

## 1 Introduction

The following instructions demonstrate how to send/receive secure email using Willamette Dental's secure email service. It is necessary to utilize secure email when sending/receiving sensitive information such as Personally Identifiable Information (PII)<sup>1</sup> or Protected Health Information (PHI)<sup>2</sup>. Both PII and PHI include information that uniquely identifies an individual. Common examples are as follows:

- First & Last Name
- Date of Birth
- Social Security Number
- Medical Record Number
- Email Addresses
- Account Numbers

NOTE: It's important to remember be cautious when replying to email. Even though you may not be entering PII/PHI into your response, the email thread below your response may contain PII/PHI that someone else sent to you and will be included in your email. So it's important to scan email threads for PII/PHI before replying.

When deciding whether an email needs to be sent securely or not, it's always best to err on the side of caution and send it securely. When in doubt, SECURE IT!

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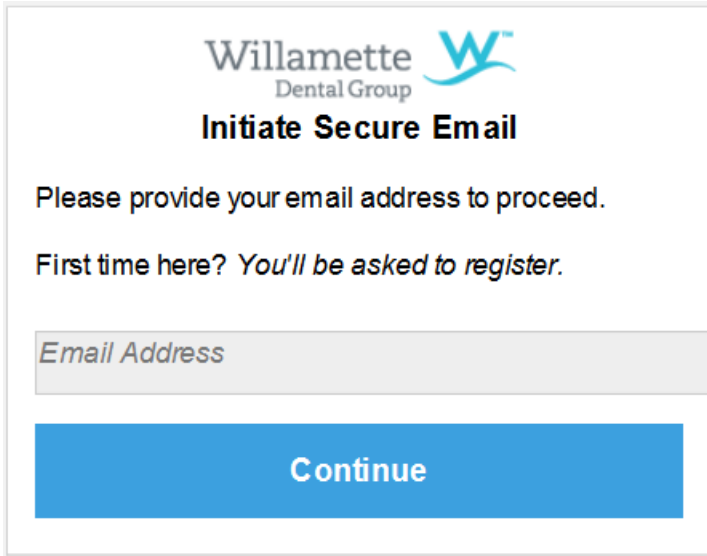
<sup>1</sup> [https://en.wikipedia.org/wiki/Personally\\_identifiable\\_information](https://en.wikipedia.org/wiki/Personally_identifiable_information)

<sup>2</sup> [https://en.wikipedia.org/wiki/Protected\\_health\\_information](https://en.wikipedia.org/wiki/Protected_health_information)

## 2 Composing Secure Emails


To compose a secure email to Willamette Dental, complete the following:

Navigate to the link <https://secureemail.willamettedental.com/encrypt> and enter your email address.



The screenshot shows a web form titled "Initiate Secure Email" from Willamette Dental Group. At the top, the logo features the text "Willamette Dental Group" next to a stylized blue "W" with a wave underneath. Below the logo, the heading "Initiate Secure Email" is displayed in bold. The form contains two lines of instructional text: "Please provide your email address to proceed." and "First time here? *You'll be asked to register.*". A text input field is present with the placeholder text "Email Address". At the bottom of the form is a prominent blue button with the white text "Continue".

Complete registration by entering your first name, last name, password, and security questions to reset their password in case your password is forgotten.

  
**Registration**

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

Question 2:

Answer:

Question 3:

Answer:

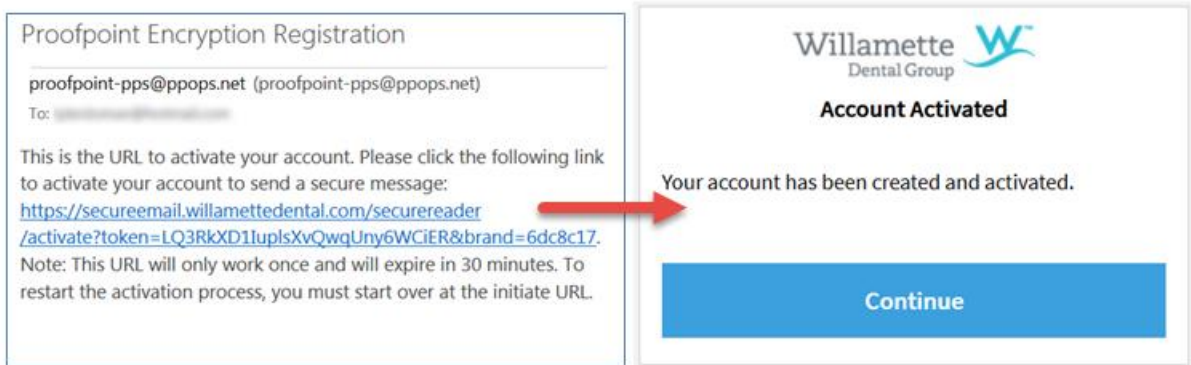
After creating an account, an activation email is then sent to your email to activate your account.

