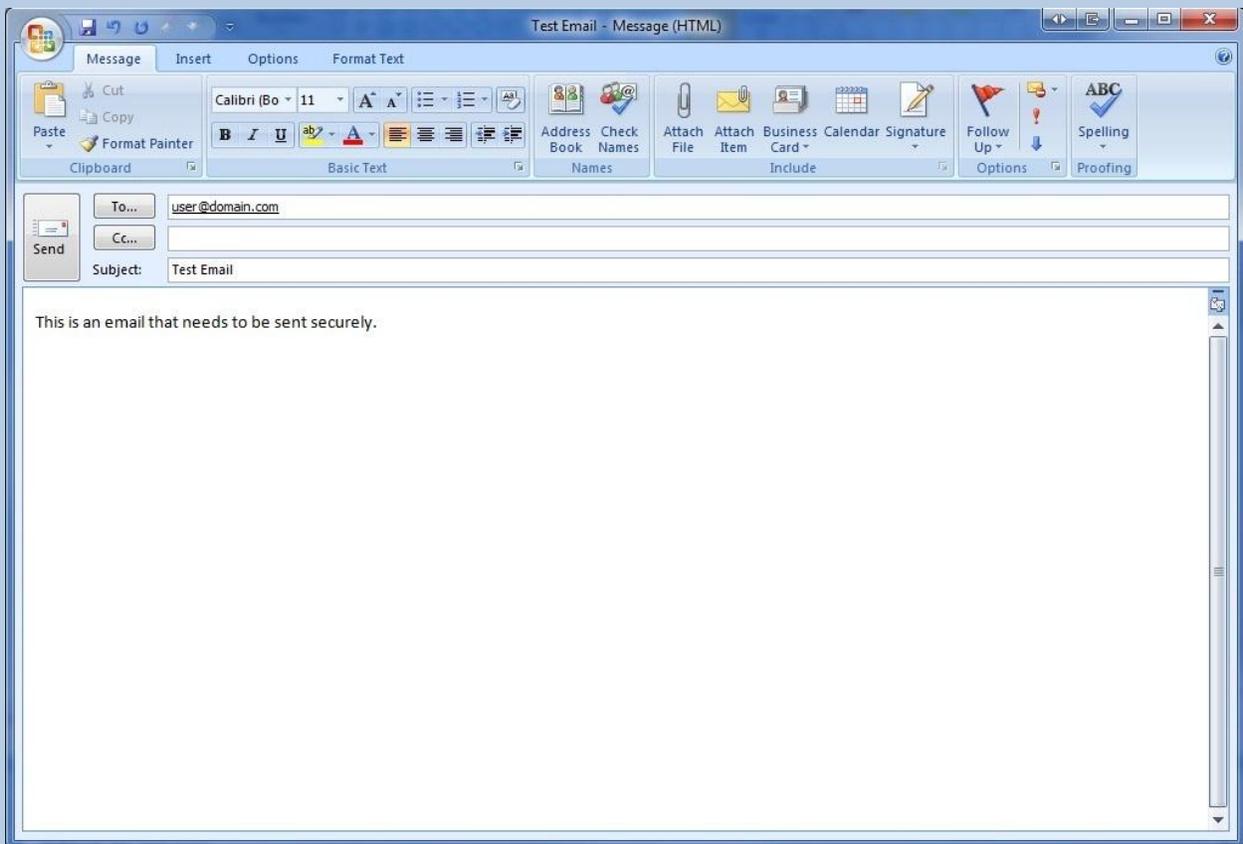


NCH Secure Web Delivery Instructions

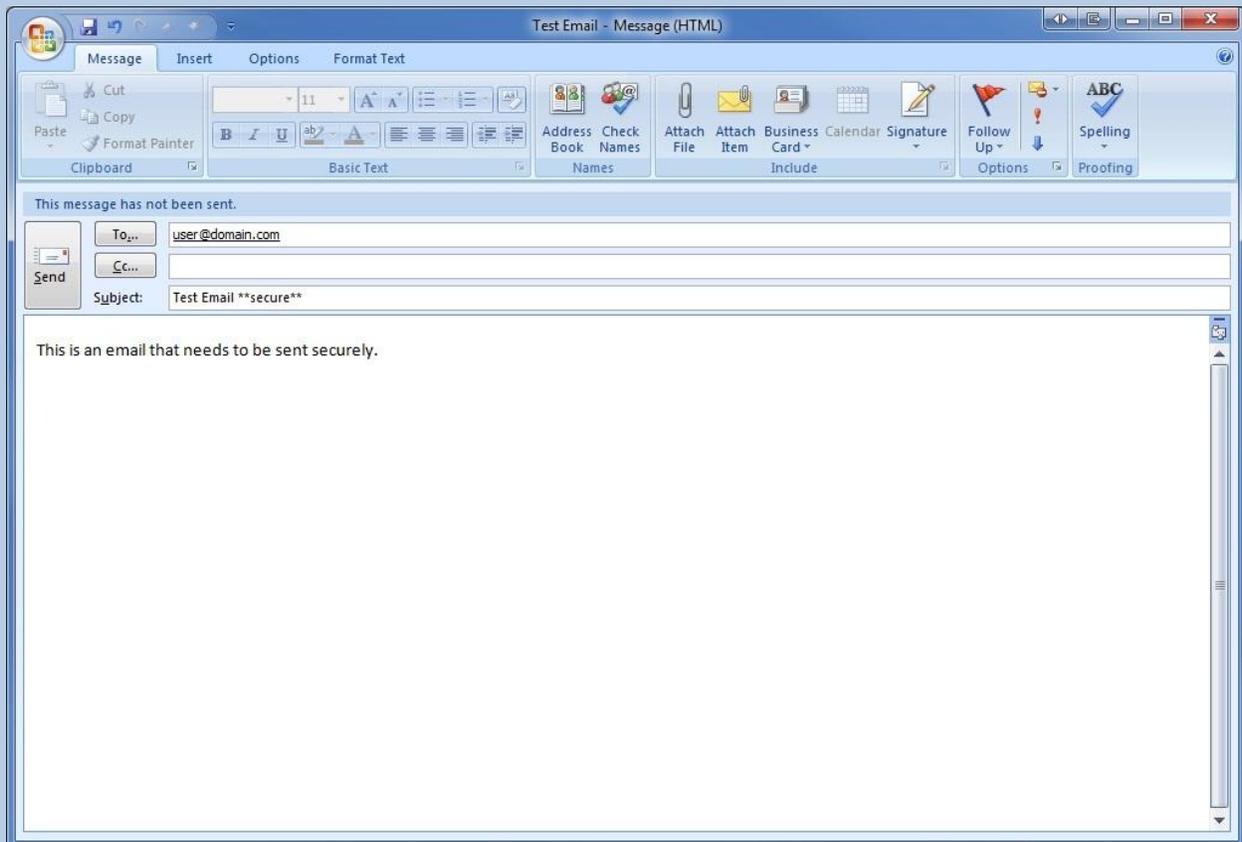
Typically when you send an email to a person, it is sent in 'Clear Text' and can be viewed as it traverses the internet. Email is typically not considered a good vehicle for sending information that you or the owner would not want readily viewed, or to fall into the wrong hands. A few examples of this are Patient Health Information, and NCH financial data and company secrets. The following instructions will walk you through the steps to send an email to a person outside of the hospital, which needs encrypted to protect the contents from being viewed while in transit across the internet. Our Secure Web Delivery system uses what is known as 'Pull Technology', in that the actual email never leaves our organization. When you send a secure email, the recipient will view the actual email on a web server here at Nationwide Children's Hospital.

To send an email securely to recipients outside of the hospital, create a new email in Microsoft Outlook just as you would normally ^(Pic 1). Fill all the necessary fields (ex. To, Subject, etc) as you would normally. Create the body of the email, and attach any attachments.



