Secure Messaging Quick Setup
Table of Contents

Table of Contents ................................................................................................................................. 1

1. Launch Secure Messaging ................................................................................................................. 2

2. Manage Settings ................................................................................................................................. 2
   2.1 Preferences .................................................................................................................................. 3
   2.2 Identity ......................................................................................................................................... 4
   2.3 Notifications ............................................................................................................................... 4
   2.4 Delegation ..................................................................................................................................... 6

3. Composing Messages ......................................................................................................................... 7
   3.1 Provider Directory ....................................................................................................................... 8
   3.2 Managing Folders ....................................................................................................................... 9

4. Adding to Address Book .................................................................................................................. 10

5. Receiving Alerts via Secure Messaging .......................................................................................... 11
1. Launch Secure Messaging

- Go to www.wnylink.com and enter your provided username and password
- Press enter on your keyboard or click the login box to continue (See Figure 1)

![Figure 1: Screenshot showing HEALTHeCOMMUNITY portal login screen]

- Once logged in, click the Secure Messaging application to open it (See Figure 2)

![Figure 2: Screenshot showing HEALTHeCOMMUNITY portal home screen]

2. Manage Settings

- Click your direct email address in the top right of the screen to access the drop down menu and choose **Settings**. This will take you to the settings screen (See Figure 3)

![Figure 3: Screenshot showing how to access Secure Messaging settings]
2.1 Preferences

- In the middle box entitled Section, choose Composing Messages
- Under Main Options next to Compose HTML messages; click the drop down box and select always
- Under Main Options next to When replying; click the drop down box and select start new message above the quote
- Under Signature Options next to Automatically add signature, click the drop down box and select new message only
- Click Save at the bottom of the screen to save your changes (See Figure 4)

Figure 4: Screenshot showing "Composing Messages" options

- Choosing to always compose HTML messages will allow you to format your message using the features shown in Figure 5 below

Figure 5: Screenshot showing "Compose" window with HTML features turned on
2.2 Identity

- To add a signature to your messages, in the left Settings box choose Identity
- Choose your identity in the middle box to make your changes
- Under Signature click the box next to HTML signature, then either type or paste in your signature into the text box
- Click Save at the bottom of the screen to save your changes (See Figure 6)

![Figure 6: Screenshot showing "Identity" settings](image)

2.3 Notifications

- A notification will be sent to your regular work email telling you that you have a secure (Direct) message waiting for you (See Figure 8)
- If you have a “delegate” you should make sure they receive a notification in their regular email. Check the box for I would like my delegates to also be notified when I receive a new message and click Save. (See Figure 7)
Figure 7: Screenshot showing “Notifications” settings

Figure 8: Screenshot showing an example of a notification you will receive in your regular email

Figure 9: Screenshot showing an example of a notification you (left) and your delegate (right) will receive
• When a delegate replies it is on behalf of their delegator (See Figure 10)

![Email example](image)

**Figure 10: Screenshot showing an example of what you will receive when a delegate replies on behalf of their delegator**

### 2.4 Delegation

You have the ability to make someone else 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.

- To make someone a delegate for your account, in the left **Settings** box choose **Delegation**
- Under **Add New Delegate** in the **Add Delegate** field type the Direct address (example john.doe) of the person you would like to make a delegate
- Click **Save** to save your changes (See Figure 11)

![Delegation settings](image)

**Figure 11: Screenshot showing “Delegation” settings with no delegate added**

![Delegation settings with delegate added](image)

**Figure 12: Screenshot showing “Delegation” settings with delegate added**
3. Composing Messages

- Return to the main screen by clicking **Webmail** in the top left corner of the screen
- To begin composing a message, click the **Compose** icon in the toolbar (See Figure 13)

![Figure 13: Screenshot showing the main Secure Messaging screen and location of “Compose” icon](image)

- Once in the compose window, there are two options to add a recipient
  1. Begin typing the name of the recipient in the **To** field and select it once it shows up in the drop down box (See figure 14)
  2. Find the recipient’s name in your contact list by searching or browsing, select it, and click the **To** icon in the bottom left to add the recipient (See figure 15)

![Figure 14: Screenshot showing composing by typing a name in the “To” field](image)

![Figure 15: Screenshot showing composing by searching the contact list](image)
3.1 Provider Directory
You can also search Organizations and Providers within or outside of the HEALTHeLINK secure messaging directory by clicking on Provider Directory in the top left corner of the screen

- Enter your search criteria on the left side and click Search. If the name of the Organization or Provider you would like to message is listed in the results, click on the “Direct address” to begin your message (See figure 16)
- If you wish to search outside the HEALTHeLINK directory, on the left side under Provider Directories to Search, click the x and then select a different provider directory

![Find Doctors & other healthcare providers](image)

Figure 16: Screenshot showing "Provider Directory" search results
3.2 Managing Folders

You can manage folders by clicking on the Tools icon and highlighting the “Manage folders” (See Figure 17)

Once “Manage folders” is selected, the option to add/create new folders will be available.

- When clicking on the “+” symbol, an option of folder properties will appear.
- You can then name the folder created and even select which “parent folder” this can be saved under.
- Click “Save”.

Figure 17: Screenshot showing “tool icon”, Manage folders.

Figure 18: Screenshot showing how to add and name folders
4. Adding to Address Book

- You can add contacts from outside organizations into your address book simply by clicking the icon next to the person’s name in the message window (See Figure 19)

![Figure 19: Screenshot showing received message information](image)

- You can also add contacts manually by going to the Address Book
- Click your direct email address in the top right of the screen to access the drop down menu and choose **Address Book** (See Figure 20)

![Figure 20: Screenshot showing how to access the Address Book](image)

- Click the **button** under contacts at the bottom of the page to add a new contact
- Enter the First Name, Last Name, and Direct Address into their respective fields (See Figure 21)

![Figure 21: Screenshot showing how to add a new contact](image)
5. Receiving Alerts via Secure Messaging
(for Subscribe and Notify organizations only)

- The subject line will give you information about the alert:
  - Subscribing Facility or Organization
  - Admit, Discharge or Transfer
  - Inpatient or ER (OP could potentially be seen as well)
  - Hospital
  - Patient First and Last Name
  - Date and Time of alert

- The message will give you demographic information about the patient. Use this information to search for your patient in HEALTHeLINK for any necessary follow-up.

- Alerts can be sorted by entering criteria in the search window
  - Can be sorted by ADT, event type, hospital, name, etc.