MaxMD Secure Messaging Training Guide

February 13, 2026

v2.2

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Overview

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

Help/Support

For HEALTHeLINK™ Support

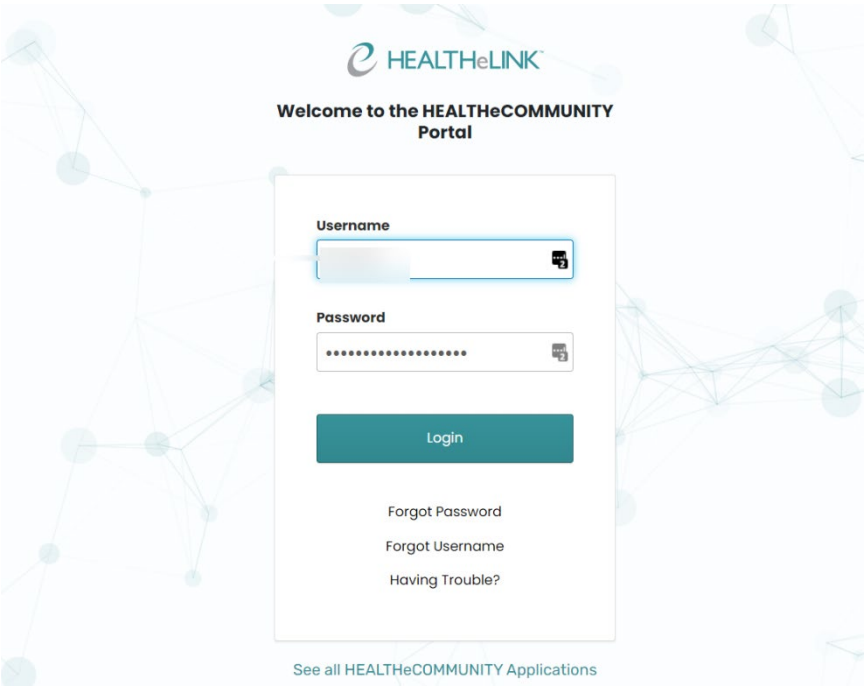
24/7 Help Desk Support	**877.895.4724**
Local Help Desk Support	**716.842.6343**

Additional training materials are available at

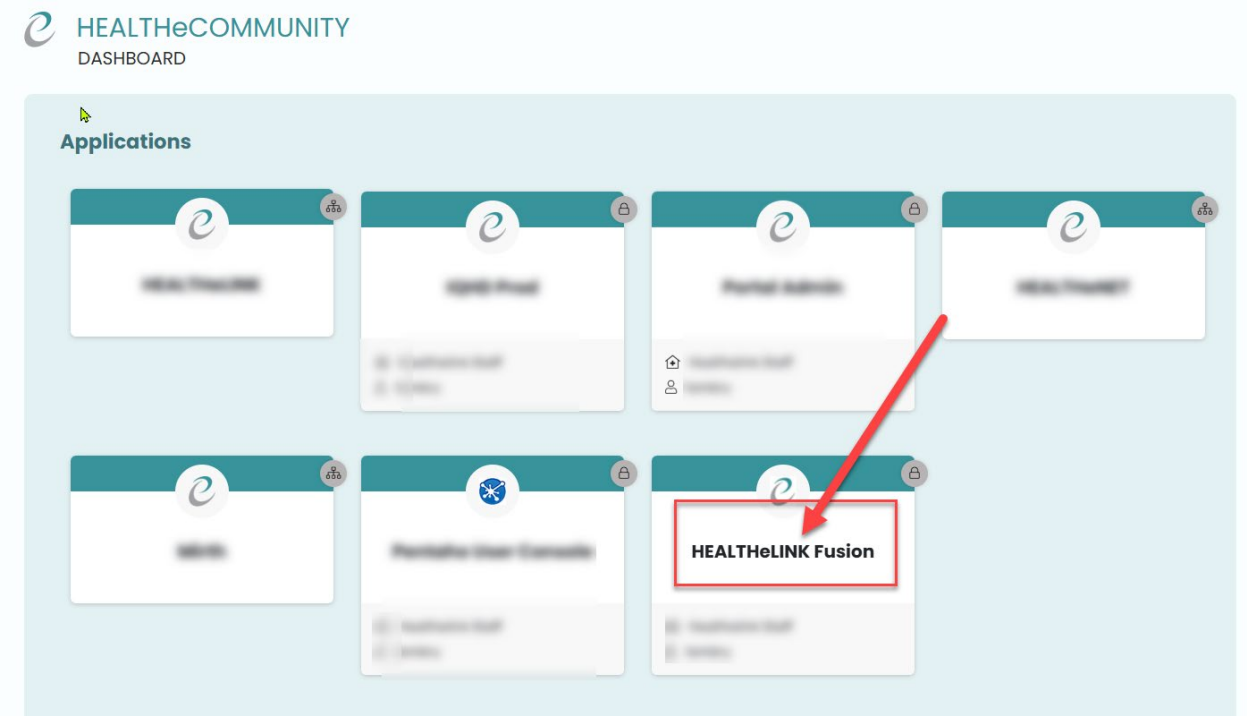
https://wnyhealthelink.com/for-providers/training-materials/

