



# **hDirect Mail Quick Start User Guide**



# Quick start instructions for your Direct Secure Messaging service.

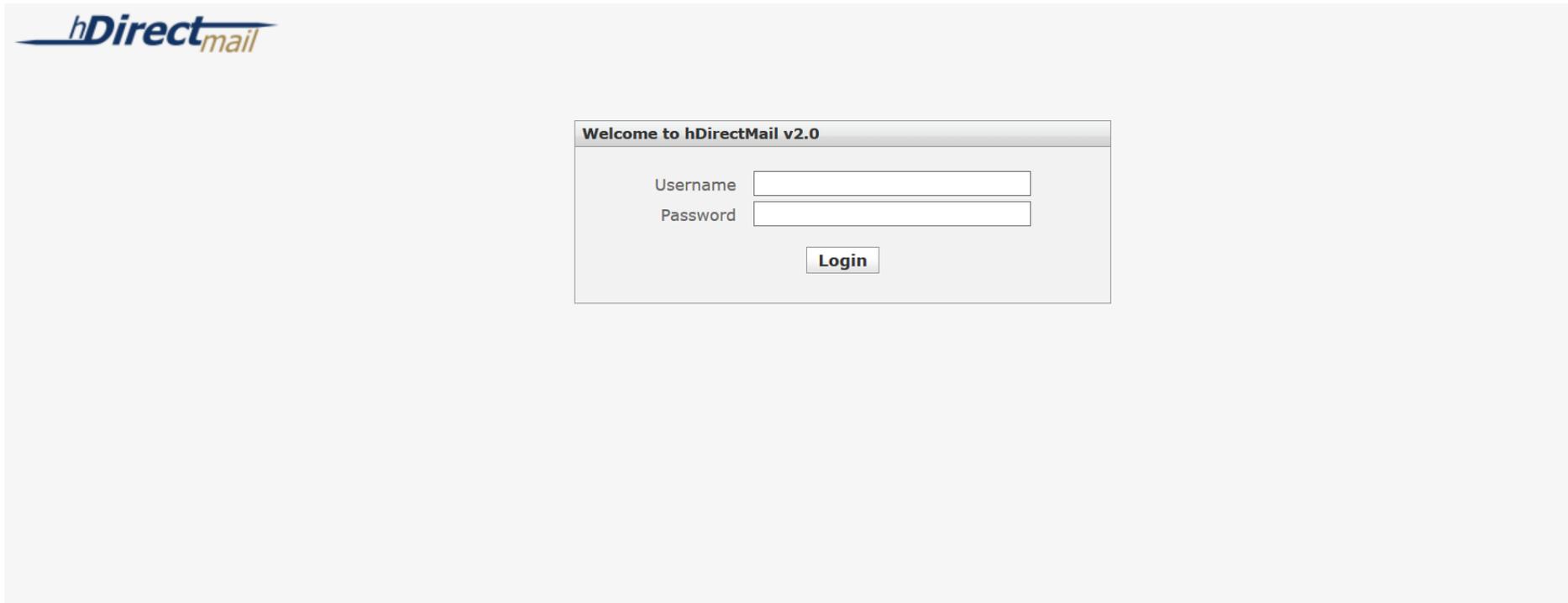
This guide references the following standard and exclusive features of hDirect Mail.

- 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

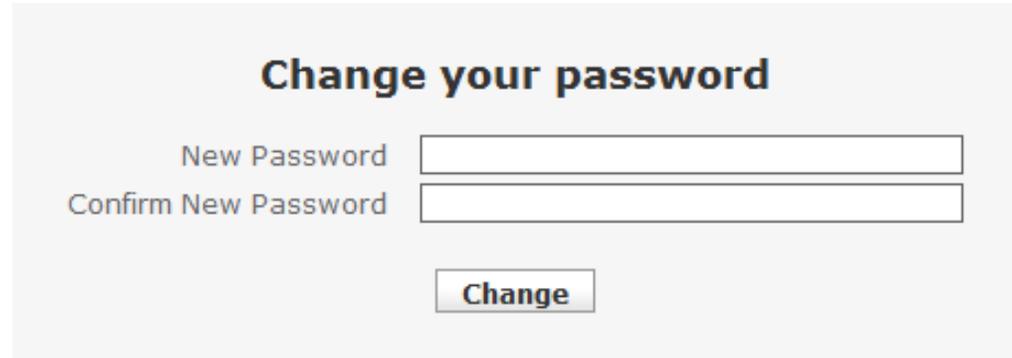
Note: Username is your full Direct address.



The screenshot shows the hDirectMail v2.0 login interface. In the top left corner, the logo for hDirectmail is displayed, with 'hDirect' in blue and 'mail' in orange. The main content area features a login form with a title bar that reads 'Welcome to hDirectMail v2.0'. Inside the form, there are two input fields: 'Username' and 'Password'. Below these fields is a 'Login' button.

