



# Lancaster General Health

## Secure Email FAQ for External Users

Lancaster General Health has upgraded its secure email services in June of 2010. This service will be used whenever patient or sensitive information is to be delivered by email from LGH. Documentation is available on the LGHealth intranet.

### **Who is this document for?**

This document is intended for LGH business partners and vendors.

### **What is LGH secure email?**

The LGH secure email system serves two purposes.

1. Allows LGH employees to tag email for secure delivery
2. Provides a safety net for all other email correspondence.

The service will attempt to securely deliver an email with the following process:

1. Check to see if your own email server is capable of encrypting the mail transfer session, by a method known as TLS. If this is available, the entire mail transfer session is encrypted, and the email arrives at your inbox 'in the clear'.
2. If TLS is not available, the LGH secure email service will encrypt the email, and send you a notification.

### **How do I use LGH secure email?**

You will receive a notification that you have received a secure email for LG Health. This notification will contain three important links:

1. A link that points back to the secure web mail sponsored by LG Health. Emails will stay resident on this server for 1 week before being automatically removed.
2. A link to an HTML attachment that was sent with the notification. You will always be able to decrypt this attachment.
3. A link to reset your password.

### **Can I send a an LGH secure email?**

No, but you can reply to a secure email. If you need to communicate securely with someone at LGH, you should send a clear text request for a secure email.



# Lancaster General Health

## Secure Email FAQ for External Users

### **What is the process for signing up?**

The first time you use the secure email system, you will be prompted for a user ID (which will be filled in with your email address) and a password, and then a confirmation of that password. Once you have confirmed your password (which will never expire), you will be asked to the 5 questions. You need to answer 3 questions correctly in order to reset your password.

### **What if I forget my Password?**

The system will allow you to reset your password. You must answer 3 of the 5 challenge questions in order to reset your password. You will have to type in your answers the way you originally put them in, as upper and lower case matter.

If you forget your challenge answers, your password can also be reset by the system administrator of the service.

### **When and How do I change my password?**

You can click on the link 'Forgot Your Password?' in order to change your password. You would change the your password if you forget your password, or suspect that your account has been compromised.

### **I just received an email that I was told was going to be sent securely, but it arrived like a normal email. What's going on?**

The LG Health secure email system will always send an email that's been tagged for secure delivery in a secure manner. This can be done in one of two ways. The more traditional way it to actually encrypt the email, and send you an secure email notification.

The second way is less frequently use, but is more convenient. The LG Health secure mail system can establish an encrypted connection with other email systems that are capable of it (the services is called TLS). Your email will then be sent through this secured connection, and you will receive an email 'in the clear'.

It may be possible for you to participate in this system. Talk to your own IT support people to find out.



# Lancaster General Health

## Secure Email FAQ for External Users

### **How do I report a problem?**

You can do one of several things if you are a recipient and run into trouble:

1. Call operations (717 544 5001 – Option 2). Tell them you are using the encrypted email system and are having difficulty.
2. Get in touch with the sender. Have them open a ticket in the IS request ticketing system. That is what operations will do.

There is no support out of business hours (8am to 5pm). Support will be provided within one business day or sooner.