

OIS Collaborative Communications

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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.