# 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.'



**Change your password**

New Password

Confirm New Password

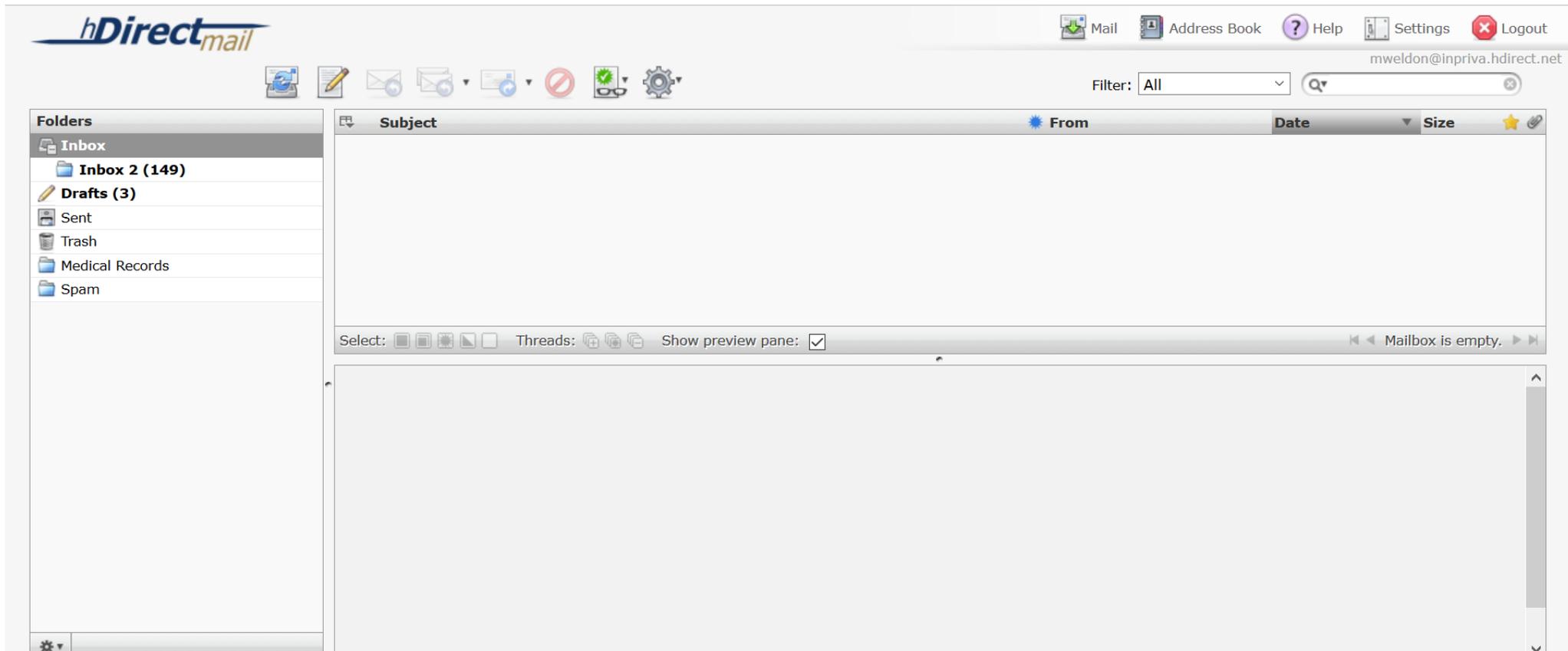
# Updating Contact Information

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."

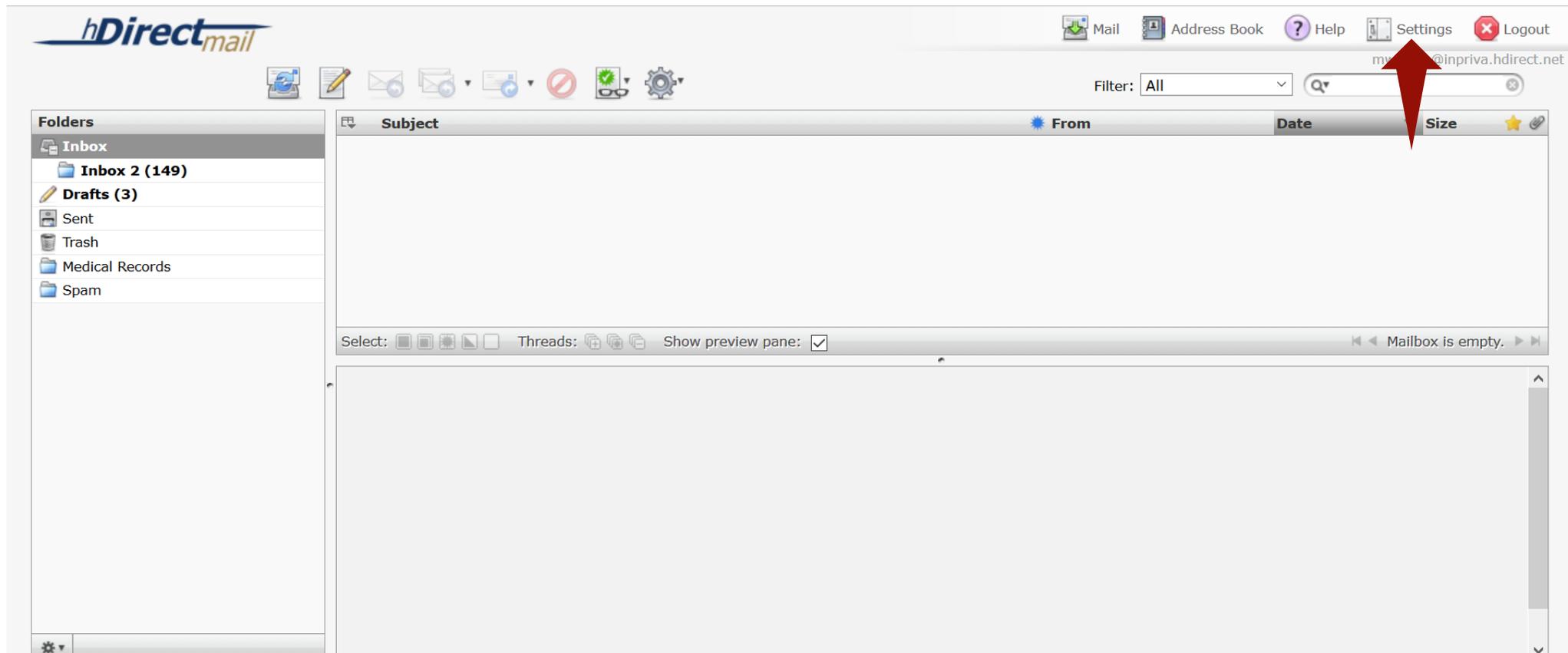
# hDirect Mail Dashboard

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.



