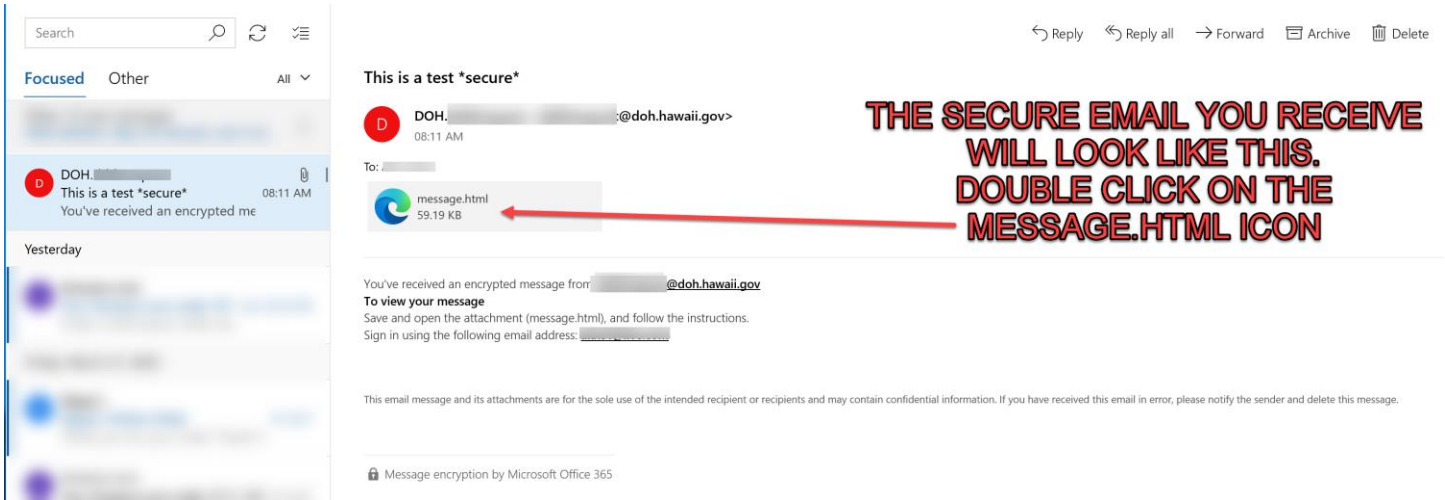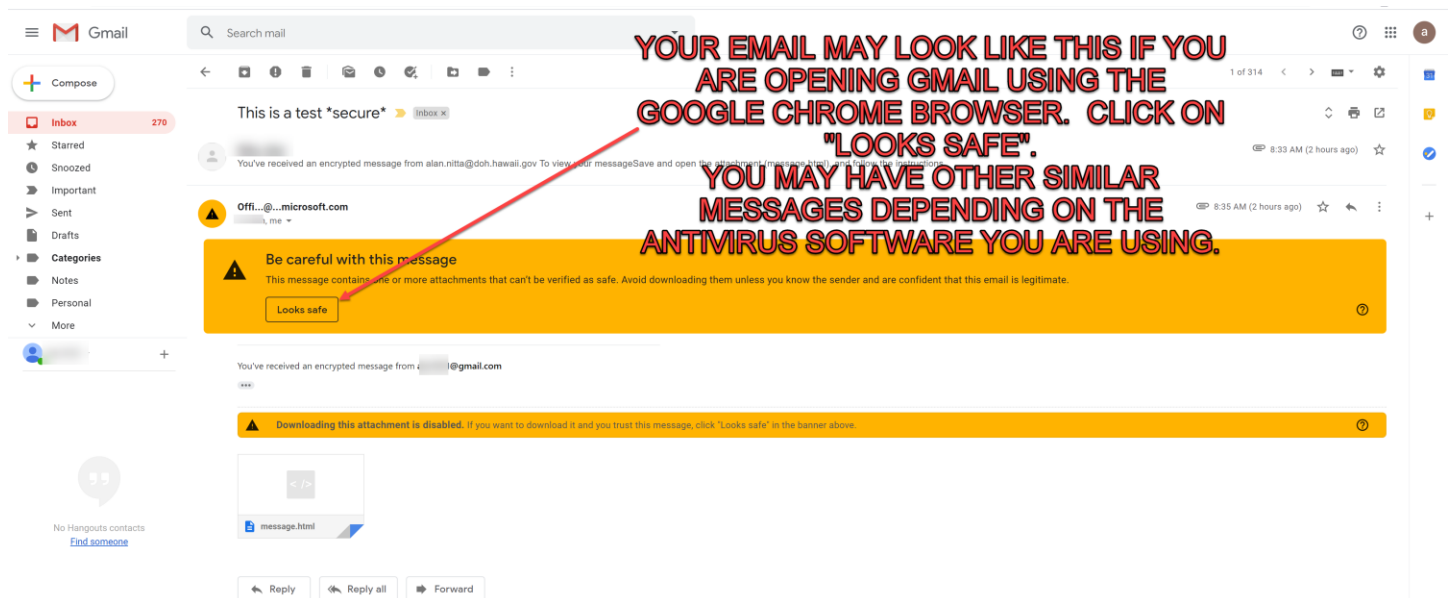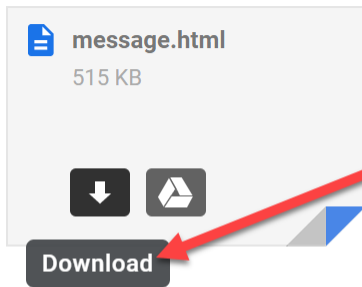# Provider Instructions on Emailing PHI Documents
3/30/2020