Logging into Secure Messaging

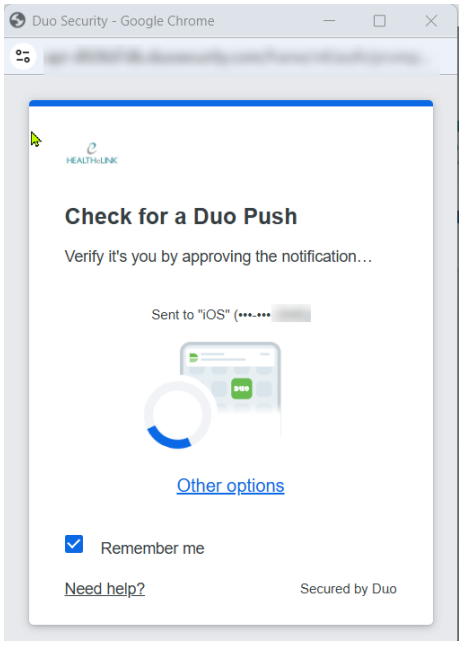
1. Login to HEALTHeCOMMUNITY Portal with your credentials



2. Once you are logged into the portal, you will need to click on the HEALTHeLINK Fusion badge be re-routed to the MaxMD Secure Messaging.



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



Introduction: Welcome to your Secure Mailbox

Welcome! This document is your guide to the core features of the webmail client for Direct Secure Messaging. While many functions will feel familiar to anyone who has used a standard email application, this client integrates powerful, specialized tools designed to streamline clinical workflows and ensure the highest standards of secure communication.

Our goal is to help you feel confident as you send, receive, and manage your secure messages. Let's get started.

The Basics: Navigating your Mailbox

The webmail client is designed to be intuitive, with a layout and features that resemble standard email, making it easy to learn and use. This section covers the initial steps of accessing your Direct Secure Messaging account and provides a high-level overview of the webmail interface. It will familiarize you with the layout and key components of your mailbox, including the folder list, message list, preview pane, and main menu.

Access to the webmail client is managed through your organization's single sign-on (SSO) process. This assumes you have already successfully logged in and are viewing your main mailbox screen.

The webmail client's main interface is designed for intuitive navigation and is organized into four primary components:

Folder List: The left-hand panel where you can navigate between your Inbox, Sent, Trash, and any custom folders you create.

Message List: The central column that displays a list of all messages contained within the currently selected folder.

Message Preview Pane: The right-hand area where the full content of a selected message is displayed.

Main Menu Toolbar: A toolbar located at the top of the screen containing primary action buttons like Compose, Reply, Forward, and Delete.

With a clear understanding of the interface, you are now ready to perform core mailbox operations.

Reading and Viewing Messages

When you log in, you will see your main inbox view. Messages are listed in the panel on the left. When you select a message from the list, its contents will appear in the main viewing panel on the right.

Each message is composed of a few key parts:

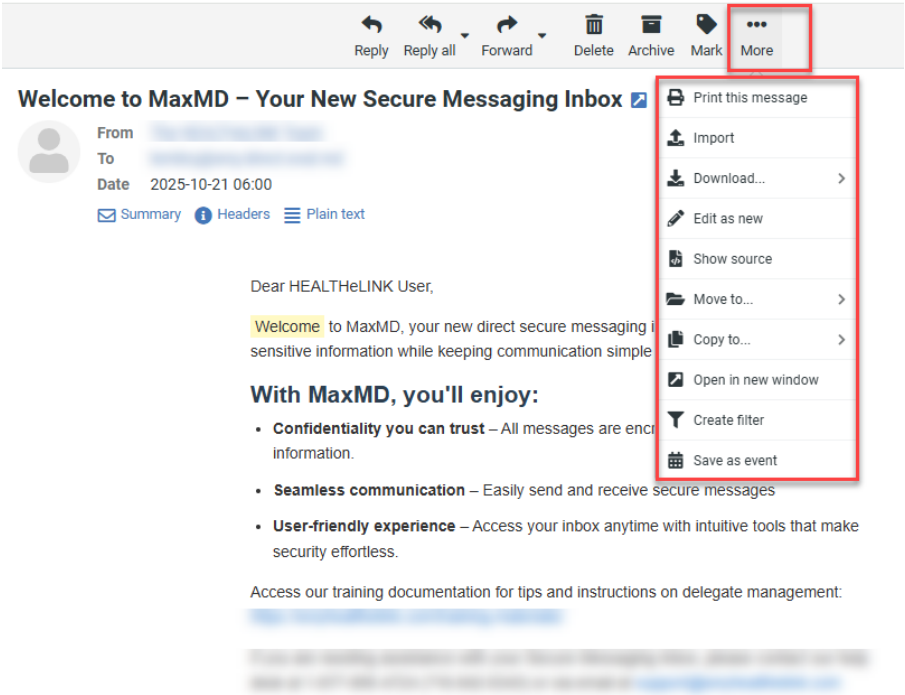
Message Header: Located at the top, this area shows you critical information like the sender's address, the subject line, and the date the message was received

Message Body: This is the main content area where the text of the message is displayed. The message body may be rendered in plain text or HTML depending on its composition and the local settings in your webmail client.

