



hDirect Mail Quick Start User Guide



Quick start instructions for your Direct Secure Messaging service.


This guide references the following standard and exclusive features of hDirect Mail.

- Standard Direct secure Messaging Functions
- Customizable Settings
- Address Book

User Login Credentials

Your Administrator has created and activated your Direct address. Once activated, your hDirect Mail login username and temporary password will be emailed securely to your regular email address

Note: Username is your full Direct address.



hDirectmail

Welcome to hDirectMail v2.0

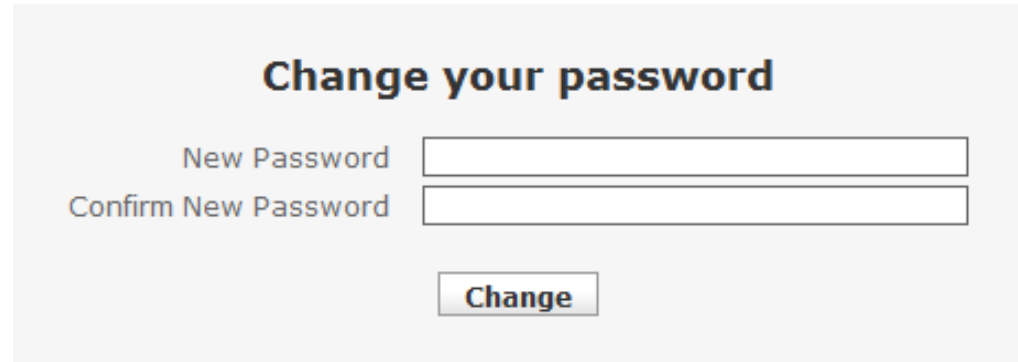
Username

Password

Login

Changing Your Temporary Password

Upon initial login, you will be prompted to change your temporary password. This is only displayed on your first entry to the site. Your new password must include at least 8 letters/numbers and one punctuation character. Enter your new password, confirm the new password, and click on 'Change.'



The form is titled "Change your password" in bold black text. It contains two input fields: "New Password" and "Confirm New Password", both with light gray borders. Below the input fields is a "Change" button with a light gray background and a thin black border.

Change your password

New Password

Confirm New Password

Change

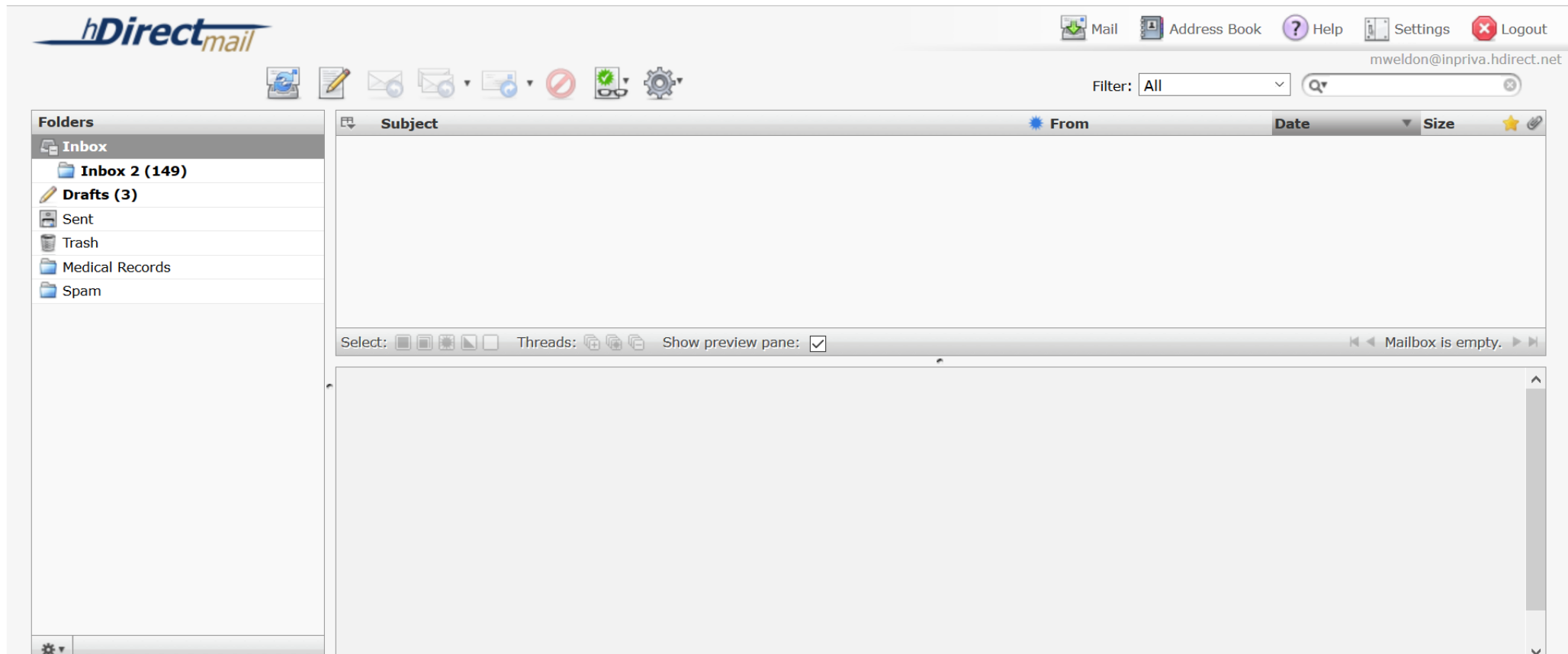
Updating Contact Information

After changing your temporary password, you will be prompted to update your contact information. This information will be used to populate the Direct directory.

The First name, Last name, and HID fields are automatically populated for you. Please add your Healthcare Role, Personal Email, and select "Save."