1. Call your Case Manager and ask them to send you a *secure* email. The email will look like the one below. **If you double click and the html file opens, please skip to #3 in the instructions.**
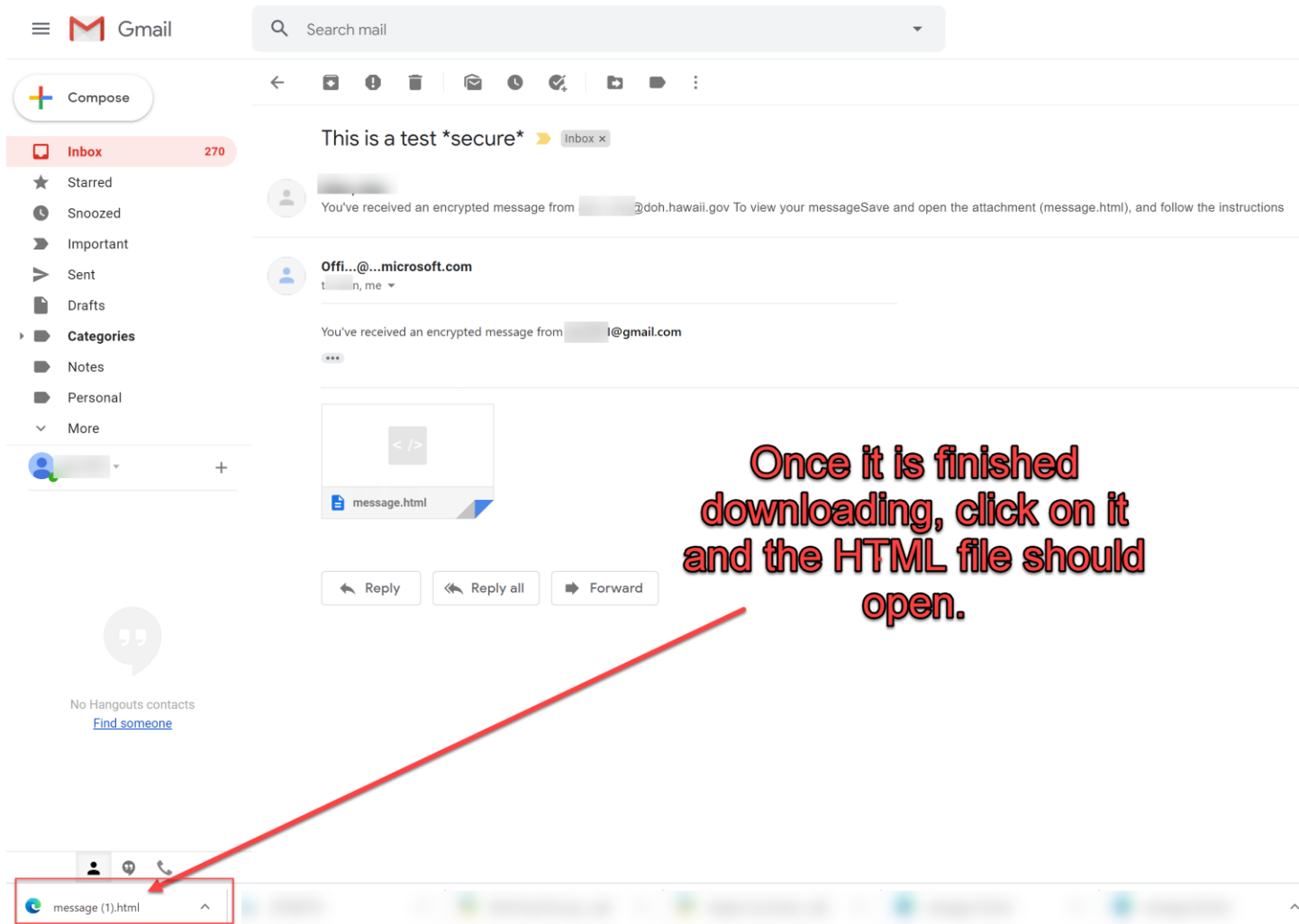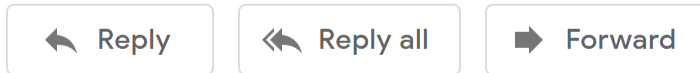