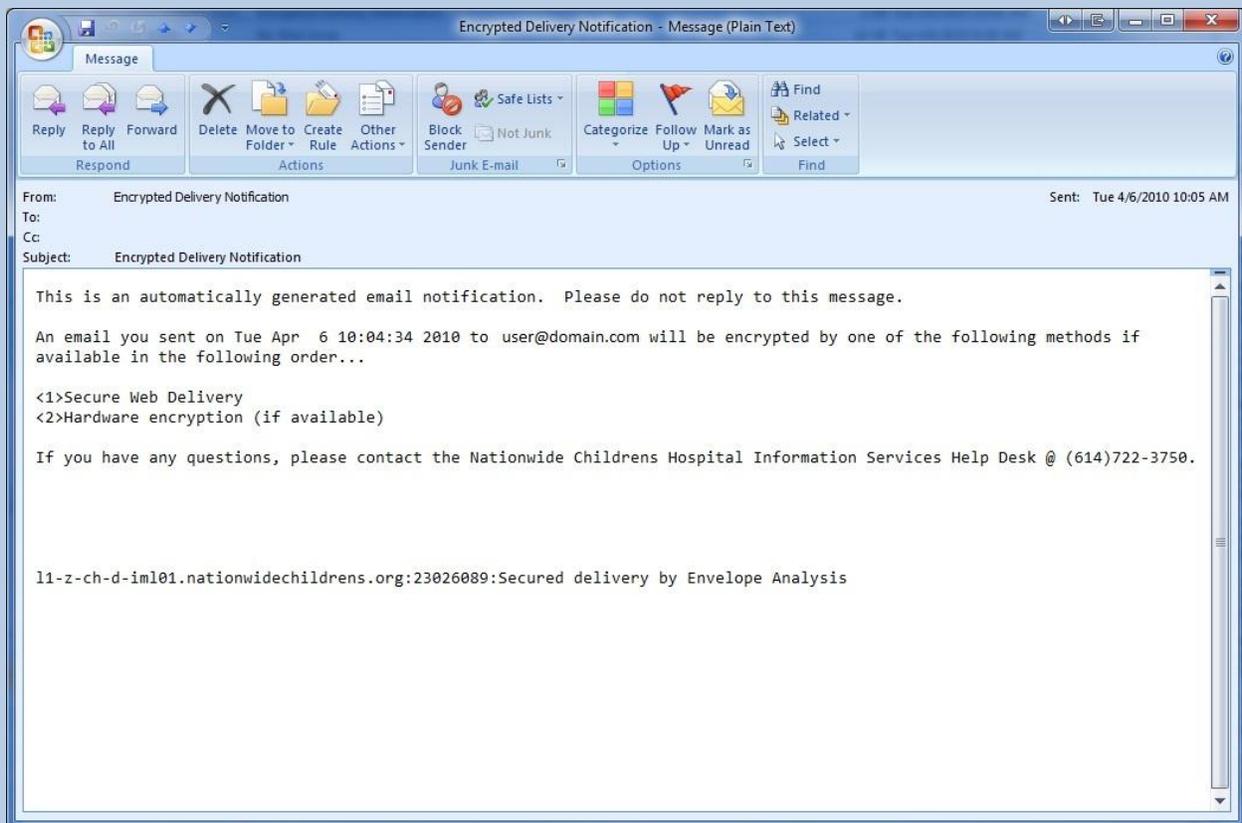
Pic 1

Before clicking 'Send', edit the Subject field so it contains the string ****secure**** (Pic2). The asterisk (*) is typed by holding the shift key and then hit the '8' key. This string can be anywhere in the subject field, but must be typed as show above without any spaces in the string itself. There can be preceding or trailing spaces to the string itself.



Pic 2

Once you have done this, you can click Send just as you normally would to send the email. Very shortly, you will receive an email notification from **Encrypted Delivery Notification** (Pic 3). This email is for verification that the email will be treated as a Secure Web Delivery email. You may delete this verification email once you have verified that the email address of the recipient is correct in the second sentence. If you did not receive an email from Encrypted Delivery Notification, you may have typed the string incorrectly. Check your 'Sent Items' folder in Outlook for the original email to verify that you had the string correct and that it was in the Subject field.