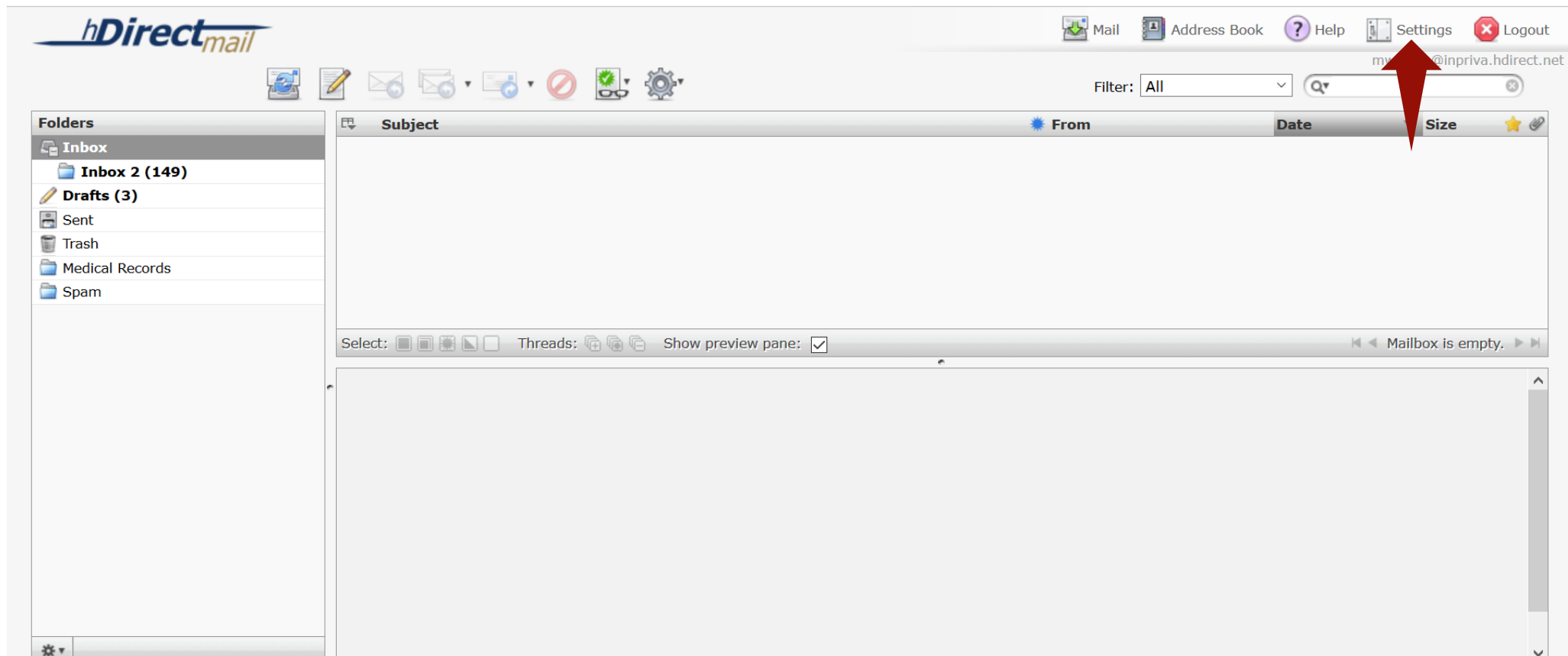
hDirect Mail Dashboard

The dashboard below has standard tools and functions that are familiar to most users.



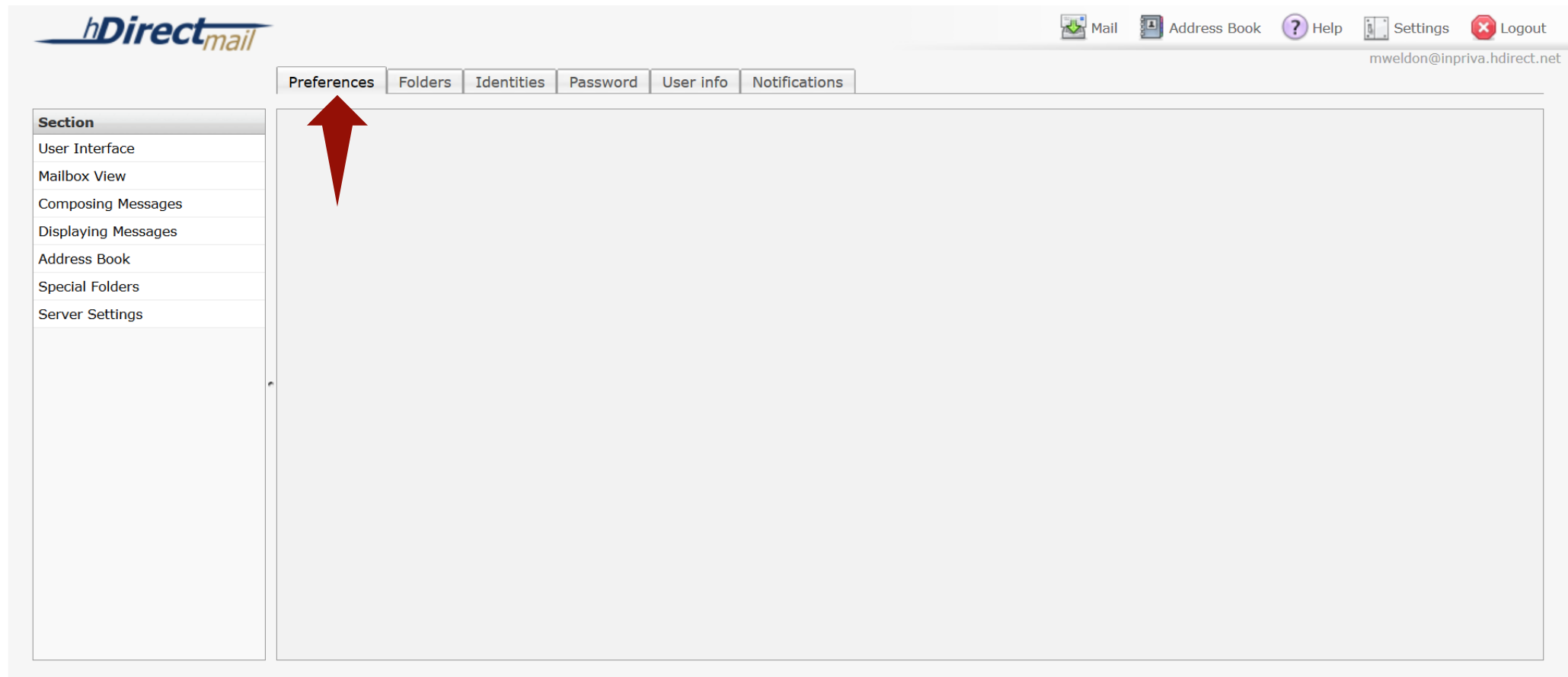
Settings

By clicking on the “Settings” icon located in the upper, right corner, you will be directed to the various settings that can be adjusted or edited.



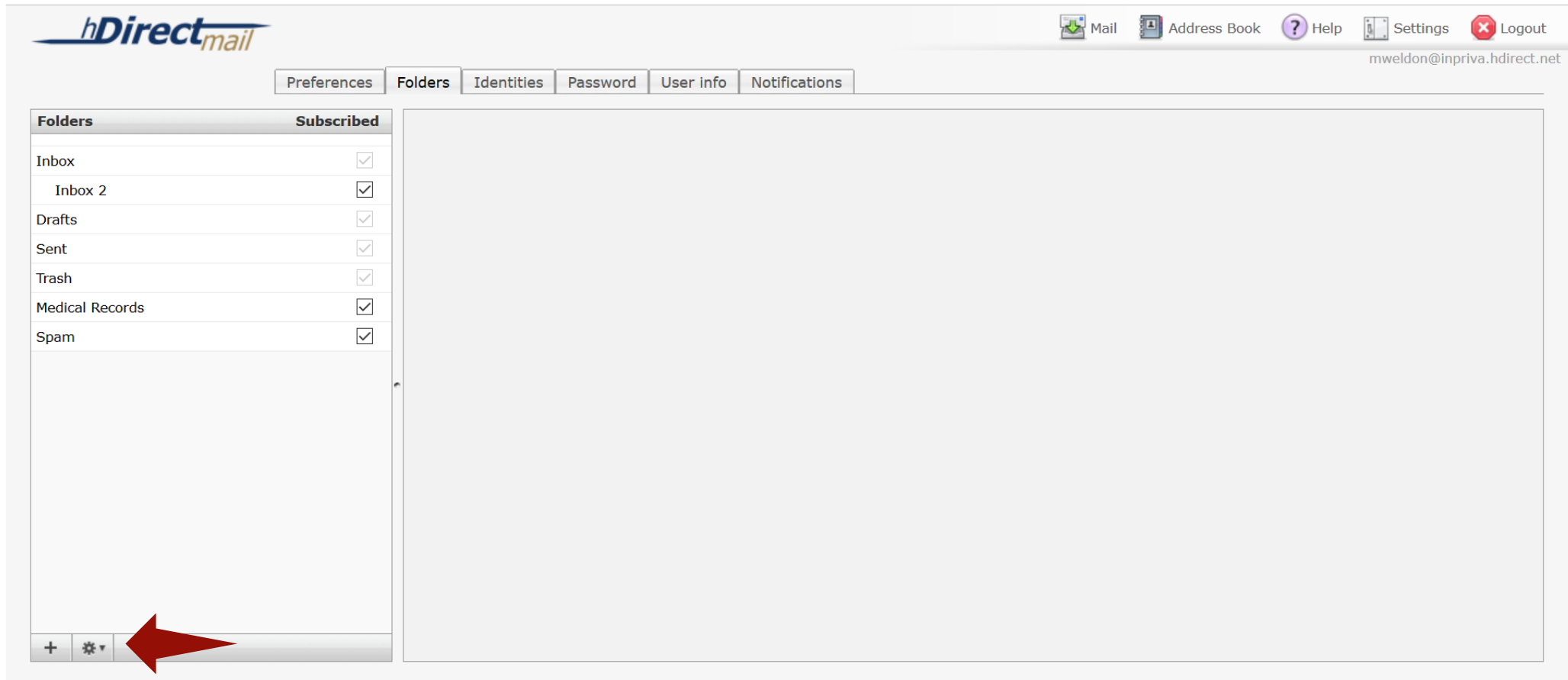
Preferences

The user may edit/customize their mailbox views by choosing desired section such as Mailbox views, Displaying Messages, Composing Messages and Address Book.



