

# Secure E-Mail

## Background

**Fact 1:** The Health Insurance Portability and Accountability Act (HIPAA) require that all email (and any attachments) that contains ePHI and sensitive data must be encrypted.

**Fact 2:** GroupWise provides secure email encryption for internal email (email that is sent internally to DHS staff). However, it **does not** provide secure email to recipients outside of the DHS.

**Fact 3:** DHS now has software that automatically encrypts email messages sent to outside recipients.

## How will this impact me?

You do not have to do much more than they do now to send a secure email message. You can either “force” a secure email message or allow the software to automatically decide.

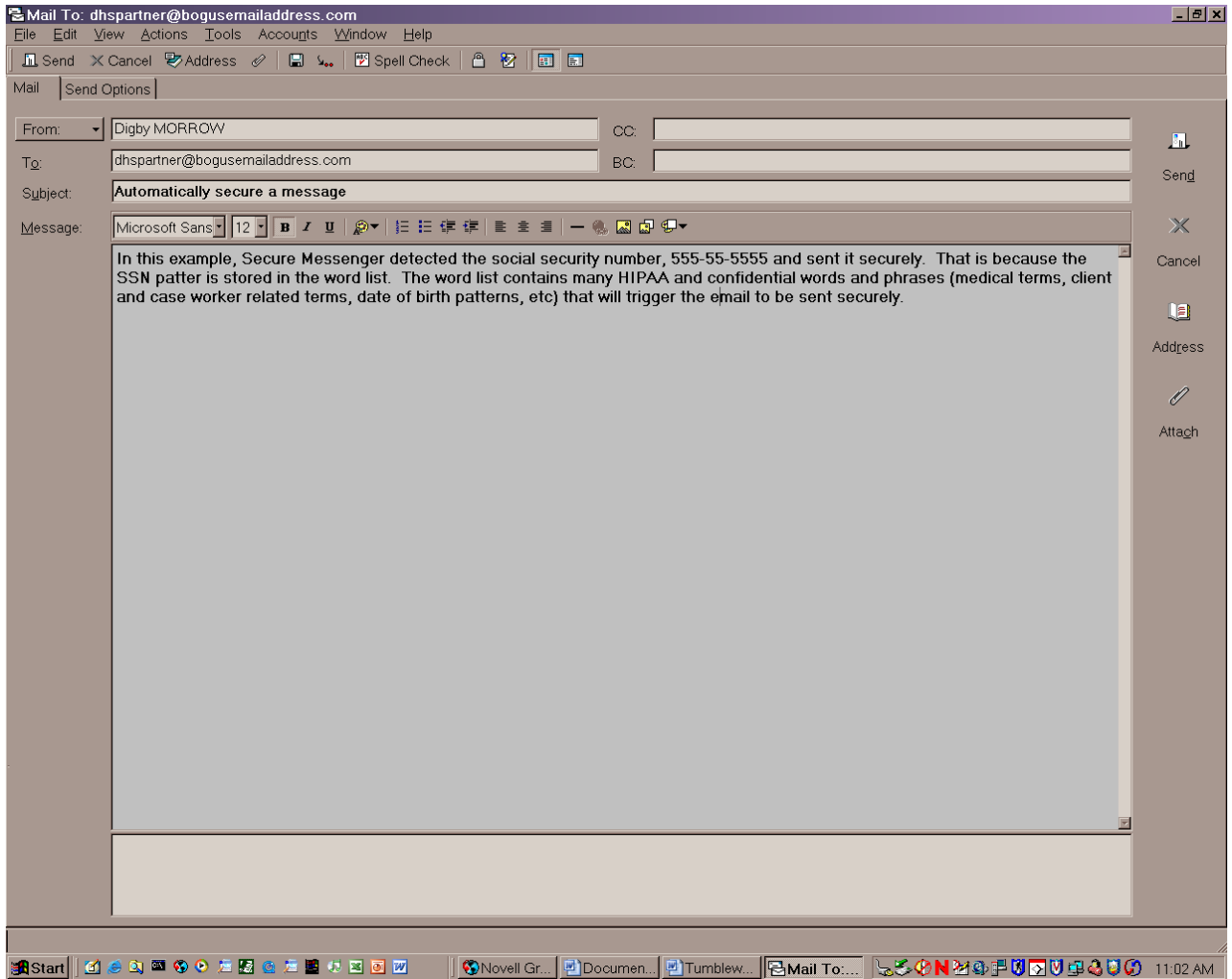
## How does it work?

