

May 14, 2023

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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

Welcome to the HEALTHeCOMMU Portal	
Username	
Password	
Login	
Forgot Password Forgot Username Having Trouble?	1

- 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 ${}^{ imes}$ PORTAL			
C HEALTH-LINK What is time? Of deal a new dence Most inste? Prevend by Doo Shourthy Prevend by Doo Shourthy	Device: Gataxy 520+ Choose an authentication method Duo Push recommence Cat Me Passcode Remember me for 12 hours	Call Mo a Push Call Mo Enter a Passcode	
	62020 HEALTHECOMMUNITY Presky Pre	ex	

4. Managing Settings

To access Secure Messaging settings:

I. Click your username in top-right navigation

	Compare 12 122 122 12 124 124		Al ÷	Settings Address Book Edit My Profile	
🖸 Inbox 🔳	0+ 8 th Subject	*	From	Date ÷	Size
/ Drafts	SUBSCRIBERI_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdir	ec 12/17/2019 03	3 KB
Sert.	SUBSCRIBER1_TEST SN Dally Batch Alerts		mirth.filetransfer@testdirect	wn. 04/10/2019 03:00	3 KB
hak	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt,	*	mirth.filetransfer@testdir	ec, 04/09/2019 09	3 KB
Junk	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdir	ec 04/09/2019 03	3 KB
Trash	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt,	*	mirth.filetransfer@testdir	ec 04/08/2019 16	3 KB
	SUBSCRIBER1_TEST SN, Care Alert Transfer,	*	mirth.filetransfer@testdir	ec 04/08/2019 16	3 KB
	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdir	ec 04/05/2019 03	3 KB
	SUBSCRIBER1_TEST SN Dolly Batch Alerts	*	mirth.filetransfer@testdir	ec 04/03/2019 03	3 KB
	# SUBSCRIBER1_TEST SN, Care Alert Admit ER,	*	mirth.filetransfer@testdir	ec 04/02/2019 15	3 KB
	Stiert 2 Threads 2 Hessages 1 to 50 of 112				

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					
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	0		
Delegation	Server Settings	Refresh (check for new messages, etc.)	avanu 1 minuta/s1		
		Browser Options			
		Handle popups as standard windows	(i)		
		Register protocol handler for mailto: links			
		Save			

3. Click "Composing Messages"

Webmail Provider Directory				test user -	Sign Out
Settings	Section	Composing Messages			
Preferences	User Interface				
Folders	Disnlaving Messanes	Main Options			
1 Identities	Composing Messages	Compose in a new window	0		
Change Password	Address Book	Compose HTML messages	always •		
A Notifications	Stantial Enders	Always request a return receipt	0		
Televation	Server Settings	Always request a delivery status notification	0		
all contractor	an outer seconds	Place replies in the folder of the message being replied to	0		
		When replying	start new message above the quote .		
		Hessages forwarding	inline •		
		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	0		
		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 Completing Nonficiations Orlegation	Composing Hessages	Main Options Compose In a new window Compose HTML messages Always request a refour recipit. Always request a refoury status netification 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 user -	Sign Out
tand Series	@* q			
Contacts = + + +	▼ From	"Yest user", test user@direct wryheatthelink.com>		9
Q 0	То			
E Personal Addresses		O Add Cc O Add Bcc		
Local HISP Addresses	Subject			
	B <i>I</i> U ≡ ≆ ≋	Ξ Ξ Ξ Ξ Λ 1. 44 <u>A</u> • <u>A</u> • FontFamely • FontStors • ∂ 2 Ξ • Ο Ω Ω Θ Ο 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			
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	07/34/2020 •		
Notifications	Special Folders		Unerable ·		
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. Click "+"

Webmail Provider Directory	l.	
Settings	Folders	Subscribed
Preferences		
Folders	Inbox	×.
1 Identities	Drafts	×.
Change Password	Sent	1
	Junk	(1
Delegation	Trash	10
	in the second	
	+ -	

4. Enter the desired folder name



5. Select a parent folder, if desired.

Webmail Provider Directory	N.				test user - Sign Out
Settings	Folders	Subscribed	Folder properties		
Preferences	Inbox	×	Location		
1 Identities	Drafts	×.	Folder name	Test Folder	
Change Password	Sent	×.	Parent folder	Inbax •	
	Junk	1	Settings	18 80	
Celepation	Trash	· 8.	List view mode	List •	
			Save Cancel		

