



QUICK START GUIDE

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- Q 1. How can I log into my webmail?**
- Q 2. Is it necessary to configure Password Retrieval Questions and Answers? How can it be done?**
- Q 3. How can I change password?**
- Q 4. How can the Account Admin (of multi-user subscription) create/edit/delete other user accounts?**
- Q 4a. How can the Account Admin reset the password of other users in the account?**
- Q 5. How can the Domain Admin (of domain subscription) create/edit/delete user accounts?**
- Q 6. How can the Domain Admin (of domain subscription) reset the password of users?**
- Q 7. How can I send a secure, encrypted message?**
- Q 8. Whether all of my sent messages are encrypted by following the above process?**
- Q 9. How can I send a plain (un-encrypted) message (no-PHI message) ?**
- Q 10. How can I manage my email account settings?**
- Q 11. How can I validate a new recipient?**
- Q 12. How can I expire (disable recipient from viewing) an already sent message?**
- Q 13. How can I import email messages from my other email account?**
- Q 14. How can a message be decrypted by the recipient?**
- Q 15. How can the recipient save a decrypted message to a local folder/email client?**
- Q 16. How can the recipient of an encrypted message send a secure reply?**
- Q 17. How can the recipient retrieve forgotten password for decryption?**
- Q 18. How to configure MS Outlook, Apple Mail or any other email client application?**
- Q 19. Can I send plain messages by default to some selected email ids?**
- Q 20. How can someone send me HIPAA Compliant and secure message?**

Q 1. How can I log into my webmail?

Webmail login URL depends on the email Id suffix selected by you. Below is the list of web addresses for each email id suffix selected by you:

Url for webmail access:

Your own domain	https://xxxxx.mdofficemail.com (xxxx is a domain-specific word provided to you)
@hipaamail.net	https://hipaamail.mdofficemail.com
@hipaamail.us	https://hipaa.mdofficemail.com
@mdofficemail.com	https://mail.mdofficemail.com
@mdomail.com	https://mdom.mdofficemail.com
@medsecuremail.com	https://medsecure.mdofficemail.com
@phymail.com	https://phy.mdofficemail.com
@medofficemail.com	https://med.mdofficemail.com
@secur-mail.com	https://secur.mdofficemail.com
@securdraft.com	https://securedraft.mdofficemail.com

Q 2. Is it necessary to configure Password Retrieval Questions and Answers? How can it be done?

User has to contact MDOfficeMail Support to reset their password, along with their credentials including last 4-digits of your credit card on file if password retrieval Questions & Answers are not configured. Further, user need to wait till the Support Team responds to the request.

To avoid this we strongly recommend MDOfficeMail users to configure Password Retrieval Question & Answer:

- Log into webmail
- go to Options > Change Password
- Questions and Answers can be entered in this window. Minimum 2 sets of Q & As are required

The screenshot shows a webmail configuration window with two main sections. The first section, titled "Password settings", contains two input fields for "New password" and "New password again", followed by a "Change" button. The second section, titled "Password retrieval question(s)", includes a descriptive paragraph: "Here you can enter a set of questions and answers that can be used to reset your password if you forget your original one. When you click the forgotten button on the login page, one is picked at random from the list below." Below this text is a checkbox labeled "0. car" which is currently unchecked. There is a "Delete Question(s)" button, followed by input fields for "Question" and "Answer", and a "Save Question" button. At the bottom center of the window is a "Close" button.

Q 3. How can I change password?

- Log into webmail .
- Go to Options > Preferences > Change Password.
- Enter new password, confirm the new password and click change. (see above image)

Please make sure the password is minimum 8-character long, consists of numbers, alphabet in combination of upper and lower case.

Q 4. How can the Account Admin (of multi-user subscription) create/edit/delete other user accounts?

Q 4a. How can the Account Admin reset the password of other users in the account?

- Browse <https://mdofficemail.com/subscriptions/accountadministration.aspx>
- Login using your admin email id and password (email id created at the time of subscription)
- Click the tab ""Manage Email Accounts""
- Add other users (email ids and passwords) and save.
- From here you can edit/delete users and reset password of a user.

Q 5. How can the Domain Admin (with domain subscription) create/edit/delete user accounts?

Q 5a. How can the Domain Admin (of domain subscription) reset the password of users?

To create users:

- Browse <https://mail.mdofficemail.com/cgi/user.cgi> (this page can be accessed from **Account Settings** tab in webmail login page).
- Login with your admin user name (your admin email id with @mdofficemail.com suffix) and password.
- Click "Users", enter desired user name, password (alpha-numerical, minimum 8 characters).
- Click "Create Account". See below image for assistance.

