



SAFEmail/Tumbleweed Instructions

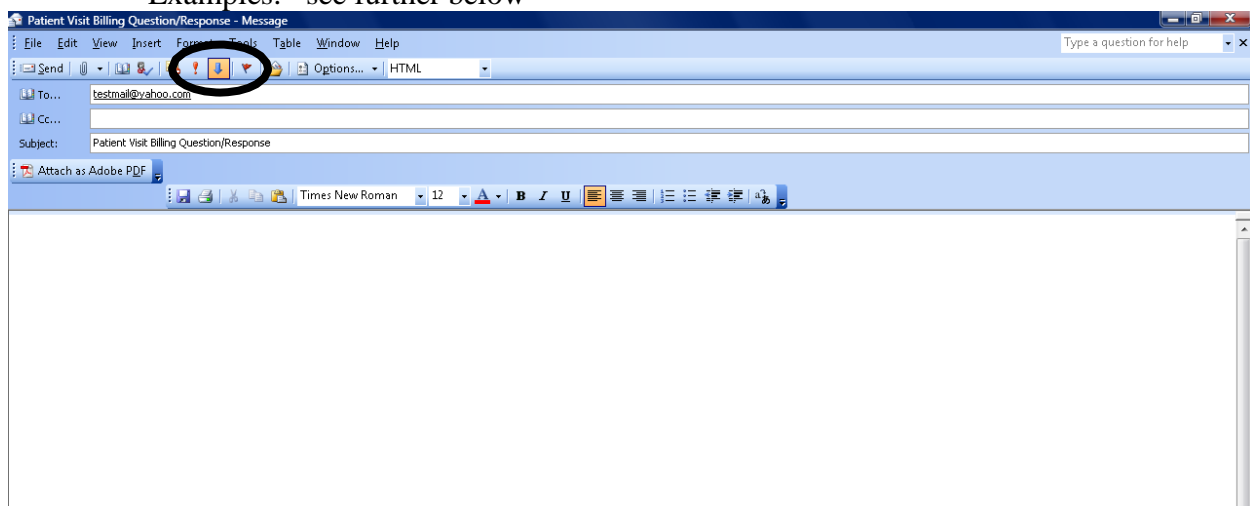
To protect private, confidential and/or sensitive data (such as patient PHI) sent through email (including attachments to email), encrypt the email message using SAFEmail/Tumbleweed. Please read the instructions below for more details.

NOTE: Email correspondence between affiliates (Children’s Hospital Colorado, CU Medicine, UHealth, 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.

