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I. Overview

This guide provides a quick overview of the Secure Messaging application available through HEALTHeLINK.

2. Help/Support

For HEALTHeLINK[™] Support

24/7 Help Desk Support	877.895.4724
Local Help Desk Support	716.842.6343

Additional training materials are available at

www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos

3. Logging into Secure Messaging

I. Login to HEALTHeCOMMUNITY Portal with your credentials

C HEALTHELINK Welcome to the HEALTHECOMMUNIT Portal	
Username Password	
Login Forgot Password Forgot Usirname Having Trouble?	

- 2. Select the "Mirth" Badge followed by the "Secure Messaging" Badge
 - a. If you have Secure Messaging at multiple practices, select the practice for which you are expecting secure messages





- 3. Go through two-factor authentication (TFA)
 - a. If you have already registered with Duo, simply authenticate using your preregistered device
 - b. If you need to set up Duo TFA, please refer to the <u>Duo Security (TFA)</u> <u>Implementation Guide</u>

${\mathcal C}$ HEALTHeCOMMUNITY TM PORTAL			
HEALTH-LINK What a biss of Add a new device Ministropa, A Device Bend Taxis Prevented by Divo Security	Call Me	Send Me a Pueh Call Me Enter a Passcode	
	62020 HEALTHECOMMUNITY PINER/ PORCY		

4. Managing Settings

To access Secure Messaging settings:

I. Click your username in top-right navigation

	a comprese	14 122. III. II. A		AR (*	Settings Address Book Edit My Profile	
Inbox 🚯	0-81	5 Subject	*	From	Date ÷	Size
/ Drafts	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	x 12/17/2019 03	3 KB
Sent .	8	SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.	wn. 04/10/2019 03:00	3 KB
Junk	8	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, 	*	mirth.filetransfer@testdire	sc 04/09/2019 09	3 KB
		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	sc 04/09/2019 03	3 KB
Trash	ø	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, 	*	mirth.filetransfer@testdire	sc 04/08/2019 16	3 KB
	Ð	 SUBSCRIBER1_TEST SN, Care Alert Transfer, 	*	mirth.filetransfer@testdire	e 04/08/2019 16	3 KB
	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	nc 04/05/2019 03	3 KB
	0	 SUBSCRIBER1_TEST SN Doily Batch Alerts 	*	mirth.filetransfer@testdire	sc 04/03/2019 03	3 KB
	8	 SUBSCRIBER1_TEST SN, Care Alert Admit ER, 	*	mirth.filetransfer@testdire	sc 04/02/2019 15	3 KB
		Select 2 Threads 2 Messages 1 to 50 of 132 M M				

2. Select "Setting" option

4.1. Preferences

HEALTHeLINK recommends adjusting your preferences for the best experience in Secure Messaging.

To apply recommended settings:

- I. Navigate to Settings
- 2. Select "Preferences" in the left hand navigation



Webmail Provider Directory					
	Section				
Settings	User Interface	User Interface			
Preferences	Mailbox View	Main Options			
Folders	Displaying Messages	Time zone	Auto	•	
1 Identities	Composing Messages	Time format	07:30 •		
Change Password	Address Book	Date format	07/24/2020 •		
Notifications	Special Folders	Pretty dates	2		
Delegation	Server Settings	Refresh (check for new messages, etc.)	every 1 minute(s) ·		
		Browser Options			
		Handle popups as standard windows	0		
		Register protocol handler for mailto: links			
		(Sov)			

3. Click "Composing Messages"

Webmail Provider Directory				test, user –	Sign Out
	Section				
Settings	User Interface	Composing Messages			
Preferences	Mailbox View	Main Options			
Folders	Displaying Messages	Compose in a new window	0		
1 Identities	Composing Messages	Compose HTML messages	always •		
Change Password	Address Book	Always request a return receipt	8		
Notifications	Special Folders	Always request a delivery status notification	8		
Delegation	Server Settings	Place replies in the folder of the message being replied to	<u>.</u>		
		When replying	start new message above the quote •		
		Messages forwarding	inine •		
		Default font of HTML message	Verdana • 10pt •		
		Default action of [Reply all] button	reply to all		
		Signature Options			_
		Automatically add signature	new message only		
		Place signature below the quoted message	9		
		When replying remove original signature from message	*		
		Advanced options			
		Save in the browser's local storage (temporarily) 😿			
		-			
		Save			

