



MASS HIWAY WEBMAIL 2.0 USER GUIDE

Version 20190515

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Getting Started

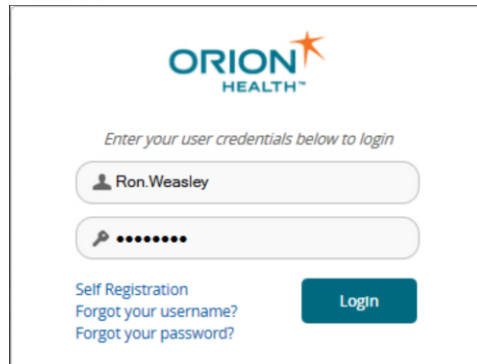
Setting up your Account

Before you Begin

You will receive an email informing you that your request for a user account has been approved. The email will include your username and temporary password.

Signing in the First Time

1. On the [Communicate Account Management Portal](#) Login page, enter your username and temporary password.

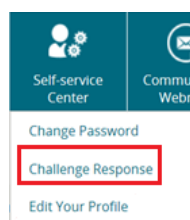


2. Click the Login button. You will be requested to change your password.
3. Enter your current password.
4. Enter a new password.
 - expires every 90 days.
 - must be between 8 and 12 characters long.
 - must contain at least one and a maximum of 3 numeric characters.
 - cannot contain the characters < > " ' ()
 - cannot contain your username.
 - cannot contain your first or last name.
5. Confirm your new password, then click the Change Password button. The Welcome page is displayed.

You will be signed out if you leave your computer idle for more than 30 minutes.

Setting up Challenge Responses

1. From the [Communicate Account Manager Portal](#) menu, select **Self Service Center > Challenge Response**.



2. Select three questions and enter an answer for each question.
3. It is important that other people do not know the answers to your Challenge Response questions.

Please answer the Challenge Response questions to unlock your account

What is your favorite sport? HIDE

What is the name of your first boy or girl friend? HIDE

What is the name of your favorite school? HIDE

4. Click the **Save** button. The following message is displayed: *Responses Successfully Saved*

Editing your Profile

1. From the [Communicate Account Manager Portal](#) menu, select **Self Service Center > Edit Your Profile**.

Edit Profile

Change Password
Challenge Response
Edit Your Profile

Basic Information

First Name * Middle Initial Last Name *

Additional Information

Provider Type * NPI Direct Mail

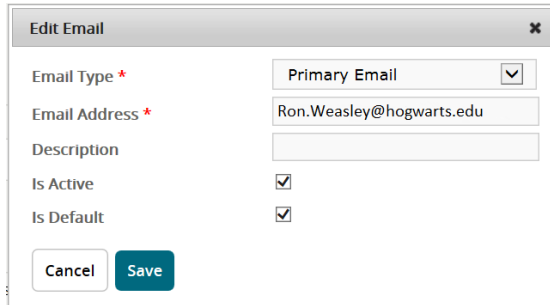
Contact Information

Email *

Email Type	Email Address	Is Default	Is Active	Actions
Primary Email	RWeasley@hogwarts.edu	true	true	

2. Ensure that your First and Last Name is spelled correctly
3. Use the drop-down arrow to update your **Provider Type** (*Ambulatory, Hospital, Laboratory, or Other*)
4. Providers must include their 10-digit **NPI** number in the field provided
5. Confirm that your **Primary Email** is listed correctly
 - You may add any additional email addresses by clicking on the **Add Email** button
 - You may update the email address by clicking on the paper and pencil icon ()

1. Both of the above will open the **Edit Email** window (email field will be blank if you are *adding* an address)



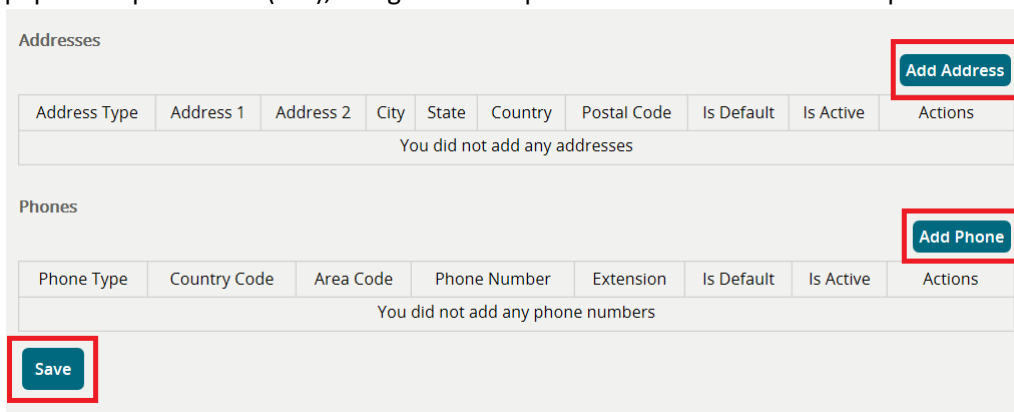
2. Update the fields as needed, ensuring you are marking all appropriate addresses as active per the **Is Active** checkbox, click **Save**

Only one address can be marked as default, so confirm which email is marked as “true” in the “Is Default” column when adding multiple addresses.

