This material covers information for state and non state employees who send and receive emails that contain protected information for the Department of Intellectual and Developmental Disabilities.
The following sections are covered:

- **Sending**
  - using the state email system (pg. 7-10)
  - state email address to state email address (pg. 11 -12)
  - state email address to non state email address (pg. 13-18)

- **Receiving**
  - state email address to state email address (pg. 20 -22)
  - state email address to non state email address (pg. 23-25)

- **Accessing**
  - non state employees accessing portal (pg. 26 -33)

- **Working inside the portal**
  - non state employees logging in, viewing inbox, replying, attaching files, deleting & printing (pg. 34-42)

- **Notifications**
  - state and non state employees (pg. 43-44)

- **Support**
  - state and non state employees (pg. 45-46)
Any state employee using the state email system can send secure emails to state and non state employees.

The current state email system for DIDD employees is Outlook:

• Outlook 2003
• Outlook 2010
• Outlook Web (mail.tn.gov)

To ensure the content of an email is protected, that email must originate from the state email system.

Note: The state email system directs emails which have been identified as secure and are addressed to non state email addresses to the State of Tennessee Secure Web Mail portal.
When using the *state email system* to send emails that contain HIPAA Information, an individual’s demographics, or any information specific enough to identify that individual and services, then *[secure email]* is included in the subject line.

This is *mandatory* for DIDD employees when sending to non state email addresses.

It is *strongly recommended* even when sending to state email addresses. Doing so lessens the chance of emails being forwarded to non state email addresses unsecured.
Examples of non state email address:
• whoever@ yahoo.com
• someone @gmail.com
• anybody@comcast.net
• people @hotmail.com
• employee@agencyname.com

Examples of state email address:
• firstname.lastname@tn.gov
• groupname @listserve.tn.gov
• stateagency @cot.tn.gov

Note: You are using the state email system when you send an email and the “FROM” email address contains tn.gov after the @ symbol
Sending [secure email] from the state email system
Type the words “secure email” inside brackets [] in the subject line of the email. Example: [secure email]

This places encryption on the email protecting the content and any attachments. It will also direct the email message to the Secure Web Mail portal.
[secure email] can be anywhere in the subject line.

Example:

- Re: [secure email] yada yada yada
- Fwd: [secure email] blah  blah blah
- Fwd. Re: [secure email] yada blah yada blah
- [secure email] this that and the others
- This and that [secure email]
- The others [secure email] go figure

This lessens the chance of emails being forwarded to non state email addresses unsecured.
Remember when sending [secure email] **DO NOT** use a persons First and Last Name in the Subject Line.

Example:
- **Blade Sanwell**

Instead, use first initial of first name and last name or first name and first initial of last name

Example:
- B Sanwell
- Blade S
Sending [secure email] from
state email address
to
state email address
Sending [secure email] from state email address to state email address

OIR has enabled email encryption within the state email system. All emails sent from state email addresses to state email addresses are automatically protected.

It is strongly recommended that DIDD employees using the state email system include [secure email] in the Subject line when sending protected information in a new email, replying to an email, or forwarding an email to another state email address.
Sending [secure email] from state email address to non state email address
Sending [secure email] from state email address to non state email address

It is mandatory for DIDD employees using the state email system to include [secure email] in the Subject line when sending protected information in a new email, replying to an email or forwarding an email to a non state email address.

This enables email encryption that is handled by McAfee Gateway Appliances, which is the State of Tennessee Secure Web Mail portal.
Remember:

When in doubt, assume that your message contains HIPAA or protected information, and use [secure email].
Sending [secure email] from state email address to non state email address (cont.)

The state email address receives a Mail Monitoring Notification email from Secure Delivery when a secure email is being sent to a non state email address.
The Mail Monitoring Notification email provides information that it detected a secure email is being sent & provides information on Date, Message ID, Sender, Recipient, & Subject.

View of email from Outlook 2010

From: Secure Delivery <secure_delivery@tn.gov>  
To: Renee Johnson  
Cc:  
Subject: Mail Monitoring Notification

This is an automatically generated Mail Monitoring notification. This system has detected that you have sent an email with [secure email] in the subject field. The system will first attempt to send the message with TLS encryption. Should that fail, the email will be routed to the Secure Web Delivery server (SWD) for the recipient to retrieve.

The specifics of the message are as follows;
Message ID: 12460777
Sender: renee.johnson@tn.gov
Recipient: lagenejohnson@comcast.net
Subject: [secure email] test from web outlook at home
Sending [secure email] from state email address to non state email address (cont.)

The non state email address receives a Secure Web Delivery Notification email from the state email address containing a link to the State of Tennessee Secure Web Mail portal where the original protected email message can be retrieved.

View of Inbox from a non state email system (xfinity)
Receiving [secure email] from the state email system
Receiving [secure email] sent from state email address to state email address
Receiving [secure email] sent from state email address to state email address

OIR has enabled email encryption within the state email system.

You will receive the email in your inbox that contains protected information in the same manner as all other emails. Whether you are using Outlook 2003, 2010, or Outlook Web.

There are no additional steps needed. The only difference you will notice is that [secure email] is included the Subject line.