2. If the HTML file does not open when you double click, you will have to download (save) the file before you can open it. Once it downloads, you should be able to click on it to open. The message page may look different depending on the email account and browser you are using. The example below is opening Gmail in Google Chrome on a desktop computer.

message.html
515 KB

Download

Hover over the message.html box and click on "Download"

↩ Reply   ↩ Reply all   ➡ Forward

≡ **M** Gmail

🔍 Search mail

＋ Compose

📥 Inbox   270
⭐ Starred
🕐 Snoozed
➤ Important
➤ Sent
📄 Drafts
▸ 📁 Categories
📁 Notes
📁 Personal
▾ More

👤 _____ ▾   ＋

This is a test *secure* ➤ Inbox ×

You've received an encrypted message from _____@doh.hawaii.gov To view your messageSave and open the attachment (message.html), and follow the instructions

Offi...@...microsoft.com
t___n, me ▾

You've received an encrypted message from _____l@gmail.com

•••

</>
📄 message.html

↩ Reply   ↩ Reply all   ➡ Forward

Once it is finished downloading, click on it and the HTML file should open.

No Hangouts contacts
Find someone

👤 🌐 📞

message (1).html   ⌃

∧

3. You will be asked how you want to open the email.   Choose "Use a one-time Passcode".

Encrypted message

From
[redacted]:@doh.hawaii.gov

To
[redacted]@live.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

→ Sign in

→ Use a one-time passcode

YOUR BROWSER WINDOW WILL OPEN WITH THE FOLLOWING MESSAGE. CLICK ON USE A ONE-TIME PASSCODE.

🔒 Message encryption by Microsoft Office 365

4. Browser window will now ask for a one-time passcode.

We sent a one-time passcode to [redacted]|@live.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode [_____]

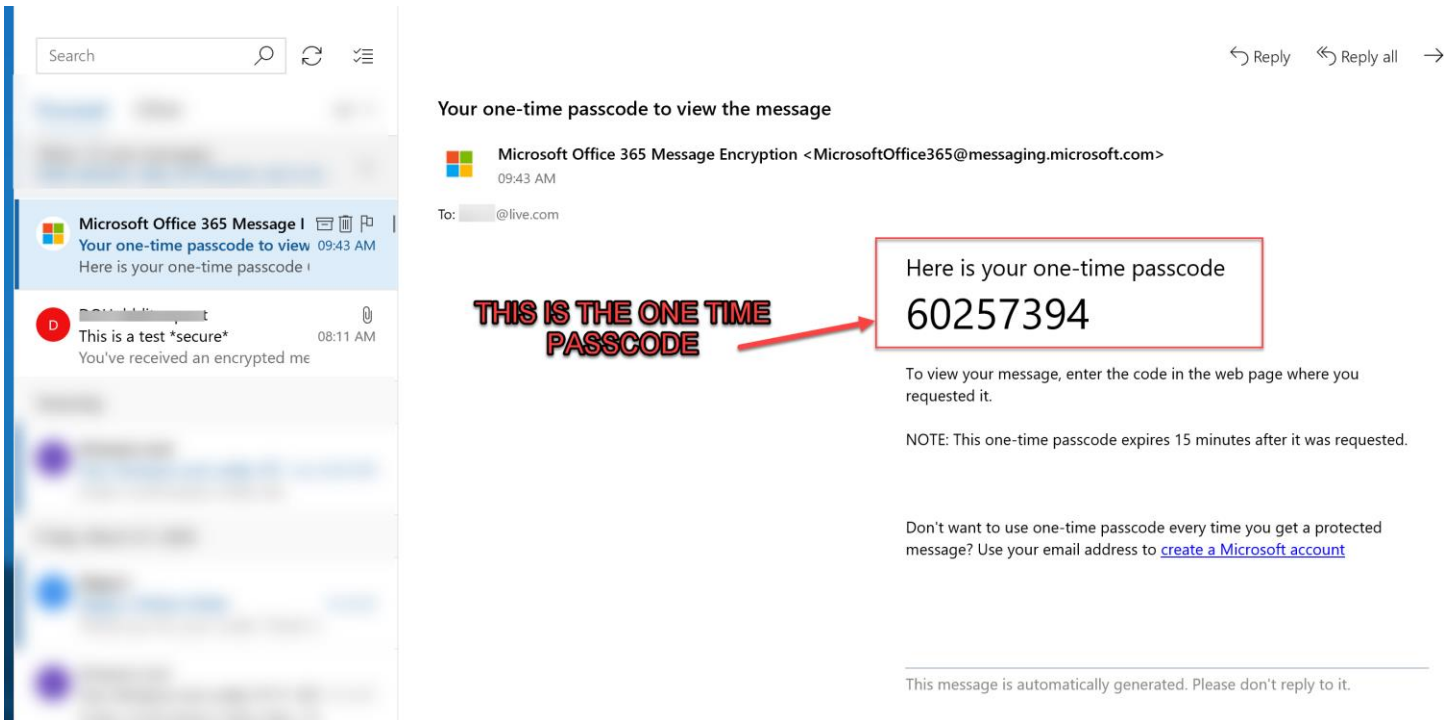☐ This is a private computer. Keep me signed in for 12 hours.