- To remove any email address from the list, click on the icon that looks like a red circle with a white “X” (✖)

Ensure that at least one email address is listed as “Active” and “Default” prior to closing this window.

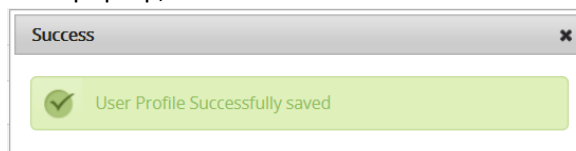
6. Add an address to your profile via the **Add Address** button, or update the existing address via the paper and pencil icon (✎), using the same process as the email address updates.
7. Add a phone number to your profile via the **Add Phone** button, or update the existing phone via the paper and pencil icon (✎), using the same process as the email address updates.



Address Type	Address 1	Address 2	City	State	Country	Postal Code	Is Default	Is Active	Actions
You did not add any addresses									

Phone Type	Country Code	Area Code	Phone Number	Extension	Is Default	Is Active	Actions
You did not add any phone numbers							

8. Once all is updated, click **Save** at the bottom of the window to ensure all of your updates are stored in the system. You will receive a *Success* pop-up, that looks like this:



Updating your Notification Preferences

Email Notifications

You can update your preferences to receive email notifications when you receive a new direct message or when one fails to be sent from your inbox.

Example email message for new mail in your own mailbox:

From: no-reply@orionhealth.com [mailto:no-reply@orionhealth.com]
Sent: Thursday, June 30, 2016 11:22 AM
To: Hermione Granger
Subject: You have a new encrypted message from <Ron.Weasley@direct.hogwarts.masshiway.net >

<Ron.Weasley@direct.hogwarts.masshiway.net> has sent an encrypted message to your <Hermione.Granger@direct.hogwarts.masshiway.net > mailbox.

You can access your Inbox by logging onto:

- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at <https://dsm.orionhealthcloud.com>

Example email message for new mail in a shared mailbox:

From: no-reply@orionhealth.com [mailto:no-reply@orionhealth.com]
Sent: Thursday, June 30, 2016 2:15 PM
To: Harry Potter
Subject: You have a new encrypted message from <Ron.Weasley@direct.hogwarts.masshiway.net> in your shared mailbox

<Ron.Weasley@direct.hogwarts.masshiway.net> has sent an encrypted message to one of your shared mailboxes. To read this message, log onto your <Harry.Potter@direct.hogwarts.masshiway.net > account using one of the following methods:

- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at <https://dsm.orionhealthcloud.com>

Example email message for a delivery failure from your mailbox:

From: no-reply@orionhealth.com [mailto:no-reply@orionhealth.com]
Sent: Thursday, June 30, 2016 2:12 PM
To: Ron Weasley
Subject: Your encrypted message could not be delivered

We could not deliver your encrypted message to:
Albus.Dumbledore@direct.hogwarts.masshiway.net

For more information, log onto:

- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at <https://dsm.orionhealthcloud.com>

To update these preferences:

1. When logged into [Communicate Webmail](#), go to the top, right-hand corner of your screen and click on the downward arrow to the right of your username
2. Click on **Notification Settings** to be brought to the below window

Communicate Notifications are being sent to Ron.Weasley@hogwarts.edu

This is your normal, non-Direct email address

By default Notify By My Email Address

Choose which notifications you want to receive and where to send them. Daily Summary and Email cannot contain patient information so the detail must be sent elsewhere.
 All notifications are sent as they happen except the Daily Summary, which is sent during the night.