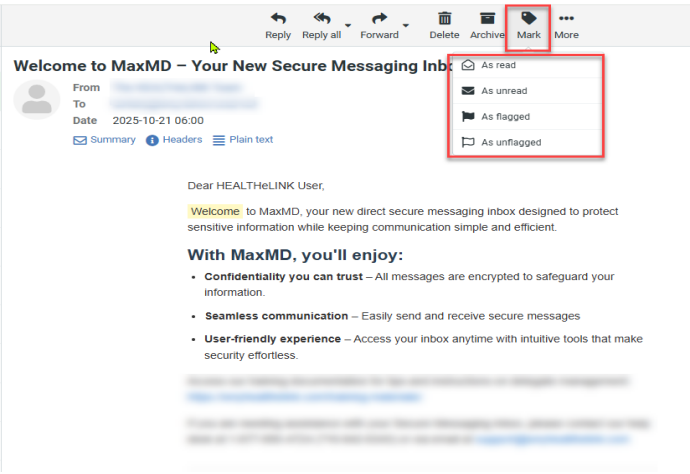
Attachments: Any files attached to the message will be listed and available for download, typically shown both near the header and at the bottom of the message body.

Within the message header, you can select "details" to view the sender's and recipient's addresses, which can be expanded for more information. Additionally, to see the sender's full Direct address, hover your mouse cursor over their name in the message header. By clicking on the sender's name, a pop-up menu will open to easily add the contact to your address book or to compose a new message.

Within the body of the message, the "More" option provides a menu with additional options for message management.



The "Mark" button provides options to add a visual flag to the message to mark it for follow-up.



Composing Secure Messages

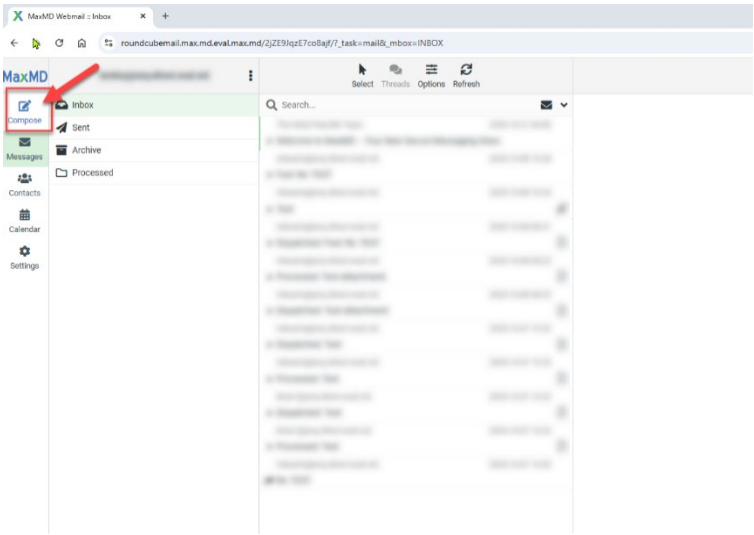
The landing page when logging into MaxMD Secure Messaging is the inbox. This is where you can view and compose messages.

This section outlines the complete process for creating and sending a new Direct message, from addressing the message and formatting its content to adding attachments and leveraging pre-written responses for efficiency.

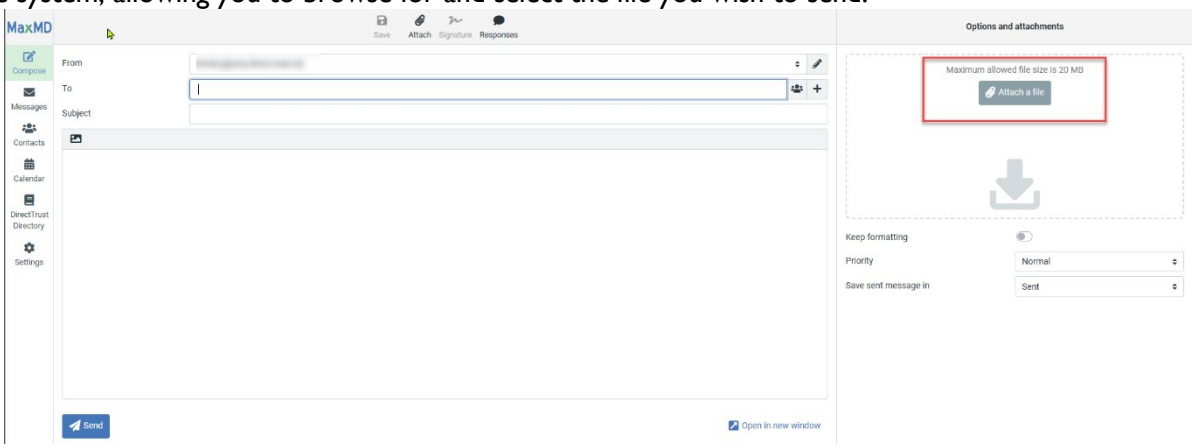
To create a new message, follow these steps:

1. **Addressing the Message:** Click the Compose button in the main toolbar. In the new message window, enter the recipient's Direct address into the To field. To add a recipient from your personal contacts, click the "people" icon next to the address field to open your local address book:
2. **Personal Addresses:** Personal Addresses refer to the contacts stored in the user's local address book. This feature is part of the standard webmail client functionality that requires documentation. The contacts feature currently available is a local address book specific to each individual user.
3. **Collected Recipients:** Recipients who are not in the personal address book can often be found through the Direct Trust Directory.