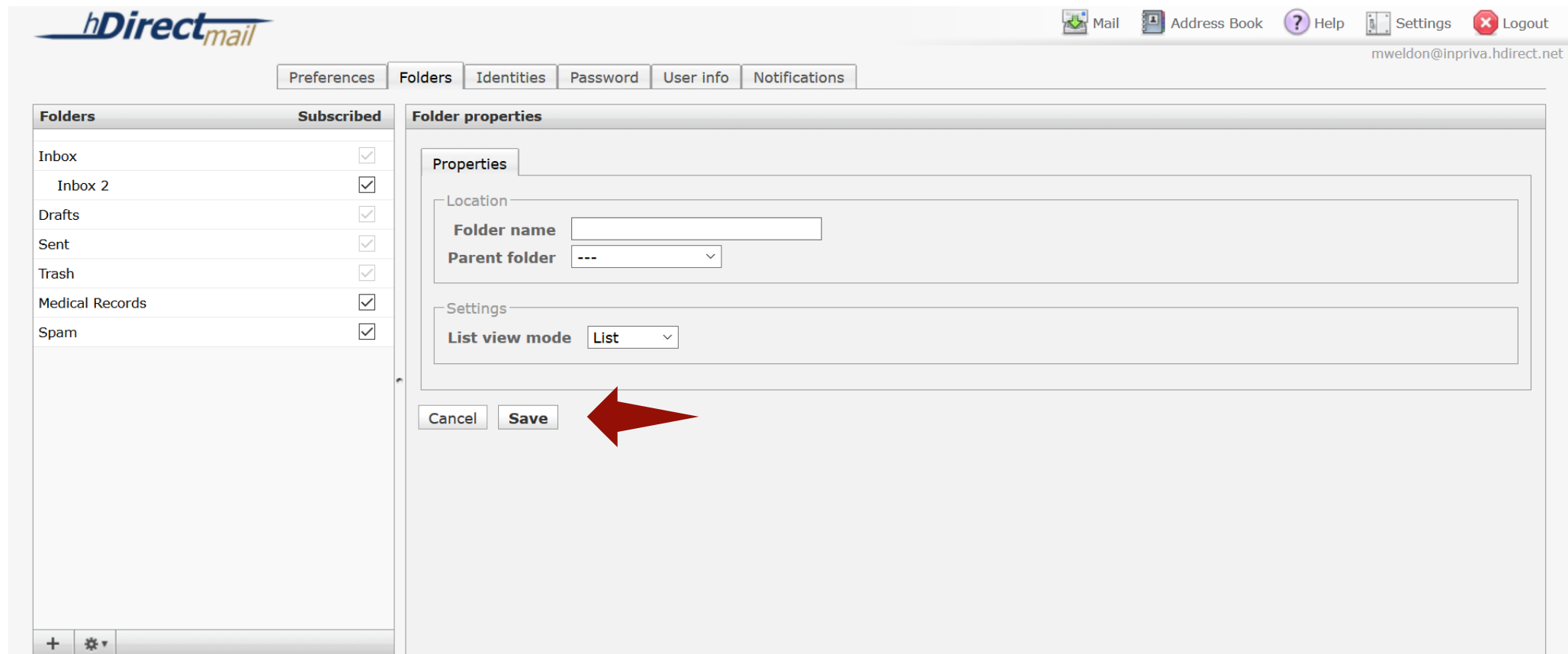
Folders

The user may create/delete folders within their mailbox by clicking on the “+” located in the bottom left corner of the Folders pane.



Folders

Enter the new folder name and if the new folder should belong to a parent folder. Click save after creating the folder.



The screenshot shows the hDirectmail web interface. At the top, there is a navigation bar with the hDirectmail logo and links for Mail, Address Book, Help, Settings, and Logout. Below this is a user profile bar showing the email address mweldon@inpriva.hdirect.net. The main interface has a sidebar on the left with a 'Folders' tab selected. The 'Folders' list shows several folders: Inbox, Inbox 2, Drafts, Sent, Trash, Medical Records, and Spam, each with a 'Subscribed' checkbox. The main content area is titled 'Folder properties' and contains a 'Properties' section with a 'Location' subsection. This subsection has a 'Folder name' text input field and a 'Parent folder' dropdown menu. Below this is a 'Settings' subsection with a 'List view mode' dropdown menu set to 'List'. At the bottom of the 'Folder properties' panel are 'Cancel' and 'Save' buttons. A large red arrow points to the 'Save' button.

Folders	Subscribed
Inbox	<input checked="" type="checkbox"/>
Inbox 2	<input checked="" type="checkbox"/>
Drafts	<input checked="" type="checkbox"/>
Sent	<input checked="" type="checkbox"/>
Trash	<input checked="" type="checkbox"/>
Medical Records	<input checked="" type="checkbox"/>
Spam	<input checked="" type="checkbox"/>

Folder properties

Properties

Location

Folder name

Parent folder

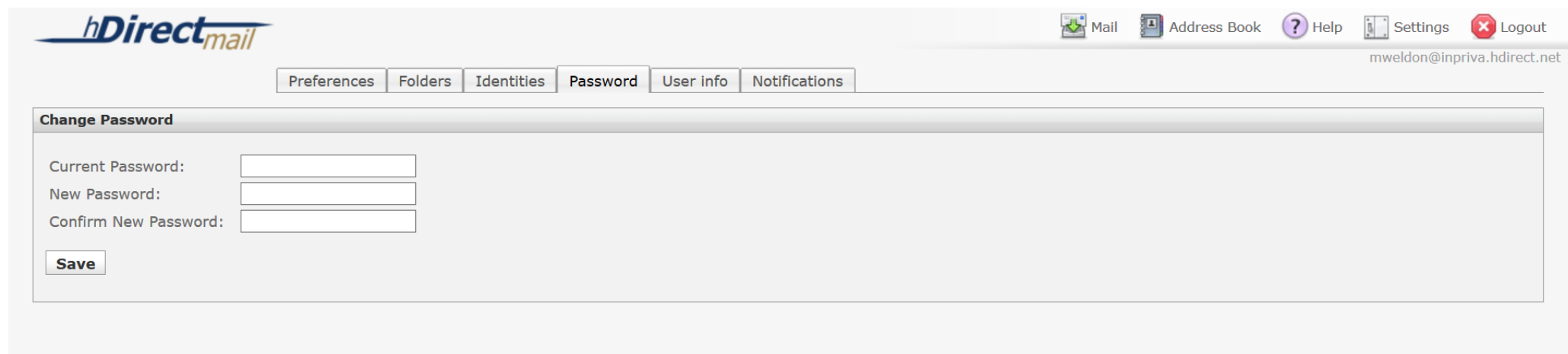
Settings

List view mode

Password

The webmail password may be changed by the user by clicking on the Password tab. Changing the webmail password will not affect the Admin Portal password. You may reset your Webmail password by clicking on the Password tab.