- 4. Under the "Compose HTML messages" dropdown, select "always"
 - 5. Under the "When replying" dropdown, select "start new message above the quote"
- 6. Under the "Automatically add signature" dropdown, select "new messages only"

Webmail Provider Directory				testuser - Sign
Settings	Section	Composing Messages		
Preferences Folders folders dentities Comple Pastnerd Nenficiations Orlegation	Composing Hessages	Main Options Compose In a new window Compose HTML messages Always request a refour recipit. Always request a refoury status nutification Place replies in the folder of the message being replied to When repling Hessages forwarding Disfusit fort of kTML message	alvays	
		Default action of [Reply all] button Signature Options Automatically add signature	reply to all	
		Place signature below the quoted measure when rephyling remove original signature from message Advanced options Save in the browser's local storage (temporarily) & Save	2	

7. Click [Save]



NOTE: Choosing to always compose HTML messages allows you to format your message using the features shown below.

Webmail Provider Directory			test uset -	Sign Out
tant Sart	P+ _ q			
Contacts = + + +	▼ From	Test user "test user @direct wnyhealthelink.com> • // Edit identities		2
Q 0	То			
Personal Addresses		🖸 Add Ce 🔘 Add Bee		
Local HISP Addresses	Subject]
	B / U ⊯ ¥ 3	Ξ Ξ Ξ Ξ Λ Ν 44 A • A • A • FortFamily • FortStores • ∂ Ø Π • Ο Ω Ω Β · Η • +	Attach a file	
	1			

4.2. Folders

You can add and delete folders to better manage/organize your inbox.

To add a folder to your inbox:

- I. Navigate to Settings
- 2. Select "Folders" in the left hand navigation

Settings	Section				
	User Interface	User Interface			
Preferences	Mailbox View	Main Options			
Folders	Displaying Messages	Time zone	Auto	•	
L Identities	Composing Messages	Time format	07.30 •		
Change Password	Address Book	Date format	07/24/2020 •		
Notifications	Special Folders				
Delegation	Server Settings	Pretty dates	*		
		Refresh (check for new messages, etc.)	every 1 minute(s) •		
		Browser Options			
		Handle popups as standard windows	0		
		Register protocol handler for malito: links			

3. Click "+"

Webmail Provider Directory		
Settings	Folders	Subscribed
Preferences	-	
Tolders	Inbox	*
1 Identities	Drafts	1
Identities Change Password Notifications Oelegation	Sent	1
	Junk	
Delegation	Trash	. R.
	+ 4.	

4. Enter the desired folder name



5. Select a parent folder, if desired.

Settings	Folders	Subscribed	Folder properties		
Dreferences	Inbox	×	Location		
1 Identities	Orafts	×.	Folder name	Test Folder	
Change Password	Sent	1	Parent folder	Inbox 🔻	
- Notifications	3unk	1	Settings	18 R.	
Delegation	Trash	(8)	List view mode	List	

6. Click [Save]

To delete a folder from your inbox:

- I. Navigate to Settings
- 2. Select "Folders" in the left hand navigation

Webmail Provider Directory) ¹			test uset - Sign
Settings	Section	User Interface		
Preferences	Hallbox View	Main Options		
Folders I Identities Change Password Notifications	Displaying Messages Displaying Messages Address Book Special Folders	Time zone Time format Date format Pretty dates	Auto 07:30 • 07/24/2020 •	
🍄 Delegation	Server Settings	Refresh (check for new messages, etc.) Browser Options	every 1 minute(s) +	
		Handle popups as standard windows Repister protocol handler for mailto: links		

- 3. Select the folder
- 4. Click the gear icon

Webmail Provider Directory	0					test uset -	Sign O
Settings	Folders	Subscribed	Folder properties				
Preferences	Inbox	*	Location				
Folders	anoux.		Folder name	Test Folder			
1 Identities	Test Folder	*					
Change Password	Drafts	. 10	Parent folder	Inbox 🔻			
Photofications	Sect		Settings				
Delegation	Junk		List view mode	List •			
	Trash		1.1				
			Information				
			Messages	0			
			Size	0			
			k				
			Save				
	Deleter						
	+ 🌣						

- 5. Select "Delete"
- 6. Click [OK]





Webmail Provider Directory		direct.wnyhealthelink.com says Do you really want to delete this folder?			testuser- Syn Out		
Settings	Folders	Subscribed	Folder properti		ок	Cancel	
Folders	Inbox	8	Location Folder name				
1 Identities	Test Folder	2	10.000000000000000000000000000000000000	Test Folder			
Change Password	Drafts Sent	2 2	Parent folder Settings	Inbox 🔻			

When you delete a folder, all messages in the folder are deleted and unrecoverable. Please exercise caution when deleting folders.