Click on the "Compose" button on the left-hand side panel. This will bring up a secure message email to compose and send. This is a regular email set up in a secure environment.



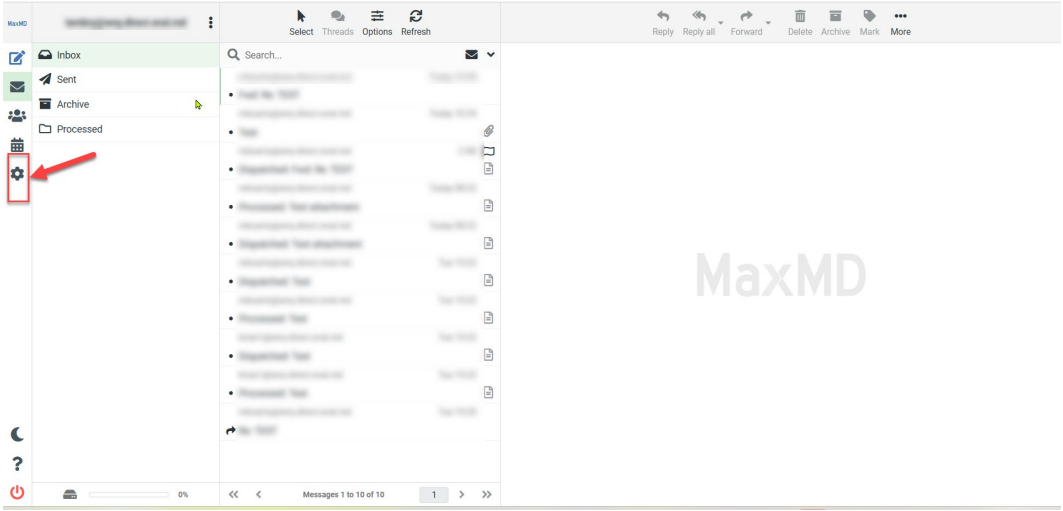
Attaching Files: To attach a file, such as a clinical document or image, click the attachment icon on the Options and attachments section on the right side of the screen. This will open your computer's local file system, allowing you to browse for and select the file you wish to send.



Managing Settings

To access Max MD Secure Messaging settings:

1. Click on the wrench figure on the left-hand side panel.

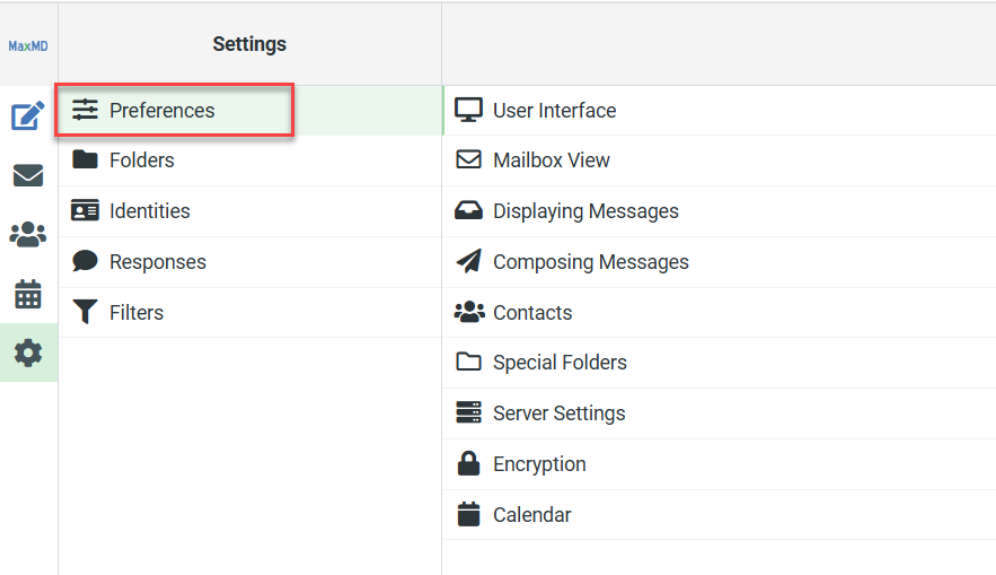


Preferences

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

To apply recommended settings:

