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Number: VR-IM 17-06
Issue date: 10/20/2017

Topic: Information Privacy and Security
Subject: Using Secure Email

Applies to (check all that apply):

<input checked="" type="checkbox"/>	Vocational Rehabilitation – All Staff
<input type="checkbox"/>	Vocational Rehabilitation – Executive Team
<input type="checkbox"/>	Vocational Rehabilitation - Administration
<input type="checkbox"/>	Vocational Rehabilitation – Branch Managers
<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	Other (please specify)

Description:

This transmittal provides specific information about using secure emails conducting vocational rehabilitation business.

Action Required:

Anytime a DHS|OHA employee or contractor sends an email containing [protected information](#), they should use **#secure#** in the subject line of the email.

Applicability:

This information applies to all Oregon Vocational Rehabilitation staff.

Procedure:

Follow the instructions provided by the Information Security and Privacy Office on the Intranet.

<https://inside.dhsoha.state.or.us/asd/info-security.html>

1. Send secure email

Send secure email using instructions available from the Information Security and Privacy Office.

<https://inside.dhsoha.state.or.us/asd/info-security/awareness-a-education/send-a-secure-email.html>

2. External recipients can retrieve secure emails

External recipients (e.g., program participants, collaborating personnel from other programs, etc.) can retrieve secure email by following the instructions provided by the Information Security and Privacy Office.

<https://inside.dhsoha.state.or.us/asd/info-security/awareness-a-education/send-a-secure-email.html>

3. Receive secure email from an external source

Staff can receive secure email from an external source. Follow instructions:

https://inside.dhsoha.state.or.us/images/stories/asd/iso/docs/Receiving_secure_email_from_an_external_source.pdf

4. Contact ISPO staff for help

Vocational Rehabilitation staff needing assistance using the secure email system can contact the Office of Information Systems (OIS) Service Desk at:

503-945-5623, or <mailto:dhs.servicedesk@state.or.us>

Provide the following instructions to Vocational Rehabilitation partners, participants and providers to retrieve secure messages: [Retrieving a Secure Email](#).

Definitions

The following concepts are documented in state regulations.

1. Protected Information

Protected information means any participant or client information that the Department of Human Services programs may have in its records or files that must be safeguarded pursuant to federal or state law. This includes but is not limited to individually identifying information.

2. Individually Identifying Information

Individually identifying information means any single item or compilation of information or data that indicates or reveals the identity of an individual, either specifically (such as the individual's name or social security number), or from which the individual's identity can be reasonably ascertained.

Field/stakeholder review:

Yes No

If yes, reviewed by: SRC Policy Committee 10/23/2017

References

OAR 407 Division 14 Definitions

http://arcweb.sos.state.or.us/pages/rules/oars_400/oar_407/407_014.html

If you have any questions about this action request, contact:

Contact(s):	Robin Brandt		
Phone:	203-945-5857	Fax:	503-947-5010
Email:	robin.l.brandt@state.or.us		

Attachments: (Click on the titles below to go to the page)

- Information Security and Privacy Office website: Secure Email (10/12/2017)
- Proofpoint - Opening and Creating a Secure Email for External Partners (01/24/2015)

[Shared Services](#) ▶ [Information Security](#) ▶ [Awareness & Education](#) ▶ [Send a secure email](#)

Secure Email



Email containing confidential information being sent to recipients outside of DHS/OHA requires additional security measures.

About Secure Email

Various federal and state laws require DHS and OHA to encrypt, or secure, email containing confidential information. Information in a secure email is encrypted, or scrambled, so that it cannot be read by unauthorized parties.

Sending a Secure Email

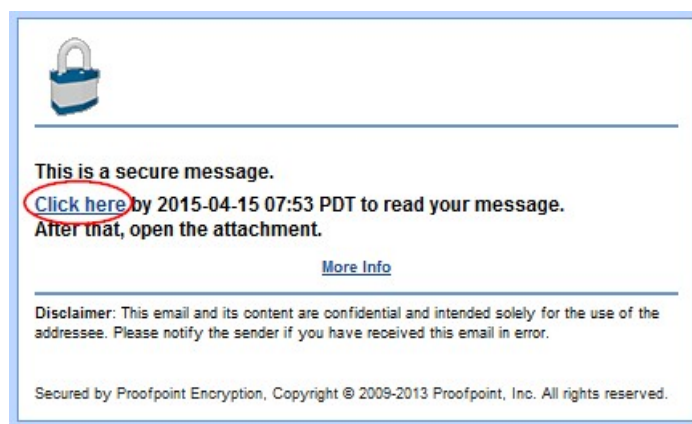
Staff are required to encrypt **all** email containing sensitive information. This includes messages containing text, graphics, and attachments containing sensitive information. To send a secure email:

1. **Create** a new message.
2. Enter recipient addresses in the **To:** field.
3. In the **Subject** line, insert **#secure#**
4. Type in your message and add any attachments.
5. Click **Send**.


When the message is sent to an external recipient, a notification will be sent informing them they have a secure message from DHS/OHA. The notification email will contain a link that will direct them to the secure message. Internal recipients of secure messages will not receive the same notification.