BROWSER WILL ASK FOR THE ONE TIME PASSCODE. CHECK YOUR EMAIL FOR THE CODE.

→ Continue

Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.

5. Check your email for the one-time passcode.

6. Enter the one-time passcode.

We sent a one-time passcode to ████@live.com.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode `60257394`

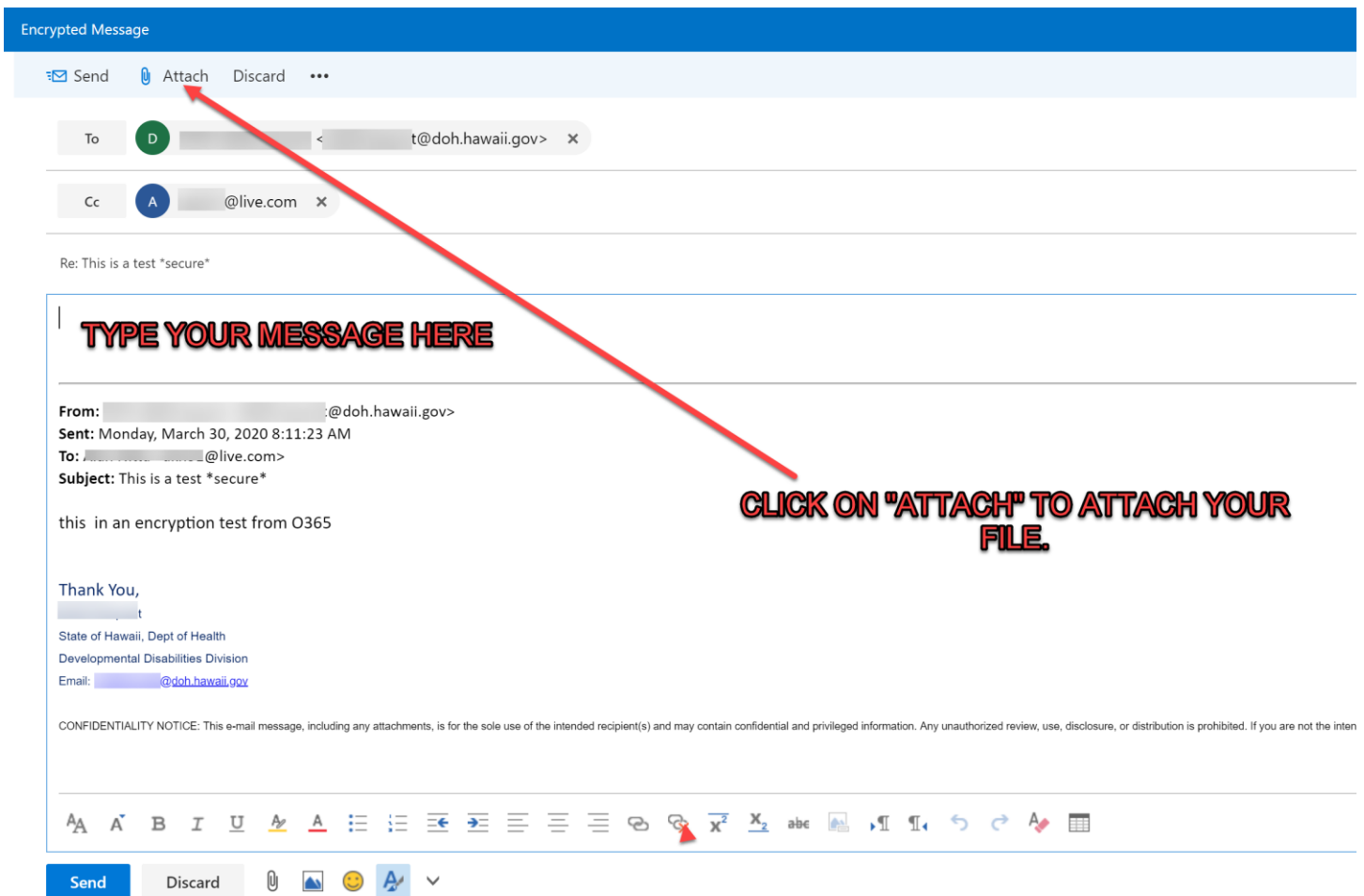☐ This is a private computer. Keep me signed in for 12 hours.