General Subscriptions

Notification	Delivery Options
<input checked="" type="checkbox"/> Notification	Use default Change
<input checked="" type="checkbox"/> New Secure Mail Received where I am Recipient	Use default Change
<input checked="" type="checkbox"/> NewMailReceivedForSharedMailbox where I am shared user of recipient	Use default Change
<input checked="" type="checkbox"/> Failed Mail Delivery where I am Sender	Use default Change

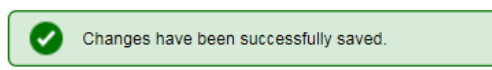
Subscriptions for patients I have a relationship with

Notification	Delivery Options
<input checked="" type="checkbox"/> Notification	Use default Change
<input checked="" type="checkbox"/> Failed Mail Delivery	Use default Change
<input checked="" type="checkbox"/> New Secure Mail Received	Use default Change
<input checked="" type="checkbox"/> NewMailReceivedForSharedMailbox	Use default Change

Save Cancel

You can alternatively subscribe to notifications differently for each type of relationship with the patient
 Change to subscribe by Relationship Type

- The first line in the window highlights the email address to which notifications will be sent
 - See [Notification Destination](#) regarding the updating of this email address
- Using the checkboxes on the left of each row, check or uncheck the corresponding box for each notification type. Check the main **Notification** box highlighted in grey to receive notifications for all situations outlined below.
- Click **Save** to confirm your preference updates.
- Ensure that a green bar displays at the top reading *Changes have been successfully saved:*



Notification Destination

Though you can update your preferences for the types of notifications you can receive via email through the [Communicate Webmail](#) application, you must log into the [Communicate Account Manager Portal](#) to update the email address associated with your account.

See [Editing your profile](#) to update the email address receiving notifications tied to your Mass Hlway webmail account.

Updating other Preferences

Once logged into your [Communicate Webmail](#) account, click on **Preferences** on the lower, left-hand side of the screen. The following window will appear:

Preferences

Change the preferences for **Ron.Weasley@direct.hogwarts.masshiway.net**

Auto-Forward

Enable Auto-forwarding

Automatically send mail received to this mailbox to each contact in the provided contact group.

Auto-Forward Group

Check 'Enable Auto-forwarding' to edit your auto-forward group.

Out of Office Auto-Reply

Enable Auto-Reply (1)

Sends an automated reply to incoming messages.

Message

Check 'Enable Auto-Reply' to edit your auto-reply.

Shared settings

Share My Mailbox

Allow other users to access your mailbox to send, receive, and view your mail

Message Rules

Incoming messages can be automatically filed into custom folders using Message Rules. If a message meets more than one rule, the first matching rule in the list is used.

Condition	Action
-----------	--------

+ Add Rule (2)

Signature

Enable Signature (3)

Attach a signature to the message.

Check 'Enable Signature' to edit your signature.



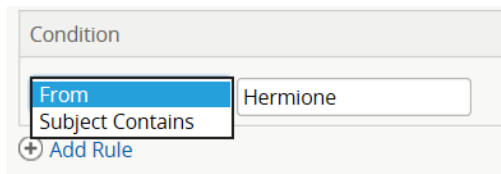
Cancel

Out of Office Auto-Reply (1)

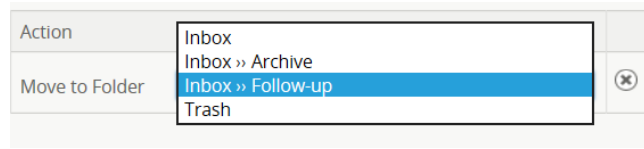
Check the box to the left of **Enable Auto-Reply** to configure a message to be automatically sent to an individual that sends you a message to your Mass HIway account. Once you have composed your message in the provided box, be sure to click **Save** at the bottom of the screen.

Message Rules (2)

If you would like to have certain types of messages skip your inbox and be filed into a custom folder, (see [Mailbox Folders](#) for how to create these destinations), click on **Add Rule**. Under the *Condition* section, you will be provided with an option to select messages that are **From** a specific individual, or where the **Subject Contains** specific words. Select the option from the drop-down, and complete the field to the right of it to specify the condition:



Once you've completed the **Condition**, use the drop-down under **Action** to specify which destination you would like the message to go.



By default you will have *Inbox* and *Trash* available. See [Creating Mailbox Folders](#) to create custom folders to which messages can be sent.

Once you have selected the **Condition** and **Action** in the provided boxes, be sure to click **Save** at the bottom of the screen.