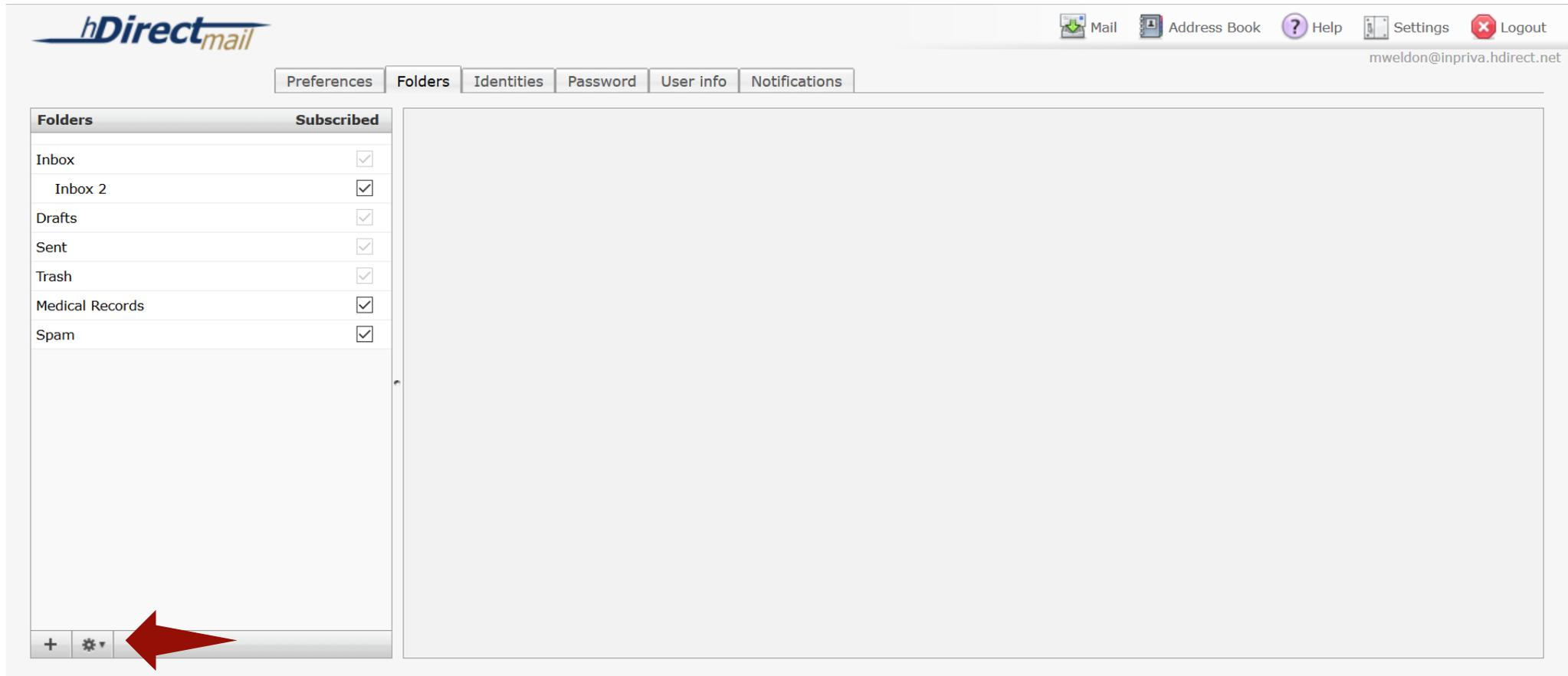
# Preferences

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

The screenshot displays the hDirectmail web interface. At the top left is the logo for hDirectmail. On the top right, there are navigation links for Mail, Address Book, Help, Settings, and Logout, along with the user's email address: mweldon@inpriva.hdirect.net. Below the logo, a horizontal tab bar contains several tabs: Preferences, Folders, Identities, Password, User info, and Notifications. The 'Preferences' tab is selected. On the left side, there is a vertical menu titled 'Section' with the following items: User Interface, Mailbox View, Composing Messages, Displaying Messages, Address Book, Special Folders, and Server Settings. The main content area of the page is currently blank, and a large red arrow points upwards towards the 'Preferences' tab in the navigation bar.

# 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 left is the logo "hDirectmail". On the right, there are navigation links: Mail, Address Book, Help, Settings, and Logout. Below these is the email address "mweldon@inpriva.hdirect.net". A menu bar contains "Preferences", "Folders", "Identities", "Password", "User info", and "Notifications".

The "Folders" section on the left lists several folders with "Subscribed" checkboxes:

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"/>

The "Folder properties" dialog box is open, showing the "Properties" tab. It has two sections:

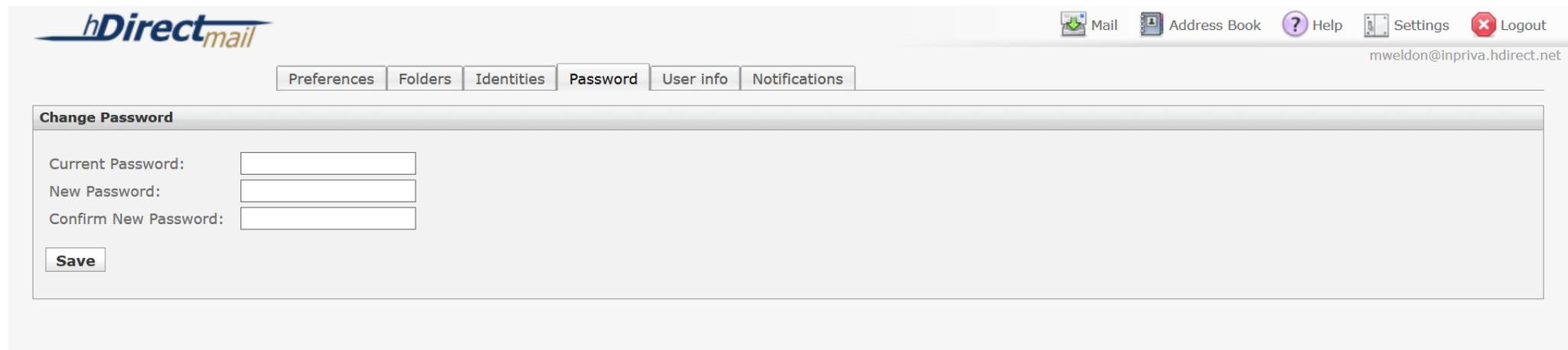
- Location:** Contains a "Folder name" text input field and a "Parent folder" dropdown menu.
- Settings:** Contains a "List view mode" dropdown menu set to "List".

At the bottom of the dialog are "Cancel" and "Save" buttons. A red arrow points to the "Save" button.

# 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 hDirect mail webmail interface. At the top left is the hDirect mail logo. On the right side of the header, there are icons for Mail, Address Book, Help, Settings, and Logout, along with the email address mweldon@inpriva.hdirect.net. Below the header is a navigation bar with tabs for Preferences, Folders, Identities, Password, User info, and Notifications. The 'Password' tab is selected. 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.