4.3. Identity

To add a signature to your messages:

- I. Navigate to Settings
- 2. Select "Identity" in the left hand navigation

Webmail Provider Directory	0.			test, user –	Sign Out
Settings	Section	User Interface			-
Proferences Folders Folders Folders Change Plassword Change Plassword Change Plassword Change Descenters Change Descenters Change Plassword C	Concentration Concentration Concentration Concentration Second Folders Second Folders Second Folders Second Folders	Main Options Time zone Time format Date format Pettry datas Refreah (check for new messages, etc.) Browser Options Handle poeups as standard windows. Besister crotecid handler for mailtio. Tesks	•		
		Register protocol handler for mailto: Jinks			

3. Select your email under Identities

Vebrual Provider Directory		
Settings	Identities	
Preferences Folders	test user ctest user@direct.mnyhealthelin	
Tolders		
1 Identities		
Change Password		
Autifications		
Change Password Notifications		

4. Enter the desired signature in the "Signature" text box





Webmail Provider Directory	y)			test, user -	Sign Out
Settings	Identities	Edit identity			
Preferences	test.user <test.user@direct.wnyhealt< td=""><td>Settings</td><td></td><td></td><td></td></test.user@direct.wnyhealt<>	Settings			
Folders		Display Name	test.user 🔟		
L Identities		Email	test.usen@direct.wnyhealthelink.com		
Notifications		Organization			
Celegation		Reply-To			
		Bos			
		Set default			
		and the second sec			
		Signature			
			B 7 U ■ ■ ■ ■ ■ ■ ■ □ Ω − ∂ Ø ⊇ ↔ ▲ • Font Famely • Font Stors •		
		Signature	Test User		<u></u>
		Diffusione	Tester		1000
			HEALTHELINK/HEALTHENET 2475 Georae Urban Bivd. Suite 202		-
		HTML signature	2 2 3 Secure of bail birds duite 202		
		Save			

5. Click [Save]

4.4. Notifications

Upon account set up, HEALTHeLINK configures your Secure Messaging account for you to receive an alert to your non-secure work email when you receive a secure message.

If you have a delegate, you should make sure they receive a notification in their regular email.

To navigate to these settings:

- I. Navigate to Settings
- 2. Select "Notifications" in left hand navigation

Settings	Section	User Interface			
Preferences	Mailbox View	Main Options			
Folders	Displaying Messages	Time zone	Auto	•	
1 identities	Composing Messages	Time format	07:30 •		
Change Password	Address Book	Date format	07/24/2020 •		
Notifications	E Special Folders				
Delegation	Server Settings	Pretty dates	*		
		Refresh (check for new messages, etc.)	every 1 minute(s) ·		
		Browser Options			
		Handle popups as standard windows	0		
		Register protocol handler for mailto: links			

3. Adjust settings as needed





Webmail Provider Directory		test user - Sign Out
Settings	Notifications	
Preferences Folders Change Password Notifications Delegation	Hotflostion Settings To receive a notification email whenever you receive a new direct message, please select your public email account where you would like to receive the notification. Contact Email Notify? test.user@workimail.org Yourd like my delegates to also be notified when I receive a new message. Store	
	Add a Notification Email Notification Email Notification Email Notification Email Please enter the email you would like to add as a contact address.	

Below are examples of notification emails that you and your delegate will receive to your non-secure work email account when a secure message is received.

You have received a new DIRECT message!	You have received a new DIRECT message!	You have received a new DIRECT message!
MirthMail <noreply@mirthmail.com></noreply@mirthmail.com>	MirthMail <noreply@mirthmail.com></noreply@mirthmail.com>	MirthMail <noreply@mirthmail.com></noreply@mirthmail.com>
Sent: Mon 11/18/2013 4:07 PM	Sent: Mon 11/18/2013 4:11 PM	Sent: Mon 11/18/2013 4:11 PM
To: Christopher Mayer	To: Christopher Mayer	To: Jule Mayer
Dear Chris Mayer,	Dear Chris Mayer,	Dear Julie Mayer,
You have received a new DIRECT message.	You have received a new DIRECT message.	Your delegator, Chris Mayer, has received a new DIRECT message.
	We have also notified the following delegates: * Julie Mayer (julie.mayer)	

5. Delegation

You have the ability to make someone a delegate for your account. A delegate can send and receive messages on your behalf. Typical uses may be a delegate monitoring a physician's account or a delegate monitoring the account of someone who is on vacation.