[Signature \(3\)](#)

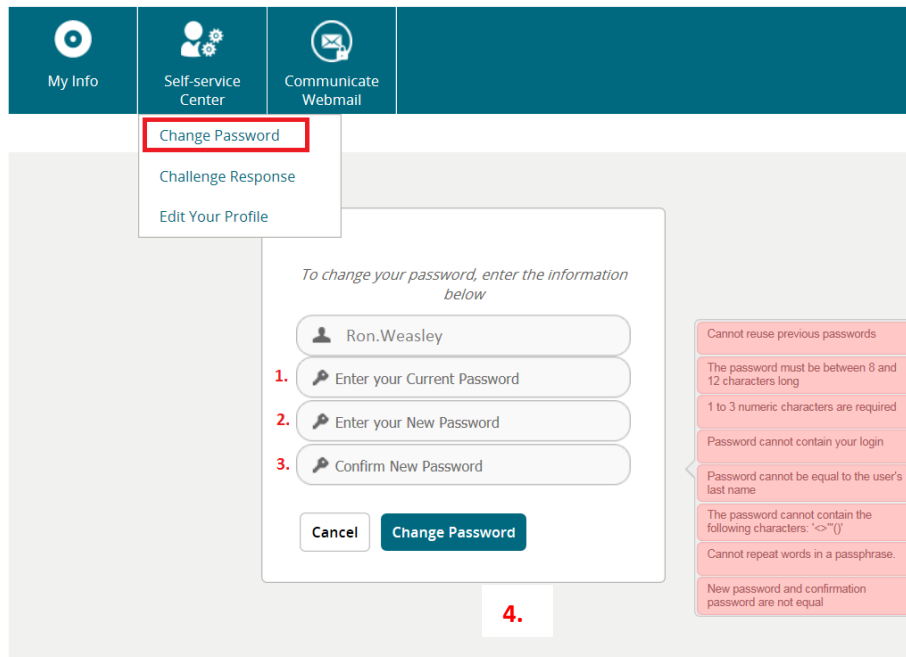
Check the box to the left of **Enable Signature** to include a signature at the end of every message that you send. Once you have composed your signature in the provided box, be sure to click **Save** at the bottom of the screen.

[Other Preferences](#)

If you are interested in using the **Auto-Forward** or **Shared Settings** functionality, please reach out to your Mass Hlway Account Manager to assist in the configuration.

Changing your Password

1. Log into the [Communicate Account Manager Profile](#).
2. Hover your cursor over the **Self-service Center**.
3. Click on **Change Password**.



Step 1: Enter your current password

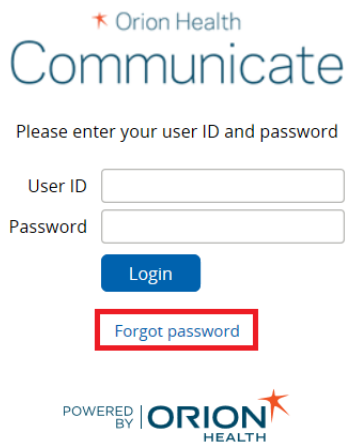
Step 2: Enter your new password

Step 3: Confirm your new password by entering it a second time, identically to the first

Step 4: Click the **Change Password** button

Unlocking your Account

1. On the [Communicate Webmail Login](#) page, click the **Forgot password** link. Alternatively, on the [Communicate Account Manager Portal Login](#) page, click:
 - the **Forgot your password?** link, or
 - the link in the **Click Here to unlock your account** message.
2. Enter your username, then click the **Unlock Account** button. You will receive an email with instructions on how to unlock your account.



Orion Health
Communicate

Please enter your user ID and password

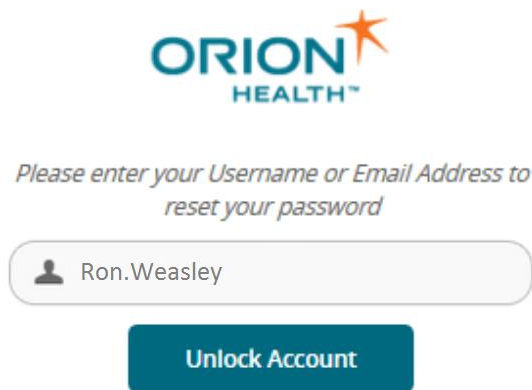
User ID

Password

Login

Forgot password

POWERED BY ORION HEALTH



ORION HEALTH™

Please enter your Username or Email Address to reset your password

Unlock Account

3. Click the link in the email to answer your Challenge Response questions.

Note that this link is only valid for 5 days.

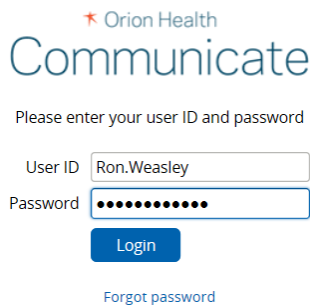
4. Click the **Submit** button. If you answered at least two out of the three questions correctly, you are requested to set a new password.
5. Enter a new password. Your password:
 - expires every 90 days.
 - must be between 8 and 12 characters long.
 - must contain at least one and a maximum of 3 numeric characters.
 - cannot contain the characters < > " ' ()
 - cannot contain your username.
 - cannot contain your first or last name.