1. Navigate to Settings
2. Select "Preferences" at the top of the screen under Settings.



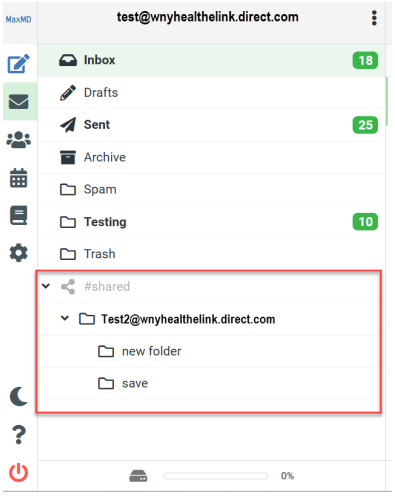
Shared Inboxes

A shared inbox is a powerful feature that allows one user (a "delegate," such as a nurse) to access and manage the messages within another user's inbox (e.g., a doctor) or a generic inbox (e.g. ADT alerts) directly from their own account. This is essential for clinical workflows where team members need to

manage communications on behalf of a provider or from an organization-level or workflow-specific Direct address inbox.

How To Access and View a Shared Inbox

Access to a shared inbox must be set up by an administrator. Once an administrator has granted you access, users will automatically subscribe to shared inboxes as they are created. If a user is currently logged into their webmail client at the exact time a new shared folder is created, they will need to log out and log back in for the changes to take effect and see the new shared inbox.



Sending Messages from a Shared Inbox

Important: Ensuring Accountability

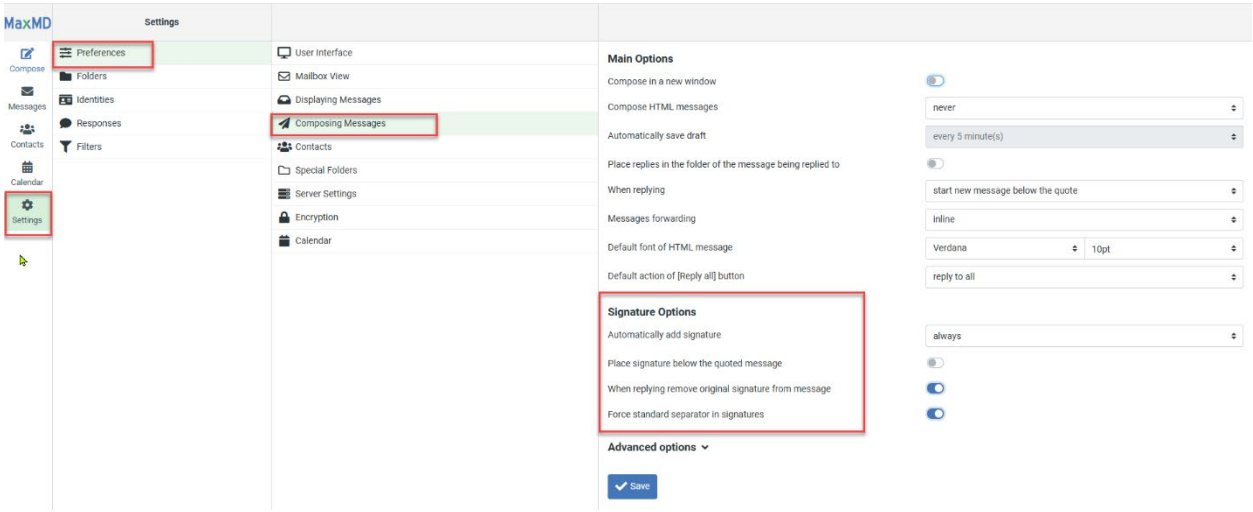
When you reply to or forward a message from within a shared inbox, the message will be sent from your own logged-in Direct address, not from the address of the inbox's owner. This is a critical security and accountability Page 11 Webmail 101 © 2025 MaxMD

feature. It ensures there is always a clear record of which user (the delegate) took the action on behalf of the other (the doctor).

Beyond team features like shared inboxes, you can also customize the client to fit your personal workflow through settings and filters.

How to create a signature

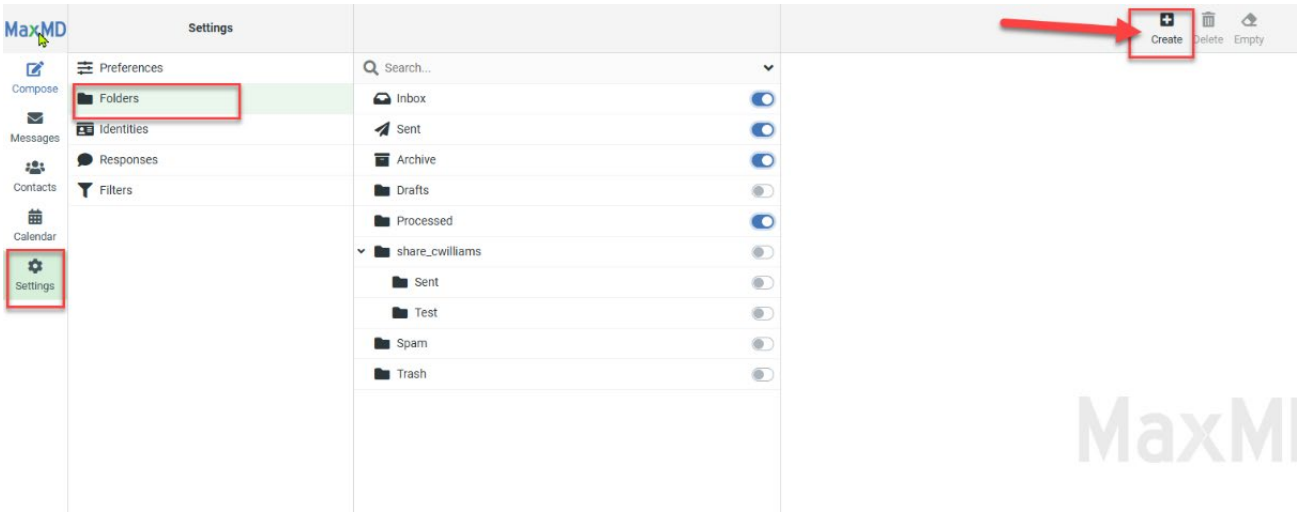
Click on the settings icon, then preferences. Under the "Composing Messages" tab, you will see an option to create a signature, then click "Save". Please see the screenshot below.