Important things to know before adding a delegate:

- <u>Please be aware that this is a LIVE mirrored account. This means that if a delegate deletes a message, it will delete the message for all users across all platforms.</u>
- In order to add a delegate, that user must first be setup with a "Secure Messaging" account. If the user does not already have that permission, the Authorized Contact for your practice will need to submit a user request via the AC Portal, and request that the "Secure Messaging" permission be added to the user's portal account.



5.1. Adding a Delegate

kimberly.	ran > account.managers	ORG / Shared Acct	Personal Acc	t kimberly tran 🗸	Sign Out
Personal Acct	DELEGATIONS kimberly.tran			DELEGATIONS account.managers	ORG / Shared Acc
\$	Settings	0	\$	Settings	0
From	Address Book Edit My Profile		From	Address Book Edit My Profile	Size

- 1. Click on your name that is displayed in the top right corner. From the drop down displayed, choose the correct mailbox for the alert subscription (the inbox where your alerts are received). Example below shows the default "Personal" account as "kimberly.tran" and the *SHARED* account as "account.managers".
- 2. Once you have selected the mailbox that you are wishing to add a delegate to, click on "Settings"
- 3. Click on "Delegation" and the "Add New Delegate" field will appear.

Webmail Provider Directory				test user -	Sign Out
Settings Provole Durchay Proferences Folders Interferences Folders Interferences Settings Output Settings Interferences Settings Output Settings Interfaces Settings Delegation Settings	Section User Interface Mallow View Composing Messages Composing Messages Address Book Server Settings	User Interface Main Options Time Jone Time format Date format Pretty dates Refreach (check for new messages, etc.) Browscer Options Handle popupa as standard windows Restater erotocol handler for mailto: Jinka	•]	ted unit -	Son Out
		Save			

4. Enter your delegate's Secure Messaging username

a. The delegate must be another user of Secure Messaging

Webmail Provider Directory	kimberly tran - Sign Ou
Settings	Manage Delegated Accounts
Preferences	Current Delegates
Folders	User Date Added Last Login Options
1 Identity	<u>8</u>
🔅 Change Password	
Notifications	TAdd New Delegate
Delegation	Add Delegate kimberly.tran Save Please enter the username of the user you wish to add as a delegate to your account.

1. In the box next to "Add Delegate" enter firstname.lastname (must be all lowercase, also include any numbers that may follow the last name for this user – Ex. joan.smith2) of the user you would like to add.

You can confirm the username by having the user log into their HEALTHeCOMMUNITY[™] portal, and look at their secure messaging badge. The name listed on the secure messaging badge is what you will enter in the "Add Delegate" field.





2. Once you add the user and click "Save", the user's name will automatically be displayed under "Current Delegates".

5.2. Notifications for Delegate



By setting up notifications for your delegates, every time that a message comes into the main Mirth Mail (Secure Messaging) account, the delegate would receive a notification to their work email account alerting them that they have a new message waiting for them in the Mirth Mail (Secure Messaging) account. To turn on notifications for a delegate, please follow the directions below:

- I. Click on "Notifications"
- 2. Checkmark the box next to "I would like my delegates to also be notified when I receive a new message".

Webmail Provider Directory	
Settings	Notifications
Preferences Folders Identity Change Password Notifications Delegation	Notification Settings To receive a notification email whenever you receive a new direct message, please select your public email account where you would like to receive the notification. Contact Email Notify? ktran1@wnyhealthelink.com I would like my delegates to also be notified when I receive a new message. Save
	Add a Notification Email Notification Email Add Email Please enter the email you would like to add as a contact address.



- 3. Click "Save"
- 4. Now, when a new message comes in, the delegate would receive an email like the one below:



Webmail Provider Directory		test uset -	Sgn Out
Settings	Manage Delegated Accounts		
Preferences Folders Identities Change Password	Current Delegates User Delegate (delegate user) 05/12/2020 at 16:21 - Brooke 4		*
 Notifications Delegation 	Add New Delegate		

5.3. Deleting a Delegate

As the Mirth Mail (Secure Messaging) Owner, you have the ability to add and/or delete delegates at any time necessary. To delete a user from the group, please follow the instructions below.

