



## Secure Email Communication: A Short Guide for Patients

### WHEN TO USE EMAIL

Many UConn Health Center providers welcome secure email communication with their patients. Your provider may choose to use secure email to communicate with you. This fact sheet provides helpful information about using email wisely, effectively, and in a secure manner.



### MEDICAL EMERGENCIES

Please do not use email for medical emergencies, urgent problems or other time-sensitive matters. Contact your provider in person or by phone, or call 911 in an emergency.



### EMAIL RISKS

We protect the security of emails sent from our system, but we do not guarantee this for emails that we have not initiated. For this reason it is best to allow your provider to initiate email with you first.



There are a number of risks that you should consider:

- Email can be circulated, forwarded and stored in numerous paper and electronic files.
- Email can be broadcast worldwide and be received by intended and unintended recipients.
- Email senders can easily misaddress an email.
- Many employers and on-line services have a right to archive and inspect emails transmitted through their systems.
- Email messages may be inadvertently missed.

### HELP WITH EMAIL

Unencrypted email provides as much privacy as a postcard. Do not send any information to your health care provider that you would not want communicated through a postcard in the U.S. mail. Instead use the secure system described on the other side of this page. Please contact your provider directly to see if s/he is currently using email with patients.

## HOW TO USE OUR SECURE EMAIL

The UConn Health Center has Secure Web Delivery email encryption. This keeps email from the Health Center safe. When we send you an email, you will see a message in your inbox that you have a secure message waiting at the UConn Health Center with instructions on how to get your message from our secure website. This is the notice you can expect to see in your inbox:

**UConn Health Center Secure Web Delivery Notification**

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Click the link to view the UConn Health Center Secure Web Delivery Notification:

[View Message](#)

You will be prompted to provide your email address and a password to login to UConn Health Center Secure Web Delivery to access your message.  
Your password must contain a minimum of 8 characters including at least one numeric, one **UPPERCASE** and one lowercase alpha character.

Click on the link below if you have forgotten your UConn Health Center Secure Web Delivery password.  
[Forgot Your Password?](#)

Please contact the UConn Health Center Help Desk at **860-679-4400** if you require assistance.

The first time you click on the link to view the message you will be asked to create a password for future access. The web page will look like this:



**McAfee Secure Web Mail**



**University of Connecticut  
Health Center**

Please login to access Secure Web Mail.

User Name:

Password:

Disclaimer