When GroupWise sends a message to a recipient, the Secure Messenger software scans the message. If it finds that the user has “forced” the email, it passes it to the encryption engine otherwise, it scans the email looking for predetermined words, patterns or phrases that are normally associated with sensitive emails. The software sends the recipient a regular email containing a link to the secured message. When the user clicks on the link, an internet browser establishes a secure session (just like a bank does) and displays the email to the recipient.

## What do I have to do differently?

### Option 1 – Automatic Encryption

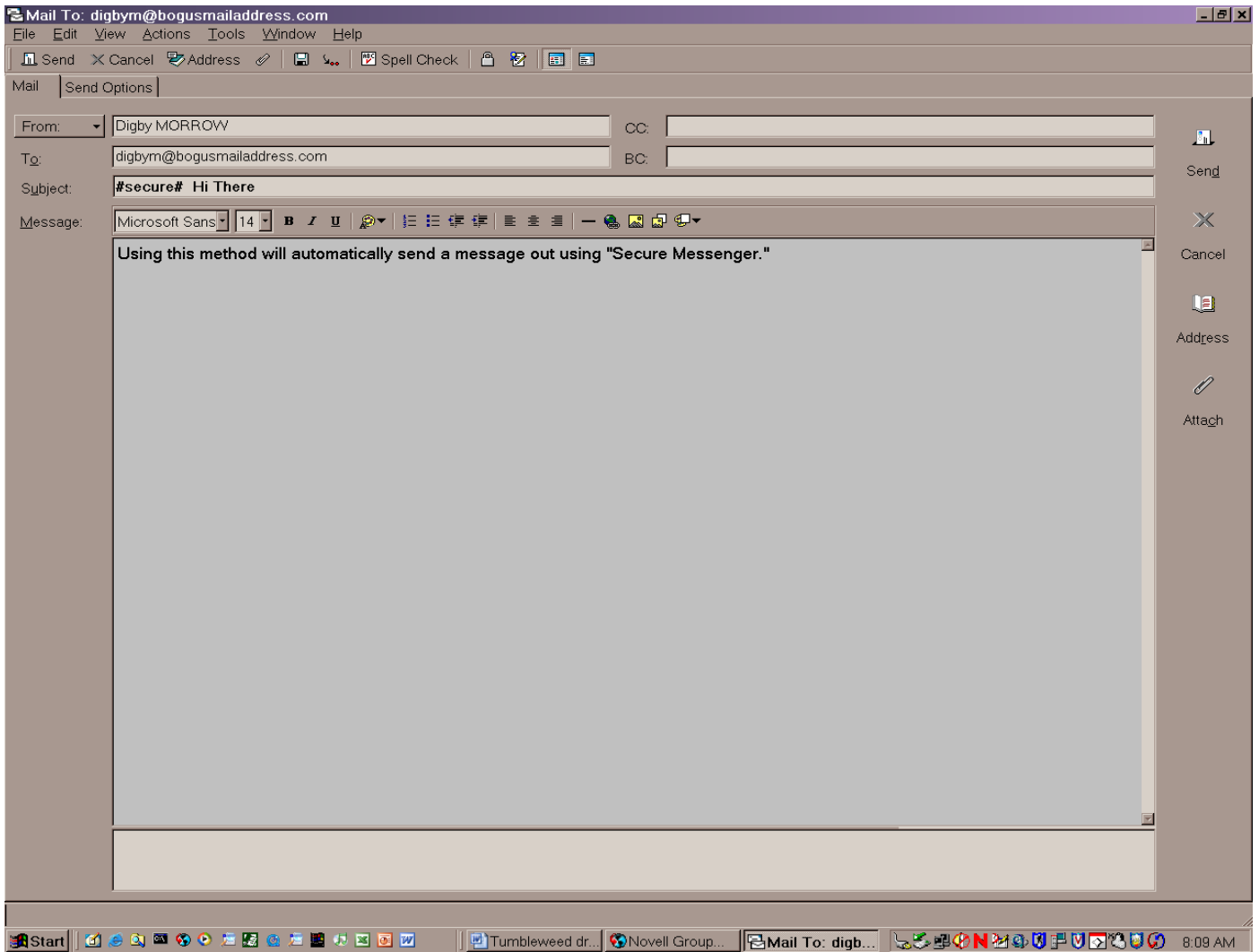
You don't have to do anything different than you are doing now. This method uses word lists (also known as a lexicon) to control what is deemed sensitive information. The software automatically scans the contents of a message (and attachments) and encrypts the message if it finds key words, social security numbers, or phrases that usually indicate that there is confidential or protected information.



