



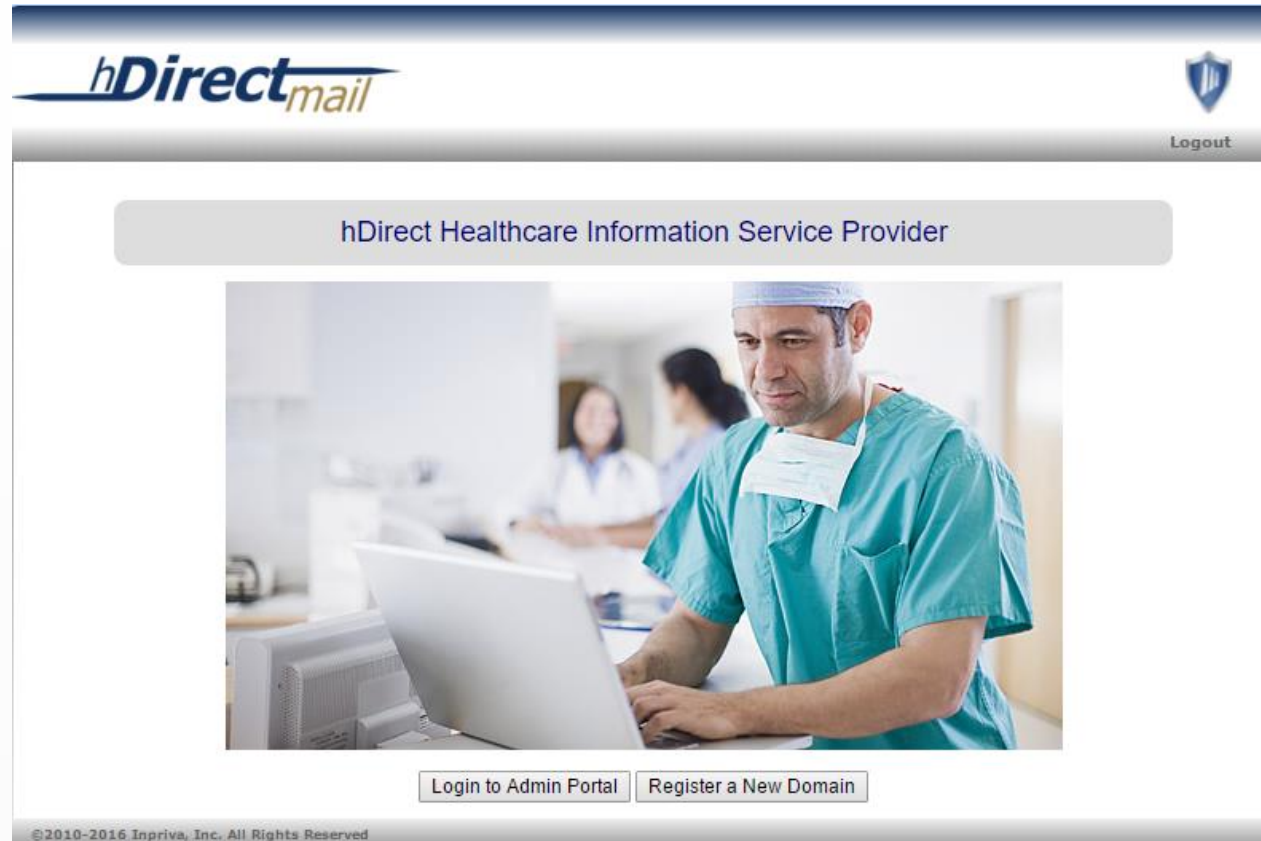
hDirectMail

## Administrative Guide





This guide provides a description of your organization's  
DirectMail Administrative Portal.

As an Administrator, you will use this portal to manage mailboxes  
and passwords for users who will be securely exchanging HIPAA  
sensitive information on behalf of your organization.



To log in to your Administrative Portal enter the following URL in your web browser:

<https://hdirectmail.inpriva.net/admin-ui>



Logout

Customer Login



Direct Address:

Password:

Submit

[hDirectMail Admin Guide](#)

Enter your full Administrative Direct address and the password you created during registration.

