

Outbound Email Decryption Guidelines

Process for Decrypting an Encrypted Email:

1. You will see an email in your inbox similar to what is displayed below – Figure 1. Notice that the email indicates there is an attachment.

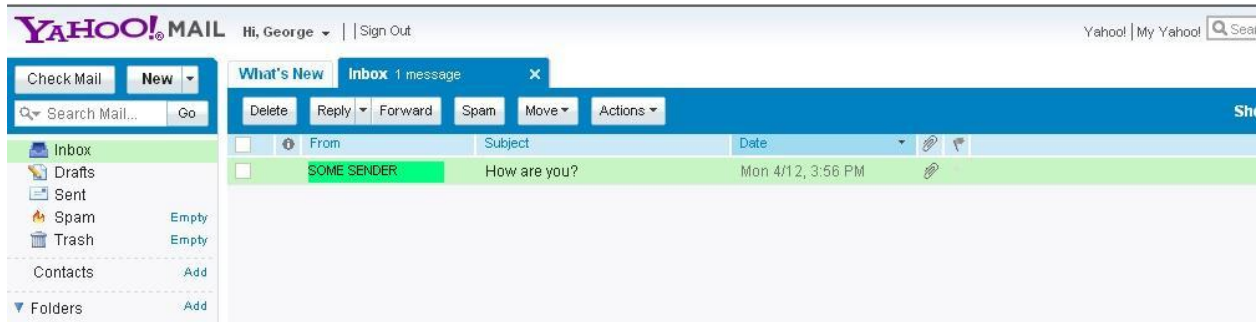


Figure 1. Example of a recipient’s mailbox.

2. Open the email. You will be presented with the initial instructions screen – Figure 2.

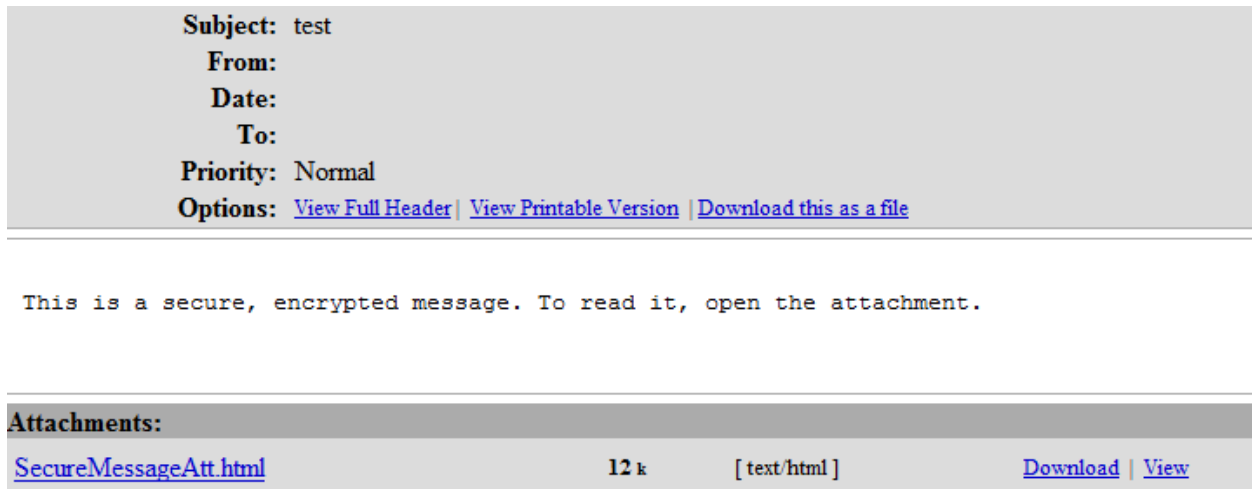


Figure 2. The initial instructions screen.

3. Click on the attachment link “SecureMessageAtt.html”, which produces the following secure message screen – Figure 3b. Depending on the email system that you are using (i.e. Yahoo!, gmail, etc.) you may first be presented with a window asking if you want to open or save the file – similar to Figure 3a.
 - a. Click the “Open” button.