  
**Activation Request Sent**

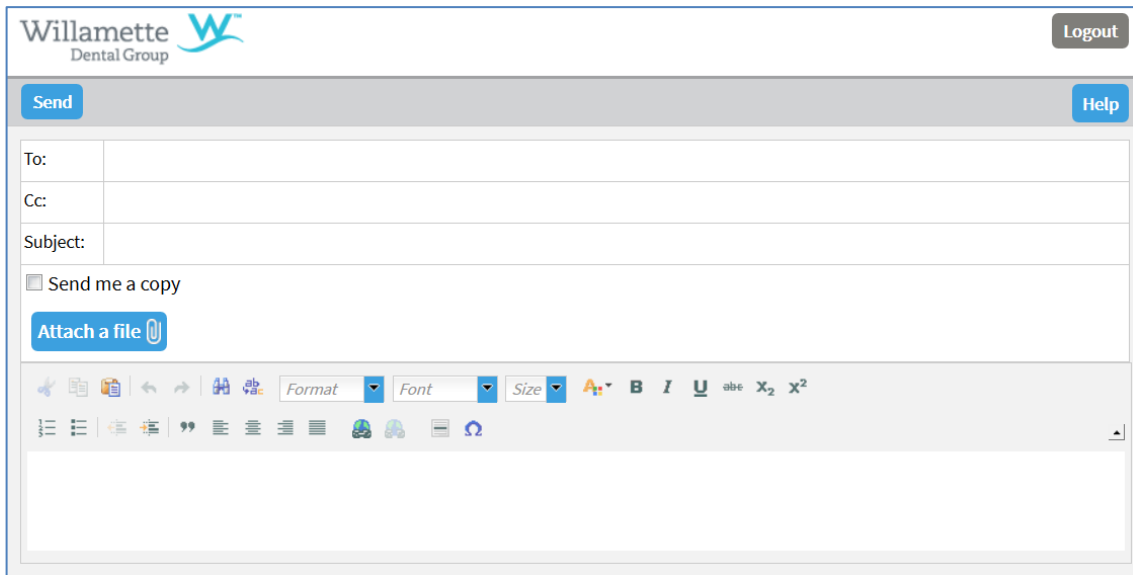
A verification message was sent to your email address which contains a URL you must use to activate your account. Once active, you will be able to send your secure message.

If you do not receive this message within a few moments, please check your spam folder or other filtering tools you may be using as this activation message sometimes gets blocked.

You will receive an email with a link in it that will require you to click on it in order to activate your secure email account.



Once the account is activated, click continue to compose the secure email as shown below.