# 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 hDirect mail web interface. At the top, there is a navigation bar with tabs for Preferences, Folders, Identities, Password, User info, and Notifications. The Notifications tab is selected. Below the navigation bar, there is a header for the Notifications section. The main content area contains a table with the following columns: Email address and Enabled. The table has one row with the email address mweldon@inpriva.com and the Enabled status set to true. To the right of the Enabled status are two buttons: disable and delete. Below the table, there is a form for adding a new address, consisting of a text input field labeled "New address:" and an "Add" button.

- **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.

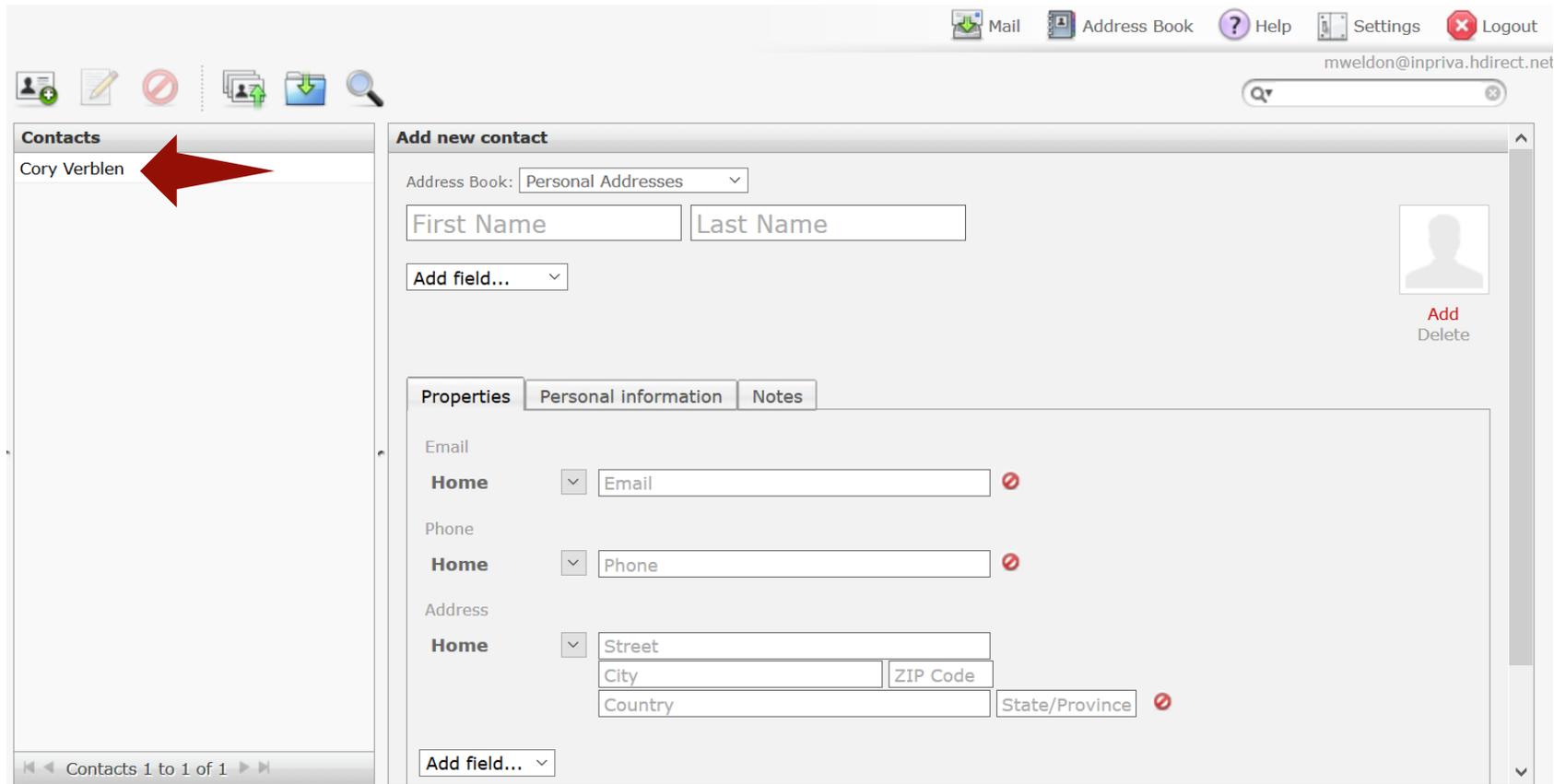
The screenshot displays the hDirectmail web interface for managing an address book. The top navigation bar includes links for Mail, Address Book, Help, Settings, and Logout, along with the user email address mweldon@inpriva.hdirect.ne. The main interface is divided into three sections:

- Groups:** A sidebar on the left lists three groups: Personal Addresses (selected), hDirectMail Addresses, and Automatically Collected.
- Contacts:** A central list showing one contact, Cory Verblen.
- Add new contact:** A form on the right for creating a new contact. It includes a dropdown for the address book (set to Personal Addresses), input fields for First Name and Last Name, and an Add field... dropdown. Below this are tabs for Properties, Personal information, and Notes. The Personal information section contains fields for Email (Home), Phone (Home), and Address (Home), with sub-fields for Street, City, ZIP Code, Country, and State/Province. Each field has a red prohibition icon indicating it is required.

At the bottom of the contact list, there is a pagination control showing "Contacts 1 to 1 of 1".

