800 AgeInfo.com **For Professionals**
Serving Massachusetts Elders & Their Families

AGD Support
User Support for **AFC & GAFC Determinations** in Massachusetts SIMS
Announcements, User Guides, How-to, Traning Materials, and more

How to send a secure email to AGD Support

Note: These instructions work only for users whose email address is registered with SecureMail. See the <u>instructions on how to register</u> (http://agd-support.800ageinfo.com/2015/03/how-to-register-with-secure-email.html).

The SecureMail portal is similar in functionality to other web-based email systems such as hotmail or gmail. A user opens a web browser, logs in and composes & sends a new message. There is familiar attachment and CC: functionality.

One difference: this portal is closely associated to your email address. The SecureMail portal does not maintain a Message List, Sent-Mail folder, or Trash folder of your previous messages. Copies of your secure messages will be sent to your email address - you use these to gain access to your inbound and sent-mail that is sent securely by OLTSS/MassHealth staff.

Q: When should I use SecureMail to communicate with AGD Support?

A: <mark>Every time!</mark>

As an AGD Point-person, we expect that your emails to **AGD Support** contain Protected Information (e.g. names & other personal identifiers, PHI or PII). Thus we take the universal precaution to require that all email communication uses secure encrypted email.

All messages to **AGD Support, on any subject,** must be sent securely using the process below.

Step 1: Login

## SecureMail Login: **https://securemail.state.ma.us/login** (https://securemail.state.ma.us/login).

We suggest you bookmark this URL. Login is a 2-step process.

The first login screen is displayed. Enter **the email address** with which you are registered. Click [Sign In].

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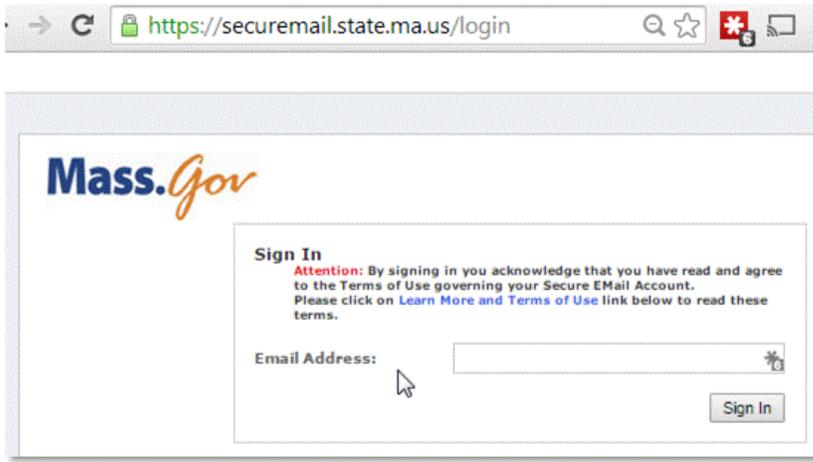
The second login screen is displayed. Enter **your password**, and then click [Sign In]. Alternately, click [Forgot Your Password].
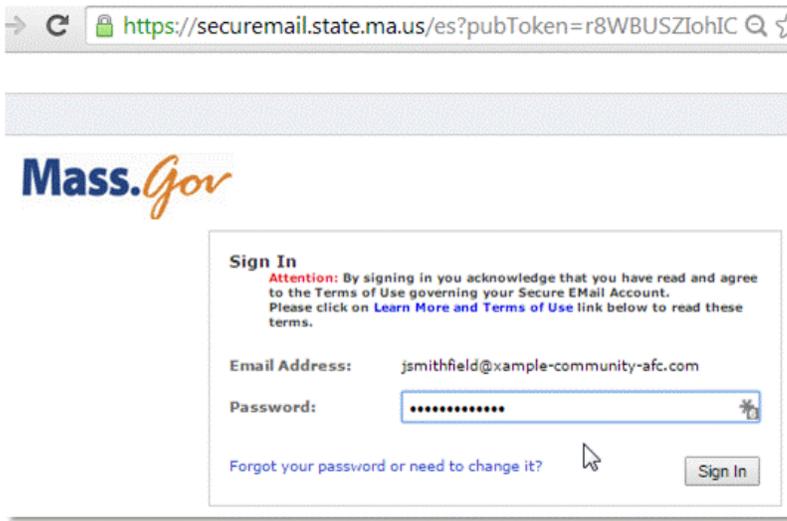
Step 2: Compose your Message

If your password is correct, the Create New Secure Message interface is displayed.
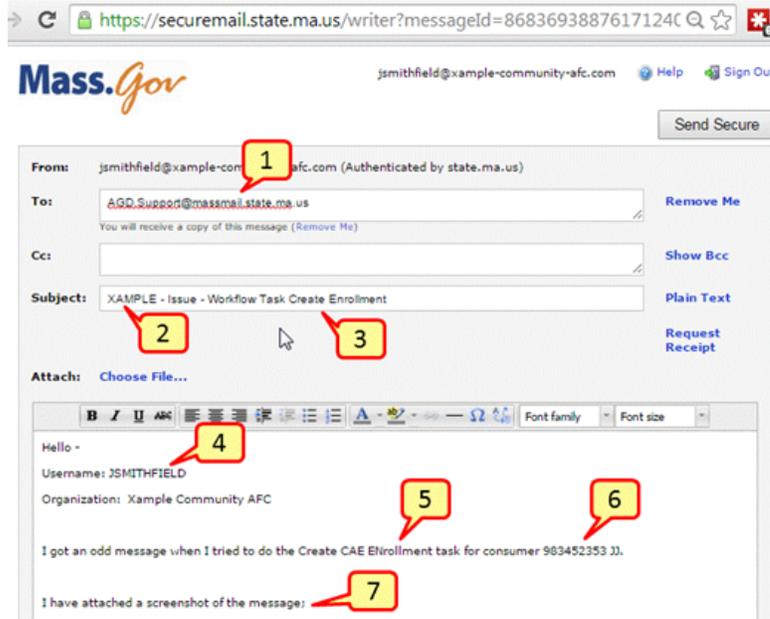
The example above shows a clear & effective issue report to AGD Support. The numbered callouts demonstrate some features of a superior issue report. Key to the callouts above:

1. Address the email to AGD.Support@massmail.state.ma.us (mailto:AGD.Support@massmail.state.ma.us).

   <mark>Important</mark>: do not omit "massmail". This should be used whenever you use SecureMail to communicate with OLTSS/MassHealth staff.

2. Indicate your **Organization name in the Subject Line**

3. Make sure that your **Subject Line includes a clear, concise, and specific reference to the issue topic**. Don't be vague or generic.

4. Within the body of the email, indicate the **username of the person who experienced the problem**. You only need to provide one or two examples, not an exhaustive list.

5. A specific **indication of when the error occurs**. Here, the issue seems to be connected to the Create CAE Enrollment Workflow Task. What did the user expect to happen; what was the user trying to do?

6. **A reference to a specific consumer** for whom the issue was observed. The AGD Support standard is to **refer to a consumer by their SAMS ID and the consumer's initials**. Note: no other Protected Information should be in the email's message text: name, address, SSN, DOB, MassHealth number, etc.

7. **Screenshots** are provided to AGD Support. As with email message text, attachments or screenshots should *never* include name, address, SSN, DOB, MassHealth number. Instead, refer to a specific consumer by SAMS ID plus initials.Resolution of your issue can be delayed if key details are not provided with the initial report.

Step 3: Send Secure

Click [Send Secure] to send your secure email. The system displays a success message confirming that the secure message was sent.
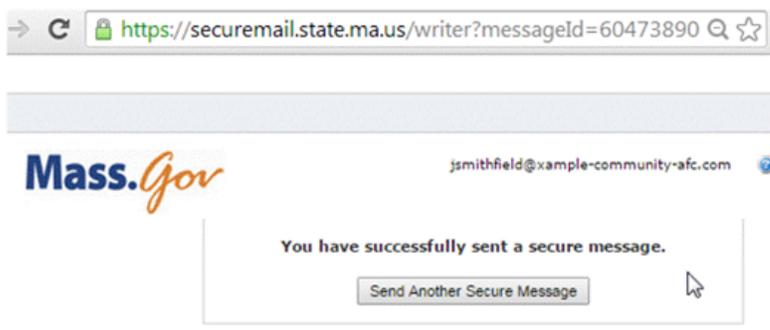
Close the browser window if you're done composing secure mail.

Step 4: You receive a copy of the secure email

A copy of your message is sent to your email account, as a sent-mail file copy. Note that the system has updated the subject line with **Secure: [Copy - SecureMail]** to indicate the message was, in fact, sent securely.

You will receive a secure message, you would need to login to the SecureMail portal to see its contents.

(http://umassmed.typepad.com/.a/6a0133f11ab9fe970b01b8d0ee5ffe970c-pi)
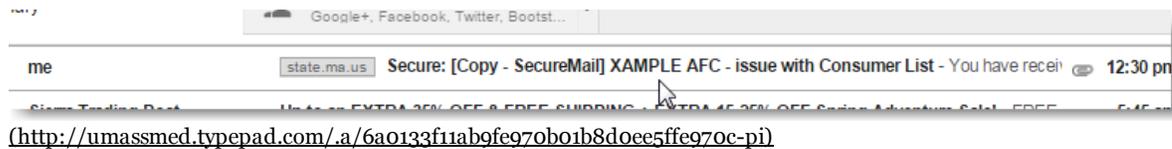
End Notes

A useful tool: not just for AGD Support

Point people, once registered, may use the SecureMail (aka "SFED") portal to send secure encrypted email to any OLTSS/MassHealth staff, especially when sending emails that contain protected health information (PHI) and/or personally identifiable information (PII). Make sure to use "massmail" in the recipient's email address.

Help Files & Guide to Using SecureMail

There is some useful information available in the SecureMail's Help Files (https://securemail.state.ma.us/brand/zdm/help.ftl) (login is *not* necessary to view Help Files):

- Receiving Secure Email (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link1)
- Replying to Secure Email (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link2)
- Forwarding Secure Email (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link3)
- Sending Secure Email (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link4)
- Using Message Receipts (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link10)
- Using Zero Download Messenger Rich Content (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link5)
- Security (https://securemail.state.ma.us/brand/zdm/help.ftl#toc_link6)

Many Names

The Mass secure email system discussed here has many names: it is formally called the **Commonwealth of Massachusetts Secure Email Delivery System**, and bears a Mass.gov logo. Sometimes it may be called SecureMail, or even "sfed".

The bottom line: Make sure that your web browser's address bar says https://securemail.state.ma.us (https://securemail.state.ma.us/).

March 17, 18, 2015: slight updates.

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