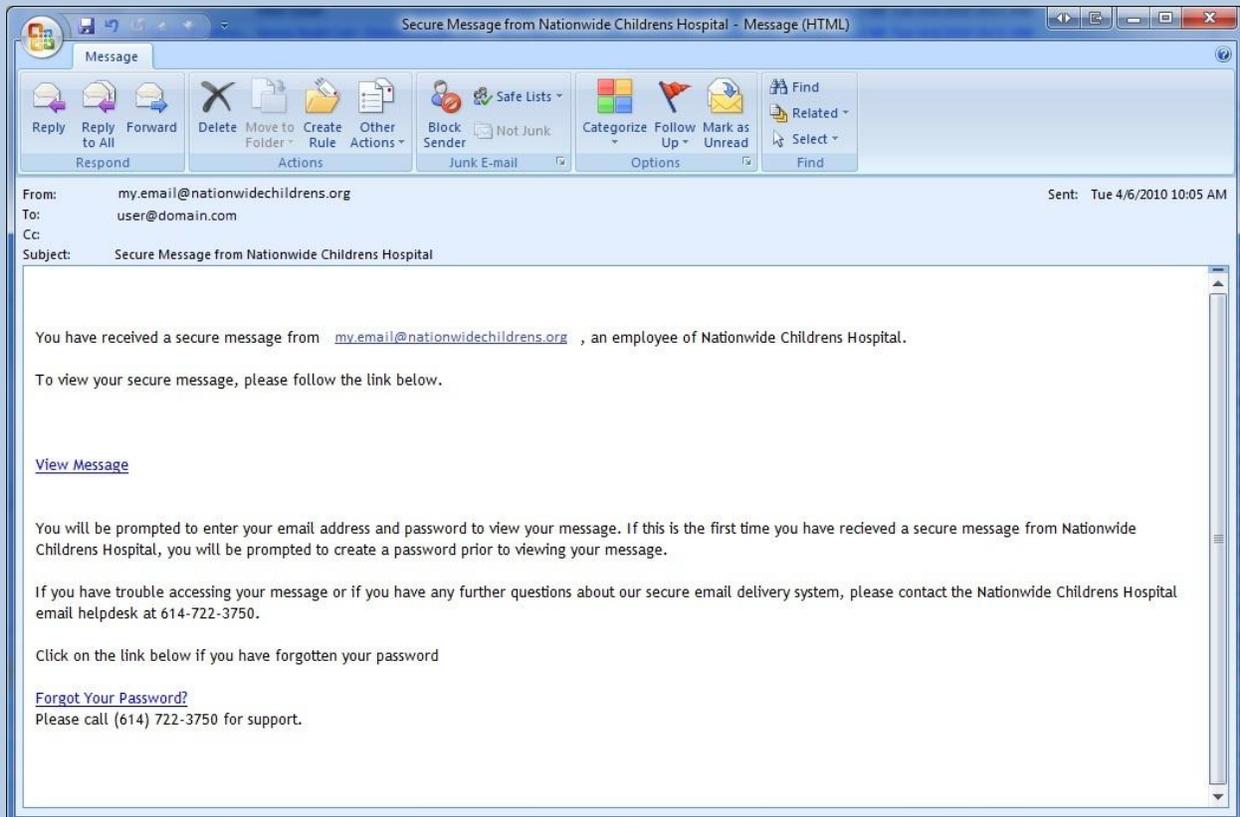
Pic 3

That is all that you need to do to send an email securely from Nationwide Childrens Hospital. The recipient can reply to you through the Secure Web Delivery web interface, and it will be protected as well. You may receive a notification if the recipient never reads the email. After a period of time without being read, the email will expire, and will no longer be available to the recipient. You will need to resend the email through Outlook to make it available again.