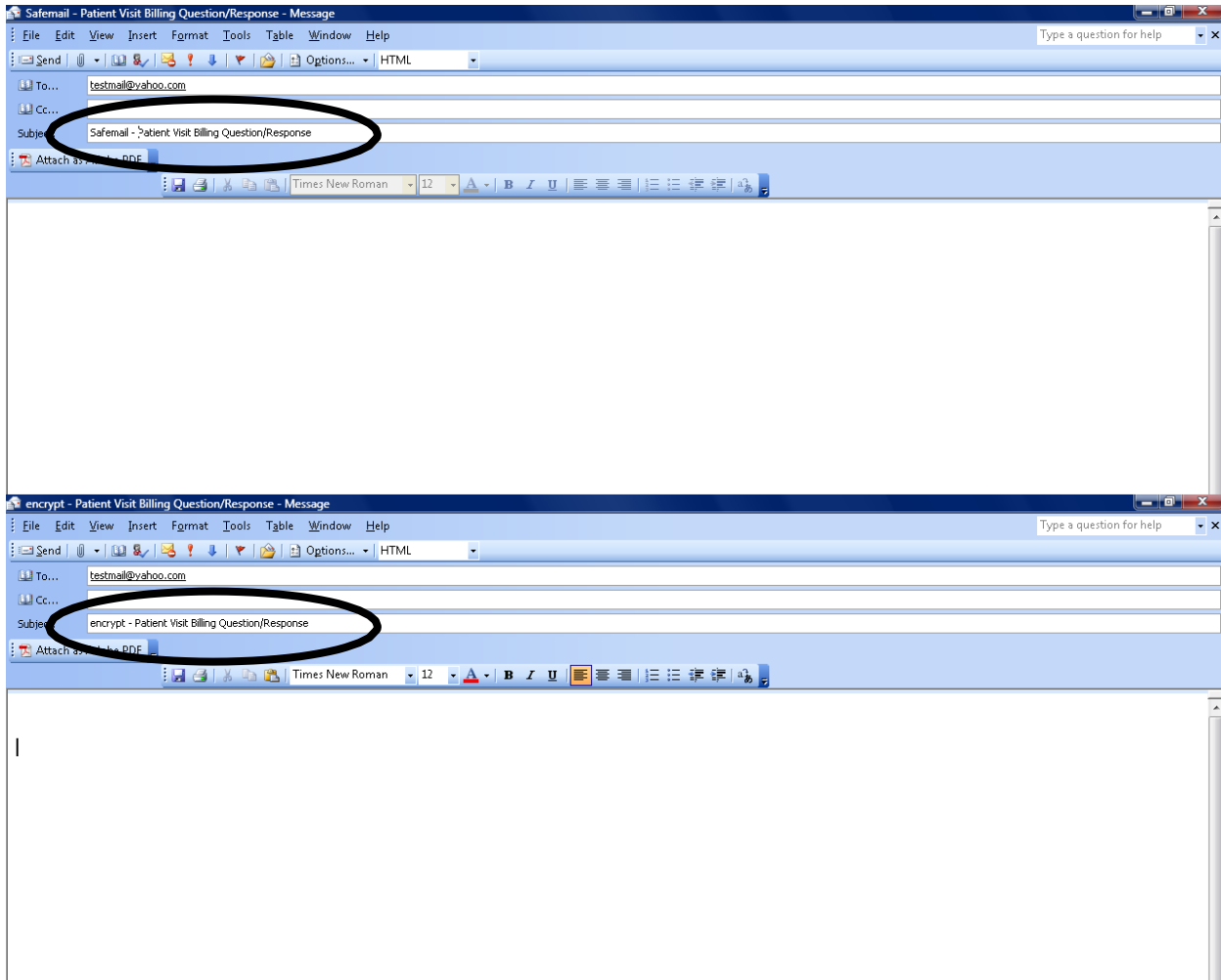
STEP ONE: SENDING AN ENCRYPTED E-MAIL

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



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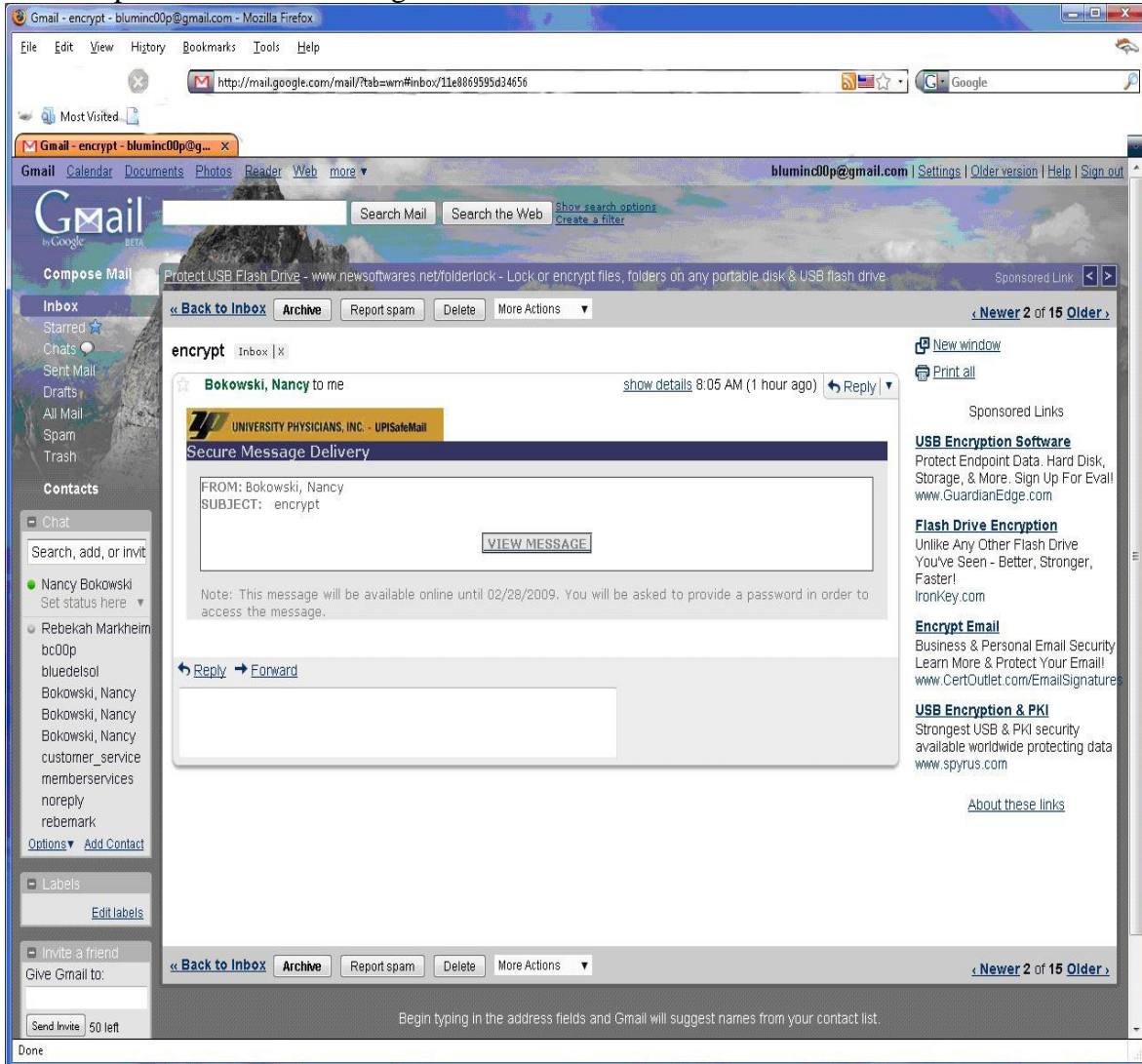


3. Send the e-mail and the recipient will receive a notification on how to access the encrypted email message.