**hDirectmail**   Logout

Home








Manage Mail Accounts

Mail Accounts

Change Admin Passwd

### Manage Mail Accounts

#### Individual Mail Accounts

 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete

Status	Full Direct Address	hIDn Identifier	E-mail
Active	test3@central.hin.us	=Test.Account	dgross@inpriva.com
Active	boss@central.hin.us	=The.Boss	djorgenson@inpriva.com
Active	shct@central.hin.us	=eHealth.CT1	outofnetdemo@gmail.com
Active	dgross@central.hin.us	=Dave.Gross	djorgenson@inpriva.com
Active	docdave@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	dave.gross@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	davey@central.hin.us	=davey.gross	mweldon@inpriva.com
Suspended	wholmes@central.hin.us	=William.Holm	gjorgenson@inpriva.com

< 10 Page 1 of 4 > Displaying 1 to 33 of 33 items

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As Administrator for your account, you should first set up a new administrative password and your security questions.



Managing the Administrative password will require setting up your security questions.

*Answering these questions allow you to reset your password if you ever forget it.*




The screenshot shows the hDirectmail web interface. The top header features the hDirectmail logo and a shield icon with the word 'Logout' next to it. The left sidebar contains navigation links: 'Home', 'Logout', and 'Manage Mail Accounts'. The main content area is titled 'Change Administrator's Password'. Below the title, a message states: 'Please answer these security questions to verify your identity.' There are two questions: 'Question 1: What was the name of your first pet?' and 'Question 2: Who is your favorite author?'. Each question has an 'Answer:' label and a text input field. At the bottom of the form are 'Submit' and 'Cancel' buttons. A link at the bottom reads 'Edit Security Questions and Answers'. A yellow arrow points from the 'Manage Mail Accounts' link in the sidebar to the security questions section. The footer contains the copyright notice: '©2010-2016 Inpriva, Inc. All Rights Reserved'.



If you ever need to edit security questions, you must first verify the current password. If the password has been forgotten, a reset can be requested through helpdesk.



**hDirectmail**  

Logout

▼ Home  
Logout  
▶ Manage Mail Accounts

### Change Administrator's Password

New Password:  Strength is 0%

Re-enter new password:  Strength is 0%

[Edit Security Questions and Answers](#)

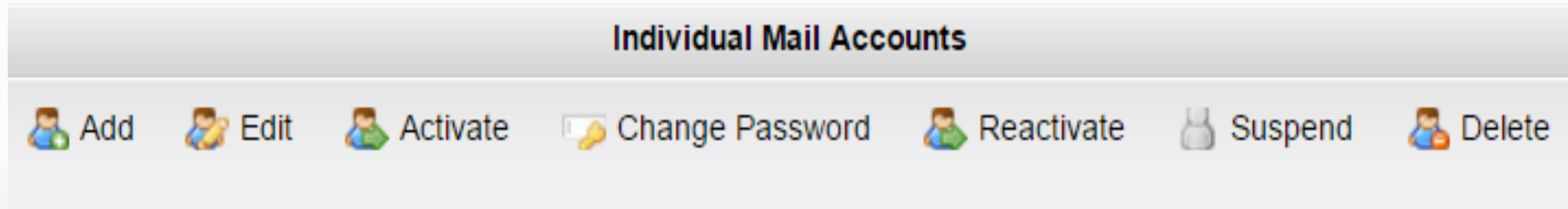
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# Direct Mailbox Management Toolbar










Using the Mail Account toolbar:  
Administrators can:

- \* Manage mailbox passwords
- \* Add and activate mailboxes
- \* Edit existing mailboxes
- \* Suspend and delete mailboxes






### Individual Mail Accounts

 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete

Create individual mail account

All form fields are required.

 Status: Pending

Username:

Password:   
Strength is 100% Great choice, continue on

Repeat Password:   
Strength is 100% Great choice, continue on








First Name:


Last Name:

Personal email:

To add a mailbox, click “Add” and complete the user fields. The personal email indicates where the activation notification will go once you choose to activate the mailbox. The mailbox you created will remain in a “Pending” status and will not be enabled until you choose to “Activate”.

Individual Mail Accounts

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**hDirect**mail  Logout

Home








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Mail Accounts

Change Admin Passwd

Manage Mail Accounts

Individual Mail Accounts

 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete

Status	Full Direct Address	hIDn Identifier	E-mail
Active	fsimpson@central.hin.us	=Fred.Simpso	gjorgenson@inpriva.com
Active	bsmith@central.hin.us	=Bill.Smith	djorgenson@inpriva.com
Active	intake@central.hin.us	NA	cverblen@inpriva.com
Active	tswift@central.hin.us	=Thomas.Swif	gjorgenson@inpriva.com
Active	shawna@central.hin.us	=Shawna.TES	sshubert@inpriva.com
Active	tester@central.hin.us	=test.teste	dgross@inpriva.com
Pending	testtwo@central.hin.us	=d.test.two	dgross@inpriva.com
Active	mycat@central.hin.us	NA	cverblen@inpriva.com

Click on the “Pending” user you want to activate to highlight it. Then click “Activate” to enable the user mailbox and send the user login information to access their new Direct mailbox.