# Address Book

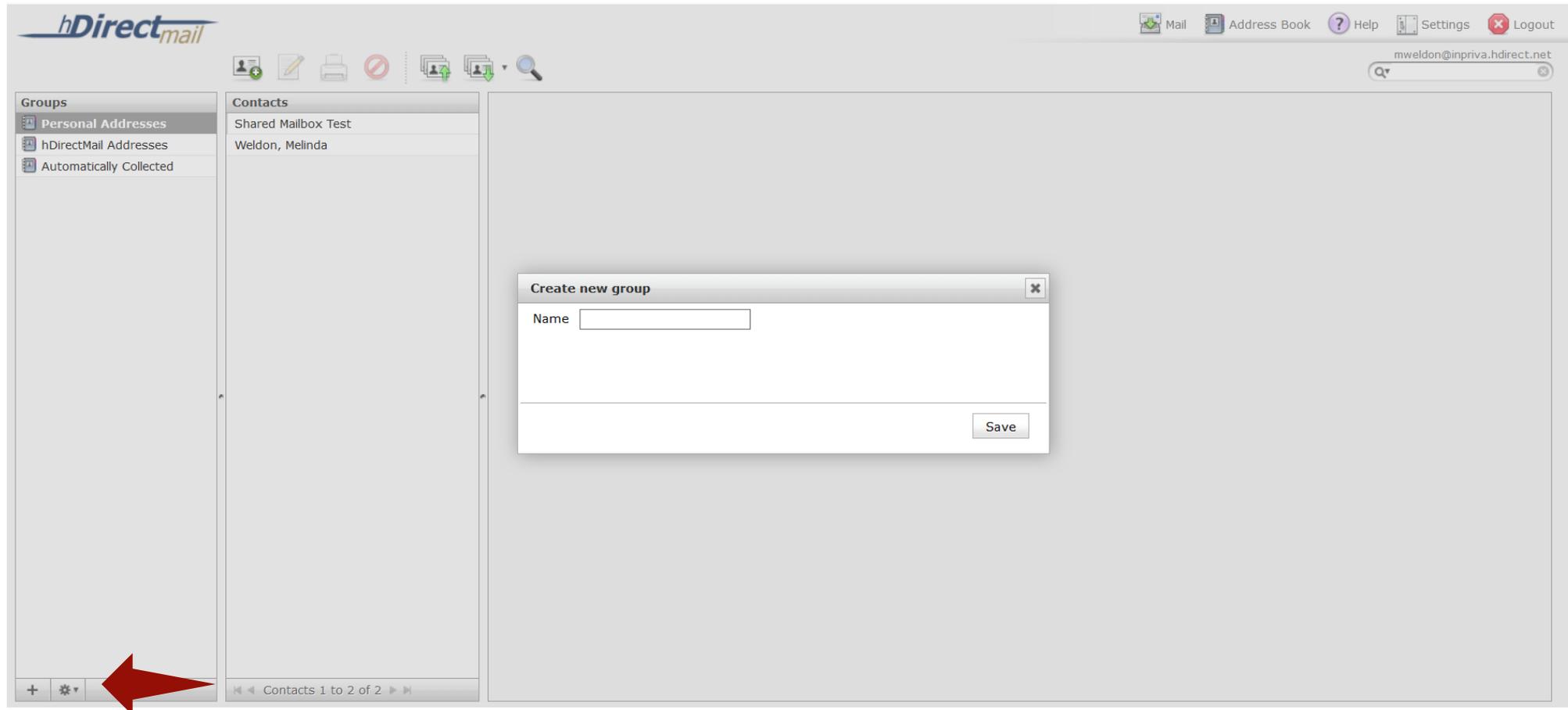
A contact may be added by selecting the “Create New Contact Card” icon and entering the information requested.



The screenshot displays a web-based address book interface. At the top, there is a navigation bar with icons for Mail, Address Book, Help, Settings, and Logout. Below this, a search bar contains the email address 'mweldon@inpriva.hdirect.net'. The main interface is divided into two panels. The left panel, titled 'Contacts', shows a list of contacts with 'Cory Verblen' selected. A red arrow points to the 'Create New Contact Card' icon (a person with a plus sign) in the top toolbar. The right panel, titled 'Add new contact', contains a form for entering contact details. The form includes a dropdown for 'Address Book' (set to 'Personal Addresses'), input fields for 'First Name' and 'Last Name', and an 'Add field...' dropdown. Below these are sections for 'Properties' (Personal information and Notes), 'Email' (Home), 'Phone' (Home), and 'Address' (Home). Each section has a dropdown menu and input fields. The 'Address' section includes fields for Street, City, ZIP Code, Country, and State/Province. A red 'X' icon is visible next to the 'State/Province' field. At the bottom of the right panel, there is an 'Add field...' dropdown and a vertical scrollbar.

# 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 hDirect mail web interface. At the top, the navigation bar includes icons for Mail, Address Book, Help, Settings, and Logout, along with the user email address mweldon@inpriva.hdirect.ne. A search icon (magnifying glass) is highlighted with a red arrow. Below the navigation bar, the interface is divided into three main sections: Groups, Contacts, and Advanced Search. The Groups section on the left lists 'Personal Addresses', 'hDirectMail Addresses', and 'Automatically Collected'. The Contacts section in the middle shows a single contact, 'Cory Verblen'. The Advanced Search section on the right features a 'Properties' tab with sub-tabs for 'Personal information' and 'Other'. It contains a list of search 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 section. At the bottom of the interface, there are navigation controls including a plus sign, a settings gear, and a pagination indicator showing 'Contacts 1 to 1 of 1'.

