

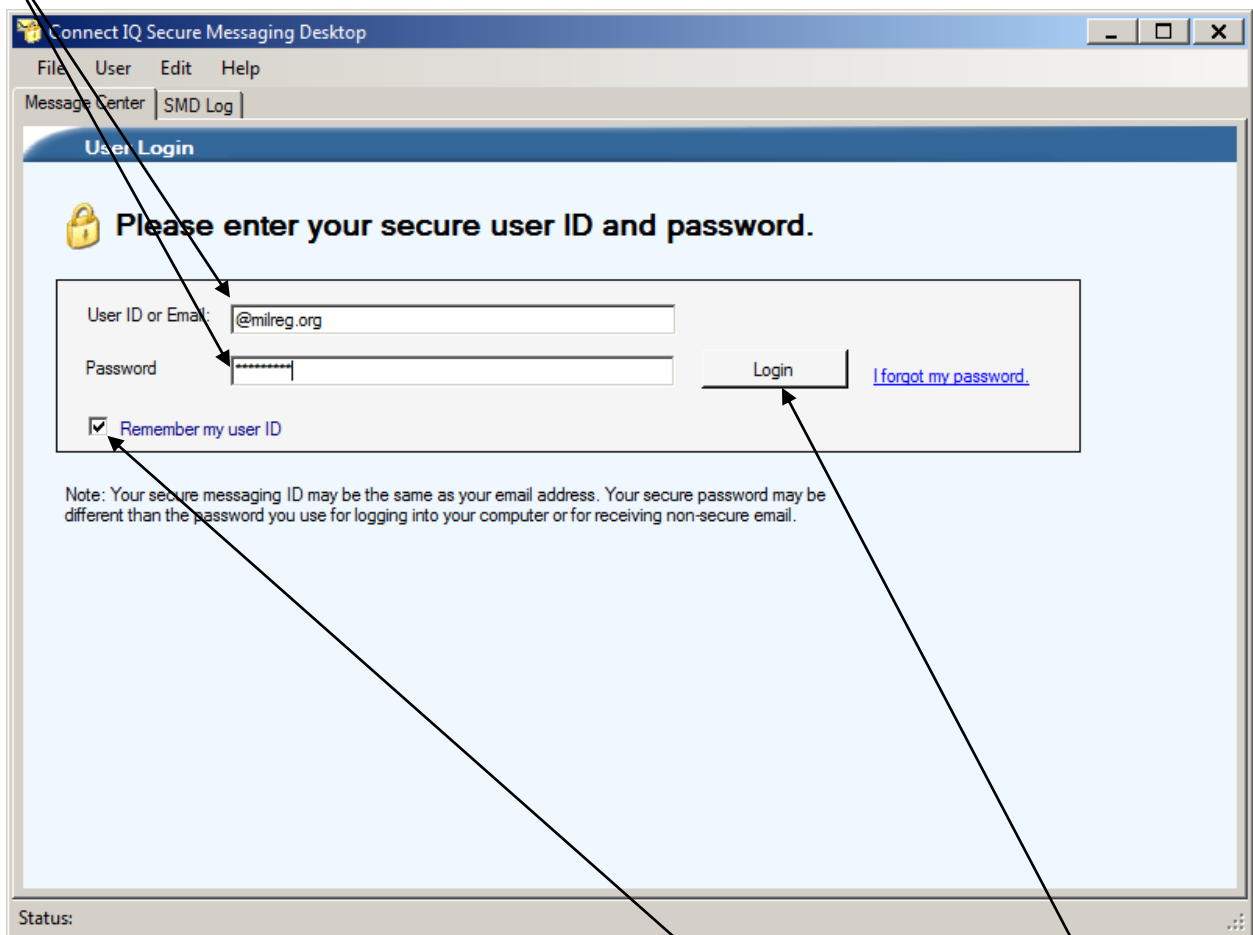
Patient Portal: Secure Messaging

Double click on the Secure Messaging Desktop icon to open application.