Individual Mail Accounts

Add

Edit

Activate

Change Password

Reactivate

Suspend

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hDirectmail

Logout

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Suspend

Delete

Status	Full Direct Address	hIDn Identifier	E-mail
Active	fsimpson@central.hin.us	=Fred.Simpso	gjorgenson@inpriva.com
Active	bsmith@central.hin.us	=Bill.Smith	djorgenson@inpriva.com
Active	intake@central.hin.us	NA	cverbler@inpriva.com
Active	tswift@central.hin.us	=Thomas.Swif	gjorgenson@inpriva.com
Active	shawna@central.hin.us	=Shawna.TES	sshubert@inpriva.com
Active	tester@central.hin.us	=test.teste	dgross@inpriva.com
Active	testtwo@central.hin.us	=d.test.two	dgross@inpriva.com
Active	mweldon@central.hin.us	=Melinda.Wel	mweldon@inpriva.com

The “Pending” user status will change to “Active”. This will indicate the user mailbox has been enabled and the personal email you associated with the account has been sent user first time login information.

**Individual Mail Accounts**

 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete



**Change password individual mail account** ✕

All form fields are required.








Username:

Password:   
Strength is 0%

Repeat Password:   
Strength is 0%

To update passwords for any user, identify the Username and enter a new password for the user and then confirm the new password.

### Individual Mail Accounts

 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete

↑

Edit individual mail account

All form fields are required.

Username:

jdoe@gpjtest4.direct.alohr.alabama.gov

First Name:

Jane

Last Name:

Doe

Email:








jdoe@inpriva.com

Update account

Cancel

Click on “Edit”. Type in the Username you need to edit fields for. Note: You cannot change the username of a mailbox, but you can edit the first name, last name and email address for that mailbox.

### Individual Mail Accounts

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Manage Mail Accounts








Mail Accounts

Change Admin Passwd

### Manage Mail Accounts

Submission success.

#### Individual Mail Accounts








 Add  Edit  Activate  Change Password  Reactivate  Suspend  Delete

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Active	boss@central.hin.us	=The.Boss	djorgenson@inpriva.com
Active	shct@central.hin.us	=eHealth.CT1	outofnetdemo@gmail.com
Active	dgross@central.hin.us	=Dave.Gross	djorgenson@inpriva.com
Active	docdave@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	dave.gross@central.hin.us	=Dave.Gross	dgross@inpriva.com
Suspended	davey@central.hin.us	=davey.gross	mweldon@inpriva.com
Suspended	wholmes@central.hin.us	=William.Holm	gjorgenson@inpriva.com

Click on the address you want to suspend to highlight, then click “Suspend”. This immediately restricts login and messages for that user until the user is reactivated.



### Individual Mail Accounts

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Submission success.

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Status	Full Direct Address	hIDn Identifier	E-mail
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Active	boss@central.hin.us	=The.Boss	djorgenson@inpriva.com
Active	shct@central.hin.us	=eHealth.CT1	outofnetdemo@gmail.com
Active	dgross@central.hin.us	=Dave.Gross	djorgenson@inpriva.com
Active	docdave@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	dave.gross@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	davey@central.hin.us	=davey.gross	mweldon@inpriva.com
Suspended	wholmes@central.hin.us	=William.Holm	gjorgenson@inpriva.com

Click on the user you wish to reactivate to highlight it, then click “Reactivate”. This will immediately reactivate the user mailbox.