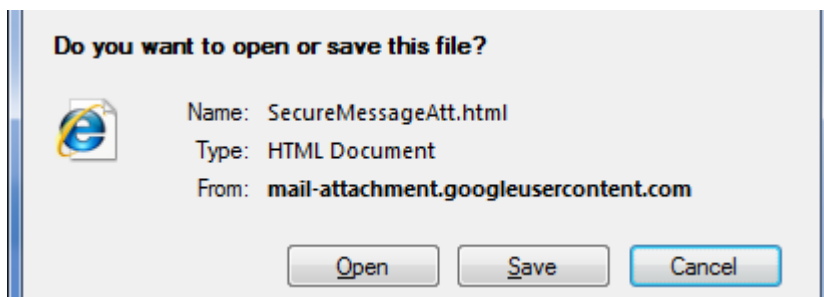


Figure 3a. Open or Save?

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Figure 3b. The secure message screen.

4. Click on the “Click to read message” button.
 - a. If this is the first time you have received an encrypted email from Salem Health, you must register in order to decrypt the email. You will automatically be presented with the initial registration screen – Figure 4a.

Registration



Email Address: _____

First Name:

Last Name:

Password:

Confirm Password:

Password Reset

Question : ▼

Answer:

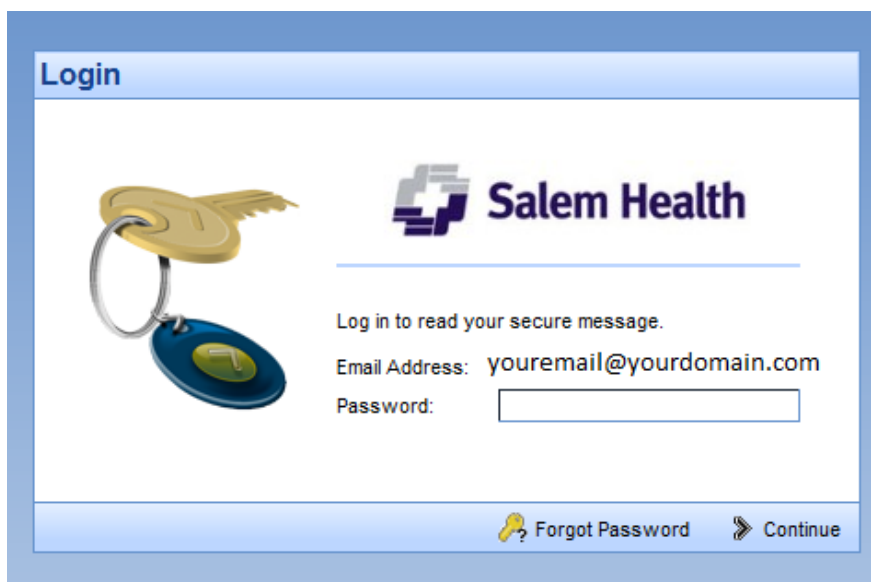
➤ Continue

Figure 4a. The initial registration screen.

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Fill in the following fields

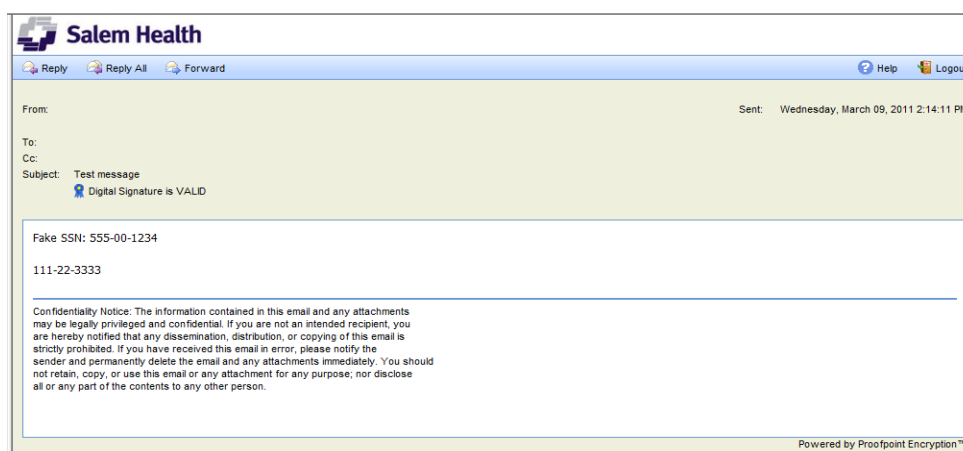
1. First Name
 2. Last Name
 3. Password: A password known only to you.
 4. Confirm Password: Repeat the same password.
 5. Password Reset Question and Answer:
 - i. Choose from the drop-down box and enter the answer.
 - ii. **Important: This info is used in case you forget your password and need to reset it.**
- b. If you have previously completed the registration process, you will be presented with the sign-in screen below (Figure 4b) after clicking the “Click to read message” button.