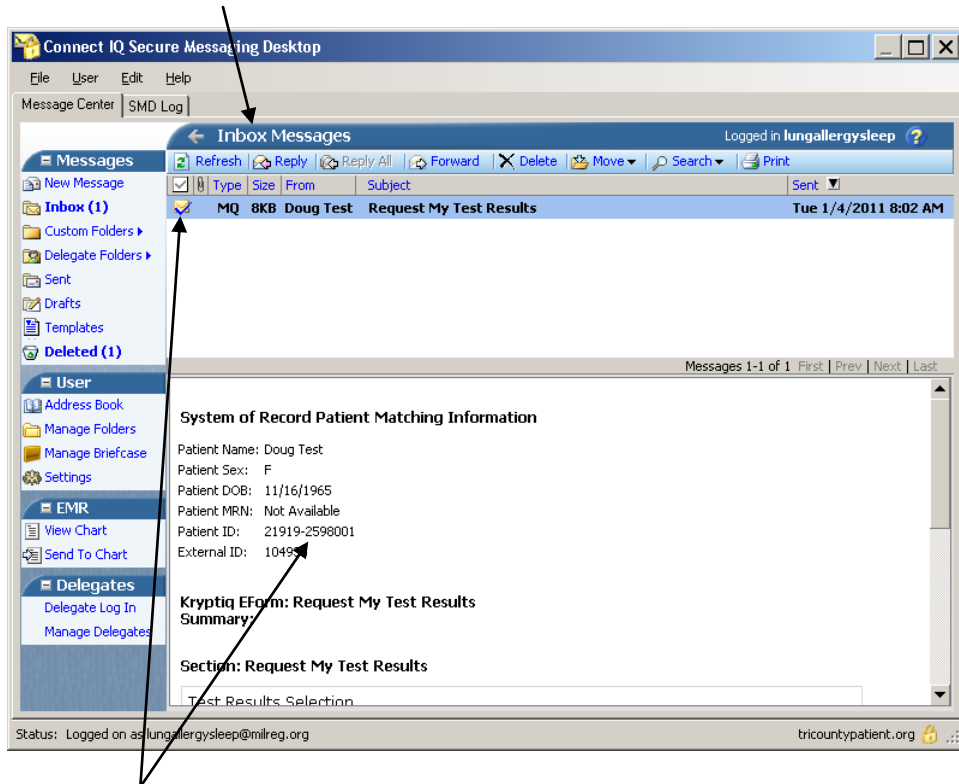
Enter the shared User ID for your site: _____@milreg.org

Enter Password: password1

A screenshot of the 'Connect IQ Secure Messaging Desktop' application window. The window has a title bar with the application name and standard Windows window controls. Below the title bar is a menu bar with 'File', 'User', 'Edit', and 'Help'. Underneath the menu bar are two tabs: 'Message Center' and 'SMD Log'. The main content area is titled 'User Login' and contains a lock icon, the text 'Please enter your secure user ID and password.', and a login form. The form has two input fields: 'User ID or Email:' with the text '@milreg.org' and 'Password' with masked characters. Below these fields is a checkbox labeled 'Remember my user ID' which is checked. To the right of the password field is a 'Login' button and a link that says 'I forgot my password.'. At the bottom of the window is a 'Status:' label. Arrows from the text instructions point to the '@milreg.org' field, the 'Remember my user ID' checkbox, and the 'Login' button.