## Option 2 – Forced Encryption

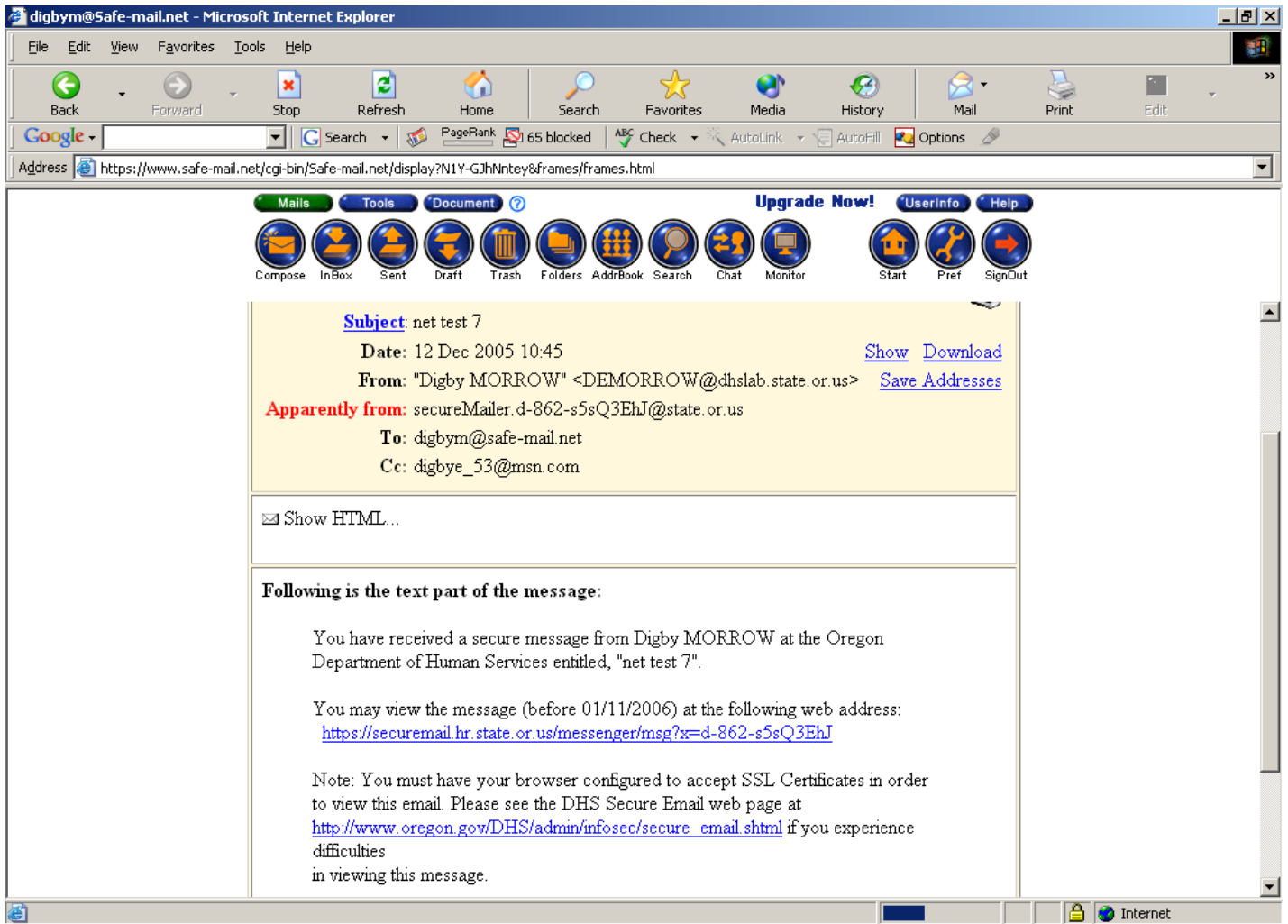
At times you may want to force an encryption if you feel that the confidential information that you are sending may be missed by the Lexicon (i.e. ). The following steps will guide you to a forced encryption.