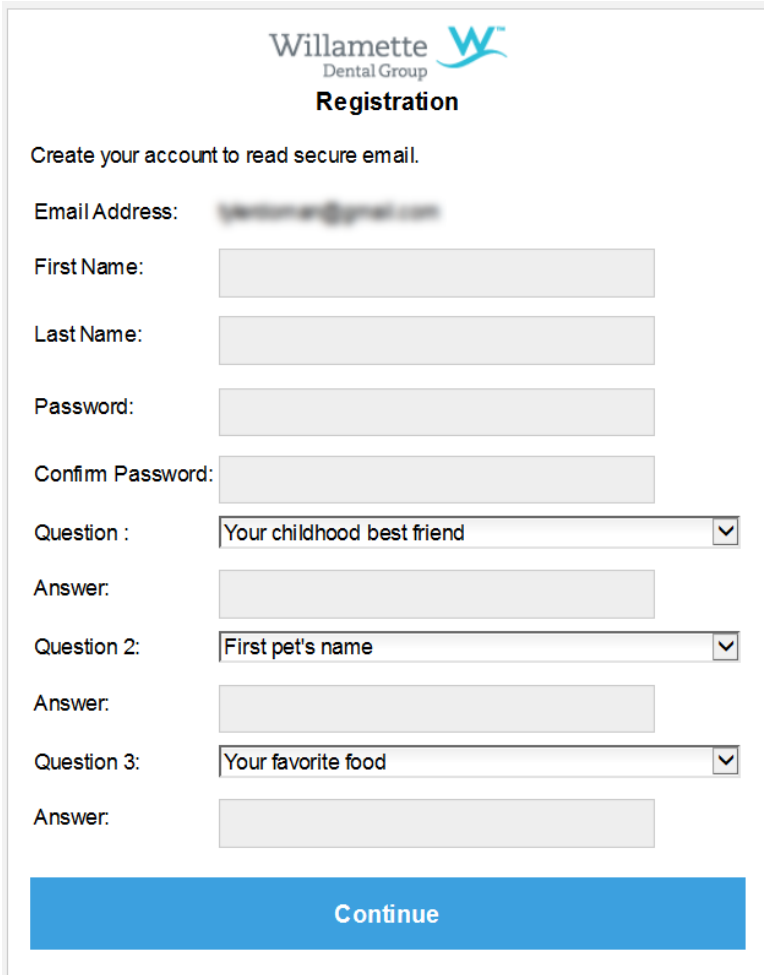
### 3 Reading, Replying, and Forwarding Secure Emails

When you receive a secure email from Willamette Dental, you'll receive an email like the one below. In order to read, reply, or forward the email, you will need to click on the link in the email within two weeks of receiving the secure email.



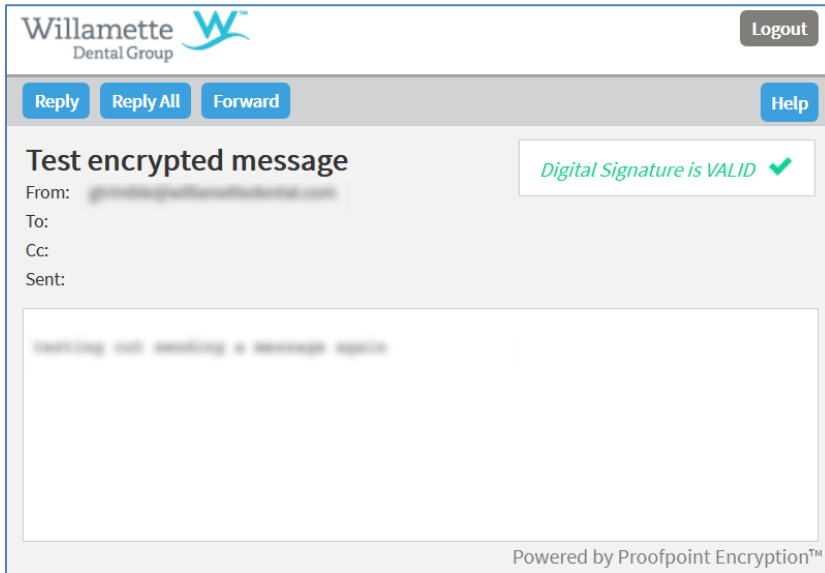
**Disclaimer:** This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

The first time you attempt to view a secure email, you will be directed to a website where you will need to create an account providing the information shown in the screenshot below.



The screenshot shows a registration form for Willamette Dental Group. At the top, the logo and the word "Registration" are displayed. Below the logo, the text "Create your account to read secure email." is shown. The form contains several input fields: "Email Address" (with a blurred example), "First Name", "Last Name", "Password", and "Confirm Password". There are three security questions, each with a dropdown menu and an "Answer" field below it. The questions are: "Question 1: Your childhood best friend", "Question 2: First pet's name", and "Question 3: Your favorite food". At the bottom of the form is a large blue button labeled "Continue".

After creating an account, you will be able to read, reply, or forward the secure email as shown below.



For all subsequent secure emails received from Willamette Dental employees, you will skip the registration process and will be prompted to enter your secure email password before you can view the secure email.