Retrieving a Secure Email Message (External Recipients Only)

Select the "Click here" link in the notification email received. If the recipient is already registered, they will be asked to provide their password.



Login

Log in to read your secure message.

Email Address:

Password:

[Forgot Password](#) [Continue](#)

The hyperlink included in the notification is active for 30 days. After 30 days, the recipient will need to open the accompanying attachment in order to view the email.

Message [SecureMessageAtt.html \(16 KB\)](#)



Replying to a Secure Email

Use the **Reply** or **Reply All** buttons within the secure email system to respond to your secured email. Your reply will be routed back through the secure email system and will be encrypted.



To Print a Secure Email Using Internet Explorer:

1. Open the secure email in your browser. See instructions above for "Retrieving your secure email."
2. Click **File** on the browser menu bar.
3. Click **Print**.
4. Verify or change any print settings.
5. Click the **Print** button.

To Save a Secure Email Using Internet Explorer:

1. Open the secure email in your browser. See instructions above for "Retrieving your secure email."
2. Click **File** on the browser menu bar.
3. Click **Save as**.
4. Navigate to a folder on your computer where you want to save the file.
5. Verify or change the **File name** and **Save as type** options. We recommend you select **Text file (.txt)** in the 'Save as type' box.
6. Click the **Save** button.

Getting Assistance

Employees needing assistance using the secure email system can contact the Office of Information Systems (OIS) Service Desk at: 503-945-5623, or dhs.servicedesk@state.or.us

You can provide the following instructions to your partners, clients and providers about retrieving their secure messages: [Using Secure Email.pdf](#)

Last Updated (Monday, 14 August 2017 06:45)

OIS Collaborative Communications

500 Summer Street NE, E21 Salem, OR 97301-1116

Service Desk: (503-945-5623) [Option 3]

collaborative.communications@state.or.us



This documentation was developed for use with Proofpoint Secure Email

Opening and Creating a Secure Email for External Partners.

The Oregon Health Authority and Department of Human Services are strongly committed to protecting the privacy and security of all of the people we serve. It is required by law, it's part of our core values, and it's the right thing to do. That is why we require that all email be sent securely if it contains protected client information.

Due to recent changes in the federal Health Insurance Portability and Accountability Act (HIPAA), **recipients of secure email now have to log in to our system in order to read secure email messages.**

Beginning January 26, 2015, when you receive a secure email from DHS or OHA, you will have to log in with a user name and password in order to read that email. You will also use this system to send a secure email to these agencies.

This is a change in the way DHS and OHA have communicated with you. It is happening because of revised federal rules related to the Health Insurance Portability and Accountability Act (HIPAA).

Setting up your account

The first time you exchange secure email with DHS or OHA on or after January 26, you will be prompted to set up an account with a password. You will be directed to a site called "Proofpoint Encryption" to do this. You will see the following message:

First time here? *(You'll be asked to register.)*

Already registered? *(You'll be asked to log in.)*

You will be prompted to create an account. All you need to enter is your email address, name and password. The password must be eight to 20 characters, and contain numbers and upper- and lowercase letters. Please complete all the fields and select "Continue."

Registration



Email Address: Your.name@your.company.com

First Name:

Last Name:

Password:

Confirm Password:

 [Continue](#)

That's it! You can read your secure email.

Using your account

The next time you want to read a secure message, you will be prompted to log in using your password.

Login




Log in to read your secure message.

Email Address:

Password:

[Forgot Password](#) [Continue](#)

Password renewal

Your password will last for 90 days. As the expiration date nears, you will be prompted when you log in to change your password. Follow the link to change it.



If your password expires before you change it, you will be prompted to change it the next time you receive a secure message.

Enter New Password

proofpoint?

Your password has expired or is expiring soon.

Enter a new password.

Email Address:

New password:

Confirm password:

[Continue](#)

If you forget your password, use the **“Forgot Password”** link.

Login



DHS
Oregon Department
of Human Services

Health
OR

Log in to read your secure message.

Email Address:

Password:

[Forgot Password](#) [Continue](#)

You will receive an email with a link in it. Follow the link to change your password.

Initiate Secure Email

proofpoint?

Please provide your email address to proceed.

Email Address:

[Continue](#)

Starting a new secure email conversation with someone at DHS or OHA

To send a secure email to the Department of Human Services or Oregon Health Authority, open a web browser and go to our [secure email website](https://secureemail.dhsoha.state.or.us/encrypt) at <https://secureemail.dhsoha.state.or.us/encrypt>. (This site will not be available until January 26, 2015.) It will prompt you to enter your email address.



If you are already registered, you will be asked to enter your password. If you are not registered, you will be asked to create an account. See above for instructions.

This process will allow you to send mail only to staff within an address that ends with “@dhsoha.state.or.us”.

Please note: This entire process – registering, logging in and then composing and sending your secure email – has to be done in the same browser, on the same device, within one 60-minute period.

Questions?

If you are having problems with the process or just have a question, please send an email to dhs.servicedesk@state.or.us or call 503-945-5623.