Secure Web Delivery Recipient Instructions

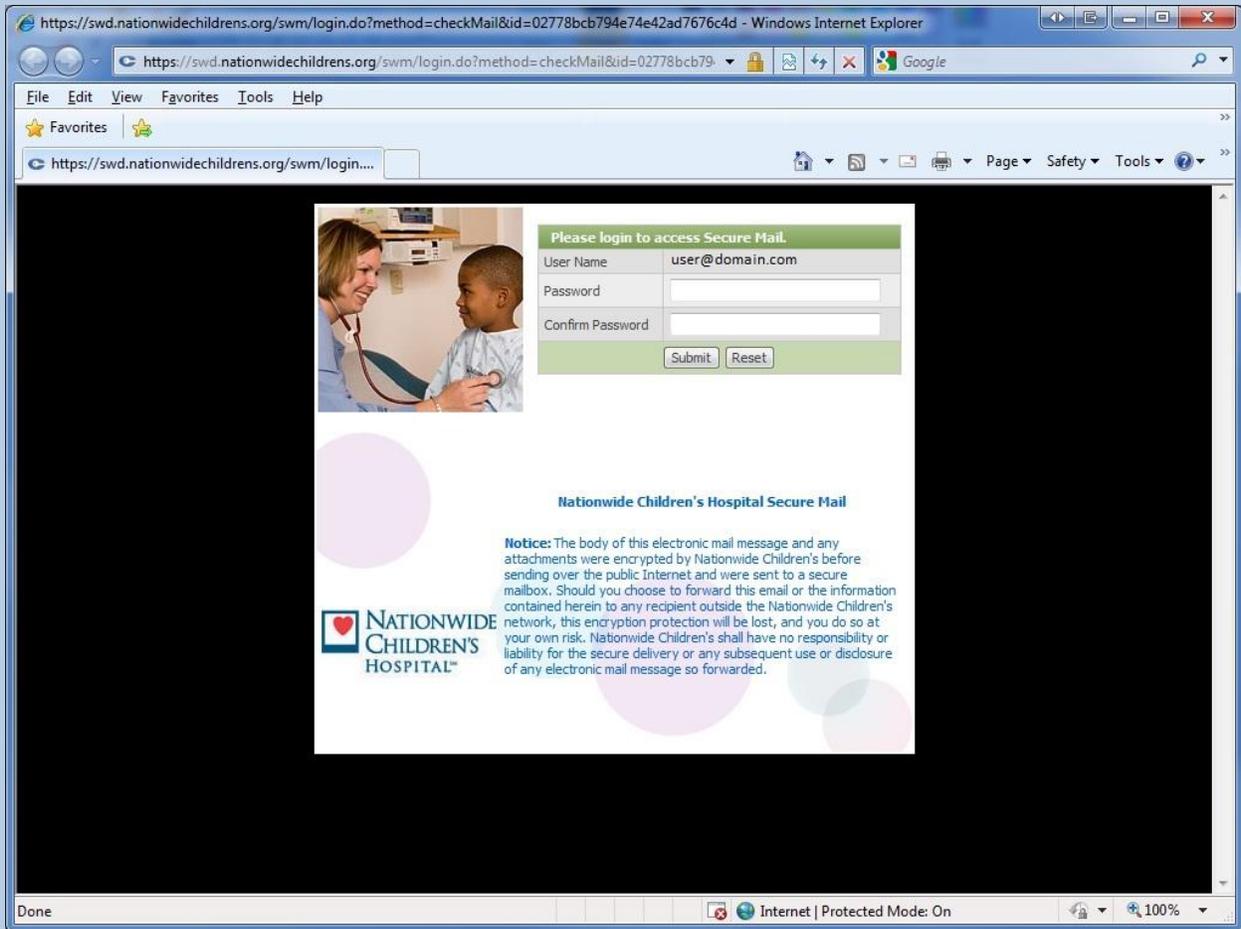
These following steps for the recipient to read the email once it has been sent from NCH. These steps only need to be performed by the Secure Web Delivery email recipient.

The recipient will receive an automatically generated email notifying them that a Secure Web Delivery email is waiting for them to view^(Pic 4). This email will not contain any of the information of the original email, only a web browser link to view the email.