- 1. Log into your Mirth Mail (Secure Messaging) Account and click on your name in the top right corner to select "Settings"
- 2. Click on "Delegation" in the left hand column
- 3. Under "Current Delegates" in the top window, locate the delegate that you would like to remove access from and click on the "Revoke" button next to their name.

Settings	Manage Delegated Accounts
Preferences	Current Delegates
Folders	User Date Added Last Login Options Click "Revoke" to remove
L Identity	Geiger, Melissa (melissa.geiger) 09/02/2022 at 10:27 - Revoke the user as a delegate
Change Password	· · · · · · · · · · · · · · · · · · ·
Notifications	
Delegation	Add New Delegate

5.4. Accessing a Shared Account



Once a user has been added as a delegate to a shared Mirth Mail (Secure Messaging) account, they will be able to toggle between their own account (default) as well as the shared account.

I. Click on your "Mirth" Badge and then select the "Secure Messaging" Badge



- 2. This will bring you to your main (personal) Mirth Mail (Secure Messaging) inbox as the default.
- 3. To access a SHARED account that you are listed as a Delegate on, you will need to click on your name that is displayed in the top right corner.
- 4. Under "Delegations" you will see a list of other secure messaging accounts that you have access to. Click on the account that you would like to access, and the inbox will automatically be displayed.

											DELEGATIONS account.managers	
	Compuse	50 Fault	222	Est .	Delute	Mark	b e e Mare		All	\$	Settings	6
Drafts	0 - 69.	pa.,			Subje	ct		Php-		From	Address Book Edit My Profile	+ Size
Sent												_
Junk Trash												

5. **REMEMBER** – <u>This shared inbox is a LIVE mirrored account. This means that if a delegate deletes</u> <u>a message, it will delete the message for all users across all platforms.</u>

Webmail Provider Directory		test uset -	Sign
Settings	Manage Delegated Accounts		-
Preferences Folders f	Ourrent Delegates Date Added Last Login Options Usare Delegate (delegate.usar) 05/13/2020 at 16:21 — Bezalla i i		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Change Password	Add New Delegate		

6. Inbox

The landing page when logging into Secure Messaging is the inbox. This is where you can view and compose messages.

You can return to the inbox at anytime by clicking "Webmail" link in the top right navigation.



	Campre	· · · · · · · · · · · · · · · · · · ·		All o	Q.+	10
🖸 Inbox 🚥	0.8 +	Subject	*	From	Date a	Size
/ Drafts	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c 12/17/2019 03	3 KB
C Sent	8	- SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.v	vn. 04/10/2019 03:00	3 KB
Junk	8	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA,		mirth.filetransfer@testdirect.v	n. 04/09/2019 09:48	3 KB
	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c, 04/09/2019 03,	3 KB
Trash		 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA, 	*	mirth.filetransfer@testdire	c 04/08/2019 16	3 KB
	8	SUBSCRIBER1_TEST SN, Care Aler	*	mirth.filetransfer@testdire	c 04/08/2019 16	3 KB
	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c 04/05/2019 03	3 KB
	B	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth-filetransfer@testdire	c 04/03/2019 03	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdire	c 04/02/2019 15	3 KB
	00	elect © Threads © Messages 1 to 50 of 132 M				5

The number next to the "Webmail" link is the number of unread messages in your inbox.

6.1. Composing and Sending a New Message

To compose a new message:

- I. Navigate to the inbox
- 2. Click "Compose"

	the Comprese	1. 12. E. I. L		M 2 Q		
Inbox 🖤	0- 8 M	Subject	*	From	Date a	Size
/ Drafts	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	12/17/2019 03	3 KB
Sent Sent		- SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.wn	04/10/2019 03:00	3 KB
Junk	8	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA. 		mirth.filetransfer@testdirect.wn	04/09/2019 09:48	3 KB
	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec,	04/09/2019 03	3 KB
Trash	8	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA, 	*	mirth_filetransfer@testdirec	04/08/2019 16	3 KB
	8	 SUBSCRIBER1_TEST SN, Care Aler 	*	mirth.filetransfer@testdirec	04/08/2019 16	3 KB
	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/05/2019 03	3 KB
	Ð	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/03/2019 03	3 KB
	0	- SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdirec	04/02/2019 15	3 KB
	0 - 1	Select © Threads © Messages 1 to 50 of 132				

