

 **CU Medicine**  
Information Services  
**SAFEmail Instructions**

To protect private, confidential and/or sensitive data (such as patient PHI) sent through email (including attachments to email), encrypt the email message using SAFEmail. Please read the instructions below for more details.

**NOTE:** Email correspondence between affiliates (Children’s Hospital Colorado, CU Medicine, UCHealth, UC Denver, National Jewish and Denver Health/Rocky Mountain Poison and Drug) is already secure so it is not necessary to use encryption. Each entity may have unique encryption activation triggers so please contact your email provider’s Help Desk to learn these differences.

### STEP ONE: SENDING AN ENCRYPTED E-MAIL

Activate the encryption by including “**Encrypt**,” “**Safemail**,” or “**Secure**” in your subject line, or by clicking the “**Low Importance**” button on your Outlook toolbar.

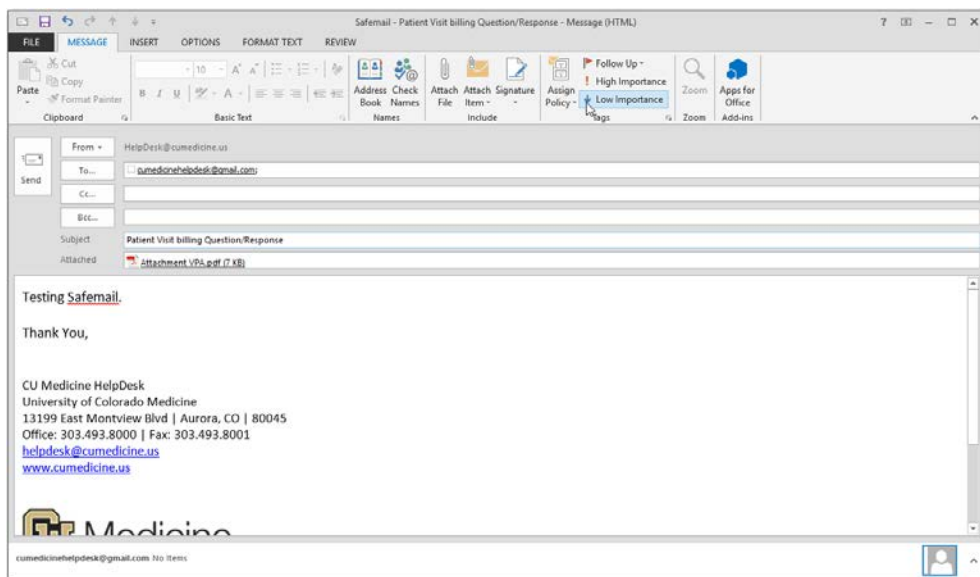
1. Compose a new message, addressing it as usual.
2. Before sending, do one of the following:
  - a. Click on the blue **down arrow icon** to activate the **Low Importance** button. (Note: the encryption process will remove this marking before sending it to the addressee. Any email sent with this button selected will be encrypted.)

Example: see below

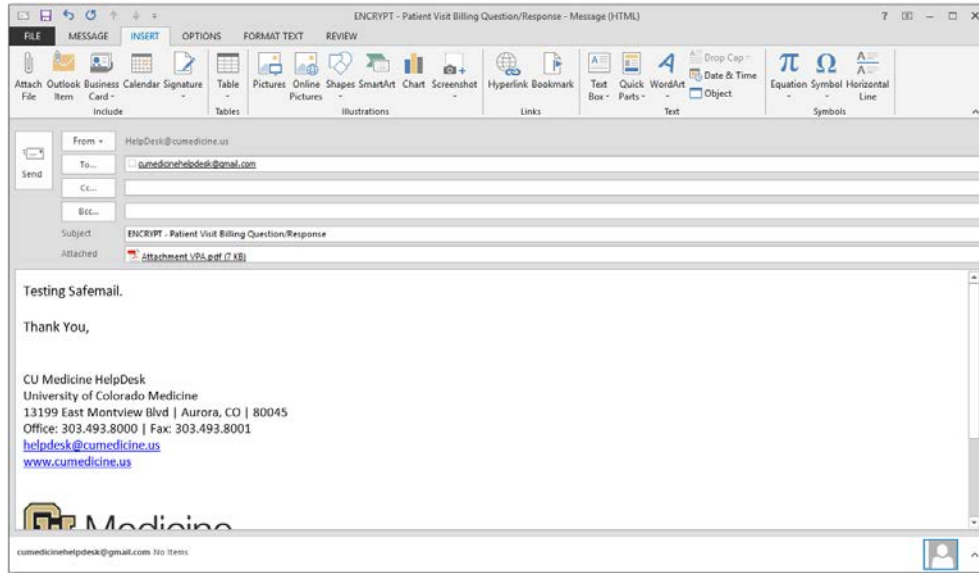
Or

- b. Include either “**Encrypt**,” “**Safemail**,” or “**Secure**” in the subject line.  
Examples: **Subject:** Safemail – Patient Visit Billing Question/Response  
**Subject:** Encrypt - Patient Visit Billing Question/Response