You cannot reuse your previous 6 passwords.

Using your Mass HIway Webmail Account

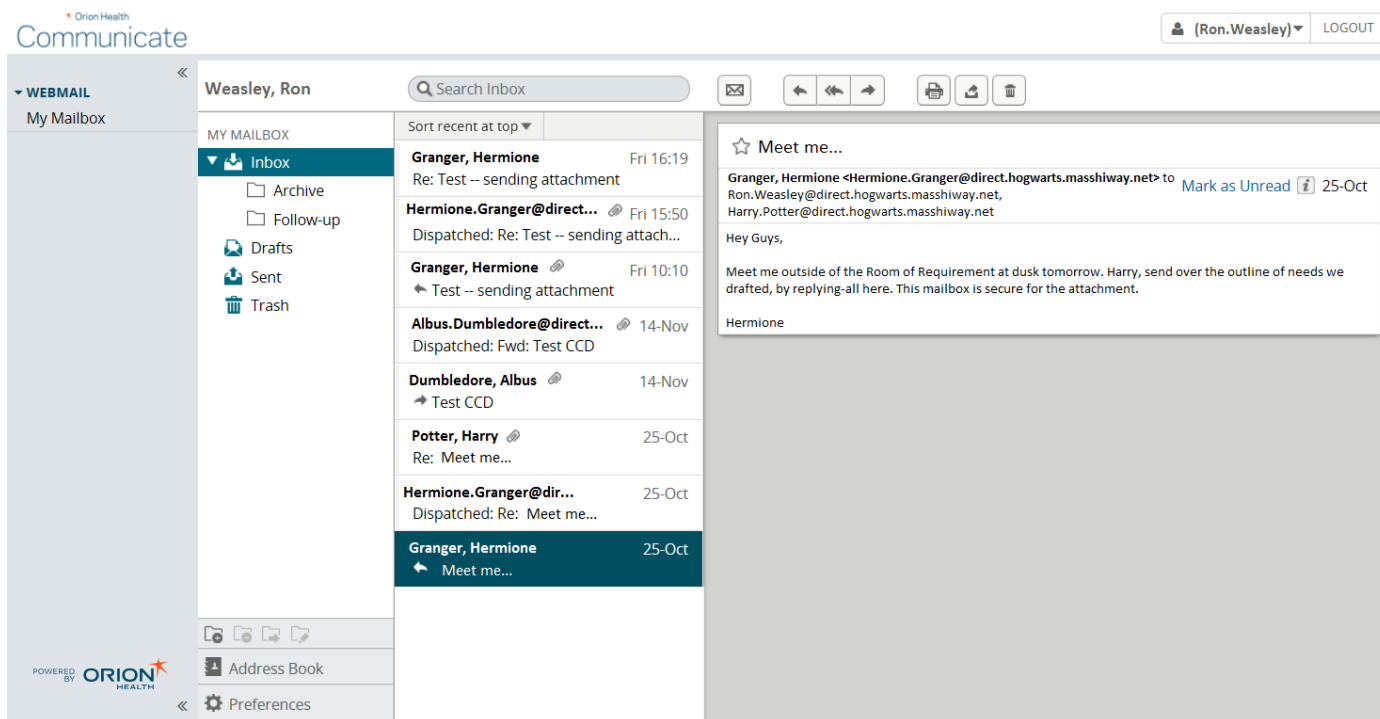
Logging into your Account

1. Go to dsm.orionhealthcloud.com and enter your **User ID** and **Password**:



The login page features the Orion Health logo at the top, followed by the word "Communicate" in a large, blue font. Below this, a prompt asks the user to "Please enter your user ID and password". There are two input fields: "User ID" with the text "Ron.Weasley" and "Password" with a masked field of ten dots. A blue "Login" button is positioned below the password field, and a link for "Forgot password" is located at the bottom of the form.