Note: In this case email messages are not directed to the Secure Web Mail portal.
Receiving [secure email] sent from state email address to state email address (cont.)

View of Inbox from Outlook 2010

View of email from Outlook 2010
Receiving [secure email] sent from state email address to non state email address
Receiving [secure email] sent from state email address to non state email address (cont.)

Open the **Secure Web Delivery Notification** email from the **state email address**.

View of Inbox from a non state email system (xfinity)

Note: In this case, the original email messages is directed to the **Secure Web Mail portal**. This email message is only an email **notification**.
Receiving [secure email] sent from state email address to non state email address (cont.)

The email contains a link to the State of Tennessee Secure Web Mail Portal where the original protected email message can be retrieved.

Click on View Message
Accessing [secure email] from the Secure Web Mail portal
Accessing [secure email] from the **Secure Web Mail portal**

Clicking the **View Message** link in the *email notification* you received will open your **internet browser**, taking you to the **Secure Web Mail portal Login** screen

**Note:** Only *non state email address* will access the **Secure Web Mail portal**. Remember the *state email system* has email encryption enabled.
Accessing [secure email] from the Secure Web Mail portal (cont.)

• The first time you are accessing the Secure Web Mail portal from this non state email address, you will need to create a password.

• The User Name field is your email address & is automatically filled in.

• Create a password that is at least 8 characters long. You will need to type this password in both the Password field and the Confirm Password field.

• Click Submit.
• Each time you access the **Secure Web Mail portal** the **User Name** field is automatically filled in with your email address.

• Type the **password** you created in the **Password** field.

• Click the **Submit** button.

• Passwords do **not** expire.

• Clicking the **Reset** button only clears what was typed in the **Password** field.
Accessing [secure email] from the Secure Web Mail portal (cont.)

- If you do not remember your password, click the **Forgot Your Password** link in the *email notification* you received.

- You will see an **Information** screen from your *Internet Browser* notifying you that a temporary password has been sent to the *non state email address*.
Accessing [secure email] from the Secure Web Mail portal (cont.)

- Return to your non state email and open the Secure Web Delivery Password Reset Notification from Secure Email.

In the email notification:
- Make note of the New Temporary Password.
- Click the Reset Password Link.
Accessing [secure email] from the Secure Web Mail portal (cont.)

• Your *internet browser* will open to the screen where you will type in the **Temporary Password** that was received in the **Secure Web Delivery Password Reset Notification** email.

• Create a new **password** that is at least 8 characters long. You will need to type this **password** in both the **Password** field and the **Confirm Password** field.

• Click **Submit**.
Accessing [secure email] from the **Secure Web Mail portal** (cont.)

- Your *internet browser* will open the **Information** screen confirming your password was changed successfully.

- Re-open the **Secure Web Delivery Notification** *email*, and click on the **View Message** link.

- Type your *new password* into the **Password** field.

- Click **Submit**.
Working with [secure email] inside the Secure Web Mail portal
Working with [secure email] inside the Secure Web Mail portal

Once you are logged into the Secure Web Mail portal, the Inbox is displayed.
The **Inbox** has two sections.

One section displays the **sender** and **subject** information.

The other section displays the **content** of the email you select.

To select an email click on the subject line.
The **only** options available in the **Inbox** of the **Secure Web Mail portal** are:

- Reply
- Delete
- Print

Remember: The email **must originate** from the **state email system**.
Working with [secure email] inside of the Secure Web Mail portal (cont.)

• When replying to a message in the Inbox, the reply is **only** sent to the email address that sent the email message.

• You **can not** add any other email address in the **To:** field.

• You **can not** see or reply to any other email addresses that received the same email.
Attaching documents when Replying

• Click **Attach**.

• In the **Upload Panel** window, click **Browse** to locate your file.

• After locating and selecting your file, click **Attach**.

• Click **Reset** to select another file.
• After attaching the file, the **Success** window will appear. Click **OK**.

• The file you attached will be displayed in the window.
• Click **Send**.

• Click **OK** in the **Information** window indicating your message is being sent.
Select messages for deletion. Click DELETE.

In the Information window, click Yes or No to confirm.

Once files are deleted, they CANNOT be recovered.
Notifications from Secure Web Mail portal for [secure email]
Notifications from *Secure Web Mail* portal for [secure email]

- **When an email in the portal has not** been opened at least **two** calendar days from the date received, a *notification* message is sent to the receiver of the [secure email] that the message has not been opened. Notifications are currently generated **every two days** until the message is opened or deleted.

- **All** messages are deleted from the [secure email] inbox once they are fourteen (14) calendar days old. *Notification* messages are **not** sent for automatic 14 day deletions.
Automatic “Out of Office” replies are not sent/generated from within the Secure Web Mail portal.

Example:
State email address sends email to non state email address who has an automatic ‘out of office’ reply setup.

The state email address does not receive the automatic ‘out of office’ reply back into the state email system. This is because the secure email went to the portal and not directly to the non state email address.

However, when in the portal and sending & receiving messages though the portal, you may see automatic ‘out of office’ replies.
Support for [secure email]
Support for [secure email]

State Employees and Non State Employees can email DIDDHelpDesk@tn.gov for assistance.