⊙ Continue

ENTER THE ONE TIME
PASSCODE AND CLICK ON
"CONTINUE"

Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.
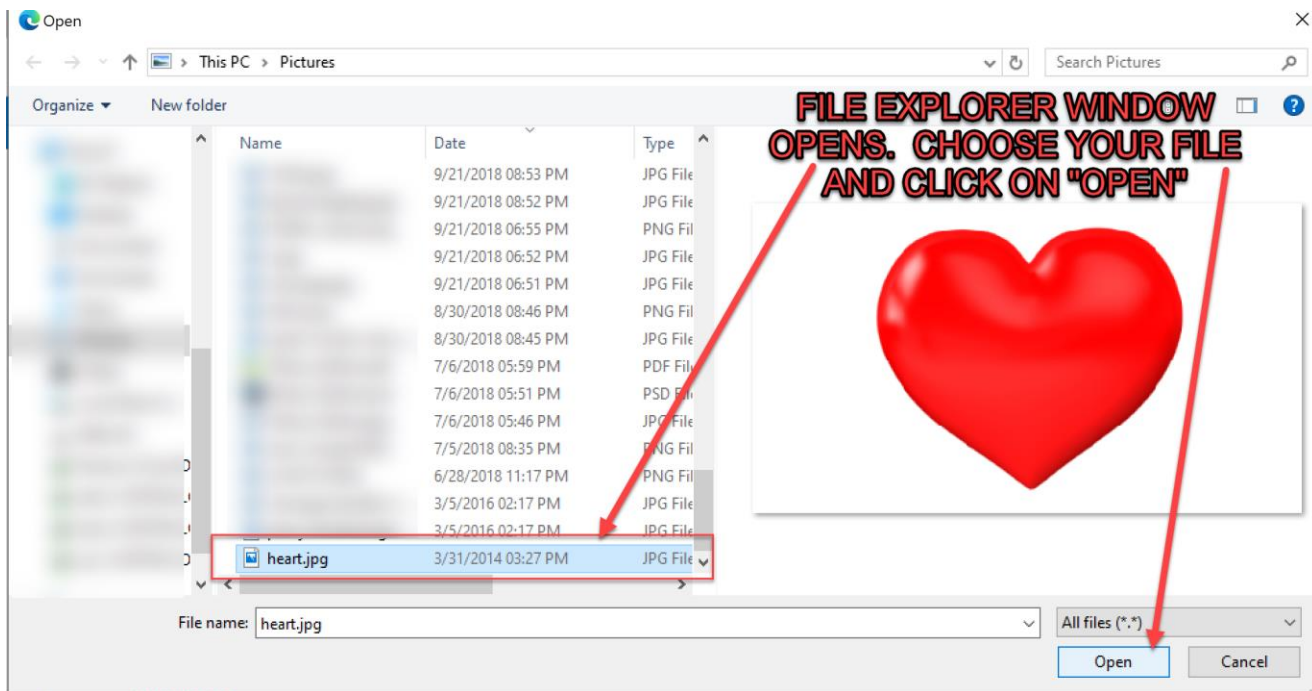
7. Your email will open in the browser window. Click on "Reply" to reply to this email.

8. Type your message and attach the document.

9. Browse for the document you want to attach and click on "Open"

10. Click on "Send" to send the encrypted email.