Account details

To load a user pick a domain, enter a username, and click 'lookup'. Alternately simply remember and click 'lookup'.

Domain:

Users (selected in sidebar)

Username:

Password:

Access type/Groups:

Account Status:

Admin access settings:

Disk Quota (bytes):

Expiry Date:

To Edit/Delete users or reset password:

- e) Click "Account Settings" from the webmail login page.
(or browse <https://mail.mdofficemail.com/cgi/user.cgi>)
- a) Login with your admin user name (your admin email id with @mdofficemail.com suffix) and password.
- b) Click "Users", click "Search Accounts" next to your domain name. User list is displayed.
- c) Double click on the user name that you want to manage.
- d) To reset password of that user, enter the new password and click "Save user" (see image below)
- e) To delete that user, click "Delete User" (see image below)

Account details
To load a user pick a domain, enter a username, and click 'lookup'. Alternately simply

Domain:

Username:

Password:

Access type/Groups:

Account Status:


Admin access settings:

Disk Quota (bytes):

Expiry Date:

Full Name:

Q 7. How can I send a secure encrypted message?


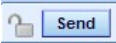
- a) While subscribing if you have selected encryption preference as **"Encrypted message delivery by default and plain message delivery on demand"** (your email id suffix will be your domain name in case of domain subscriptions or @mdofficemail.com / @mdomail.com / @medsecuremail.com / @secur-mail.com / @hipaamail.net / @securedraft.com / @phymail.com),
Nothing is to be done while sending messages from webmail or email client program (MS Outlook / Apple Mail etc). Messages are encrypted and securely sent as and when required.
- b) If you have selected encryption preference as **"Plain message delivery by default and encrypted message delivery on demand"** (your email id suffix will be your domain name in case of domain subscriptions or @hipaamail.us / @medofficemail.com),
 - i) While sending messages using email client program (MS Outlook, Apple Mail etc) type the word **secure** or the symbol **~** in the beginning of the subject line to send encrypted message.
 - ii) While using webmail click the Paddle lock  icon so that it displays "locked" lock image.

Q 8. Whether all of my sent messages are encrypted by following the above process?

No.

- a) Messages between MDOfficeMail users are secure but not delivered encrypted by default.
- b) Messages between all domains hosted by MDOfficeMail are not encrypted by default.
- c) You can manually unlock and send a plain (unencrypted) message to any recipient outside your domain.
- d) You can add email ids of family & friends so that plain messages are sent them by default.

Q 9. How can I send a plain (un-encrypted) message (no-PHI message) ?

- a) While subscribing if you have selected encryption preference as **“Encrypted message delivery by default and plain message delivery on demand”** (your email id suffix will be your domain name in case of domain subscriptions or @mdofficemail.com / @mdomail.com / @medsecuremail.com / @secur-mail.com / @hipaamail.net / @securedraft.com / @phymail.com),
 - i) While sending messages using email client program (MS Outlook, Apple Mail etc) type **🔒** in the subject line to send plain message.
 - ii) While using webmail click the Paddle lock  icon so that it displays unlocked  lock image.
- b) If you have selected encryption preference as **“Plain message delivery by default and encrypted message delivery on demand”** (your email id suffix will be your domain name in case of domain subscriptions or @hipaamail.us / @medofficemail.com), nothing is to be done. Messages are sent without encryption.

Q 10. How can I manage my email account settings?

Click **Account Settings** tab in the webmail login page and enter your email account credentials.

Direct Url to access Account settings is: <https://mail.mdofficemail.com/cgi/user.cgi>

Q 11. How can I validate a new recipient?

To make sure that your email reached the correct person, you can use the validation feature. By sending a message with validation request, the recipient needs a 6-digit token to open his message, which can be conveyed to the recipient by phone. Note that validation token is required only by the new recipient and only for the first message that he/she receives from you. Follow these steps to validate a recipient:

- a. While composing/sending a message click on **Options** to the right next to Toggle Cc/BCC.
- b. Select “Validate” from the dropdown next to “if new”



- c. Once message is sent, an auto generated message is delivered to your inbox consisting of 6-digit token.
- d. Call the recipient of message and given him/her the token number.

Q 12. How can I expire (disable recipient from viewing) an already sent message?

You can prevent the recipient from viewing that message, provided:

i) You have sent an encrypted message ii) Recipient hasn't viewed that message already.

a) Go to "Account settings page" in your webmail login page or browse

<https://mail.mdofficemail.com/cgi/user.cgi>

b) Enter your user name and password

c) Click "MD Vault" tab on the left side.

d) Click "delete" against the message that you want to force expire.