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	ktmail Provide Directory					
Settings	Section	User Interface				
Preferences	Hallbox View	Main Options				
Folders derrities Change Password Notifications Collegation	Displaying Messages Composing Messages Address Nook Special Folders Server Settings	Time zone Time format Date format Pretty dates Refresh (check for new messages, etc.)	Auto 07:30	•		
		Browser Options Handle popula as standard windows Redister protocol handler for mailto: links				

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

ttings	Folders	Subscribed	Folder properties		
Preferences	Inbox		Location		
Folders			Folder name	Tast Exider	
Identities	Test Folder	2	Proved Antonia	Industry of the second se	
Change Password	Drafts	1	Parent folder	Inbox *	
Notifications	Sert	×.	Settings		
Delegation	Junk		List view mode	List	
	Trash		1.1		
			Information		
			Messages	0	
			Size	0	

- 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	2	Location				
1 Identities	Test Folder	2	Folder name	lest Folder			
Change Password	Drafts	*	Parent folder	Inbox 🔻			
A natural second	Sent	× .	Settings				

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

User Interface					
Main Options Time zone Time format Date format Pretty dates Refresh (check for new messages, etc.) Browser Options Handle popupt as standard windows Besister protocol handler for mailto: links	Auto 0730 • 07/24/2020 • every 1 minute(s) •	•)			
	Main Options Time zone Time format Date format Pietry datas Refresh (check for new messapes, etc.) Browser Options Handle popups as standard windows Resister contocol handler for mailto; links	Main Options Time, format 07:30 • Date format 07/24/2020 • Pretty datas Øř Reheah (check for new messages, etc.) every 1 minute(s). • Browser Options Image: Standard windows Relation control handler for mailing: linka	Main Options Time, tone Auto Time, format 07:20 Date format 07:24/2020 Pietty dates Refmeih (check for new messages, etc.) Cevery 1 minute(s) Browser Options Nandre toppoda as strandard windows Reference	Main Options Time, format 07:30 • Time, format 07:724/2020 • Pietty dates Image: Comparison of the second of the secon	Main Options Time format 07:30 Time format 07:7.4/2020 Date format 07:7.4/2020 Pretry dates # Referent (obeck for new messages, etc.) every 1 minute(s) Browser Options

3. Select your email under Identities

Webmail Provider Directory		
Settings	Identities	
Preferences	test user ctest user@direct.envhealthelin	
Folders		
1 Identities		
Change Password		
Diffications		
Delegation		

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	testuser		
Chaode Password		Email	test user@idirect.wmyhealthelink.com		
O Notifications		Organization			
Celegation		Reply-To			
		Rec			
		Set default			
		Signature			
			B / U F F T B B B B Ω Ω − ∂ 2 B O A * Font Family * Font Sizes *		
		Clausterra	Test User		- iii
		Diffusione	Tester		200
			HEALTHELINK/HEALTHENET		-
		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	Special Folders	Pretty dates	*		
SP Delegation	Server Settings	Refresh (check for new messages, etc.)	every 1 minute(s) ·		
		Browser Options			
		Mandle 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 Preferences Folders definition Change Password Motifications 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, You have received a new DIRECT message.	Dear Chris Mayer, You have received a new DIRECT message. We have also notified the following delegates: * Julie Mayer (julie.mayer)	Dear Julie Mayer, Your delegator, Chris Mayer, has received a new DIRECT message.

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.t	ran > account.manager	ORG / Shared Acct	Personal Ac	kimberly tran	- Sign Out
Personal Arrt	DELEGATIONS		In Italia	DELEGATIONS	
		0		account.managers	URG / Shared Ac
	Settings		•	Settings	
From	Address Book	÷ Size	From	Address Book Edit My Profile	Slze

- 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
Webmail Provide Directory Settings Performance Preformaces Folders Johnstitus Change Password Westlications Delegation	Section User Toterface User Toterfac	User Interface Main Options Time Zone Time format Date format Pretty dates Refresh (check for new message), etc.)	Auto 07:30 ▼ 07/24/2020 ▼ ≪ every 1 minute(s) ▼	•		find user -	Sign Out
		Browser Options Handle popues as standard windows Resister arctosof handler for mailto: links Save					

4. Enter your delegate's Secure Messaging username

a. The delegate must be another user of Secure Messaging

kimberly.tran -	Sign Out
Manage Delegated Accounts	
- Current Delegates	*
	÷.
Add New Delegate Add Delegate kimberly.tran Please enter the username of the user you wish to add as a delegate to your account.	
	Manage Delegated Accounts Current Delegates User Date Added Last Login Options Add New Delegate Add Delegate Add Delegate Rimberly.tran 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 Image: Contact Email image: Con
	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.