1. From GroupWise, create a new e-mail message.
2. In the **To** field of the message, enter the recipient's email address(es).
3. In the **Subject** of the message, enter “#secure#” (without the quotes), a space, then type in the subject.
4. Attach any files (if appropriate)
5. Hit the send button.

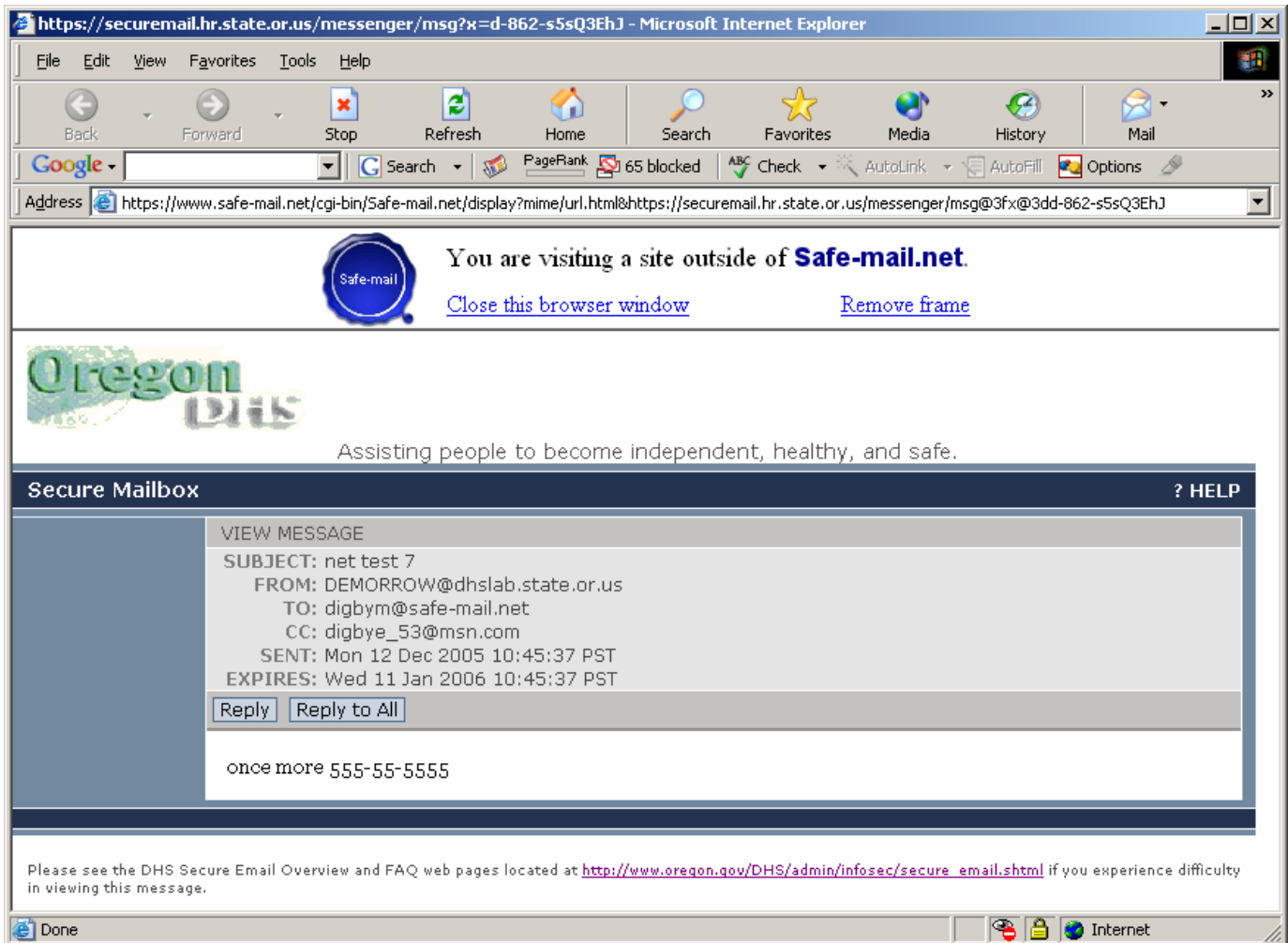


### What does the recipient see?

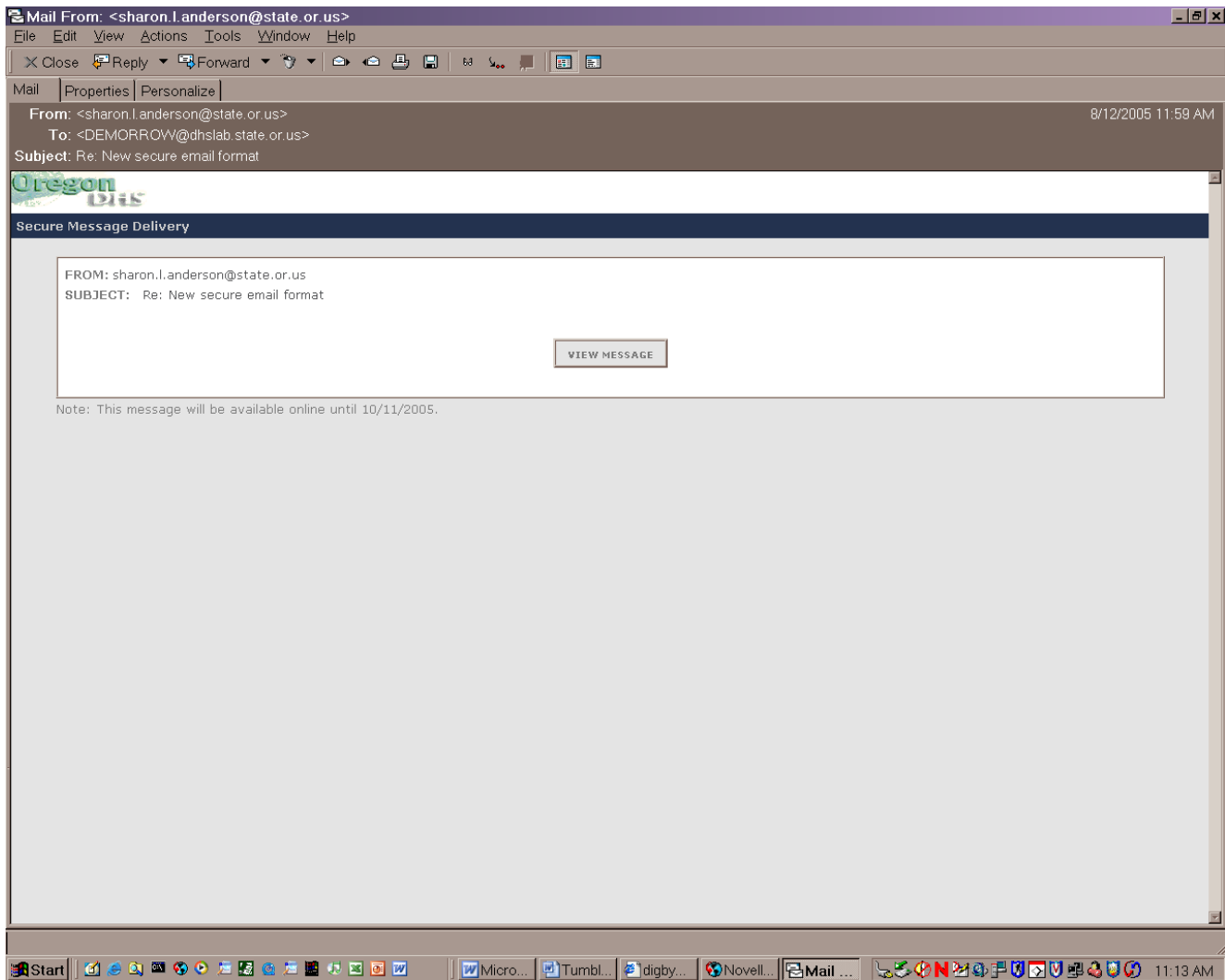
When a message is sent securely, the recipient does not immediately see the original message. Instead, they get an email that tells them they have been sent a secure message and they need to click on the hypertext link to view it.



The recipient clicks on the link (highlighted in blue in the above example) and Secure Messenger will establish a secure session (https) where a user can view the actual email.



Note that the user can also reply to the email. This reply is also sent securely. The reply will appear in the GroupWise mail box. The DHS user will get a message stating that they got a secure reply along with a note regarding how long the message will stay on the server.



Clicking on the “View Message” button will display the reply.

**If you have any questions regarding use of secure e-mail system, or encounter any difficulties, contact your help desk at: 503) 945-5623 or email at Servicedesk, DHS**