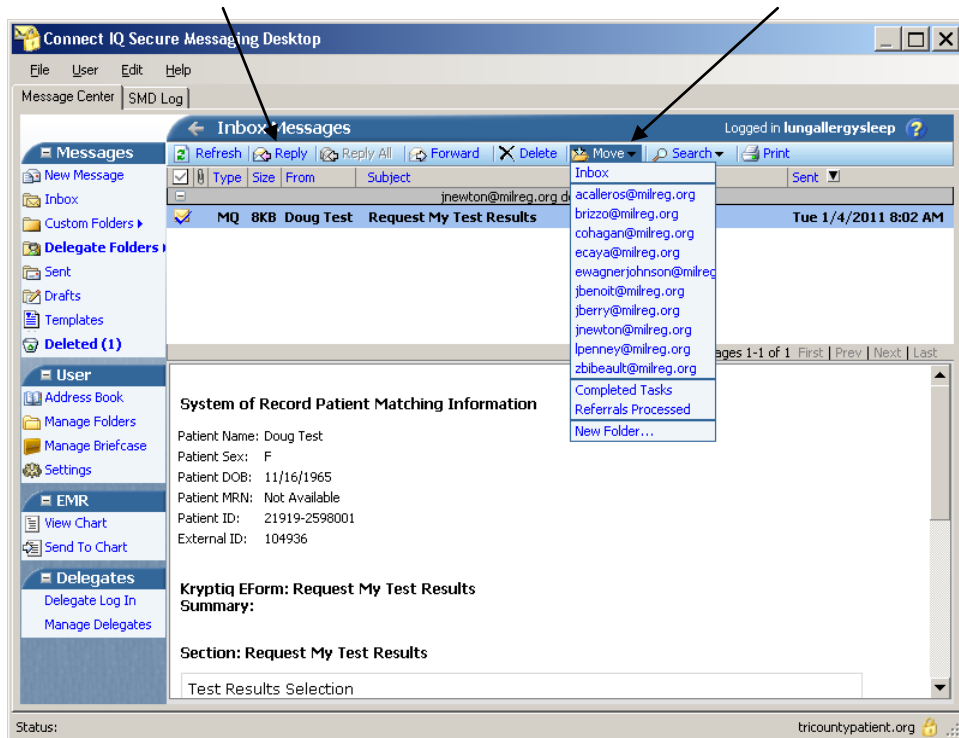
The first time you log in click the box to Remember my user ID. Click Login.

The Inbox will display messages sent via the patient portal.

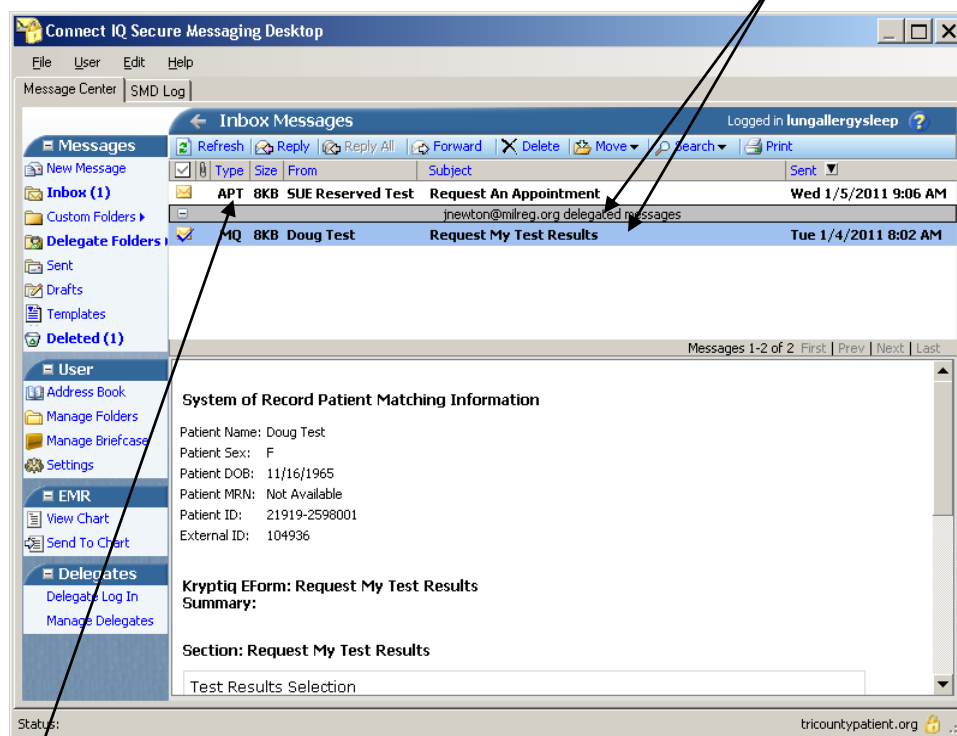


Click to select and review the message in the window below.

Depending on the nature of the message, you can then “Reply” to the patient, or if this will be done later, you should “move” the message to be listed under the person responsible for responding to the patient.



Once moved, the message will display under the person's name responsible for following up with the patient.



Any new messages will display above messages that have been assigned.

Because the log in to secure messaging is shared, anyone logged in will see all new messages and any that have been assigned to others.

After replying to the patient, or when the message has been taken care of, move the message to the Completed Tasks or, if applicable, Referrals Processed folder.