2. Once logged-in, you will be brought to your mailbox, which defaults to displaying the messages in your inbox:

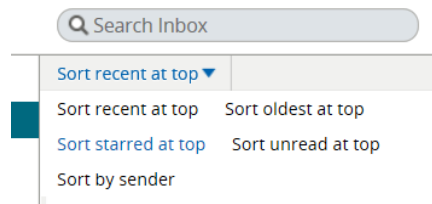


The screenshot shows the Orion Health Communicate webmail interface. At the top, the user is identified as "(Ron.Weasley)" with a "LOGOUT" button. The interface is divided into three main sections: a left sidebar, a central message list, and a right-hand message preview pane. The sidebar includes a "MY MAILBOX" section with folders for "Inbox", "Archive", "Follow-up", "Drafts", "Sent", and "Trash", and a "POWERED BY ORION HEALTH" logo at the bottom. The central pane shows a list of messages sorted by "recent at top", with the most recent message from "Granger, Hermione" selected. The right-hand pane displays the content of the selected message, which is a meeting request titled "Meet me...".

If you are prompted by your browser to save your password for this application, click “no”. Given that protected health information is being shared, you need to protect your account from others being able to gain access.

Receiving/Reading Messages

Your mailbox will default to the **Inbox**, which displays the list of messages in the center pane, with a preview of each. At the top of this list, you can toggle the means in which the messages sort, by clicking on the downward arrow next to **Sort...**:



You can also use the **Search Inbox** function to find a specific message, by clicking into the field and typing any keyword such as a subject or sender, and hitting **Enter** on your keyboard to find your message.

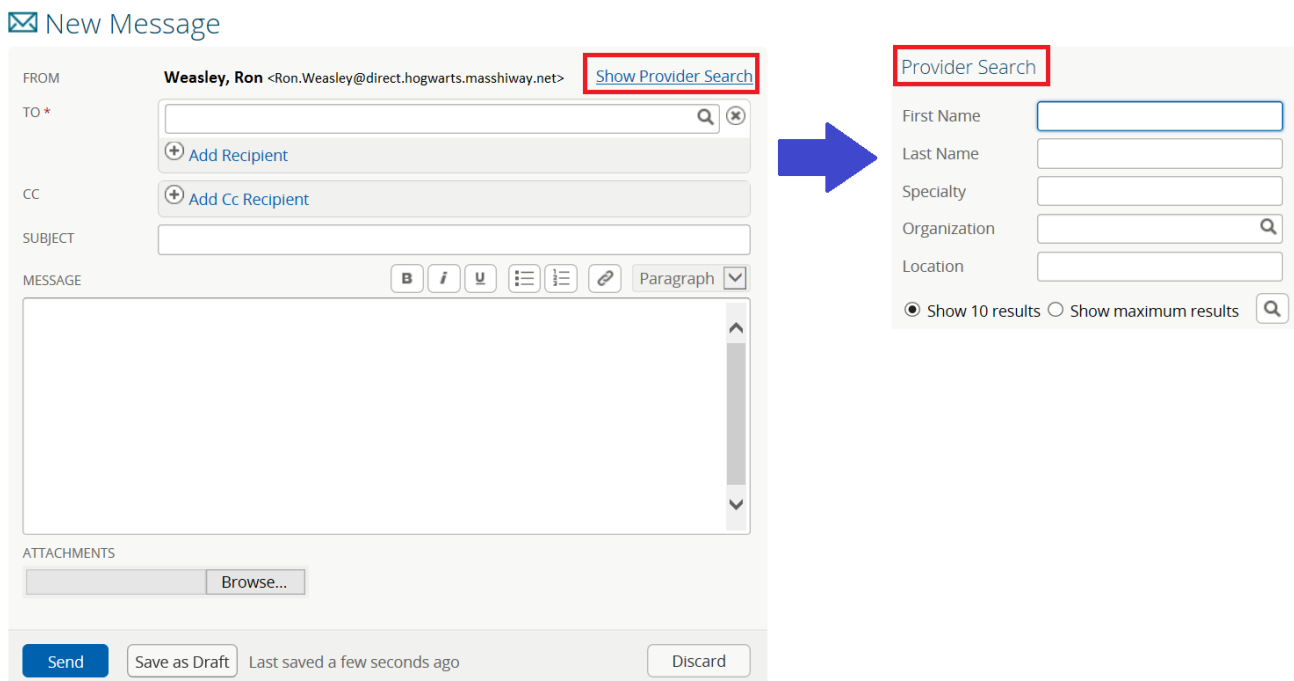
To open a message, just click on the preview of the message in the list. The message will then display in the reading pane to the far right of the screen.

Sending Messages

Draft a New Message

1. From the main screen in your mailbox, click on the envelope icon (✉) in the middle of the top bar, to launch a new tab in your browser called **New Message**.
2. You can search for a recipient for your message in the **To** field, but the best way to find your target, is to click on **Show Provider Search** to open the advanced search function.

Do not type or paste an address into the “To” field unless you are sure it is a secure Direct Address. The Mass Hlway cannot send/receive with regular email, so it’s best to use the “Provider Search” to find your recipient(s).