- 3. Compose the email as you would with any other email service
 - a. There are two ways to add a recipient:
 - i. Begin typing the name of the recipient in the "To" field and select it once it shows up in the dropdown box

Webmail Provider Directory			test user - Sign Ov
tere and tere	0+ 2 9	A	
Contacts = + + +	• From	Test user «test user@direct wryhealthelink.com» 🕐 🖉 Edit Identities	0
Q 0	То	test1	
E Personal Addresses		Test3, Fako <lako,test3@direct.wm bailtholink.com=""></lako,test3@direct.wm>	
Local HISP Addresses	Subject		
	879 = = = =	ΙΞΞΞΕΕΞΑΓΓ.44 <u>Α</u> • Font Family • Font Stees • 8 0 Π • ΟΩΞΕΙ Ο Η • 0	Attach a file

ii. Search for the recipient's name using the contact list on the left panel. Once you locate the recipient, select the entry and click "To+"



Webmail Provider Directory			test user - Sign Ou
tend tend	Ot -	Q.	
Contacts = + + +	• From	Test user" <test user@direct.wnyhealthelink.com=""> ▼ // Edit identities</test>	9
Q 1est2 0	то		
Personal Addresses		O Add Ce O Add Bee	
Local HISP Addresses	Subject		
User2, Test2	BIUES	事 理 目 三 臣 臣 理 ボ ¶、 44 人・通・ Font Famely ・ Font Stores ・ & ジ 回・ ◎ Ω 室 臼 ○ 品 ヘ 品 ヘ	Attach a file
			(二)
To ⁺ Cc ⁺ Bcc ⁺			

4. Click "Attach" to attach files, if necessary

Webmail Provider Directory			test user -	Sign Out
Canor Serie	P+ _ q			
Contacts = = = =	• From	"Test user" <test com="" user@direct="" wnyhealthelink=""> • 📝 Edit Identities</test>		9
Q Ø	То			
Personal Addresses		O Add Ce O Add Bee		
Local H15P Addresses	Subject			
	870 = 33	🖩 🗄 🖻 🕮 🕂 🐔 ፋ 🥻 • Font Family • Font Szes • 🖉 🖉 🖩 • 🕲 Ω 🔛 🖯 👪 🐐 #	Anach a file	

5. Click "Send"

6.2. Using the Provider Directory

You can also search organizations and providers within or outside of the HEALTHeLINK secure messaging directory through the Provider Directory.

To access and search the Provider Directory:

I. Click "Provider Directory" in top left navigation menu

		Compose		12 122 - 12 - 1 - 1 - Nor		All 🗢 Q.v		
Inbox	67	0-0	194	Subject	*	From	Date \$	Size
/ Drafts		8		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	12/17/2019 03	3 KB
🔄 Sent		Ø		SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.wn	04/10/2019 03:00	3 KB
Junk		ø		 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA. 		mirth.filetransfer@testdirect.wn	04/09/2019 09:48	3 KB
		P		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/09/2019 03	3 KB
Trash		Ø		SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA,	*	mirth.filetransfer@testdirec	04/08/2019 16	3 KE
		Ø		SUBSCRIBER1_TEST SN, Care Aler	*	mirth.filetransfer@testdirec	04/08/2019 16	3 KE
		ø		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/05/2019 03	3 KE
		0		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/03/2019 03	3 KE
		ø		 SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA, 	*	mirth.filetransfer@testdirec	04/02/2019 15	3 KI
		-			*			



2. Enter your search criteria

C HEALTHOLINK		My Account (test.user) Webmait
? ? ? ?	Find Doctors & other healthcare providers	
Search Use the search options below to find Provider and Organizations Provider Directories to Search Local Meth Mail Provider * OPENPD * Name (Leaf Name or Organization) TestProvider Specially Choose a specially Choose a specially	Please perform a search Use the search options on the left to find providers and organizations.	