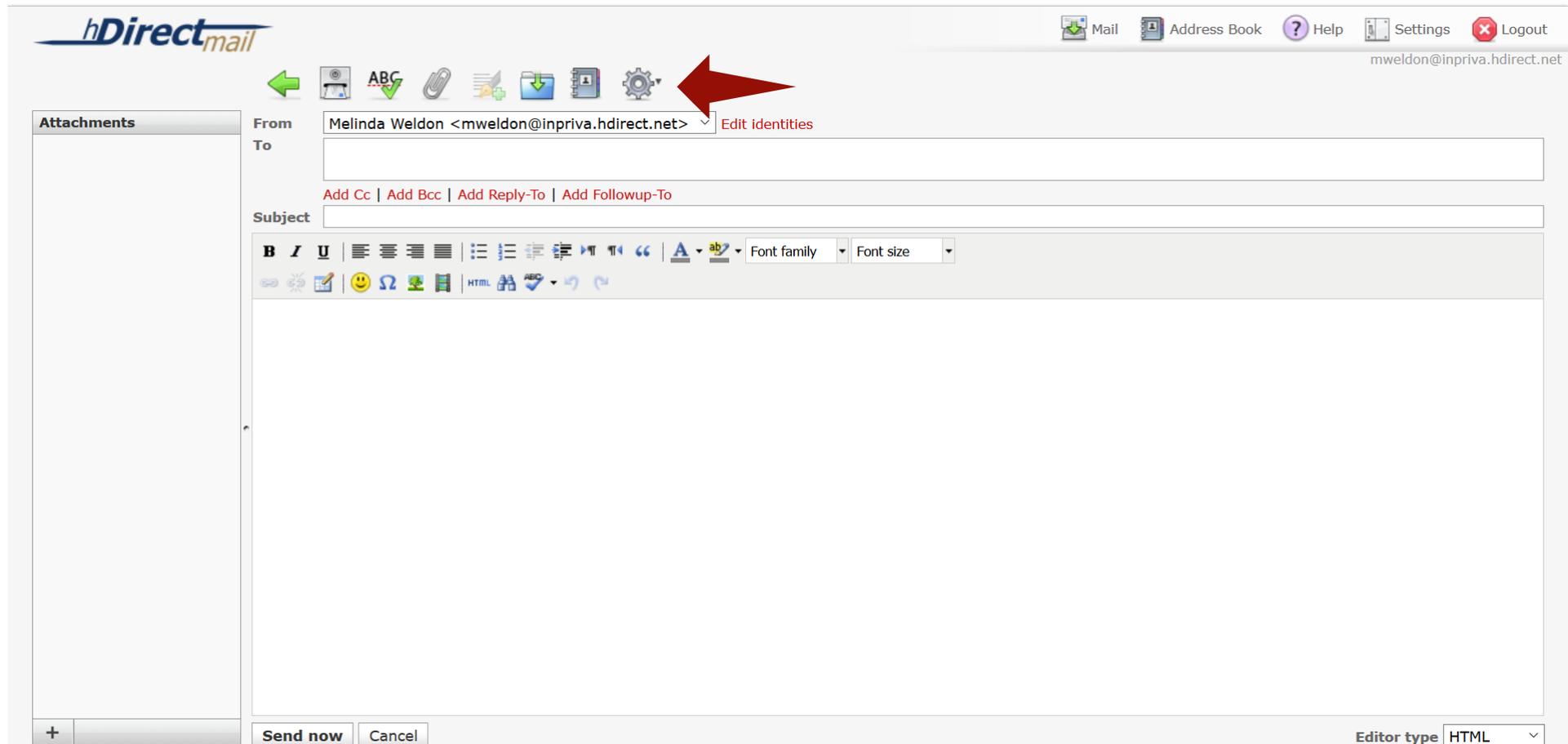
# Composing Messages

Standard messaging and editing tools are available to compose messages.

The screenshot shows the hDirect mail web interface for composing a message. The interface includes a top navigation bar with the hDirect mail logo, a 'Mail' icon, 'Address Book', 'Help', 'Settings', and 'Logout' links, and the user's email address 'mweldon@inpriva.hdirect.net'. Below the navigation bar is a toolbar with icons for back, print, text, attachments, insert, address book, and settings. The main composition area has a 'From' field with 'Melinda Weldon <mweldon@inpriva.hdirect.net>' and an 'Edit identities' link. The 'To' field is empty. Below the 'To' field are links for 'Add Cc', 'Add Bcc', 'Add Reply-To', and 'Add Followup-To'. The 'Subject' field is also empty. A rich text editor toolbar is located below the subject field, featuring bold, italic, underline, list, link, unlink, quote, font color, background color, font family, and font size dropdowns. A red arrow points to the font size dropdown. The editor type is set to 'HTML'. At the bottom, there are 'Send now' and 'Cancel' buttons, and a '+' icon in the bottom left corner.

# Composing Messages

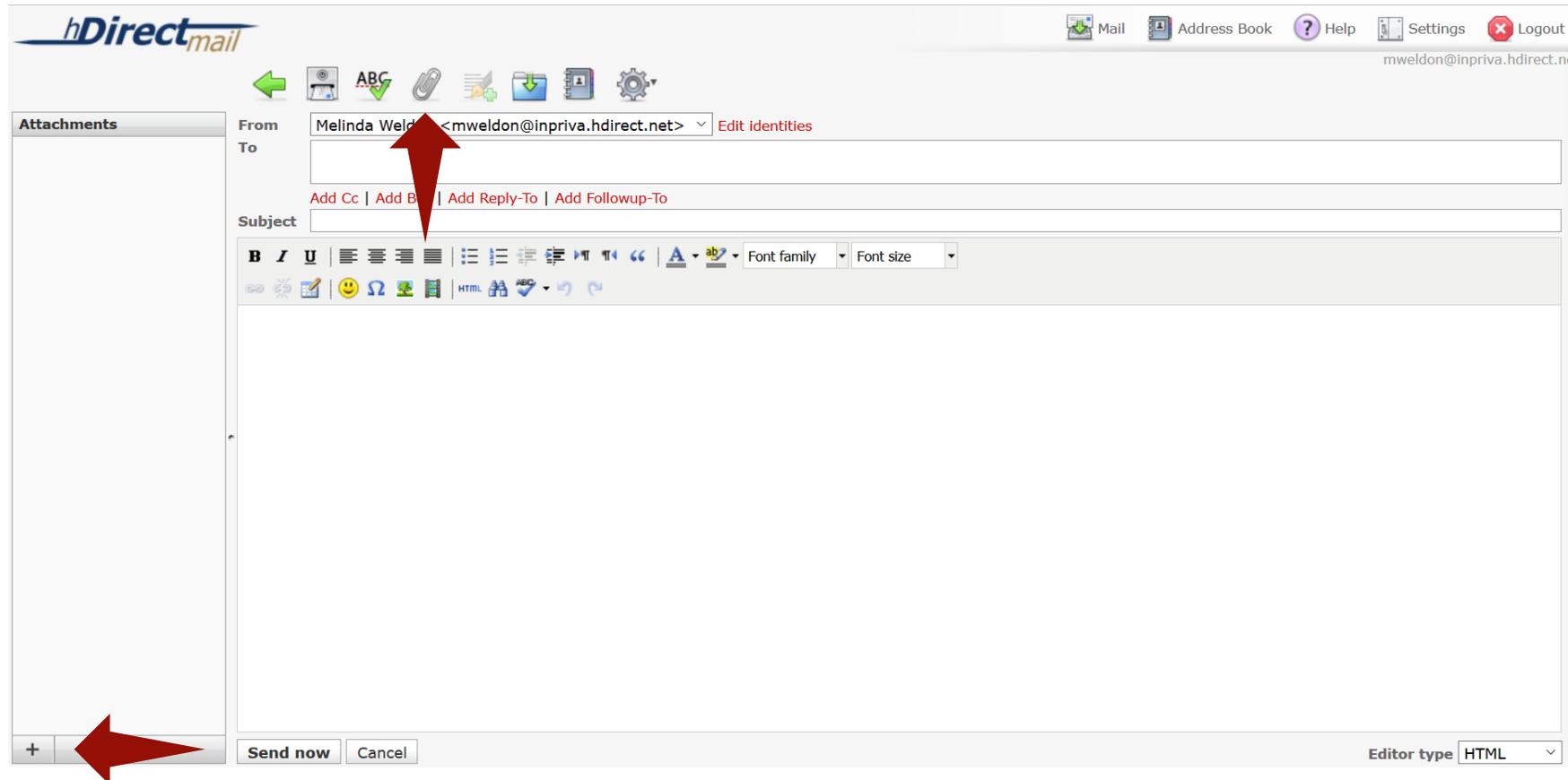
Simply move your cursor over the icons to confirm the functions you are looking for, such as, but not limited to printing, saving drafts, message priority and response options.