3. Search by **First Name**, **Last Name**, **Organization** (name), or **Location** (street address). The **Specialty** field is coded to abbreviations for the backend of the application, and may not be as useful of a field from which to search.

- Once you find the individual via the *Provider Search* that you would like, you can **Add To Address Book**, add them to the **To** field of your message, or add them to the **CC** field of your message, by clicking on the respective link under the entry in the directory:

Hermione Granger
 Hermione.Granger@direct.hogwarts.masshiway.net
 Hogwarts School of Witchcraft and Wizardry
 9 3/4 Unplottable Drive Scottish Highlands 73180

[Add To Address Book](#) [To](#) | [Cc](#)

- Add a **Subject** to the message so that the receiver understands what your message is about, and complete the **Message** field with the text of your message, as you would a regular email.
- You may add any secure patient data to the **Attachments** field, by clicking **Browse** (toward the bottom, under the *Message* field) to search your computer’s hard drive for the desired documentation to share.
 - Commonly exchanged attachments include PDF and CCD or CCDA documents. These types of documents can also be previewed in the application when received from another party. Other file types may be attached and successfully sent, (e.g. DOC/DOCX), however you may not be able to preview the attachment in the application. The receiver would only be able to view it after download.
- If you would like to come back to your message to send later, you can click on **Save Draft**, otherwise click on **Send** once you have indicated the recipients and completed the message. Messages that are saved as Drafts, can be found in the **Drafts** folder in the main mailbox window (underneath *Inbox*).

Dispatch Notification

Once your message is sent, you will receive a confirmation message in your Webmail Inbox. The message will be from your own address and include the subject “Dispatched: *subject of your sent message*”. An example is below:

★ Dispatched: Test Subject

Hermione.Granger@direct.hogwarts.masshiway.net to Hermione Granger [Mark as Unread](#) ⓘ 14:49

Your message was successfully dispatched.

⚠ If you download an attachment you are responsible for using appropriate safeguards to prevent improper use and/or disclosure of any personal identifying information (PII) including patient protected health information (PHI). You also agree not to use or disclose PII or PHI contained in a downloaded attachment other than as permitted or required by applicable law.

No patient information available

📎 [status.dat](#) (text/plain;charset="UTF-8") 0.3 kB [Download](#)

Reply to a Received Message

From the main mailbox, select the message from the list of messages and click on the single arrow facing left to **Reply** or the double arrows facing left to **Reply-all**.

🔍 Search Inbox

Sort recent at top ▼

- Granger, Hermione 25-Oct
 ↩ Meet me...
- Hermione.Granger@direct... ⓘ Fri 15:50
 Dispatched: Re: Test -- sending attach...
- Granger, Hermione ⓘ Fri 10:10
 ↩ Test -- sending attachment
- Albus.Dumbledore@direct... ⓘ 14-Nov

✉ ⬅ ⬅ ➡ 🖨 📎 🗑

★ Meet me...

Granger, Hermione <Hermione.Granger@direct.hogwarts.masshiway.net> to Ron.Weasley@direct.hogwarts.masshiway.net, Harry.Potter@direct.hogwarts.masshiway.net [Mark as Unread](#) ⓘ 25-Oct

Hey Guys,

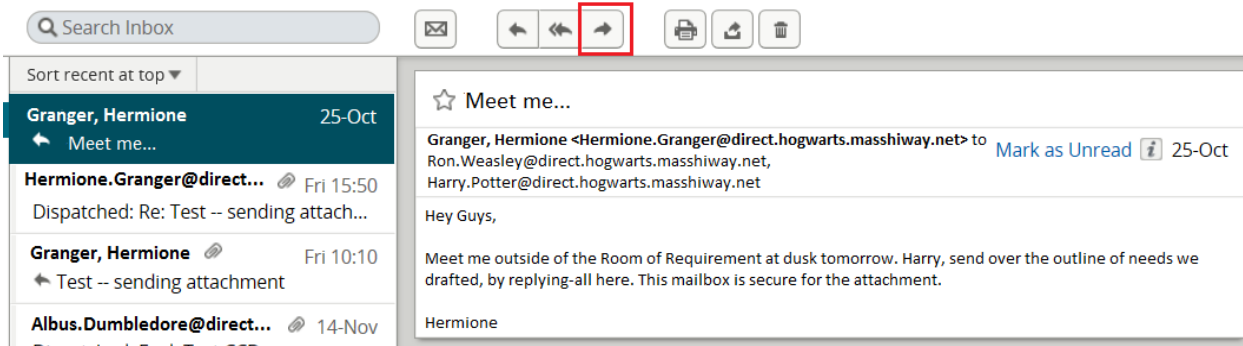
Meet me outside of the Room of Requirement at dusk tomorrow. Harry, send over the outline of needs we drafted, by replying-all here. This mailbox is secure for the attachment.