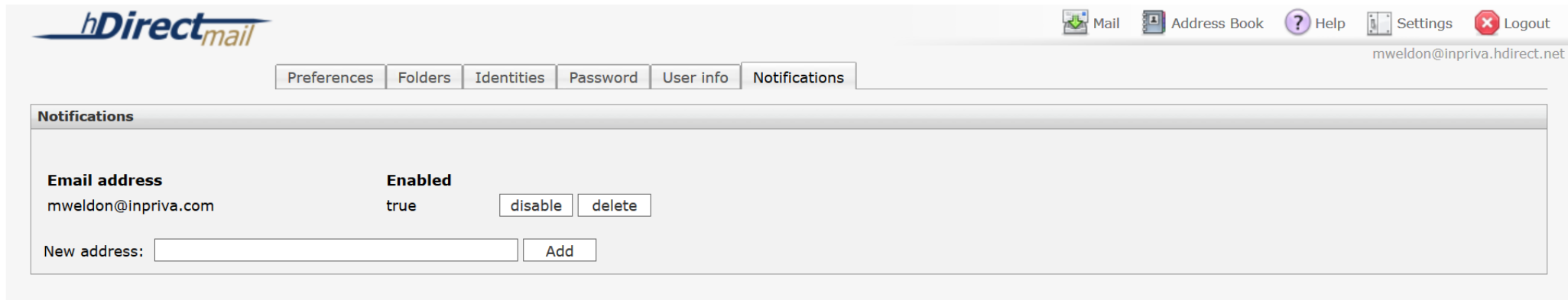
- Enter your current password
- Enter the new password (must contain at least one number, one special punctuation character and be at least 8 characters.)
- Confirm the new password.
- Select “Save” to capture the change.



The screenshot displays the hDirectmail webmail interface. At the top left is the hDirectmail logo. On the top right, there are links for Mail, Address Book, Help, Settings, and Logout, along with the email address mweldon@inpriva.hdirect.net. Below the top navigation bar is a secondary tab bar with options: Preferences, Folders, Identities, Password (which is selected), User info, and Notifications. The main content area is titled "Change Password" and contains three input fields: "Current Password:", "New Password:", and "Confirm New Password:". A "Save" button is located at the bottom left of the form area.

Notifications

Click the Notifications tab and then enter a standard email address to be alerted of a Direct message. Click “Add.”



The screenshot shows the hDirectmail web interface. At the top, there is a navigation bar with the hDirectmail logo on the left and icons for Mail, Address Book, Help, Settings, and Logout on the right. Below the navigation bar is a tabbed interface with tabs for Preferences, Folders, Identities, Password, User info, and Notifications. The Notifications tab is currently selected. The main content area of the Notifications tab is titled "Notifications" and contains a table with two columns: "Email address" and "Enabled". The table has one row with the email address "mweldon@inpriva.com" and the status "true". To the right of the "Enabled" column are two buttons: "disable" and "delete". Below the table is a form labeled "New address:" with a text input field and an "Add" button.

Email address	Enabled	
mweldon@inpriva.com	true	<button>disable</button> <button>delete</button>

New address: Add

- **Email address** – the email addresses that will be sent alert notifications when a Direct message arrives
- **Enabled**– indicates whether an email address is currently set to receive an alert notification
- **Disable button** – disables that email address so it does not receive alert notifications.
- **Enable button** – enables that email address so it does receives alert notifications.
- **New address** – enter each email address that you want to receive an alert notification when a new message arrives
- **Delete** – delete any email address that should not receive notifications.
- **Add button** – after entering a new address, press this to add the address to the Enable list

Address Book

The Address Book setting allows the users to create groups, add contacts and collect frequently used addresses.

The screenshot displays the hDirectmail web interface for managing an address book. The top navigation bar includes links for Mail, Address Book, Help, Settings, and Logout, along with the user email mweldon@inpriva.hdirect.ne. The left sidebar shows a 'Groups' list with 'Personal Addresses', 'hDirectMail Addresses', and 'Automatically Collected'. The main area is divided into a 'Contacts' list on the left (showing 'Cory Verblen') and a 'Add new contact' form on the right. The form includes fields for First Name, Last Name, and an 'Add field...' dropdown. Below these are tabs for 'Properties', 'Personal information', and 'Notes'. The 'Personal information' tab is active, showing fields for Email, Phone, and Address (Street, City, ZIP Code, Country, State/Province), each with a dropdown menu and a red prohibition icon. A profile picture placeholder with 'Add' and 'Delete' buttons is also present. The bottom status bar indicates 'Contacts 1 to 1 of 1'.

hDirectmail

Mail Address Book Help Settings Logout

mweldon@inpriva.hdirect.ne

Groups

- Personal Addresses
- hDirectMail Addresses
- Automatically Collected

Contacts

Cory Verblen

Add new contact

Address Book: Personal Addresses

First Name Last Name

Add field...

Properties Personal information Notes

Email

Home Email

Phone

Home Phone

Address

Home Street City ZIP Code Country State/Province

Add field...