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Activate

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Home

Manage Mail Accounts

Mail Accounts

Change Admin Passwd

Manage Mail Accounts

Individual Mail Accounts

Add

Edit

Activate

Change Password

Reactivate

Suspend

Delete

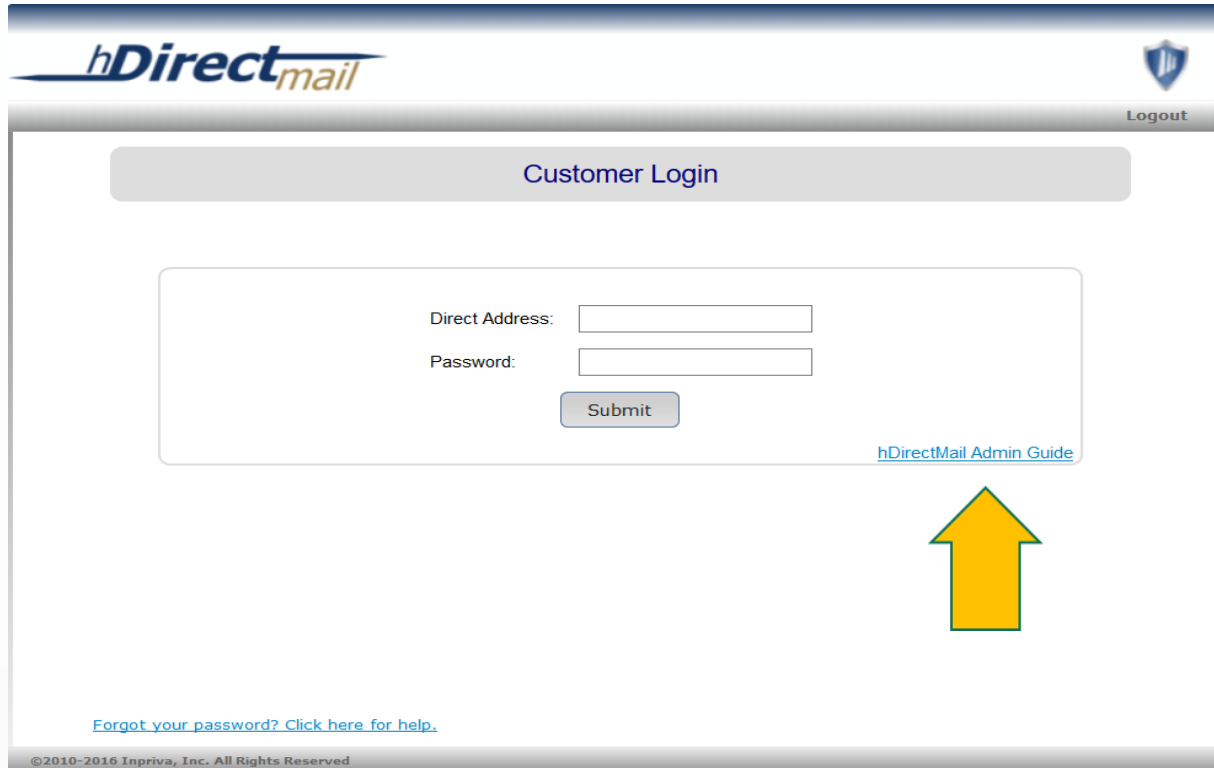
Status	Full Direct Address	hIDn Identifier	E-mail
Active	test3@central.hin.us	=Test.Account	dgross@inpriva.com
Active	boss@central.hin.us	=The.Boss	djorgenson@inpriva.com
Active	shct@central.hin.us	=eHealth.CT1	outofnetdemo@gmail.com
Active	dgross@central.hin.us	=Dave.Gross	djorgenson@inpriva.com
Active	docdave@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	dave.gross@central.hin.us	=Dave.Gross	dgross@inpriva.com
Active	davey@central.hin.us	=davey.gross	mweldon@inpriva.com
Suspended	wholmes@central.hin.us	=William.Holm	gjorgenson@inpriva.com

Click on and highlight the user you want to delete.

This will delete the user mailbox from the Admin Portal. The Direct address and its mail will be placed in secure archival for a limited time before destruction. Therefore, the Username continues to exist until destruction and cannot be reused until that time.



# Need to review this guide again



**hDirectmail**

Logout

Customer Login

Direct Address:

Password:

Submit

[hDirectMail Admin Guide](#)

[Forgot your password? Click here for help.](#)

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A link to this guide can be found on the Administrator Login page



Helpdesk using your standard email:  
[hdirectmail@helpdesk.inpriva.net](mailto:hdirectmail@helpdesk.inpriva.net)

Helpdesk using your Direct email:  
[helpdesk@support.inpriva.net](mailto:helpdesk@support.inpriva.net)

By Phone: 866-936-1423

8:00 am and 5:00 pm MT, Monday - Friday.

# Helpdesk Contact