Hermione

This will launch a new message window called **Reply Message** or **Reply-all Message**, which works similarly to the *New Message* window, but also contains the quoted text from the message you received, in the *Message* field.

[Forwarding a Received Message](#)

From the main mailbox, select the message from the list of message and click on the single arrow facing right to **Forward** a message.




This will launch a new message window called **Forward Message**, which works similarly to the *New Message* window, but also contains the quoted text from the message you received, in the *Message* field.

Be sure to remove sensitive information from your computer's hard drive after sending a message through the Mass Hlway. Protected Health Information (PHI) stored locally on your machine, may not meet HIPAA guidelines for security.

Mailbox Folders

You can create custom folders to organize messages that you have received, and file them in subfolders of your *Inbox*. These folders can also be used when creating [Message Rules](#).

To create these folders:

1. Go to your main mailbox screen, and click on **Inbox**, then the icon that looks like a file folder with a plus sign ().
2. A box will pop-up where you enter the **Name** of the folder you would like to create.
3. Use the drop-down to select the **Parent Folder** where you would like this folder to live.
4. Click **Save**.

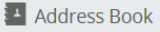
A screenshot of a dialog box titled 'Add Folder'. It has two input fields: 'Name' and 'Parent Folder'. The 'Parent Folder' field is a dropdown menu currently showing 'Inbox'. At the bottom of the dialog are two buttons: 'Add' and 'Cancel'.

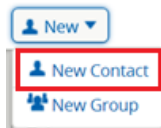
Address Book

The Address Book allows you to save individual contacts and create groups, from which you can easily send secure Hlway messages.

New Contact

To create a New Contact:

1. Go to your main mailbox screen, and click on **Address Book** () toward the bottom, left-hand side of your screen.
2. Click on the **New** button.
3. Then select **New Contact**.
4. Complete the form provided for the new contact. The **First Name** and the **Email** are required at a minimum. Ensure that the **Email** address entered, is the secure Direct Messaging address for the contact.

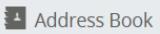


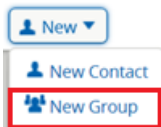
The best way to add a new contact is to find them in the “Provider Search” and click “Add to Address Book”. This populates all fields for the contact automatically. See #4 under Draft a new message.

5. You can add the individual to a **Group**, if desired. See [New Group](#) for more information.
6. Click **Save**.

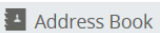
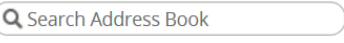
New Group

To create a New Contact Group:

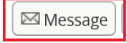


1. Go to your main mailbox screen, and click on **Address Book** () toward the bottom, left-hand side of your screen.
2. Click on the **New** button.
3. Then select **New Group**.
4. Complete the **Name** field to name your group.
5. Click into the **Participants** field, and start typing a name to find an individual to add to the group.
 - a. NOTE: The individual must exist in your *Address Book* as a *Contact* prior to adding them to a group.
6. To add additional *Participants* to the *Group* click on **Add Contact** to create an additional **Participants** search field.
7. Once you have added all the desired individuals, click **Save**.



Search Address Book

1. Go to your main mailbox screen, and click on **Address Book** () toward the bottom, left-hand side of your screen.
2. Click into the **Search Address Book** field ().
3. Type out the *First Name* or *Last Name* of the individual for which you are looking to find. Or, type the *Group Name* desired.
 - a. The search will execute in real-time, so you do not need to click the magnifying glass, nor hit *Enter* on your keyboard.
4. The results will display in the list, directly underneath the search field.
5. Click on the name of the desired individual, for the details to display in the panel on the right

Sending a Message from the Address Book

1. Complete the above process to [Search Address Book](#).
2. Once your *Individual* or *Group* is selected, click on the **Message** button on the top, right corner of the screen, (  ).

3. This will open the **New Message** window, where you can [Draft a New Message](#), with the recipients pre-populated into the **To** field.

If You Need Help with your Mass Hiway Webmail

For technical support issues regarding your Mass Hiway Webmail account, including password reset, message delivery issues, or to add, change or delete an account contact Mass Hiway Support

- a. Call: [1.855 MA Hiway \(624-4929\)](tel:1855MAHiway) option 2
- b. Email: MassHiwaySupport@state.ma.us