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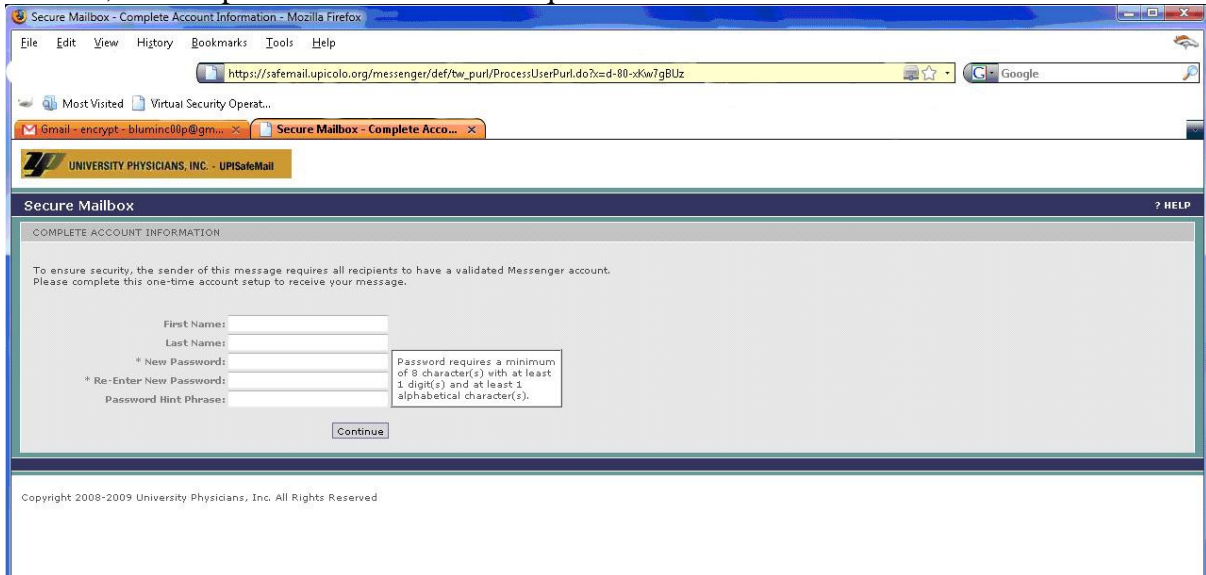
STEP TWO: RECEIVING ENCRYPTED E-MAIL FOR ALL USERS

1. When the recipient receives the email message from you, they will receive an email directing them to go to the Safemail.cumedicine.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.