- 3. Click [Search]
 - a. If the organization or provider you would like to message is listed in the results, click on the direct email address to compose your message



b. If you wish to search outside the HEALTHeLINK directory, click the white space under "Provider Directories to Search" and select the directory

C HEALTHOLINK		My Account (test.user) Webmail
R 2 R 2	Find Doctors & other healthcare providers	
Search Use the search options below to find Providers and Organizations Provider Directories to Search Detectory OPENFD (# Recharger BHO HPD Synause RHO HPD Synause RHO HPD Choose a speciality Choose a speciality Location (Cdy or Zp) Advanced Search Reset Search	Please perform a search Use the search options on the left to find providers and organizations.	



7. Adding to Address Book

You can add contacts from outside organizations to your address book.

To add contacts to your address book from an existing email:

- I. Locate and open the email with desired contact
- 2. Click add icon next to sender's email address

Webmail Provider Directory Char	Chat	
	New Contract Dealer Free New New	Move toe
Drafts	Clinical Message Notification	Message B of 54 🔹 🖈
Trath Trath Treat	This is a clinical message notification. Please see attachment for the message that matched your subscription policies.	📙 clinical_message.pdf
	Sent via Mirth Hall	

To add contacts to your address book manually:

I. Click your username in top-right navigation

		1 12 6 1 1		A0 (\$1)	Address Book	1
Inbox (3	0-8 0	Subject	*	From	Date 4	Size
Test Folder	8	SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.flietransfer@testdirect.wi	n 04/10/2019 03:00	3 KB
P Drafts	0	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA, 		mirth.filetransfer@testdirect.wr	n. 04/08/2019 09:48	3 KB
	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/09/2019 03	3 KB
🕘 Sent		- SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA,		mirth.filetransfer@testdirect.wi	n. 04/08/2019 15:05	3 KB
Junk .	8	SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.wr	n. 04/05/2019 03:00	3 KB
Trash	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/03/2019 03	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdirec	04/02/2019 15	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdirec	04/02/2019 15	3 KB
		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	03/27/2019 11	5 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQEA,	*	mirth.filetransfer@testdirec	03/21/2019 15	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQUA,	*	mirth.filetransfer@testdirec	03/21/2019 15	3 KB
		SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQEA,	*	mirth_filetransfer@testdirec	03/21/2019 13	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA,	*	mirth.filetransfer@testdirec	03/21/2019 13	3 KB
		SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA,	*	mirth.filetransfer@testdirec	03/21/2019 13	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA,	*	mirth.filetransfer@testdirec	03/20/2019 15	3 KB
		 SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA, 	*	mirth.filetransfer@testdirec	03/20/2019 15	3 KB
		SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA,	*	mirth.filetransfer@testdirec	03/20/2019 12	3 KB
	Be	Select © Threads © Messages 1 to 50 of 130				

- 2. Select "Address Book" option
- 3. Click "+"





Webmail Provider Directory		test uset -	Sign O
	Q.	Q-	0
Groups	Contacts in a s in		
Personal Addresses			
Local ICSP Addresses			
+ \$-	+ The contacts found.		

4. Enter contact information (first name, last name, and email)

	T December 1000 million		
roups	Contacts H H H	Add contact	
Personal Addresses Local HISP Addresses		Address Buck Present Addresses Name and Organization Test Provider	
		Add field •	
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5. Click [Save]

8. Receiving Alerts via Secure Messaging

This section provides useful information on alerts received through Subscribe and Notify services.

The subject line of the notification provides the following information:

- Subscribing Facility or Organization
- Admit, Discharge, or Transfer
- Inpatient or ER or OP
- Hospital



- Patient First Name
- Patient Last Name
- Date/Time



The message provides demographic and clinical information about the patient. Use this information to conduct a patient search in HEALTHELINK for any necessary follow-up.

Specific alerts groups can be located by entering criteria in the search window of the inbox. Examples that may be useful are searches by:

- ADT
- Event type
- Hospital
- Patient name

Webmal Popular Directory Rationapproximate Sectors			d.wnyhealthelink.com • Sign Ou
	Conces In the second state in the sec	AI = 0	• discharge
A Inbox	A D + B + Subject	* From	Date & Size
/ Drafts	 Re: Fwd: Elmwood Health Center SN, Care Alert Discharge ER, KHS, MINI MOUSE, 11/11/2015 08:14:00 	macy.frank	Fri 04:00 PM 8 KB
G Sent	Pivd: Elmwood Health Center SN, Care Alert Discharge ER, KHS, MINI MOUSE, 11/11/2015 08:14:00	steve-gates	Thu 03:59 PM 7 KB
🗑 Trash			