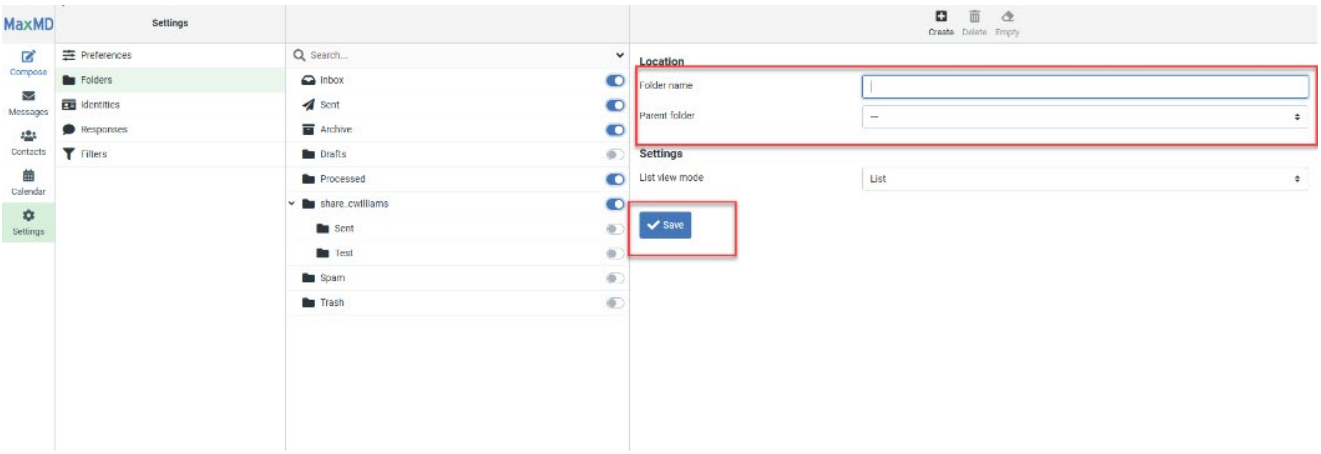


Folders

To add a folder to your inbox:

1. Navigate to Settings
2. Select "Folders" in the left-hand panel
3. Click the "+" sign.
4. Enter the desired folder name.
5. Select a parent folder, if desired.
6. Click [Save]



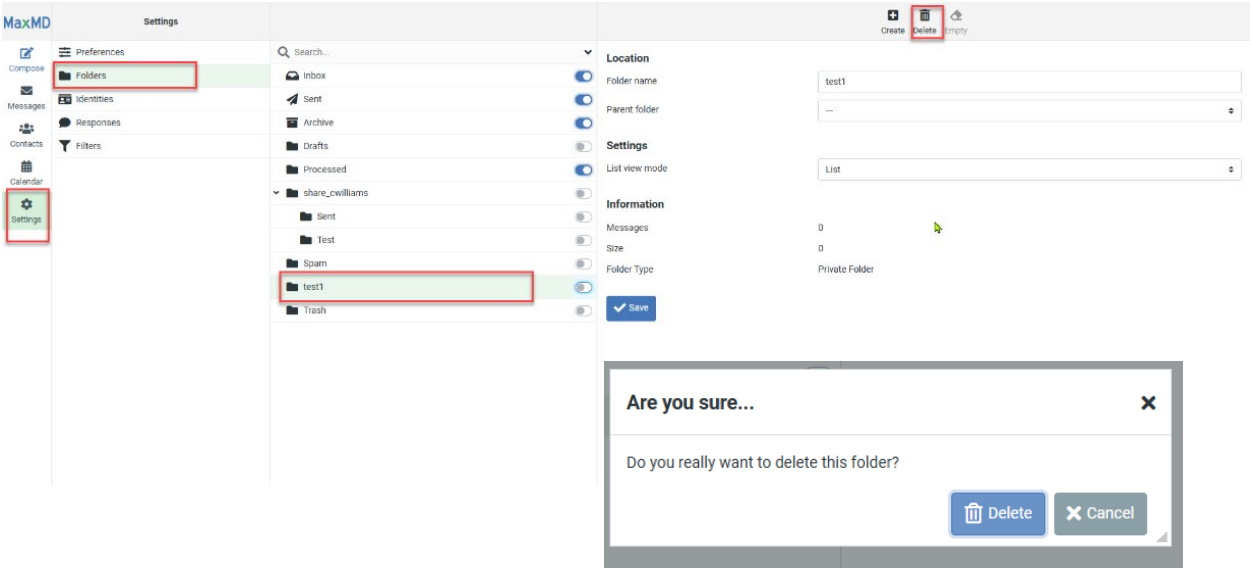


To delete a folder from your inbox:

1. Navigate to Settings
2. Select "Folders" in the left-hand panel
3. Select the folder.
4. Select Delete

*****When you delete a folder, all messages in the folder are deleted and unrecoverable**.***

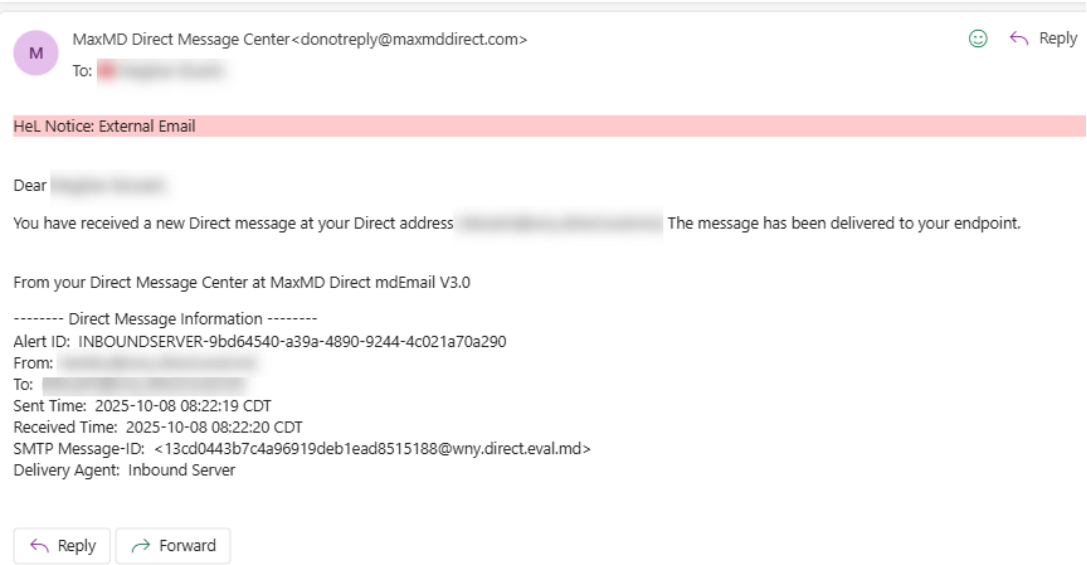
Please exercise caution when deleting folders.



Notifications

Upon account set up, HEALTHeLINK configures your MaxMD 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, please notify your accountmanagers2@wnyhealthelink.com to update your account to reflect delegates.


MaxMD Direct Message Center<donotreply@maxmddirect.com>
To:

Reply

HeL Notice: External Email

Dear

You have received a new Direct message at your Direct address The message has been delivered to your endpoint.

From your Direct Message Center at MaxMD Direct mdEmail V3.0

-------- Direct Message Information --------
Alert ID: INBOUNDSERVER-9bd64540-a39a-4890-9244-4c021a70a290
From:
To:
Sent Time: 2025-10-08 08:22:19 CDT
Received Time: 2025-10-08 08:22:20 CDT
SMTP Message-ID: <13cd0443b7c4a96919deb1ead8515188@wny.direct.eval.md>
Delivery Agent: Inbound Server

Reply Forward

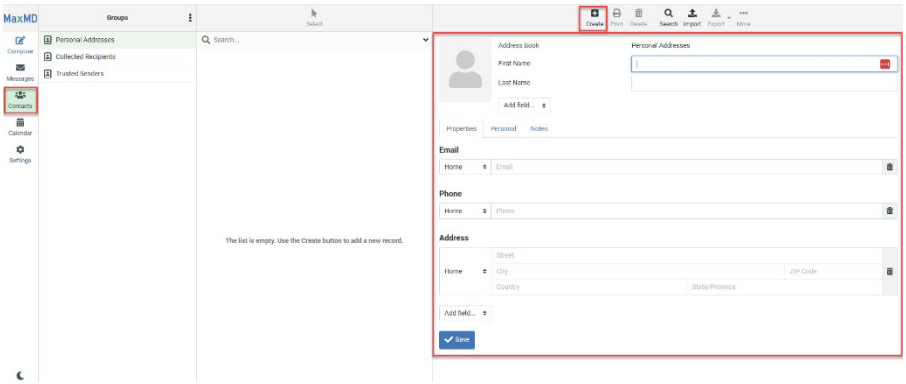
Below is an example of a notification email that you and your delegate will receive to your non-secure work email account when a secure message is received.