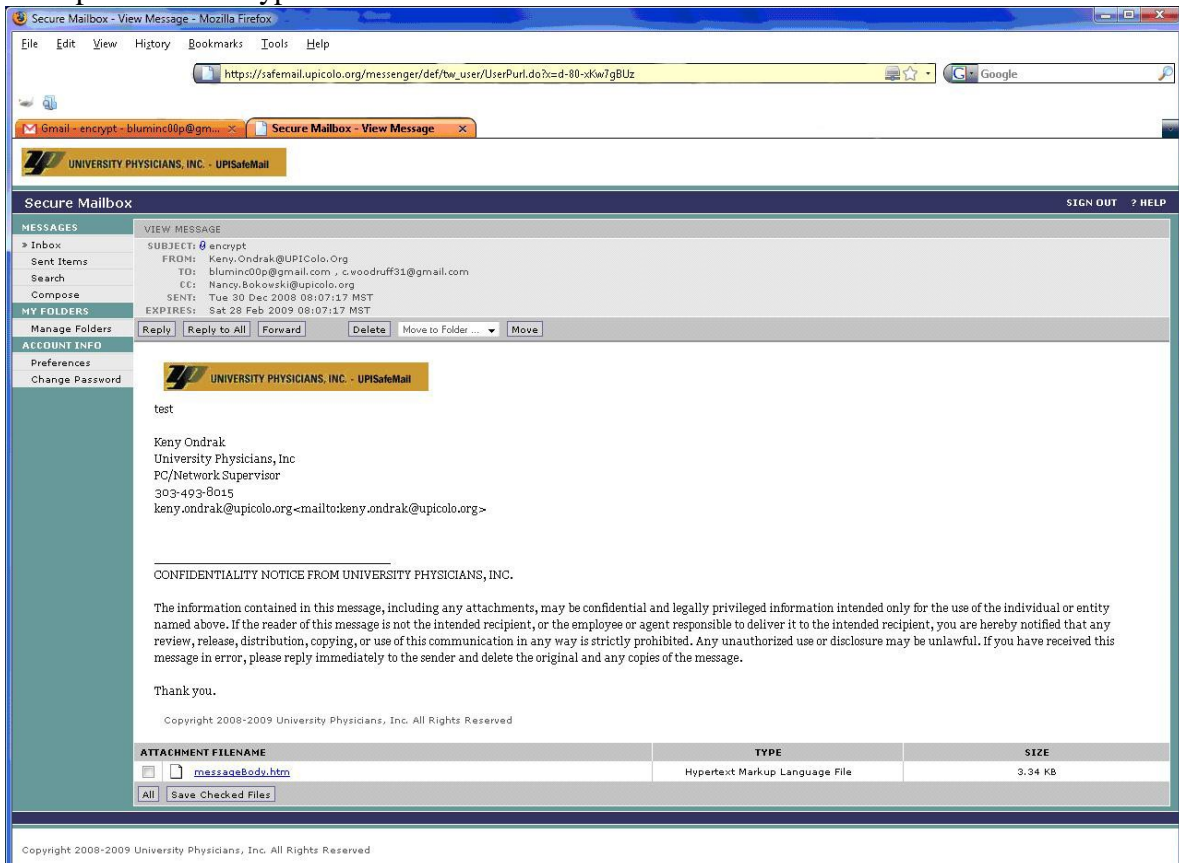


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- When they click the "VIEW MESSAGE" button they will see the following page. This is where a new recipient will set up their account. A password of at least 8 characters, 1 numeral, and 1 alphabetical character is required.

