

Registering in the Encrypted Email System at Lancaster General Health

Requirements

Requirements for using the Lancaster General Health (LGHealth) encrypted email system are:

1. You must have internet access so you can communicate with the LG encrypted email web server (<https://secure.lancastergeneral.org>). Ports 80 (http://) and port 443 (https://) must be enabled to pass.
2. You must have HTML content enabled in your mail reader.
3. You must have JAVA installed on your workstation (the latest SUN/JAVA works fine (<http://www.java.com>)).
4. You can only use this system for encrypted email traffic with LG employees and representatives (that is, users who have LG electronic email addresses).
5. You should be on a Windows workstation (XP/SP3 or Windows 7).
6. You should be using IE7 or better as the web browser. Firefox and a number of additional browsers work, as well.
7. You may have trouble reading encrypted emails through some web based email readers (like Microsoft OWA), or through 'accelerator' services (AOL, Verizon, etc.) since they will re-write the URL's of embedded links in HTML emails.

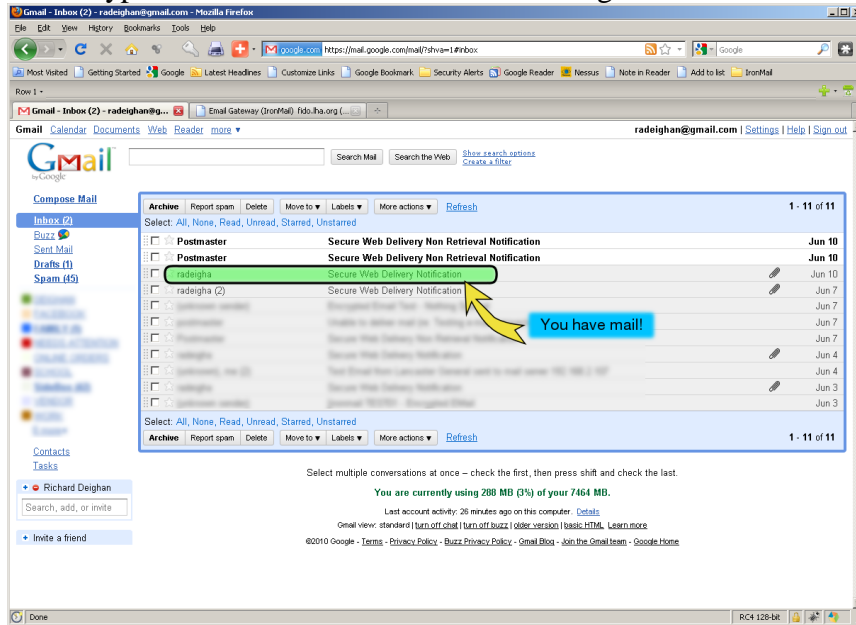
Sign-up for the LGH encrypted email system is by invitation only. That means that you must receive an encrypted email from someone from LGHealth to start the registration process.

You cannot share your encrypted email with other users. If you do need to share the email, you must either

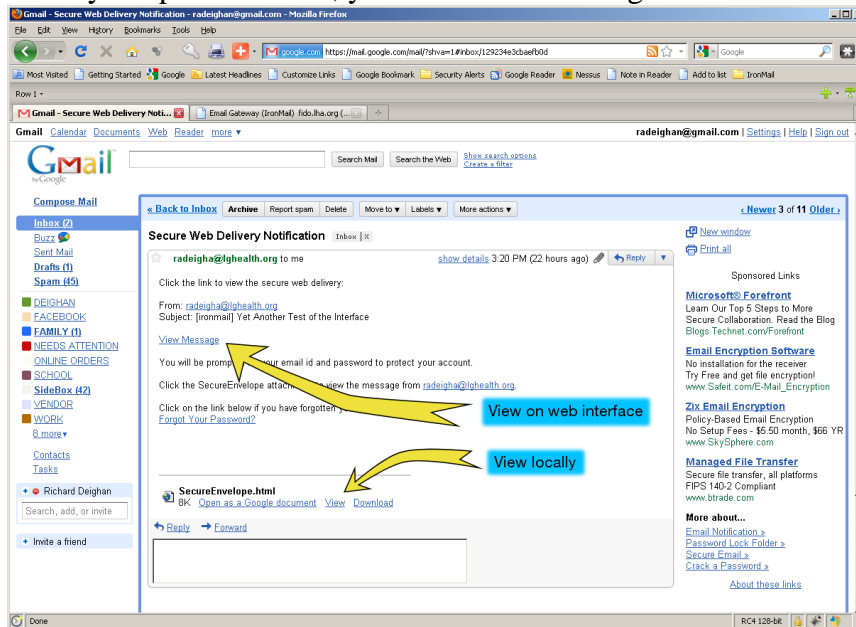
1. Print out a paper copy, or
2. Cut and past the important contents into another email, or
3. Request that your contact at LGHealth include them in the original encrypted email, so they will be able to use their own account to read it directly.