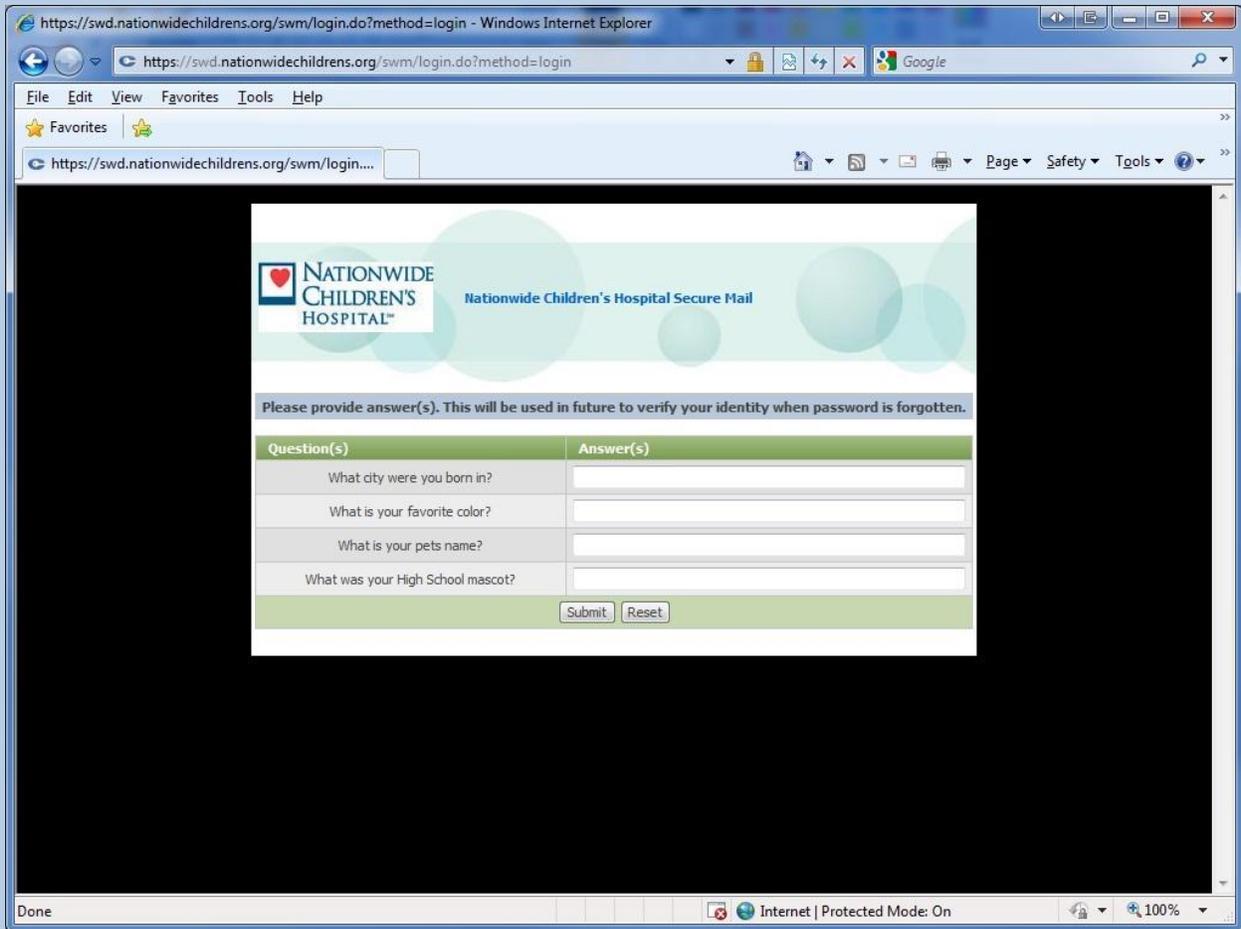
Pic 4

Once the Secure Web Delivery recipient clicks on the link, it will open an Internet Browser window and take them to a web page for them to create an account^(Pic 5) if it is the first time they have visited the Nationwide Childrens Hospital Secure Web Delivery website. If they have already created an account, they just need to login with their password they entered the first time they registered on the website.