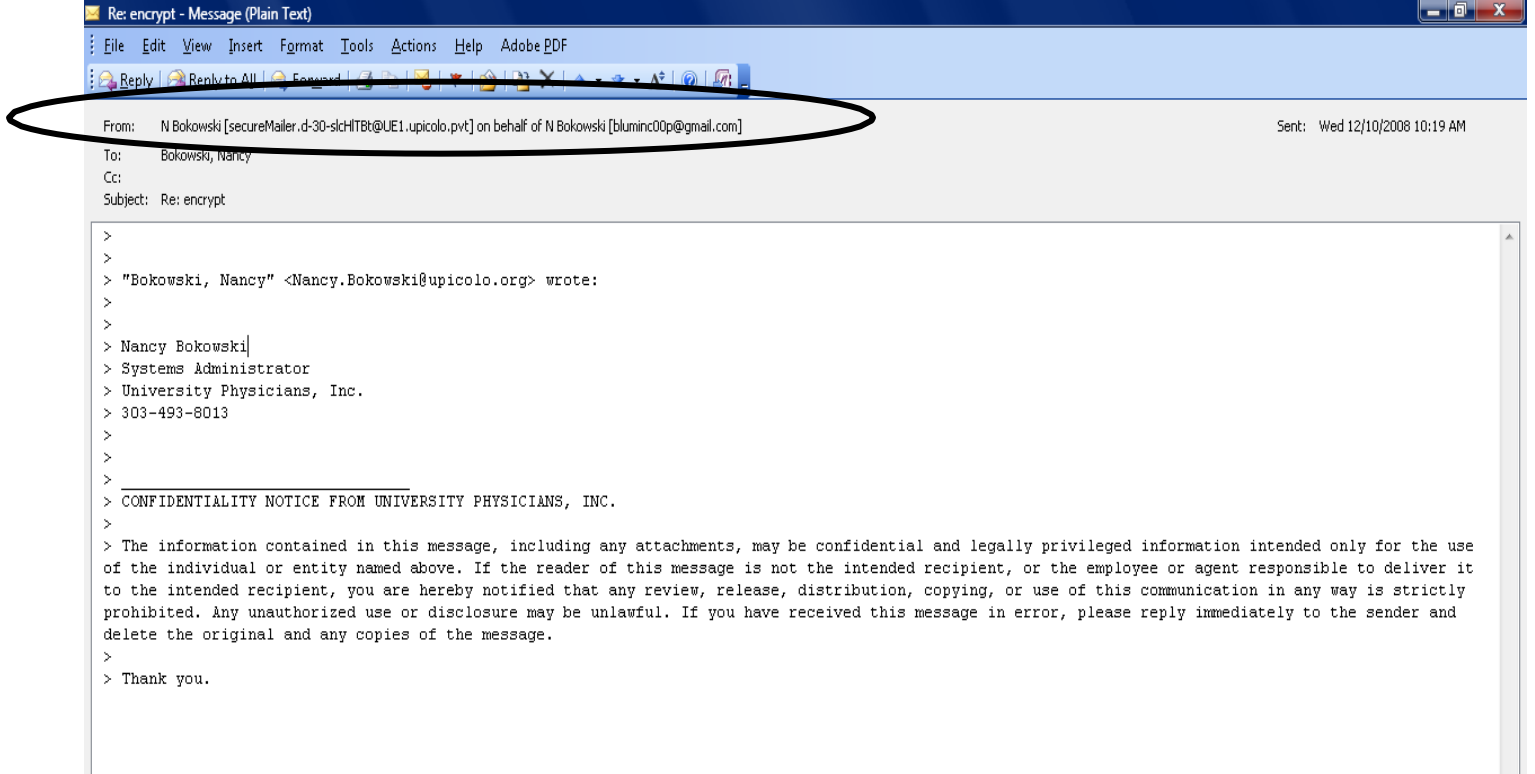


Example of the encrypted email:



CU Medicine SAFEmail Instructions

4. When they reply to your email, they will do so on the Safemail.upicolo.org site and the reply will come back to you in your normal CU MedicineCOLO.ORG email account (Outlook).



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