Examples: see further below



# CU Medicine SAFEmail Instructions

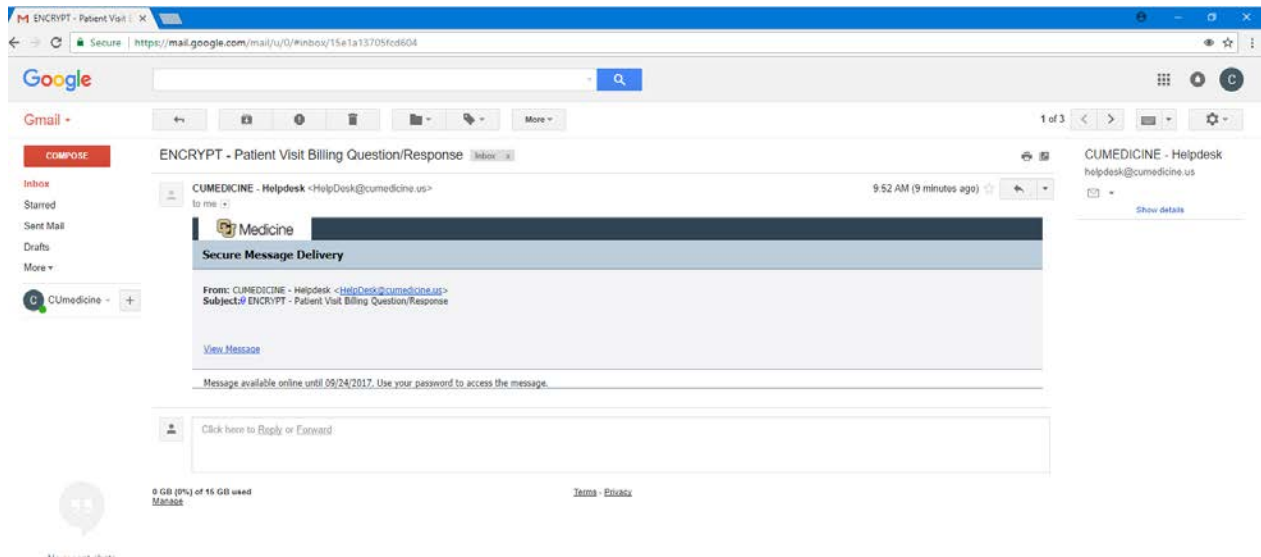


3. Send the e-mail and the recipient will receive a notification on how to access the encrypted email message.

# CU Medicine SAFEmail Instructions

## STEP TWO: RECEIVING ENCRYPTED E-MAIL FOR ALL USERS

1. When the recipient receives the email message from you, they will receive an email directing them to go to the Safemail.CU Medicine.us site to sign up for an account in order to read your encrypted email.
2. An example of the email message is as follows.

