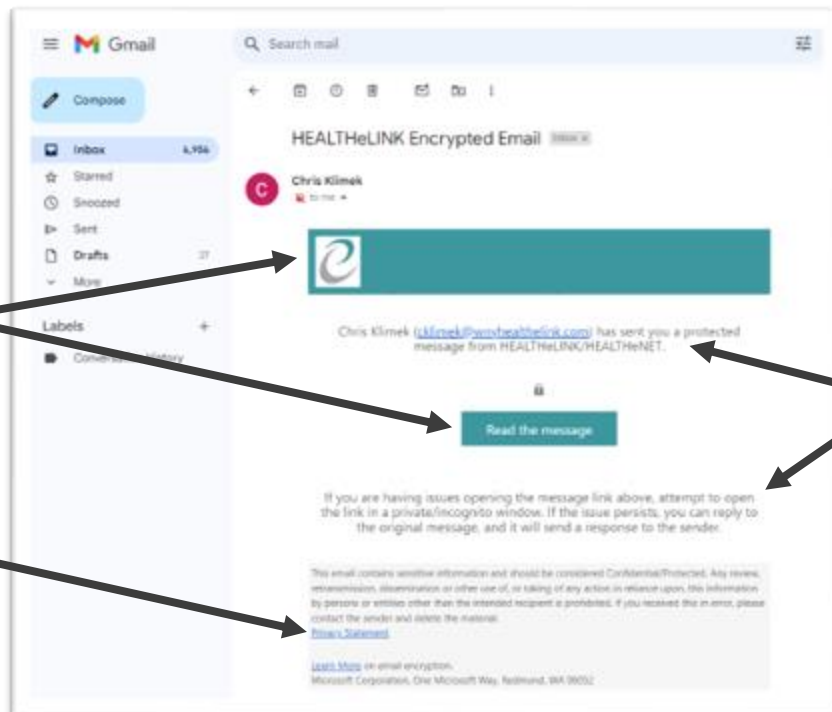


## If your organization uses an alternate email service:

If the message was sent to a non-Microsoft account, you'll receive an email message with instructions for how to read the encrypted message. Clicking on 'Read the message' will send you a temporary code via email. Note that if you have any issues opening the email, attempt to open the link in a private/incognito window. If the issue persists, you can reply to the original message, and it will send a response to the sender.

**Tip:** HEALTHeLINK's encryption messages will always be branded as depicted below. If you ever get an email that looks suspicious, reach out to someone at HEALTHeLINK directly, preferably via phone call, to confirm the message is legitimate.

To open the message, click on "Read the message"

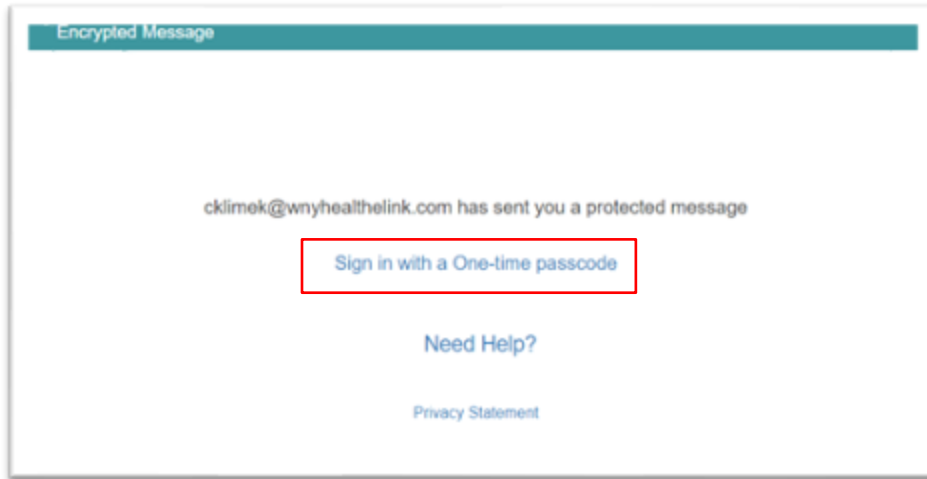


HEALTHeLINK  
Teal + Logo

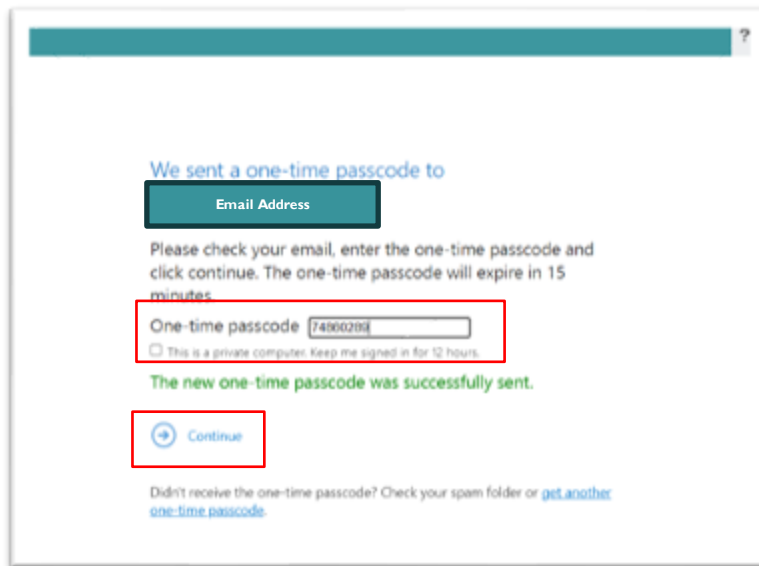
Custom  
HEALTHeLINK  
language

Link to  
HEALTHeLINK  
Policies page  
<https://wnyhealthelink.com/about/policies-procedures/>

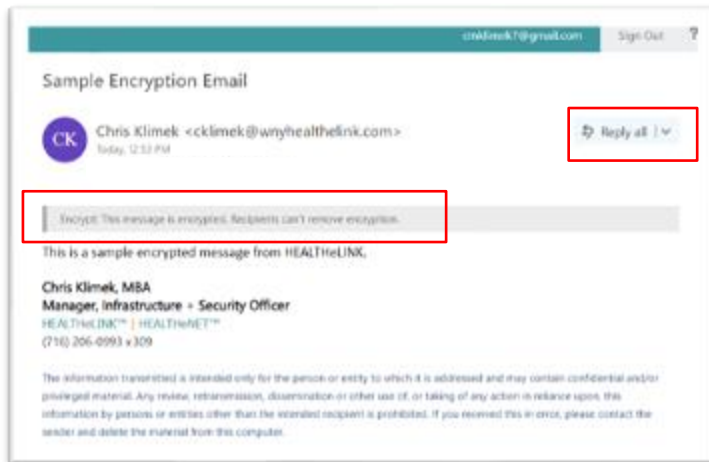
It will then prompt you to sign in with a one-time passcode:



The passcode will be sent to your email inbox, once received, enter it below:



Then, you will be able to view and reply to the secure message:



Please note that these emails will automatically be deleted after 30 days.