Adding Contacts 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:

1. Click on the Contacts icon, then the "create +" button
2. Add contact information
3. Click Save



SN Audit Recipient

The Subscribe and Notify Audit Recipient will be the person that receives the monthly reports that identify the current consent values of your patients, based upon your patient

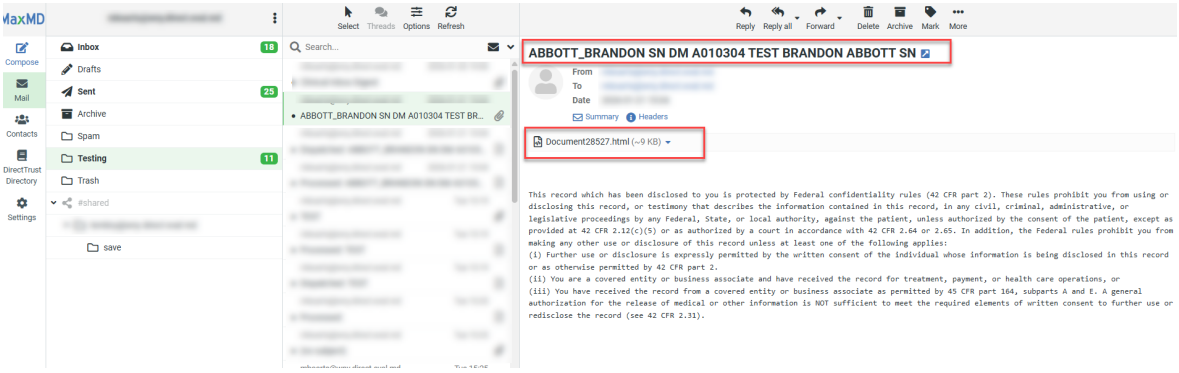
list upload. If a user is the Audit Recipient for their practice's Subscribe and Notify subscription, they will receive the S&N Audit to their MaxMD Secure Messaging account.

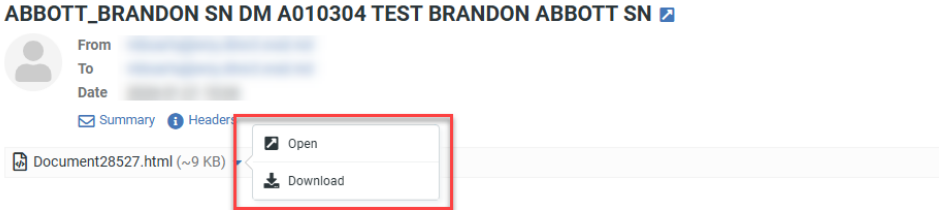
Receiving ADT Alerts via Secure Messaging

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

Real Time ADT Alerts

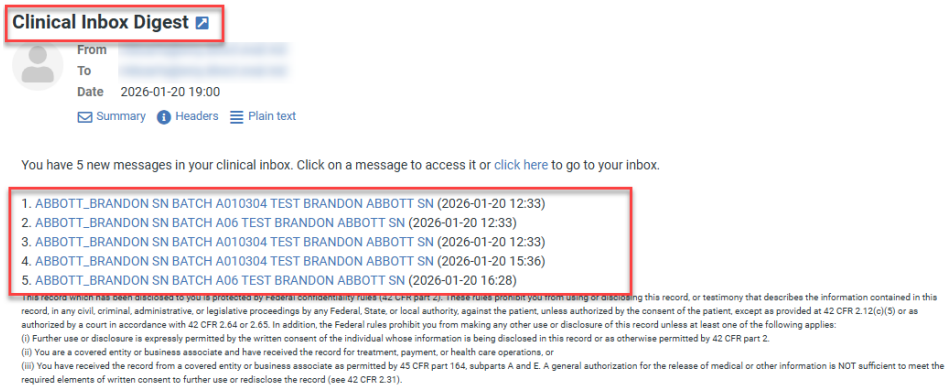
The subject line of the Real Time Alert will include the Clinician Name:





Batch ADT Alerts

The subject line of the Batch alert will say "Clinical Inbox Digest":



- The Batch alerts will be in the HTML file format and each link in the Batch alert email will take you to the 'Clinical Message Center.'
- Each link is an individual alert, one patient each.
- The name of the link is the patient's subscribed Clinician

Batch and Real Time Alert Example

Below is an example of what both a Batch and Real Time Alert will look like once opening the files as described above. 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.

Patient Summary Report for HEALTHELINK TESTING 07/07/1977

Patient Demographics

Name	Date Of Birth	Gender	Identification Number	Phone	Address
TESTING, HEALTHELINK	07/07/1977		MRN: 1846270009		

Allergies

Onset Date	Inactive Date	Allergen	Category	Last Updated At
		hydrocodone		healthelink:ECMC

Medications

Date	Medication	Form	Strength	Duration	Source
(none)					

Encounters

Start Date	End Date	Type	Facility	Reason	Clinician	Admission Type
2026-01-19	2026-01-19	I	CHS			Care Alert Discharge ER

Diagnoses

Date	Description	Code	Type	Source
(none)				

Laboratory Results

Test	Date	Result	Source
(none)			