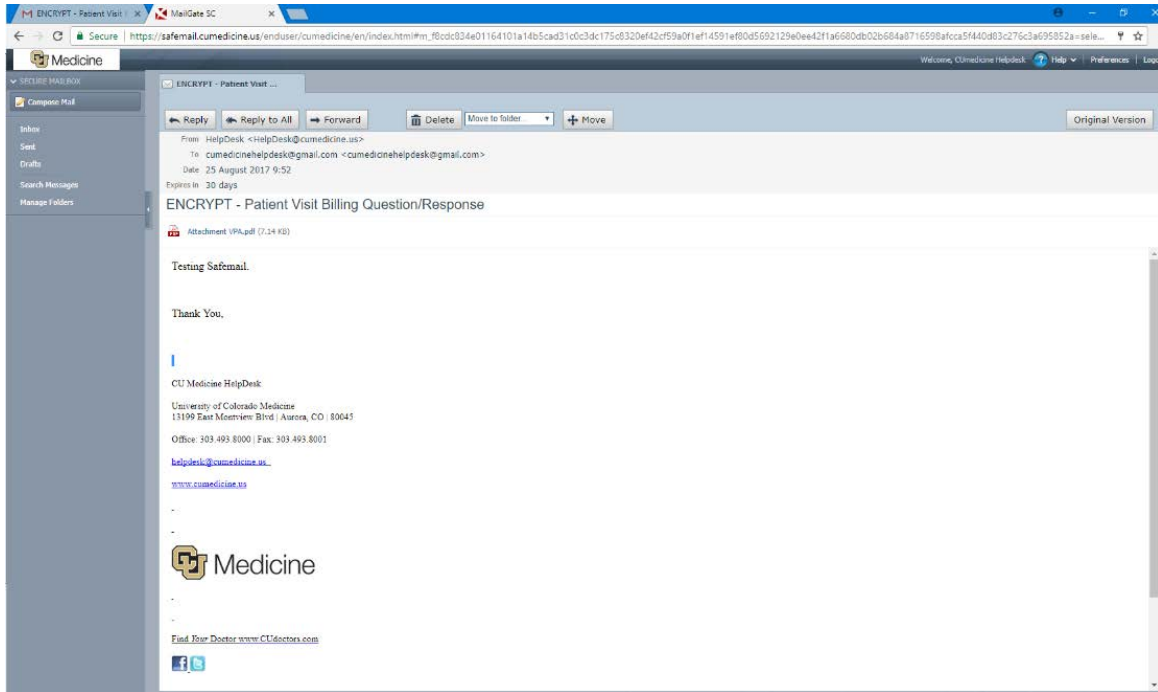


3. When they click the "VIEW MESSAGE" button they will see the following page. This is where a new recipient will set up their account. A password of at least 8 characters, 1 numeric, and 1 alphabetical character is required.

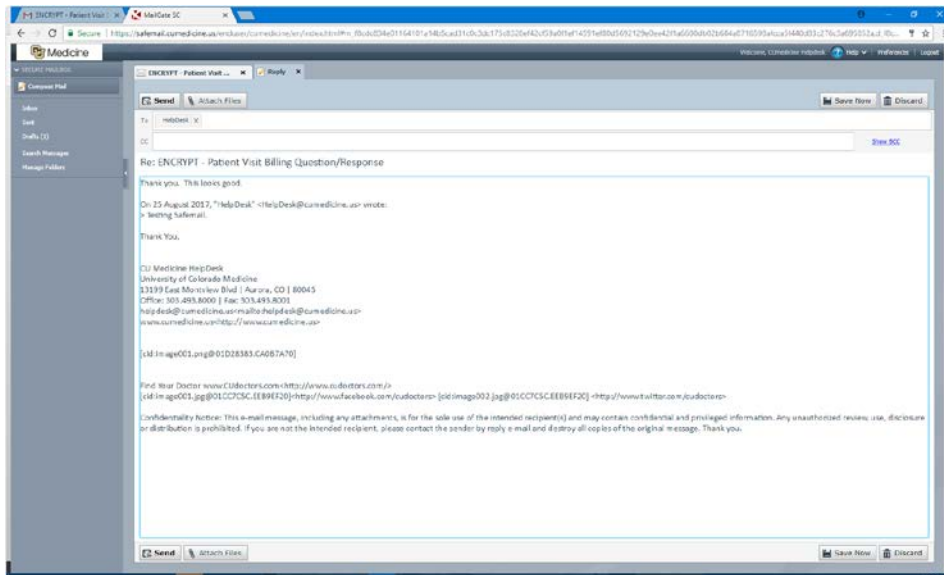
A screenshot of the "User Registration" page on the website safemail.cumedicine.us. The page has a header with the "CU Medicine" logo. Below the header, there is a form with the following fields: "First Name:", "Last Name:", "Email Address:" (with the value "cumedicinehelpdesk@gmail.com"), "Enter Password:", "Confirm Password:", and "Password Hint Phrase:". There are red asterisks next to the "Enter Password:" and "Confirm Password:" fields. A "Save" button is located at the bottom left of the form.

# CU Medicine SAFEmail Instructions

Example of the encrypted email:

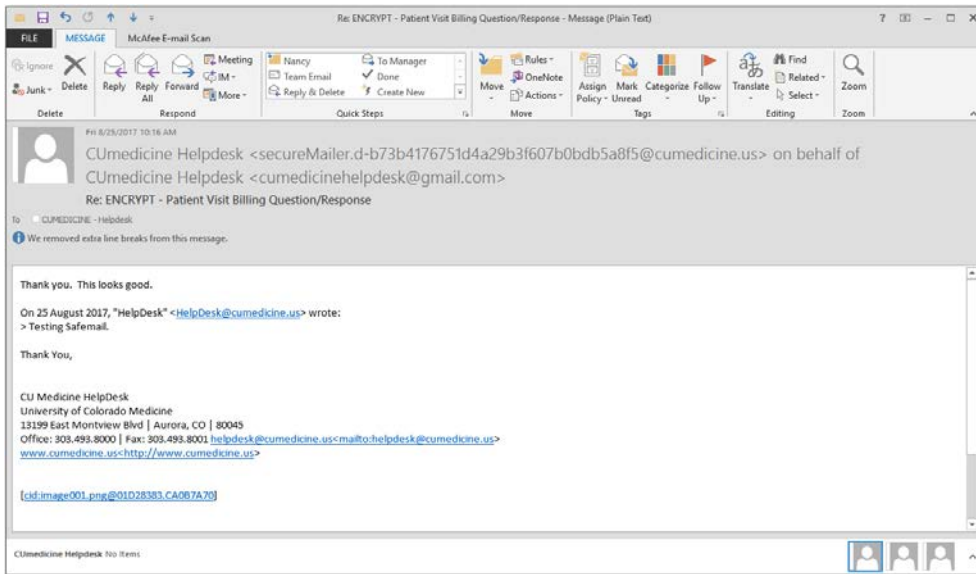


4. When they reply to your email, they will do so on the Safemail.cumedicine.us site and the reply will come back to you in your normal CU Medicine email account (Outlook).



# CU Medicine SAFEmail Instructions

Example of Reply in Outlook:



**REMINDER:** Email correspondence between the affiliates is already secure, so it is not necessary to encrypt email to them (Children’s Hospital Colorado, CU Medicine.us, UHealth, UC Denver, National Jewish and Denver Health/Rocky Mountain Poison and Drug). Each entity may have unique encryption activation triggers, so please contact your email provider’s Help Desk to learn these differences.

## CU Medicine SAFEEmail Instructions

In addition to our affiliates, we do have TLS connections setup with some external domains. The list below includes all external domains that we require TLS with. If email is sent to people in these domains, then the email message does not need to be encrypted.

<input type="checkbox"/>	<a href="http://anthem.com">anthem.com</a>
<input type="checkbox"/>	<a href="http://Careallies.com">Careallies.com</a>
<input type="checkbox"/>	<a href="http://Cigna.com">Cigna.com</a>
<input type="checkbox"/>	<a href="http://Cignabehavioral.com">Cignabehavioral.com</a>
<input type="checkbox"/>	<a href="http://Cignabh.com">Cignabh.com</a>
<input type="checkbox"/>	<a href="http://Coloradosimulationcenter.org">Coloradosimulationcenter.org</a>
<input type="checkbox"/>	<a href="http://DrIouryent.com">DrIouryent.com</a>
<input type="checkbox"/>	<a href="http://Evariant.com">Evariant.com</a>
<input type="checkbox"/>	<a href="http://ge.com">ge.com</a>
<input type="checkbox"/>	<a href="http://Kronoscompany.com">Kronoscompany.com</a>
<input type="checkbox"/>	<a href="http://MCC-Care.com">MCC-Care.com</a>
<input type="checkbox"/>	<a href="http://Medcommunity.org">Medcommunity.org</a>
<input type="checkbox"/>	<a href="http://medirevv.com">medirevv.com</a>
<input type="checkbox"/>	<a href="http://Memorialhealthsystem.com">Memorialhealthsystem.com</a>
<input type="checkbox"/>	<a href="http://Memorialhospital.com">Memorialhospital.com</a>
<input type="checkbox"/>	<a href="http://Myuch.onmicrosoft.com">Myuch.onmicrosoft.com</a>
<input type="checkbox"/>	<a href="http://pikespeakcardiology.com">pikespeakcardiology.com</a>
<input type="checkbox"/>	<a href="http://Pvhs.org">Pvhs.org</a>
<input type="checkbox"/>	<a href="http://RegisterForMyEvent.com">RegisterForMyEvent.com</a>
<input type="checkbox"/>	<a href="http://RevenueEnterprises.com">RevenueEnterprises.com</a>
<input type="checkbox"/>	<a href="http://Teldrug.com">Teldrug.com</a>
<input type="checkbox"/>	<a href="http://trivest.com">trivest.com</a>
<input type="checkbox"/>	<a href="http://Uch.edu">Uch.edu</a>
<input type="checkbox"/>	<a href="http://Uchealth.org">Uchealth.org</a>
<input type="checkbox"/>	<a href="http://uhc.com">uhc.com</a>
<input type="checkbox"/>	<a href="http://Unitedmedical.org">Unitedmedical.org</a>
<input type="checkbox"/>	<a href="http://Universityofcoloradohealth.org">Universityofcoloradohealth.org</a>
<input type="checkbox"/>	<a href="http://wellpoint.com">wellpoint.com</a>