Webmail Provider Directory	1	kimberly.tran -	Sign Ou
Settings	Manage Delegated Accounts		
Preferences Folders Identity Change Password	- Current Delegates- User Date Added Last Login Options Click "Revoke" to remove Geiger, Melissa (melissa.geiger) 09/02/2022 at 10:27 - Revoke 4		in The The The International Contract of the International Contrac
 Notifications Delegation 	Add New Delegate Add Delegate mellissa.geiget Save Please enter the username of the user you wish to add as a delegate to your account.		

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.

webnak Provids Carsony												DELEGATIONS	asgir Ou
												account.managers	
	Compuse		200	Page -	Enternal -	Dutyte	Mark	e e e Mare		All	\$	Settings	0
🛆 Inbox	0.00	Re.				Subje	ct		Bp		From	Address Book	+ Size
/ Drafts												Edit My Profile	
🙆 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 user - Sign Out
Settings	Manage Delegated Accounts	
Preferences Folders Identities Change Password	Current Delegates User User Date Added Last Login Options User. Delegate (delegate.user) 05/13/2020 at 16/22 Fecole e	* *
 Notifications Delegation 	Add New Delegate Add Delegate Boxe Please enter the useryou wish to add as a delegate to your account.	

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.



Webmail Provider Directory					test user -	Sgn O
	tah Camprose	法法 后 王 上 …		All + Q+		9
🖸 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
(D) Sent	8	 SUBSCRIDER1_TEST SN Daily Batch Alerts 		mirth.filetransfer@testdirect.wn	04/10/2019 03:00	3 KB
25 het	0	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA,		mirth.filetransfer@testdirect.wn	04/09/2019 09:48	3 KB
Est nux	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec,	04/09/2019 03	3 KB
Trash Trash		 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
		SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/05/2019 03	3 KB
	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth-filetransfer@testdirec	04/03/2019 03	3 KB
	0	SUBSCRIBER3_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdirec	04/02/2019 15	3 KB .
		Select 5 Threads 2 Messages 1 to 50 of 132 9 M				-
	1					

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"

	ah Campose	1. 22. E. I. L		Al C 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
Sent		 SUBSCRIBER1_TEST SN Daily Batch Alerts 		mirth.filetransfer@testdirect.wn	04/10/2019 03:00	3
houle	8	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA. 		mirth.filetransfer@testdirect.wn	04/09/2019 09:48	. 9
	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec,	04/09/2019 03,	3
Trash		 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA, 	*	mirth.filetransfer@testdirec	04/08/2019 16	3
	8	SUBSCRIBER1_TEST SN, Care Aler	*	mirth.filetransfer@testdirec	04/08/2019 16	3
	0	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/05/2019 03	3
	Ð	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/03/2019 03	3
	0	 SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA, 	*	mirth.filetransfer@testdirec	04/02/2019 15	3
	E a	Select 5 Threads 5 Macaanas 1 to 50 of 132 5 M				

- 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 Out
Canot Sent Law	P+ 2 Q			
Contacts = + + +	· From	"Test user" <test user@direct="" wryhealthelink.com=""> • 📝 Edit identities</test>		9
Q 0	То	testà		
Personal Addresses Local HISP Addresses	Subject	Text1, Jule claim text1 (birect.wn/biattionink.coms)		
	879	■ Ξ Ξ Ξ Ξ Λ 1. 44 A · A · FontFamily · FontSizes · P D Π · O Ω Ξ Β · H · P	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
	Ot Lever	Q.	
Contacts = + + +	• From	Test user " dest user@direct why healthelink.com> • / Edit identities	ø
Q 10912 0	то		
Personal Addresses	1000	🖸 Add Ce 🔘 Add Ben	
Local HISP Addresses	Subject		
User2, Test2	BIUFA	第項目 王 王 臣 臣 王 兆 兆 <u>A</u> · 通 · Font Famely · Font Stores · 이 이 때 · ② Ω 교 원 · · 赫 · ·	Attach a file
	1		
			(777)
			i 🗣 i
To+ Co+ Boo+			·/

