Job Aid: Sending Secure E-mail Messages in Outlook Web App to an External Recipient

Overview

The purpose of this job aid is to provide instructions for sending Secure e-mails to external e-mail recipients, outside our network. When you send an e-mail outside our network which has any confidential information in it, including Private Health Information (PHI), you must take important precautions to send it in **Secure** status.

Although rare, there are occasions when a CHE Trinity Health colleague may need to send an e-mail message containing confidential information to someone outside our secure network to their personal e-mail client (like Hotmail, Yahoo, and Gmail). The recipient may or may not be a CHE Trinity Health colleague, but their personal e-mail client is not secured on our network.

When sending and receiving secure e-mails to recipients not on our network, there are procedures that both the sender and recipient must follow. For instructions on receiving and opening a Secure e-mail, see the job aid: Receiving Secure E-mail from CHE Trinity Health. If the recipient is a non-colleague, they will not have access to this job aid; you will need to share the steps and instructions with them.

Note: All CHE Trinity Health e-mail messages are now being routed through the Cisco IronPort Email Gateway in place of the Legacy Tumbleweed Appliance, which was previously used at CHE Trinity Health West/Midwest Group.

Sending a Secure E-mail Message

Outlook Web App Inbox

1. Open a new mail message, addressing and composing it as you normally would. Add any necessary attachments.
2. In the **Subject** line, type any one of the following at the beginning or end of the subject:
    (secure) <secure> secure

Note: There must be a space in front of and behind the word secure. For example, the subject should be "Important message <secure>" not "Important message<secure>." Or it could be "Secure Important message" not "SecureImportant message." If you don't add the space, the message will not be sent through the secure server.

3. Click **Send**. The message will be sent to the Cisco IronPort Email Gateway to be processed and sent to the recipient's external e-mail account.

Note: The recipient will receive an e-mail notice that they have received a Secure message. For instructions to open it, see the job aid: Receiving Secure E-mail from CHE Trinity Health.