

# ScreenWise Program – Secure Portal Access Instructions

December 10, 2020

Below are the instructions for the State of Oregon secure e-mail portal to send Intake Packets, Result forms, Claims or client-specific confidential e-mail to ScreenWise.

- **Step 1: Go To** <https://secureemail.dhsoha.state.or.us/encrypt>
  
- **Step 2:** Email scanned claims, forms, patient bills or client-specific communications to: [ScreenWise.Info@dhsoha.state.or.us](mailto:ScreenWise.Info@dhsoha.state.or.us)
  - Please do not put patient name in subject line.
  - Example of a meaningful subject line: **CLAIM: (name of site)**
  - **DON'T forget** to attach any claim or document before sending.
  
- **For assistance using the State e-mail portal** (<https://secureemail.dhsoha.state.or.us/encrypt>), please contact our service desk in Salem at 1-503-945-5623.
  - **Select Option 3 for Communications Support**
  - **Then select Option 1 for E-mail Support**
  - **When Service Desk answers, please say: “I’m not a state employee, I’m a provider needing assistance to access the state of Oregon secure e-mail portal.”** They will assist you with resetting your password or any other issues you may be having with sending or receiving secure e-mail from the State of Oregon.