Registration and Reading the Local Copy

1. An encrypted email will look like the following:



2. When you open the email, you will see something like this:



You will have the option of viewing your email on the LGHealth Encrypted email server, or viewing your email locally. We will proceed with what it looks like to read the local copy.

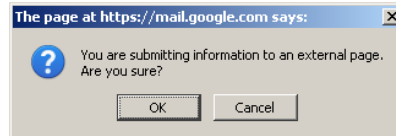
NOTE: The local copy of the encrypted email will always be available to you. The copy that exists on the LGHealth encrypted email server will only be

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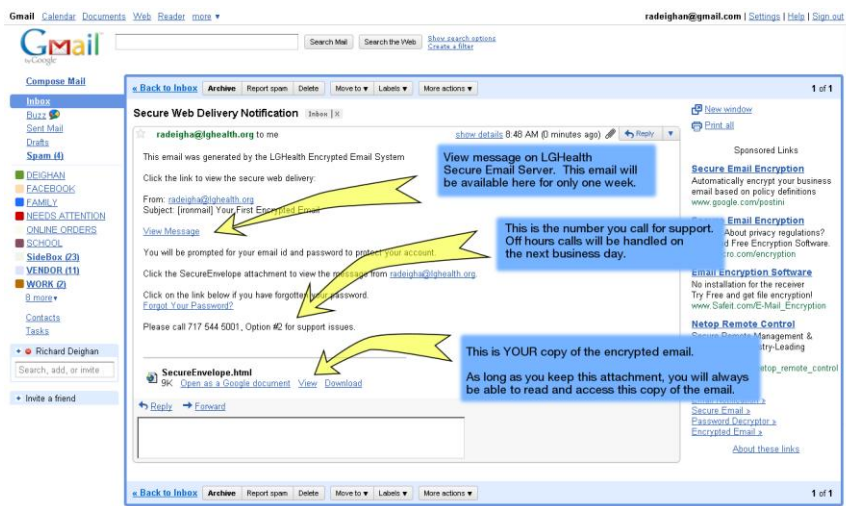
available for one week. After that, the server copy will be purged.

3. Some browsers will alert you that some of the content is coming from another page. This is expected, and it's all right to click [OK]:

You may get prompted about submitting information to an external page. Go ahead and type [OK]



4. There are three things to be aware of in the encrypted email notice:
 - a. The first link will be back to the a secure email server run by LGHealth. This email will be available for one week before it is purged.
 - b. There is a support number available.
 - c. The email will have an enclosure. This is your copy of the encrypted email. As long as you have the enclosure, you will always be able to decrypt this email.



5. We will click on the 'View' link (see above) to see what decrypting the local enclosure looks like. You will see a re-redirect message. Go ahead and press [Decrypt Message]

You will be automatically redirected to the encryption server within a few seconds.
If you are not redirected, please click the Decrypt Message button.

[Decrypt Message](#)

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6. You will see the registration page for the LGHealth encrypted email service. This page will appear :

Lancaster General Health
McAfee Secure Web Mail

Welcome to the Lancaster General Health Secure E-mail System.
You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.
If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.
If you receive secure messages in the future only your password will be required.
Please contact our customer service center at 544-5001 option # 2 if you experience problems with this system.
Thank you.

Please login to access Secure Web Mail.

User Name:

Password:

Confirm Password:

Disclaimer

You will see the Password and Confirm Password for first time registration and for password resets

The password must be 8 characters long, and the password history is 3 deep. The password will never expire.

7. Enter the answers to the five questions. You will only be required to answer three of the correctly to reset your password:

Lancaster General Health
Password Management

Welcome to the Lancaster General Health Secure E-mail System.
You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.
If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.
If you receive secure messages in the future only your password will be required.
Please contact our customer service center at 544-5001 option # 2 if you experience problems with this system.
Thank you.

