

Hall Medical – Email Encryption Instructions

When emails are sent from Hall Medical. They are encrypted to protect your PHI information. This means that you will have to decrypt the email message to read it.

You will see a message similar to

You've received an encrypted message from (name)@HallMedical.com

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address: (your email address)@gmail.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

Message encryption by Microsoft Office 365

******Follow the onscreen instructions to view your encrypted email. If you are requesting a one-time passcode, leave the window open that requested the code and use another window to open a new email client and wait for the code to be sent. Copy and paste this code into the window you left open ******

Reference Videos:

Video: https://www.youtube.com/watch?v=w_z_YPiuAVI

Reading a protected message with Gmail

Desktop/Browser:

1. Select **Click here to read your message**.
2. Select **Sign in with Google**.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

Mobile app:

1. Tap **Click here to read your message**.
2. Tap **Sign in with...** and sign in to your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

Reading a protected message with a single-use code

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or other Internet Service Provider, you'll need to obtain a single-use code to read the message.

Desktop/Browser:

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

Mobile app:

1. Tap **Click here to read your message** > **Sign in with a single-use code**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code and copy it.
4. Enter the code in your browser, then select **Continue** to read your message.