



Sending Secure Email @ UCSF – It's easy!

Always use the secure e-mail solution when sending confidential information outside of UCSF!

HIPAA regulations stipulate that electronic communications that contain Protected Health Information (PHI) must be transmitted in a manner that protects the confidentiality of patient information. You are responsible for ensuring information (ePHI, EPHI, etc) is handled securely. UCSF Secure Mail system is designed to help.

How to send a Secure Email

1. Enter "ePHI: ", "PHI: " or "Secure: " at the beginning of the Subject field
2. Continue typing your Subject line as you normally do
3. Compose and send the email

What to Expect as a Sender

UCSF Secure mail system sends you an email confirmation that the message was delivered securely. The notification contains the following details: Recipient Addressee(s), Subject line text *without* the keyword trigger word (ePHI, PHI, or Secure), Attachments (if any), Date and time sent

When the recipient retrieves your email from the Secure Mail website

Secure Messenger sends you another email documenting the date and time your recipient retrieved the message and recipient address (s), subject, attachment(s), and date and time sent.

Medical Center, School of Medicine and OAAIS customers can track their secure messages via an account that has been created for them on UCSF Secure Mail.

To access your UCSF Secure Messenger account:

1. Click on the URL contained in the notification: <https://smmcb01.ucsfmedicalcenter.org/messenger>
2. Log in with your Outlook email address and Windows Active Directory password
3. Select 'Sent Items' under MESSAGES to review status of your sent mail

What to Expect as a Recipient

Recipient receives a plain text, UCSF-branded email notification of a secure message has been sent from you. The notification contains your subject line without the trigger keyword (ePHI, PHI, Secure) and a 'VIEW MESSAGE' link. Recipient should click VIEW MESSAGE to log on to the secure mail site.

Important Note: The first time each recipient receives a secure message from you, the recipient is required to register by providing the recipient's first name and last name, Password, Password re-entered, Password hint phrase (to be used if registrant forgets password). Users who have already completed the registration will be required only to enter their password when signing onto UCSF Secure Messenger.

Additional Information

1. Messages sent between UCSF Exchange Customers are already secure and therefore are not processed by the UCSF Secure Messenger service.
2. Recipients' replies to secure messages to a UCSF Exchange account are received decrypted in the sender's Outlook/Exchange mailbox. Replies also are stored securely in the sender's Secure Messenger account mailbox.
3. Deliverable and undeliverable messages are received in the sender's Outlook/Exchange mailbox.
4. UCSF Exchange customers can manage sent emails from their UCSF Secure Messenger mailbox.

To learn more, go to <http://oaais.ucsf.edu/OAAIS/171-DSY.html>