The image shows a login screen for Salem Health. At the top left, the word "Login" is displayed in a blue header. Below this, on the left, is an illustration of a set of keys with a gold key and a blue key. To the right of the keys is the Salem Health logo, which consists of a stylized blue and white icon followed by the text "Salem Health". Below the logo, the text "Log in to read your secure message." is displayed. Underneath this, there are two input fields: "Email Address: youremail@yourdomain.com" and "Password:". At the bottom right of the login area, there are two buttons: "Forgot Password" with a key icon and "Continue" with a right-pointing arrow icon.

Figure 4b. The sign-in screen.

- c. Enter the password you assigned during the registration process and click the “Continue” button.
5. After you click on the “Continue” button you are presented with the decrypted email – Figure 5.



The image shows a screenshot of an email interface. At the top left, the Salem Health logo is visible. Below the logo, there are navigation buttons: "Reply", "Reply All", and "Forward". On the right side, there are "Help" and "Logout" buttons. The main content area shows the email header: "From:" (blank), "To:" (blank), "Cc:" (blank), "Subject: Test message", and "Digital Signature is VALID". Below the header, the email body contains the text: "Fake SSN: 555-00-1234" and "111-22-3333". At the bottom of the email body, there is a "Confidentiality Notice" which states: "The information contained in this email and any attachments may be legally privileged and confidential. If you are not an intended recipient, you are hereby notified that any dissemination, distribution, or copying of this email is strictly prohibited. If you have received this email in error, please notify the sender and permanently delete the email and any attachments immediately. You should not retain, copy, or use this email or any attachment for any purpose, nor disclose all or any part of the contents to any other person." At the bottom right of the email body, it says "Powered by Proofpoint Encryption™".

Figure 5. The decrypted email.

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- You may reply to the sender, reply to all, or forward the message to someone in the @salemhealth.com email domain only. Clicking on the “Reply” or “Reply to All” button produces the next reply email screen – Figure 6.

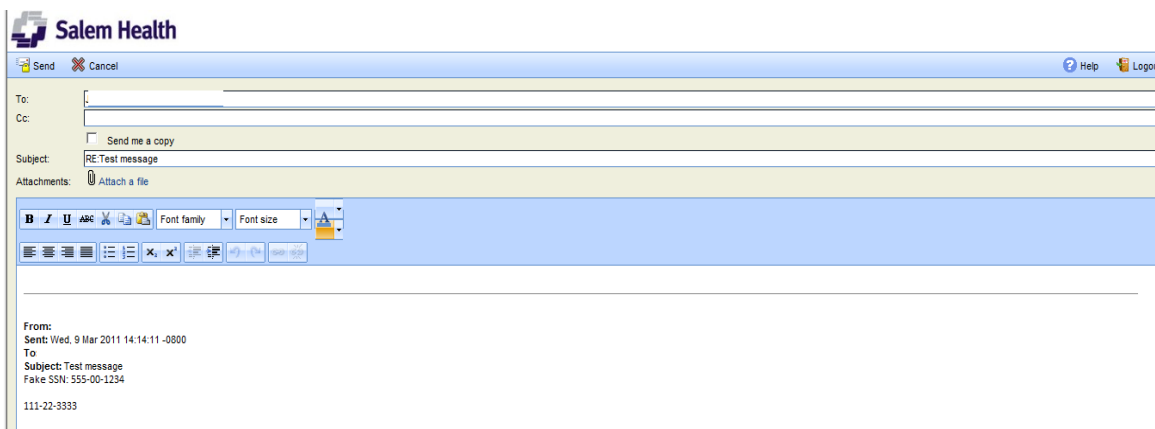


Figure 6. The reply email.

- Compose your reply and click the “Send” button which sends the email encrypted and produces the Message Sent screen – Figure 7.

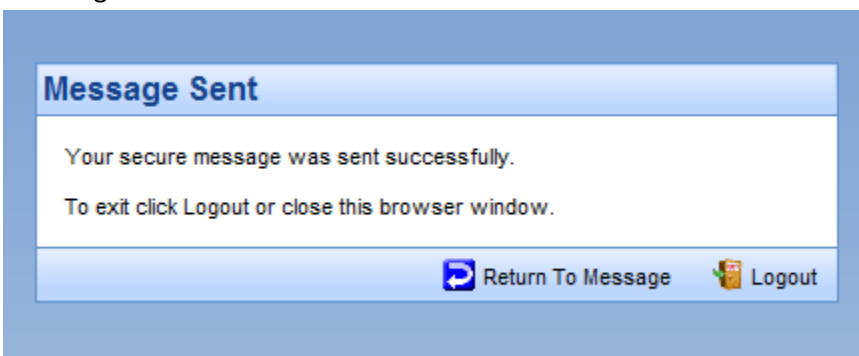


Figure 7. The successful sent secure email notification.