Contacts 1 to 1 of 1

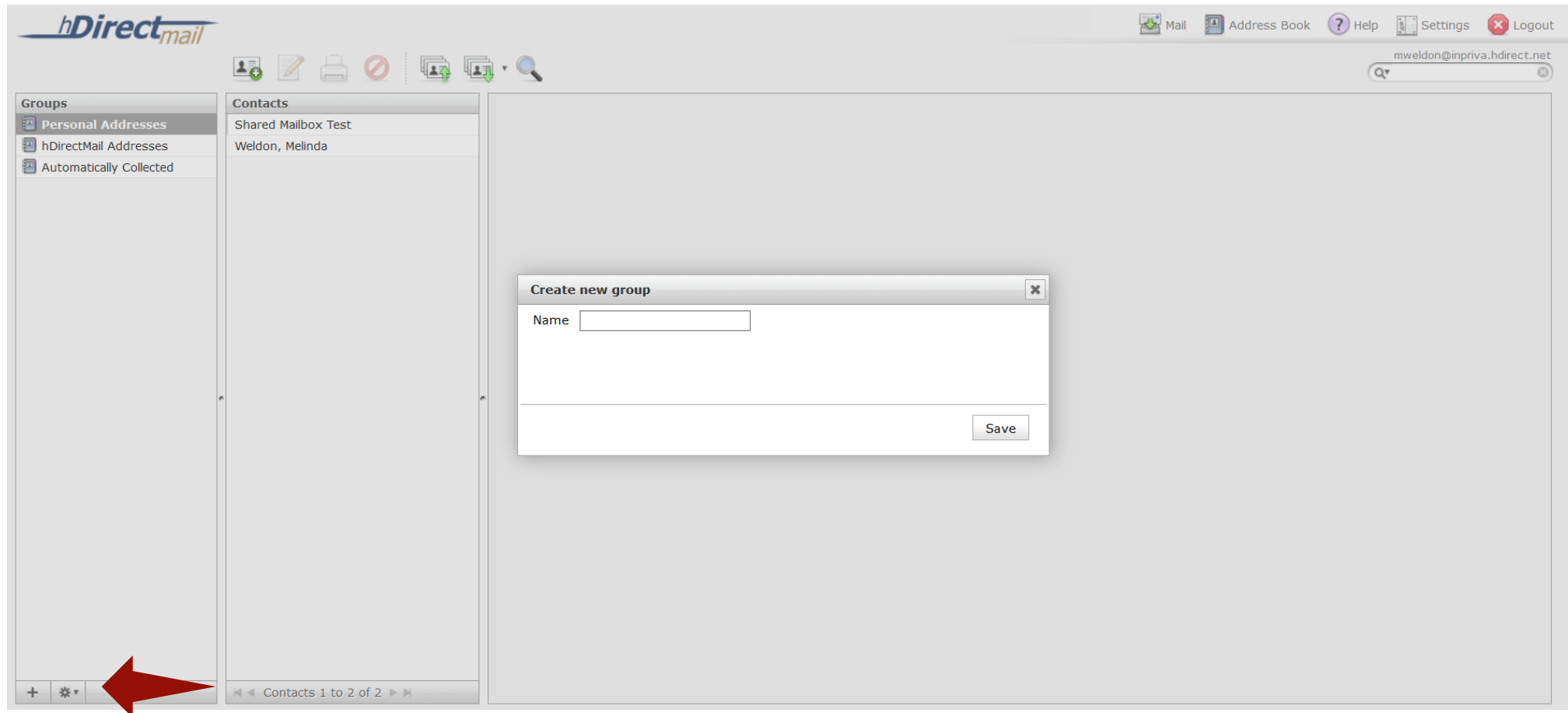
Address Book

A contact may be added by selecting the “Create New Contact Card” icon and entering the information requested.

The screenshot displays a web-based Address Book application. On the left, a sidebar titled "Contacts" lists a single contact, "Cory Verblen", which is highlighted by a red arrow. The main area is titled "Add new contact" and contains a form for creating a new contact. The form includes a dropdown for "Address Book" set to "Personal Addresses", and input fields for "First Name" and "Last Name". Below these is an "Add field..." dropdown. To the right of the name fields is a placeholder for a profile picture with "Add" and "Delete" options. The form has tabs for "Properties", "Personal information", and "Notes". Under "Personal information", there are sections for "Email", "Phone", and "Address". Each section has a "Home" dropdown and a corresponding input field. The "Email" field has a red prohibition icon. The "Phone" field also has a red prohibition icon. The "Address" section includes fields for "Street", "City", "ZIP Code", "Country", and "State/Province", with a red prohibition icon next to the "State/Province" field. At the bottom of the form is another "Add field..." dropdown. The top of the application shows a navigation bar with icons for Mail, Address Book, Help, Settings, and Logout, along with a user email address "mweldon@inpriva.hdirect.net".

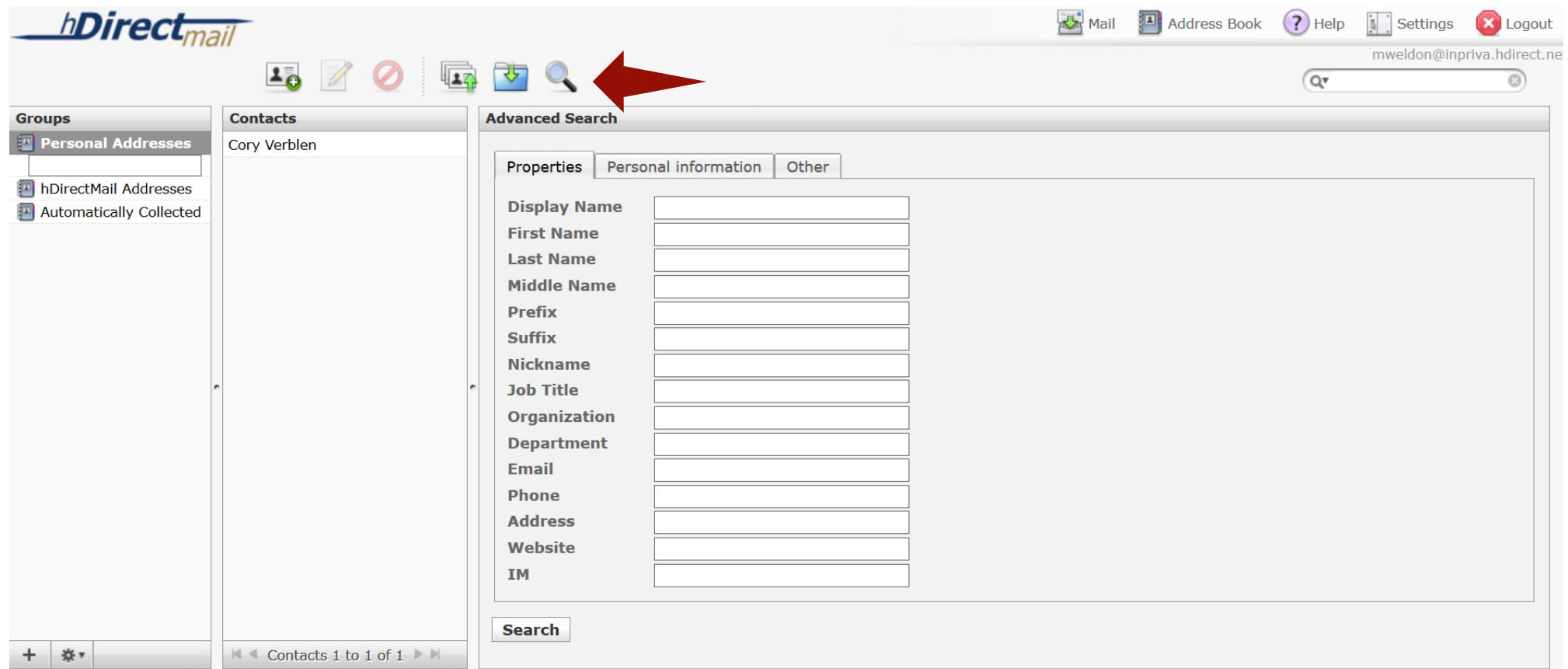
Address Book

A new Group may be created by selecting the “+” and entering the name of the Group to be created.



Address Book

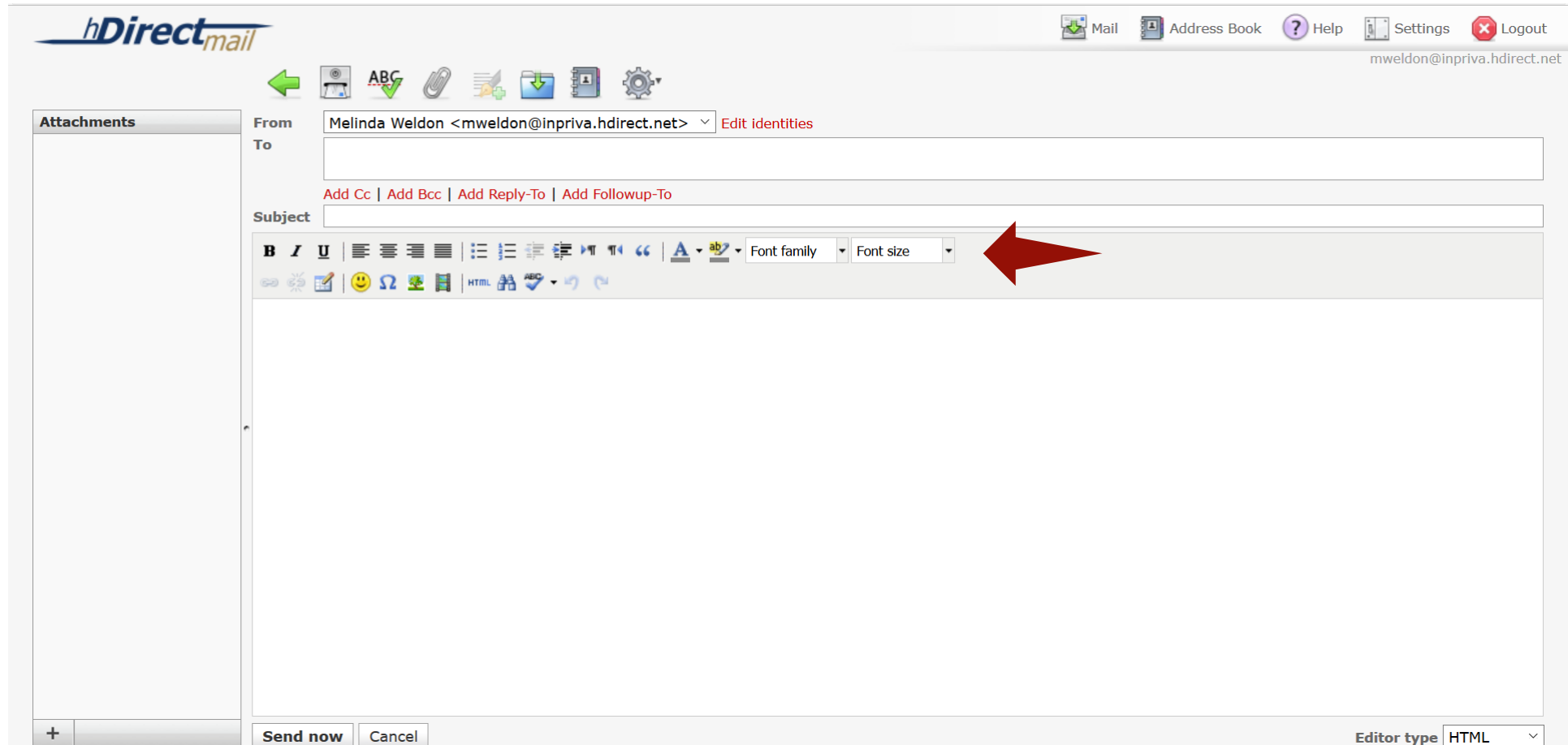
Search a contact by selecting the Search icon and entering search attributes in the search fields.