The screenshot displays the hDirect mail web interface for composing a message. At the top left is the hDirect mail logo. The top right contains navigation links: Mail, Address Book, Help, Settings, and Logout, along with the user email address mweldon@inpriva.hdirect.net. Below the navigation is a toolbar with icons for back, print, text, attachments, drafts, calendar, and settings. A red arrow points to the settings gear icon. The main area includes a 'From' field with 'Melinda Weldon <mweldon@inpriva.hdirect.net>' and an 'Edit identities' link, a 'To' field, a 'Subject' field, and a rich text editor with various formatting options like bold, italic, underline, list, link, and font settings. At the bottom are 'Send now' and 'Cancel' buttons, and an 'Editor type' dropdown set to 'HTML'.

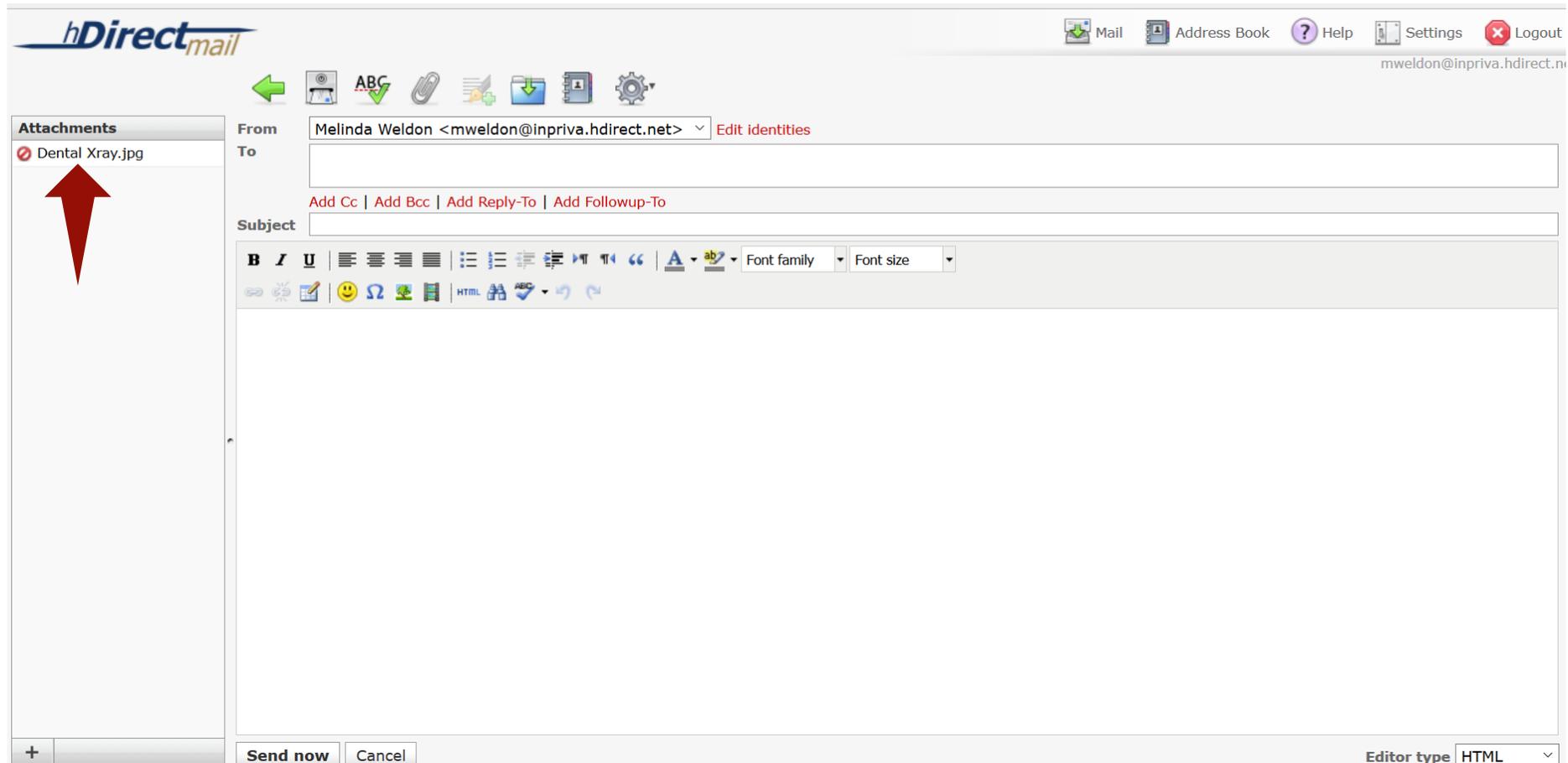
# Attachments

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.”