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

Webmail Provider Directory			test user -	Sign Out
Canor Sere	D+ Allach - Q			
Contacts = = = =	♥ From	Thest user * <test com="" healthelink="" user@direct="" wry=""> • / Lidt identities</test>		9
Q 0	То			
Personal Addresses		O Add Ce O Add Bee		
Local H15P Addresses	Subject			
	870 = 33	■ 王 田 田 ボ Ψ. 44 ▲ · M · Font Family · Font Szes · 2 2 田 · ◎ Ω 副 Θ ○ 晶 ヘ ク	Attach 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

	t					
HEALTHELINK ,	efresh Compose	Testing Register Conter Mark More		All \$ Q.+		
Inbox	0-8 *	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
M Kal	Ø	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA. 		mirth.filetransfer@testdirect.wn	04/09/2019 09:48	3 KB
ank .	Ø	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 KB
	Ø	SUBSCRIBER1_TEST SN, Care Aler	*	mirth.filetransfer@testdirec	04/08/2019 16	3 KB
	ø	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdirec	04/05/2019 03	3 KE
	8	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 KE
		Select 2 Threads 2 Mersages 1 to 50 of 132				



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 Providers 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 Use thirth Mai Provider * UPENPD (*) Reference of the Search OPENPD (*) Reference of the Search Specialty Choose a specialty Choose a specialty	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	Provider Directory Chait	
teres Company teres	New Contract Datase From Mark State	Move to c
Drafts	Clinical Message Notification	Message 8 of 54 🔹 🖈
Trash Trash	This is a clinical message motification. Please see attachment for the message that matched your subscription policies.	dinical_message.pdf
	Seur, Ale untur uelt	

To add contacts to your address book manually:

I. Click your username in top-right navigation

2 HEALTHELINK	≓ ⊠*	14 5 1 1		All ¢	Settings Address Book	0
Inbox (3 0- 8 1	Subject	*	From	Date 4	Size
Test Folder	8	SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.v	vn 04/10/2019 03:00	3 KB
2 Drafts	0	 SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, -XQEA, 		mirth.filetransfer@testdirect.a	en. 04/09/2019 09:48	3 KB
(D) sure	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c 04/09/2019 03	3 KB
Ma sent		 SUBSCRIMER1_TEST SN, Care Alert Admit Inpt, -XQEA, 		mirth.filetransfer@testdirect.v	vn. 04/08/2019 15:05	3 KB
Junk .	8	SUBSCRIBER1_TEST SN Daily Batch Alerts		mirth.filetransfer@testdirect.v	vn. 04/05/2019 03:00	3.68
Trash	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c 04/03/2019 03	3 KB
	0	SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdire	c 04/02/2019 15	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit ER, -XQEA,	*	mirth.filetransfer@testdire	c 04/02/2019 15	3 KB
	8	SUBSCRIBER1_TEST SN Daily Batch Alerts	*	mirth.filetransfer@testdire	c 03/27/2019 11	6 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQEA,	*	mirth.filetransfer@testdire	c 03/21/2019 15	3 KB
	6	SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQEA,	*	mirth.filetransfer@testdire	c 03/21/2019 15	3 KB
	8	 SUBSCRIBER1_TEST SN, Care Alert Transfer, -XQEA, 	*	mirth_filetransfer@testdire	c 03/21/2019 13	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Admit Inpt, ·XQEA,	*	mirth.filetransfer@testdire	c 03/21/2019 13	3 KB
		 SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA, 	*	mirth.filetransfer@testdire	c 03/21/2019 13	3 KB
	8	SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA,	*	mirth.filetransfer@testdire	c 03/20/2019 15	3 KB
	0	SUBSCRIBER1_TEST SN, Care Alert Discharge ER, -XQEA,	*	mirth.filetransfer@testdire	c, 03/20/2019 15	3 KB
		 SUBSCRIBERI_TEST SN, Care Alert Discharge ER, -XQEA, 	*	mirth.filetransfer@testdire	c 03/20/2019 12	3 KB -
		Select C Threads C Messages 1 to 50 of 130 M A P M				10

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





Webmail Provider Directory			test user - Sign Ou
trapet transfer at the second	Q.	Q.	0
Groups	Contacts H H H		
Personal Addresses			
Local HISP Addresses			
+	+ T IS No contacts found.		

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

oups	Contacts 10 10 10	Add contact	
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		Add Dakte Properties Personal information Notes	
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		Address	
		City ZIP Code	
		Country State:Province	

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

Webmail Privider Directory kara.mayer@direct.wm/healthelink.com =			Sign Out	
	1. 122. II. 1	AU :	Q = discharge	0
Inbox	Q - B * Subject	* From	Date	¢ Size
/ Drafts	Re: Fwd: Eimwood Health Center SN, Care Alert Discharge ER, KHS, MINI MOUSE, 11/11/2015 08:14:00	mary frank	Fri 04:00 PM	8 KB
Sent	Fivd: 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
音 Trash				