Please provide answer(s). They will be used in the future to verify your identity if you forget your password.

What Are The Last Four Digits Of Your Phone Number?:

What Car Do You Drive?:

What Is Your Hometown?:

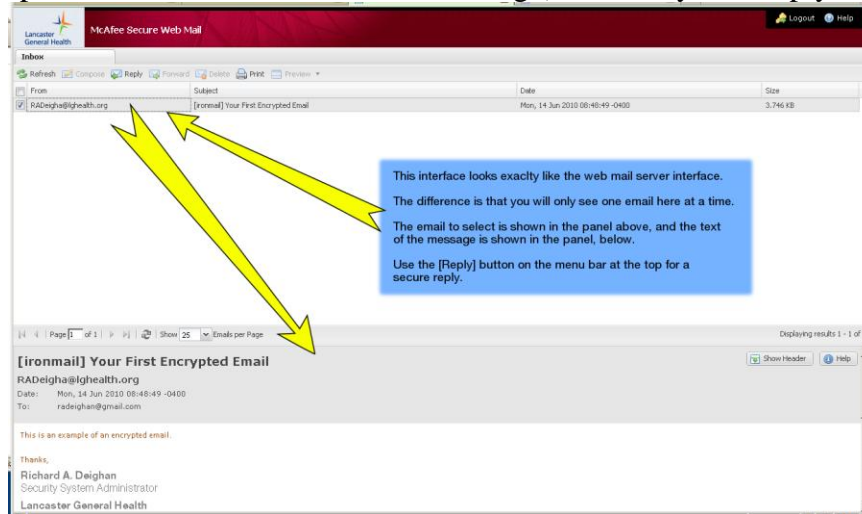
What Is Your Mothers Maiden Name?:

What Was The Name Of The Town Where You Were Born?:

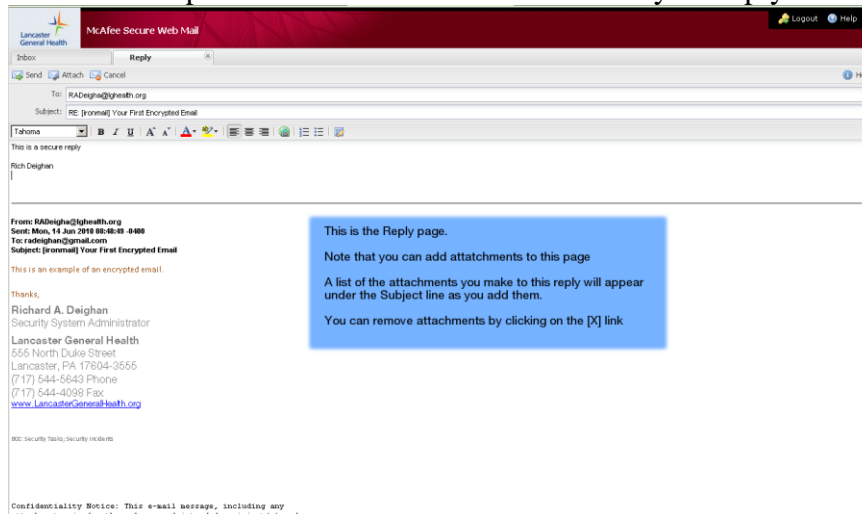
Answer the 5 questions.
You only need to anser 3 of the 5 to reset your password.

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8. Your encrypted email will look like this. There are buttons on the menu bar (look up near the Lancaster General Health logo) to allow you to reply and to print.



9. When you hit the [Reply] button, you will see this page. Notice that you have the chance at this point to make secure attachments to your reply:



You will see a message box to let you know that your reply has been queued for delivery. Click on the [OK] button to proceed.

At this point, click on the [Logout] link in the upper right to leave the interface.

10. You are registered in the LGHealth encrypted email system. You will only need to enter your password from now on to read email messages.

Reading Encrypted Email from the Lancaster General Health Encrypted Email Server

The main differences between reading the local copy, and reading the copy on the mail server are:

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- Email on the web server will only be available for one week. That copy will be purged after that time. You will always be able to read your local copy of the encrypted email. That will appear as an HTML attachment to the notification that you have received encrypted email (see the first section).
- If you have been sent several encrypted emails that are not older than one week, you will be able to review all those emails in this interface. All the features that are available to you when reading your local copy will also be available to you on the email interface.
- The same requirements apply for the web based encrypted email reader that apply to reading the local copy.