The screenshot displays the hDirectmail web interface. At the top, the hDirectmail logo is on the left, and navigation links for Mail, Address Book, Help, Settings, and Logout are on the right. Below the navigation bar is a toolbar with icons for adding, editing, deleting, and searching contacts. A red arrow points to the search icon (a magnifying glass). The main interface is divided into three panels. The left panel, titled 'Groups', lists 'Personal Addresses', 'hDirectMail Addresses', and 'Automatically Collected'. The middle panel, titled 'Contacts', shows a list with one contact, 'Cory Verblen'. The right panel, titled 'Advanced Search', contains tabs for 'Properties', 'Personal information', and 'Other'. The 'Properties' tab is active, showing a list of search attributes with corresponding input fields: Display Name, First Name, Last Name, Middle Name, Prefix, Suffix, Nickname, Job Title, Organization, Department, Email, Phone, Address, Website, and IM. A 'Search' button is located at the bottom of this panel. At the bottom of the interface, there is a status bar showing '+', a settings icon, and 'Contacts 1 to 1 of 1'.

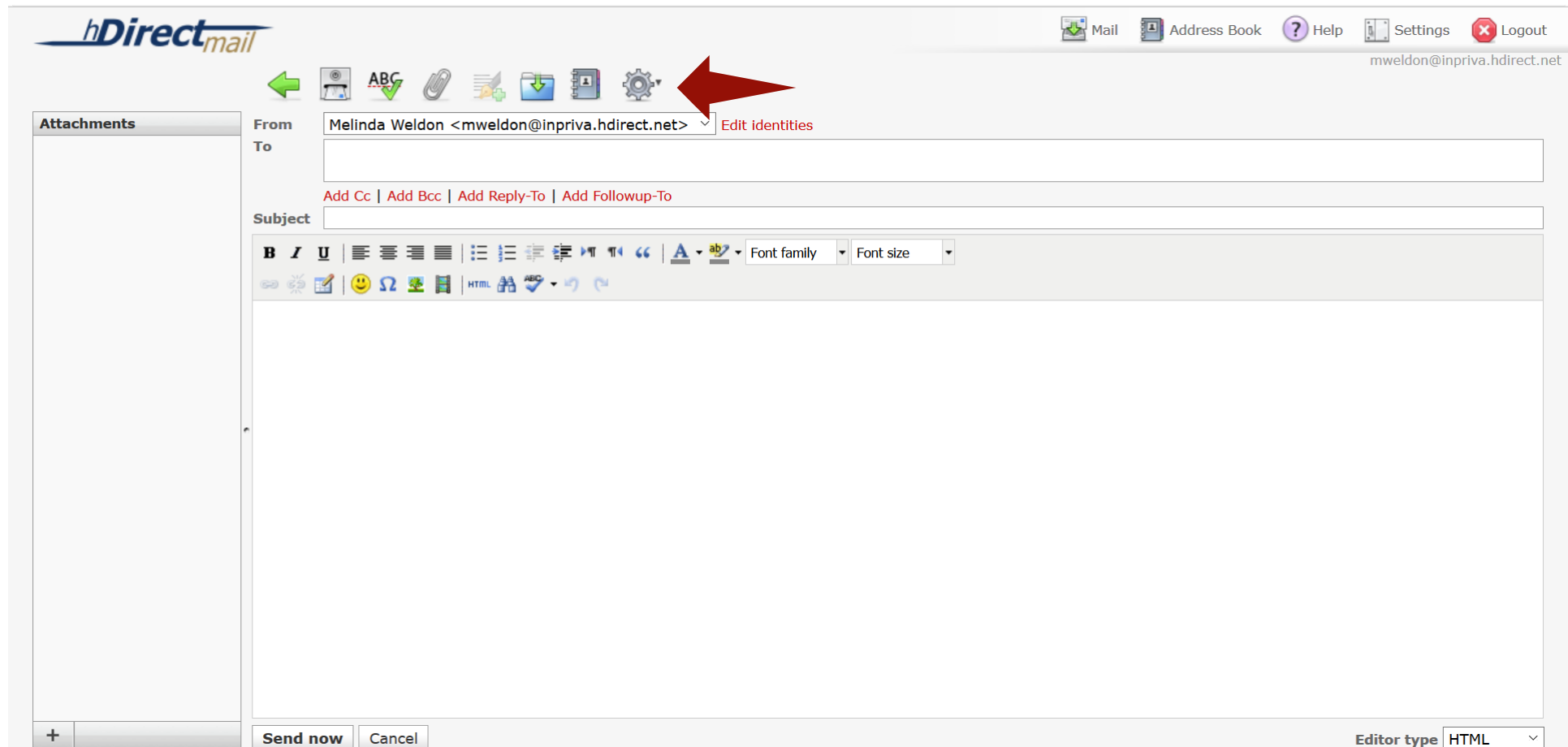
Composing Messages

Standard messaging and editing tools are available to compose messages.



Composing Messages

Simply move your cursor over the icons to confirm the functions you are looking for, such as, but not limited to printing, saving drafts, message priority and response options.