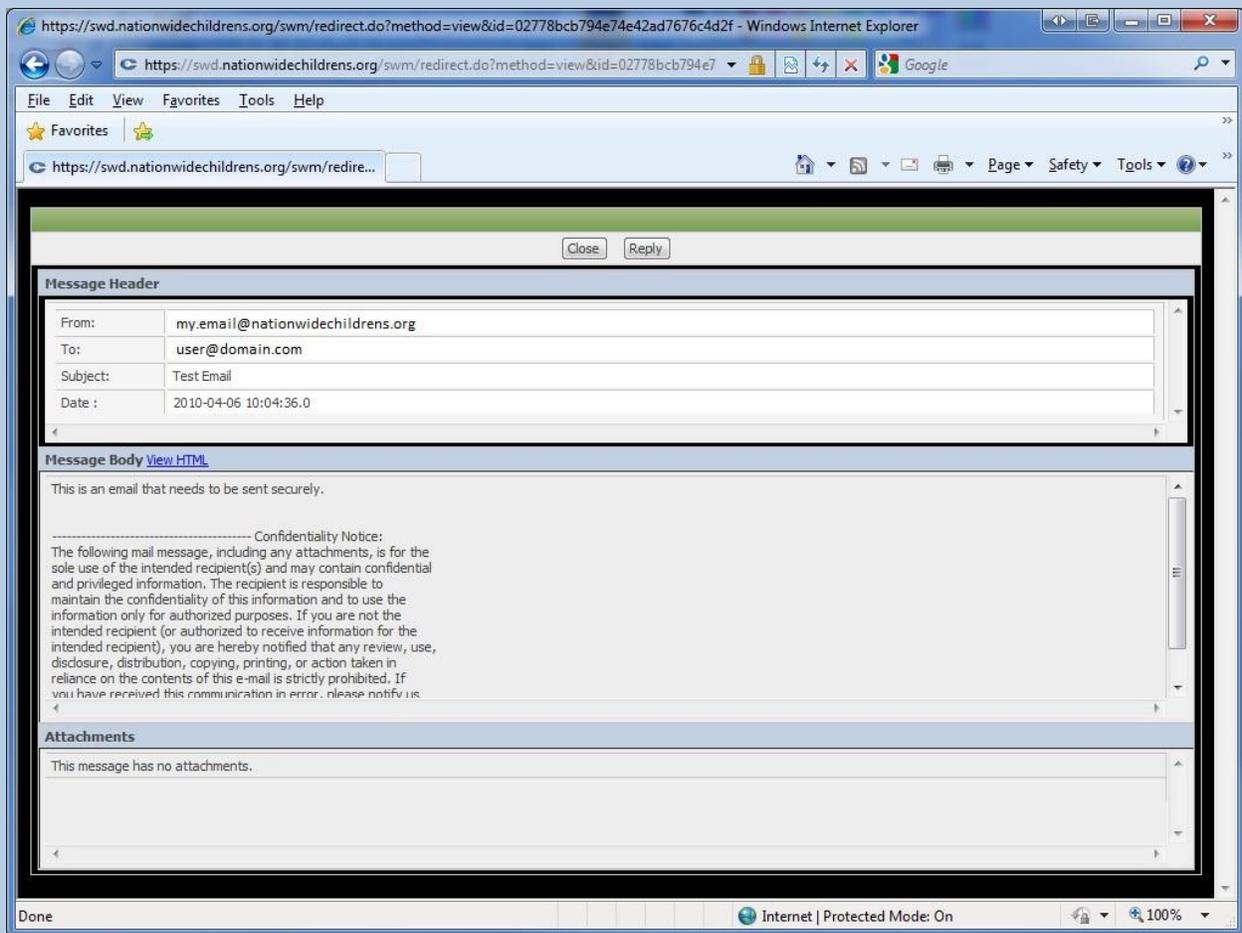
Pic 5

Once they have entered a password and confirmed it, they will be taken to a website where they must answer 4 Self-Service questions about themselves ^(Pic 6). These questions will be used later if they ever forget the password they set for themselves on the previous page.



Pic 6

Once they complete the steps to create the account, or enter their password that they used to create an account previously, they will be taken directly to the original email delivered to them securely through their web browser^(Pic 7). The technology behind the scenes is the same used when you access your personal bank account with a web browser.



Pic 7

Should the recipient forget their password in the future, there is a self-service way for them to reset their password. If they look at the bottom of the Secure Web Delivery Notification email ^(Pic 4) they received, there is a 'Forgot Your Password' link at the bottom that they can click on. This web link will take them to a web page that will ask them the four questions they answered when they setup their account, and will allow them to reset their own password if they answer the questions correctly.

For any questions regarding this document, please call the NCH Information Services Help Desk @ 614-722-3750.