- At this point, you may either go back to the original message or logout.
 - If you click the link “Return To Message”, you will be presented with the screen shown in Figure 5 above.
 - When you click the link “Logout”, you will be presented with the Logged Out screen – Figure 8.
 - You can then close the window that contains this screen.

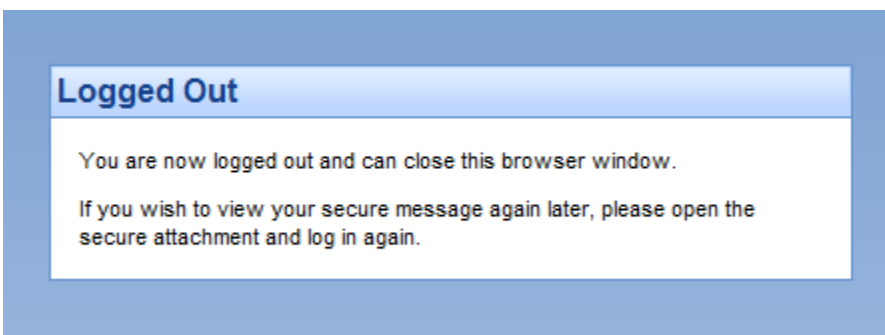


Figure 8. The sign out notification screen.

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FAQ (Frequently Asked Questions)

Q. When I reply to the email, will my response be encrypted?

A. Yes. Since the email that you received was encrypted, it will be encrypted on its trip back to Salem Health.

Q. What if I want to attach a file that contains PHI, will it be encrypted too?

A. Yes, you may attach file(s) when you send a reply to the email and any attachments will be encrypted.

Q. When I reply to the encrypted email, will the sender need to do anything to decrypt the email?

A. No. The software automatically decrypts the inbound email for them.

Q. What if I have registered and then I forget my secure messaging password?

A. Click on the "Forgot password" link and answer your "Password Reset Question".

Q. What if I forget the answer to my "Password Reset Question"?

A. Contact the Salem Health Help Desk at (503) 561-4357 or 1-(866) 791-5274.

Q. Can I re-use the same password?

A. Yes, the system allows you to do this since it uses your supplied name, email address, and password to generate a decryption key.

Q. Do I need to register each time I receive an encrypted email from someone new at Salem Health?

A. No. You only need to register once with Salem Health.

Q. Do I need to enter my password to read each and every received encrypted email from Salem Health?

A. You will have to enter your password to decrypt the first encrypted email from Salem Health, but not for subsequent received encrypted emails from Salem Health during your open web browser session. However, if your browser is inactive for over 60 minutes or you shut down and restart your browser, you will have to enter your password again for the next encrypted email received from Salem Health.

Q. What if after I have followed the above instructions, I still am unable to decrypt the email?

A. Your browser settings may be set at a level that is too restrictive. If you are using Internet Explorer, make sure the security settings and trusted sites are setup as indicated below.

B. You are responsible for checking with your IT department or company policies regarding your ability and/or authorization to modify any of your browser settings.

Q. What if I have a problem and need assistance with this?

A. You can call or email the sender of the encrypted email for assistance. Or contact the Salem Health Help Desk at (503) 561-4357 or 1-(866) 791-5274.

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Internet Explorer Settings:

Security Settings

1. Within Internet Explorer, go to the Tools menu and then Internet Options...;
2. Select the "Security" tab in the Internet Options window;
3. Click on the globe icon with "Internet" underneath it and confirm the security level is set to medium or less;
 - a. Depending on your Internet Explorer version, either move the slider bar to "Least Medium" or click on the "Custom Level..." button and under "Reset custom settings", select "Medium-low" from the "Reset to:" field drop down box.
4. Click OK and/or Apply.

Trusted Sites

1. Within Internet Explorer, go to the Tools menu and then Internet Options...;
2. Select the "Security" tab in the Internet Options window;
3. Select the check mark icon with "Trusted sites" underneath it;
4. Click on the "Sites..." button;
 - a. Type "https://securemail.salemhealth.org" into the "Add this Web site to the zone:" field;
 - b. Click the "Add" button;
5. Click OK or Close;
6. Click OK and/or Apply.