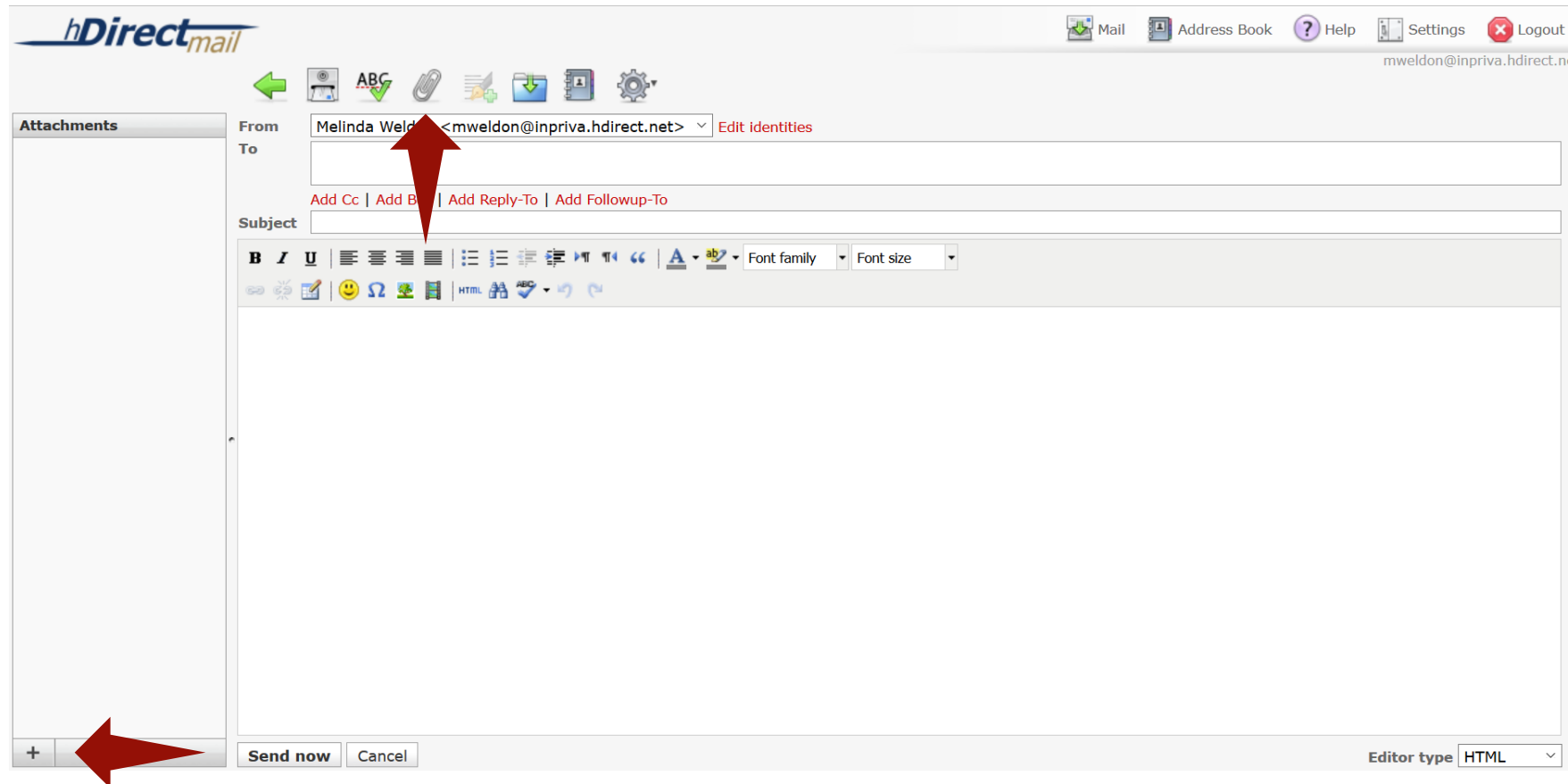
The screenshot displays the hDirect mail web interface for composing a message. The top navigation bar includes the hDirect mail logo, a toolbar with icons for back, print, spell check, attachments, drafts, folders, and settings (highlighted by a red arrow), and links for Mail, Address Book, Help, Settings, and Logout. The user's email address, mweldon@inpriva.hdirect.net, is shown in the top right.

The main composition area includes:

- Attachments:** A sidebar on the left with a '+' button.
- From:** A dropdown menu showing 'Melinda Weldon <mweldon@inpriva.hdirect.net>' and a link to 'Edit identities'.
- To:** A text input field.
- Subject:** A text input field.
- Formatting toolbar:** Includes bold, italic, underline, text color, background color, font family, font size, and various icons for linking, unlinking, and inserting elements.
- Editor type:** A dropdown menu at the bottom right set to 'HTML'.
- Buttons:** 'Send now' and 'Cancel' buttons at the bottom left.

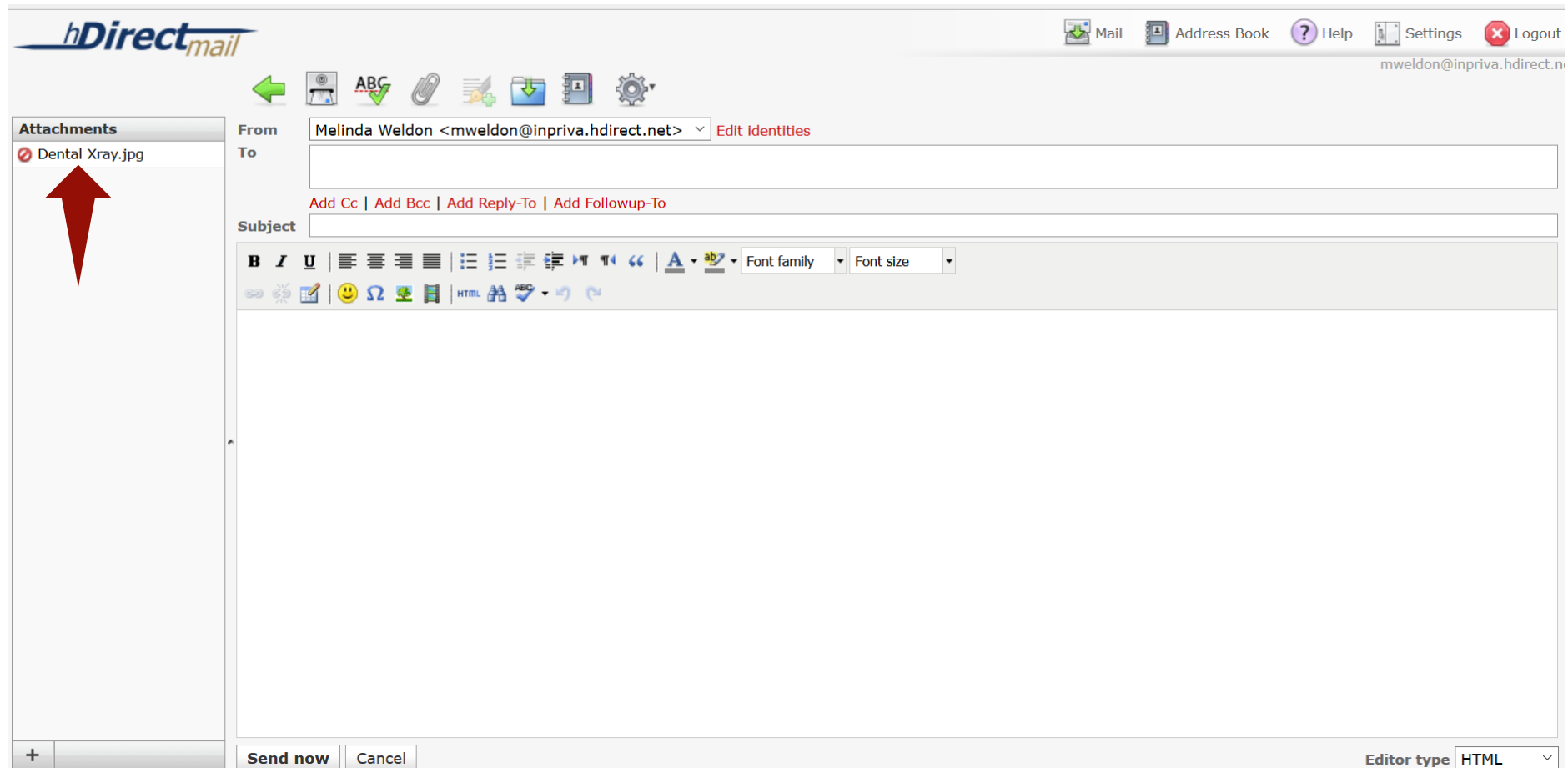
Attachments

To add an attachment to a message, you may click on the paper clip icon or on the “+” located at the bottom of the Attachment pane, browse for the document you would like to include and click on “Upload.”