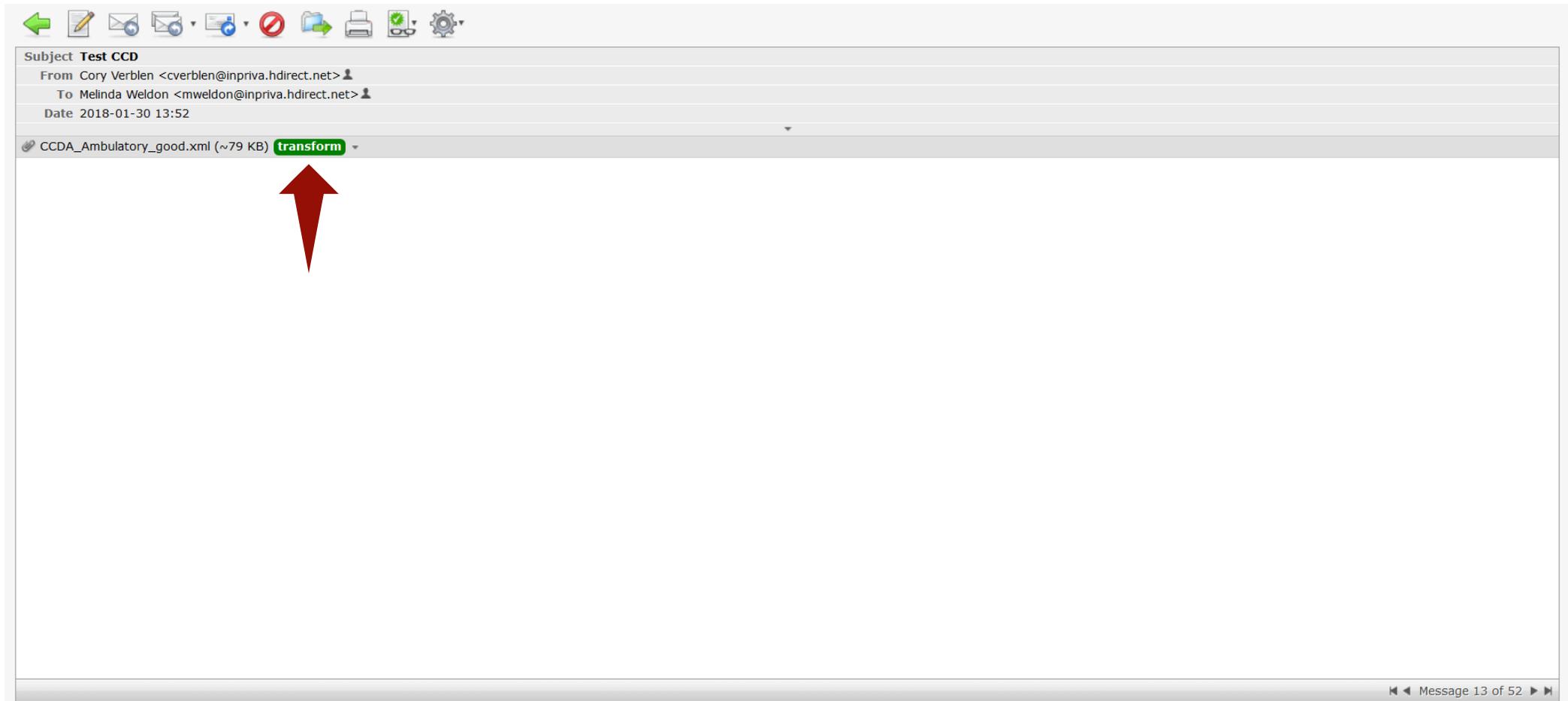
# Attachments

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.



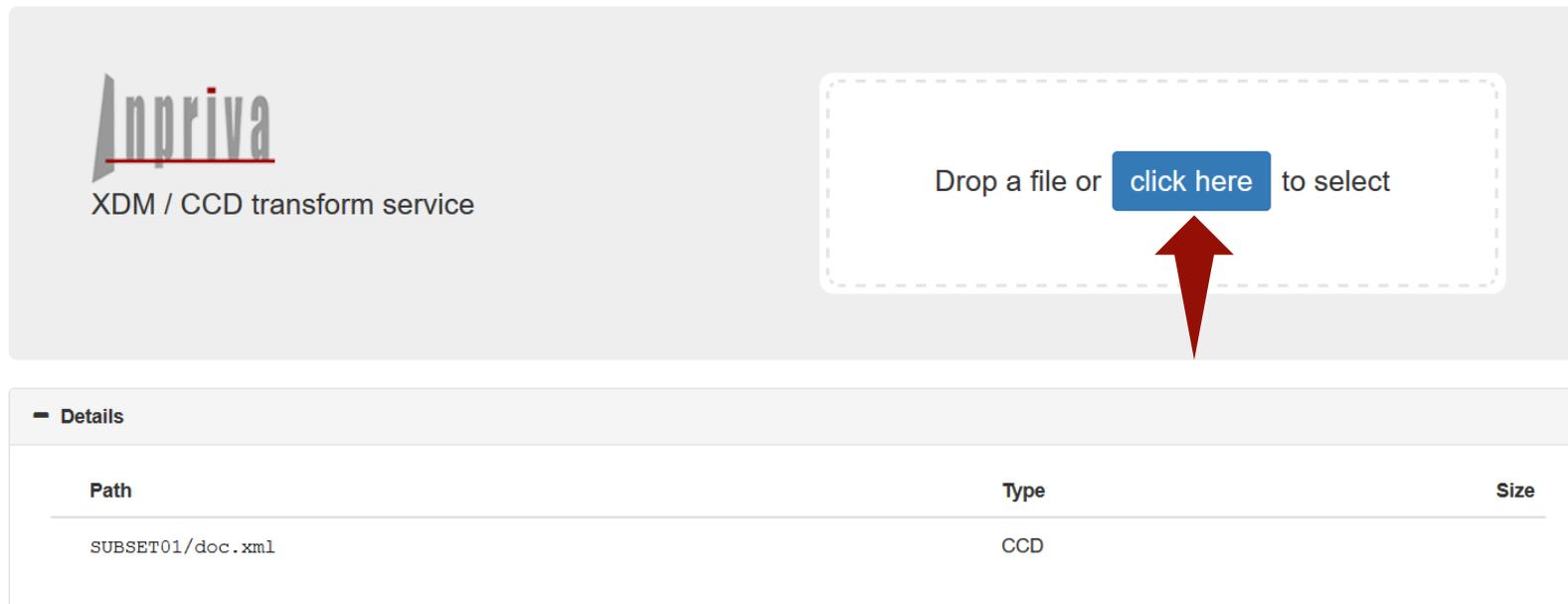
# Transform Service

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.



**Anpriva**  
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 ▾

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**Get Well Clinic: Health Summary**  
Created On: August 6, 2012

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**Patient:** FirstNm LastNm MRN: 1  
123 Main ST  
Beaverton, OR, 97006  
tel:(333)222-4545

**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](https://smtp.inpriva.net)*

*Port 465*

*SSL, Normal Password*

*IMAP – [imap.inpriva.net](https://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](mailto:helpdesk@support.inpriva.net)**

**Standard Email: [hdirectmail@helpdesk.inpriva.net](mailto:hdirectmail@helpdesk.inpriva.net)**

**Phone: 866-936-1423**