



## Overview

The purpose of this job aid is to provide instructions for sending Secure e-mails to external email 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.

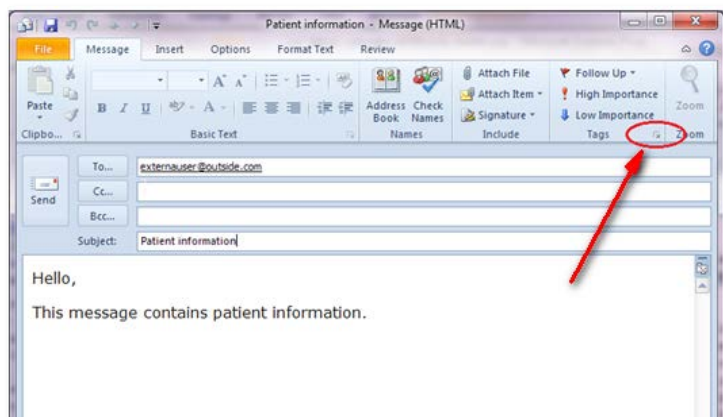
When sending and receiving secure e-mails to recipients not on our network, there are procedures that both the sender and recipient must follow. For instructions on receiving and opening a Secure e-mail, see the job aid: [Receiving Secure E-mail from CHE Trinity Health](#). If the recipient is a non-colleague, 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 Desktop Inbox

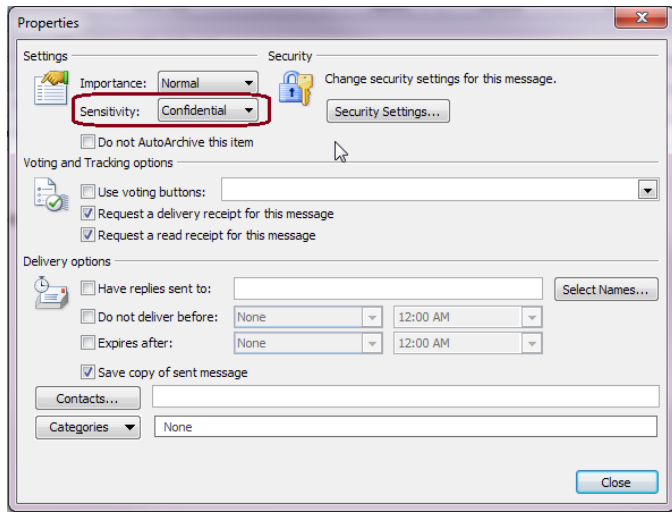
1. Open a mail message and address and compose it as you normally would, including any necessary attachments.
2. Before sending the message, click the **Message** tab.
3. In the **Tags** group, click the **Options Dialog Box Launcher**. The **Properties** dialog box will display.



## Sending a Secure E-mail Message (continued)

### Properties Dialog Box

- In the **Settings** section, from the **Sensitivity** drop-down list, select **Confidential**.



- Click **Close**. The message window will display.

### Message Window

- In the e-mail **Subject** line, type any 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.

- Click **Send**. The message will be sent to the Internet e-mail gateway to be processed.

**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](#).

## Scanning to External Recipients

When you are scanning personal health information (PHI) or other sensitive information to external e-mail addresses via multi-function machines, add one of the following to the subject line: [secure], securecan, or scansecure.