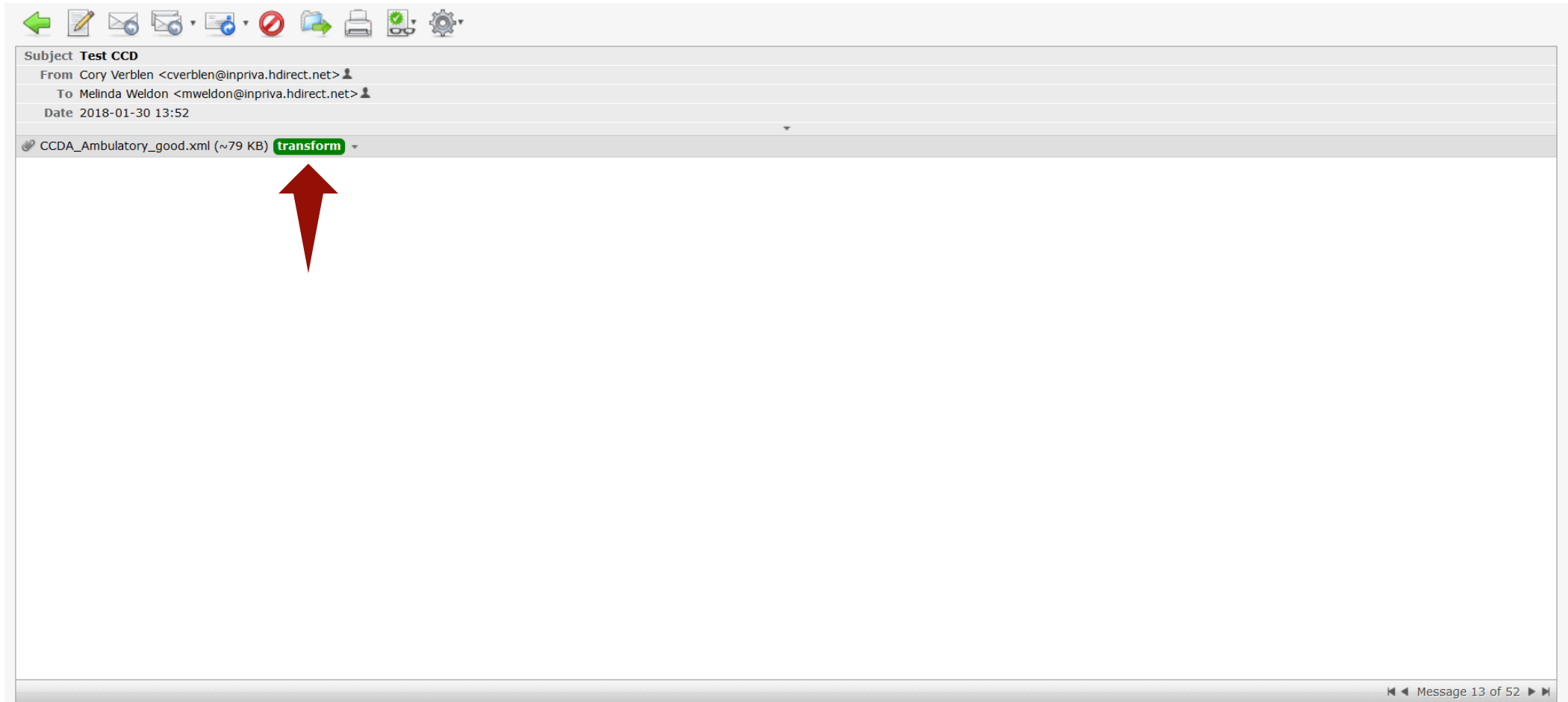
Attachments

All attachments are listed in the Attachments pane. If you click the red icon to the left of the attachment, that attachment will be removed from the list and will not be sent to the recipient.




Transform Service

If a CCD is attached to a message, click on the “Transform” button to render the CCD in readable form.



Transform Service

When transform service opens, highlight and click on the CCD.Xml. The CCD will then be rendered and in readable form. You may also drop a file into the box or click on the button to select the CCD from an existing file.



XDM / CCD transform service

Drop a file or [click here](#) to select

Details

Path	Type	Size
SUBSET01/doc.xml	CCD	

Transform service

Upon opening the CCD via the Transform Service, the option to chose a custom stylesheet is available by clicking on “Stylesheet.”

SUBSET01/doc.xml

Stylesheet ▾

Get Well Clinic: Health Summary

Created On: August 6, 2012

Patient:

FirstNm LastNm
123 Main ST
Beaverton, OR, 97006
tel:(333)222-4545

MRN: 1

Birthdate:

May 1, 1947

Sex: Female

Guardian:

Next of Kin:

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[ALLERGIES, ADVERSE REACTIONS, ALERTS](#)

Substance	Reaction	Severity	Status
Penicillin G benzathine	Hives	Moderate to severe	Inactive
Codeine	Shortness of Breath	Moderate	Active
Aspirin	Hives	Mild to moderate	Active

Build your own Trust Community

Make Trust Decisions to securely send messages to anyone you trust.

hDirect Mail can create a temporary direct address to accommodate your Trust Decisions.

Send a secure message from your Direct address to any provider or associate you work with and know it is protected and only accessible by the individual you addressed the message to.

Once the recipient has received notification of a message, he/she can then securely sign in to our web-portal access service and review and download the information you have sent; they can even send you a response.

Trust Decision Option

If the addressee is not a user of hDirect Mail or another DirectTrust-accredited mail service, we will ask you to confirm if you want to send the message.

If you choose to trust and send, we will hold the message in our secure network and send the recipient a notification that they have secure email from you.

Outgoing Message Not Delivered!

You have recently attempted to send a message over the Direct Mail network to a recipient that does not have a secure, NwHIN Direct account that we can locate.
Message details:

Message dated: Aug 28, 2017
Sender: mweldon@inpriva.hdirect.net
Recipients: hdirectmail@helpdesk.inpriva.net
Subject: Direct Messaging

Your options are:

1. Do nothing. The message will not be delivered.

The email message will be removed from the system and unavailable for delivery if you take no action within the next 15 days.

2. If you trust the Recipient, send the message via the Out-of-Network Secure Email Service.

We will send your message to a temporary secure webmail account setup for the Recipient. The Recipient will receive an email notice that includes a link to this webmail account and a one-time password.

Alert: the trust management features provided by your Direct Mail service and NwHIN are not available with the Out-of-Network Secure Email Service--you should only send messages that may contain Protected Health Information to Recipients that you trust will meet the requirements of HIPAA, other relevant regulations and your own policies.

To proceed, click [here](#)

PC and Mobile Devices

Sync DirectMail to your devices just like other standard email accounts.

Nothing to download, and it is accessible through any web-browser and any browser enabled device by using our web-portal access services.

hDirect Mail supports secure SMTP and IMAP connections. (e.g. Outlook, Thunderbird, Smartphone ,etc...)

Configuration Information

hDirect webmail url:

<https://mail.inpriva.net/>

SMTP- <smtp.inpriva.net>

Port 465

SSL, Normal Password

IMAP – <imap.inpriva.net>

Port 993

SSL, Normal Password

Forgot your password?

Please contact your administrator and they can reset it for you.

Helpdesk

Direct: helpdesk@support.inpriva.net

Standard Email: hdirectmail@helpdesk.inpriva.net

Phone: 866-936-1423