Q 13. How can I import email messages from my other email account?

To Import emails from your previous/ other accounts (POP or IMAP mail server):

a. Login to your Webmail.

b. Click "Options" > "Preferences"

c. Under Preferences select "Extras"

d. Select "Import", Click "Configure"

e. Enter details and click "Fetch now"

Remote host:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Retrieval type:	<input type="radio"/> POP <input checked="" type="radio"/> IMAP - IMAP prefix <input type="text"/>
Leave on server:	<input type="checkbox"/>

Fetch Now

Remote Host: POP server address of your existing email account followed by : and port number (eg: pop.gmail.com:995 in case of Gmail, pop.mail.yahoo.com:995 with Yahoo)

User name: User name of your existing email account (eg. your.name@gmail.com)

Password: Password associated with that account

Retrieval type: Select POP if you want to import the whole message.

Check "Leave on server" if you want to leave a copy of the message in your existing account.

Note: If the import is not completed in 30 seconds it will continue to run in the background and you will be notified of the outcome by email. Only Inbox can be imported.

Q 14. How can a message be decrypted by the recipient?

a) Click "View message" in the intimation message that is received in your Inbox.

b) Https page will open you web browser.

c) First time recipients need to create their credentials as explained below:

Token Number: (displayed only if the sender wanted to validate your email account). You need to contact the sender to get this 6-digit validation code. This code is automatically delivered to the sender's Inbox as soon as the message is sent to the recipient.

Password: (please remember this password for future use)

Password: (Same password again)
Password Hint: (It is important. Required when password is forgotten)
Watermark: (Useful to identify the sender in the future)

Note:

This is only a one-time process. Same password can be used to view all encrypted messages received from MDOfficeMail users in the future.

Password Hint:

Some phrase that reminds you password. This is very helpful to retrieve your password since resetting is a time consuming process.

Q 15. How can the recipient save a decrypted message to a local folder/email client?

The recipient of a secure message can download and save the message. After decrypting and viewing the message, click on the Save button to download the message to the desired location.

Q 16. How can the recipient of an encrypted message send secure reply?

The recipient of a secure message can send a secure reply without having MDOfficeMail account. Click “Secure Reply” tab after decrypting and viewing the message, compose, and send.

Q 17. How can the recipient retrieve forgotten password for decryption?

1. Click “Send me password hint” – Email with password hint will be sent to the recipient.
2. If Password hint was not set by the recipient,
 - (a) click “Ask sender to reset password”
 - (b) Sender of the message will get an email with password reset request.
 - (c) Sender clicks the link in the message, which leads to a webpage
 - (d) Sender clicks “Reset destination account”
 - (e) Recipient will receive a message to reset password. Now recipient can reset password by clicking “View Message”.

Q 18. How to configure MS Outlook, Apple Mail or any other email client application?

MDOfficeMail account can be configured in most of the Desktop email client applications including MS Outlook, Outlook Express, Windows Mail, Apple Mail etc.

Main settings are as follows:

- a) Incoming mail server (POP): mail.mdofficemail.com
- b) Outgoing mail server (SMTP): mail.mdofficemail.com
- c) Check “My outgoing server requires authentication”.
- d) In advanced settings, for incoming server (POP) select “This server requires an encrypted connection” port 995 and select SSL
- e) For outgoing server (SMTP) , enter port 465 and select SSL.
- f) **IMAP server name:** mail.mdofficemail.com, SSL, Port: 993

For more information on configuring your account on an email client, we recommend you visit our support pages at: <https://mdofficemail.com/support/index.html>

Q 19. Can I send plain messages by default to some selected email ids?

You can add a email addresses to a list so that plain unencrypted messages are sent to them by default:

- Log into Webmail > Click Compose > Type email id > Right click on the email id > Select “Unlock Recipient”
- All messages to this address will be plain (unencrypted) by default.
- You can reverse this configuration by selecting “Lock this Recipient”

NOTE: Please make sure that you will not be sending ePHI to unlocked email addresses.

Q 20. How can someone send HIPAA Compliant and secure message to MDOfficeMail user?

There are two easy ways:

- a) Anyone can browse <https://EmailYourDoc.com>, compose, and send a secure message to MDOfficeMail user.
- b) Recipient of encrypted message can send a secure reply by clicking "Secure Reply" tab in the message.

For more details visit: <https://mdofficemail.com/support/index.html>

Contact MDOfficeMail client support:

Email: clientsupport@mdofficemail.com

Phone 1-877-477-8999 ext 22 (8.00AM-5.00PM, Mon-Fri, CST)

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