

Date Updated: 2/24/12

## **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	
Sonnect IO Secure Messaging Desktop	
File User Edit Help	
Message Center SMD Log	
User Login	
A Please enter your secure user ID and password.	
User ID or Email: @milreg.org	
Password Login I forgot my password	L
Note: Your secure messaging ID may be the same as your email address. Your secure password may be	
different than the assword you use for logging into your computer or for receiving non-secure email.	
	<b>`</b>
Status:	.:

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.

🍄 Connect IQ Secu	re Messaging Desktop	
<u>Eile U</u> ser <u>E</u> dit I	Help	
Message Center SMD L	og	
	C Inbox Messages	gged in <b>lungallergysleep</b> 🧿
Messages	😰 Refresh   👧 Reply   🔞 Reply All   🚯 Forward   🗙 Delete   🍅 Move 🗸   🔎 Search 🗸	🛃 Print
🛐 New Message	V   0   Type   Size   From   Subject	Sent 🗵
🔁 Inbox (1)	🐳 🛛 MQ 8KB Doug Test Request My Test Results	Tue 1/4/2011 8:02 AM
Custom Folders 🕨	<b>↑</b>	
🔯 Delegate Folders 🕨		
🔁 Sent		
🔀 Drafts		
Templates		
Deleted (1)		
🗉 User	Messages	1-1 of 1 First Prev Next Last
Address Book		-
Manage Folders	System of Record Patient Matching Information	
Manage Briefcase	Patient Name: Doug Test	
Settings	Patient Sex: F	
	Patient DOB: 11/16/1965	
	Patient MRN: Not Available	
E view Chart	Patient ID: 21919-2598001	
PE Send To Chart	External ID. 10455	
🔲 Delegates		
Delegate Log In	Summary	
Manage Delegates		
	Section: Request My Test Results	
NUMBER OF STREET, ST	Test Results Selection	
Status: Logged on as lung	allergysleep@milreg.org	tricountypatient.org 쉽 🦽

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.

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🍄 Connect IQ Secu	re Messaging Desktop		
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Message Center SMD L	.og		
	🔶 Inbox Messages		Logged in lungallergysleep 🔗
Messages	😰 Refresh 🔗 Reply 🔞 Reply All 🛛 🚱 Forward 🛛 🗙 Delete	🖄 Move 🗕 🔎 Search	🝷 📑 Print
🛐 New Message	V N Subject	Inbox	Sent 🗵
🔂 Inbox	jnewton@milreg.org d	acalleros@milreg.org	
Custom Folders 🕨	MQ 8KB Doug Test Request My Test Results	cobagan@milreg.org	Tue 1/4/2011 8:02 AM
🔯 Delegate Folders (		ecaya@milreq.org	
🔁 Sent		ewagnerjohnson@milre	
📝 Drafts		jbenoit@milreg.org	
Templates		jberry@milreg.org	
Deleted (1)		Inewcon@mireg.org	ages 1 1 of 1 First   Drey   Mayk     act
Elleor		zbibeault@milreg.org	ages 1-1 of 1 First Prev Next Last
BO Address Book		Completed Tasks	1 -
Manage Folders	System of Record Patient Matching Information	Referrals Processed	
Manage Priefcace	Patient Name: Doug Test	New Folder	
Manage brief case	Patient Sex: F		
Securitys	Patient DOB: 11/16/1965		
EMR	Patient MRN: Not Available		
🖹 View Chart	Patient ID: 21919-2598001		
Send To Chart	External D. 104930		
🔎 🗉 Delegates	Kruptig Eform: Request Mu Test Results		
Delegate Log In	Summary:		
Manage Delegates			
	Section: Request My Test Results		
	Test Results Selection		•
Status:			tricountypatient.org 台 🤐

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

🍄 Connect IQ Secu	re Messaging Desktop		
<u>File U</u> ser <u>E</u> dit	<u>H</u> elp		
Message Center SMD L	og		
	🧹 🗧 Inbox Messages		Logged in lungallergysleep 💡
Messages	😰 Refresh   👧 Reply   🚳 Reply All   👔	🐼 Forward 🛛 🗙 Delete 🛛 🖄 Move 🗸 🎾	🖉 earch 🗸 📑 Print
🛐 New Message	🗹 🕅 Type Size From	Subject	Sent 🗹
📷 Inbox (1)	APT 8KB SUE Reserved Test	: Request An Appointment 🖌 🖊	Wed 1/5/2011 9:06 AM
Custom Folders 🕨		jnewton@milreg.org delegated message	
🔯 Delegate Folders (	😼 MQ 8KB Doug Test	Request My Test Results	Tue 1/4/2011 8:02 AM
🔁 Sent	/		
Drafts	/		
Templates			
Deleted (1)	/		Messages 1-2 of 2 First   Prev   Next   Last
🗏 User	/		
🔛 Address Book	System of Record Patient Matc	hing Information	
Canage Folders	Patiant Names David Tast	-	
📕 Manage Briefcase	Patient Name: Doug Test		
🚳 Settings	Patient DOB: 11/16/1965		
EMR	Patient MRN: Not Available		
🖹 View Chart	Patient ID: 21919-2598001		
Send To Chart	External ID: 104936		
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/	Section Request Fig rest Resul		
	Test Results Selection		<b></b>
Status:			tricountypatient.org 👸 🚙
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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.

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Message Center SMD Log	Ei	le <u>U</u> ser <u>E</u> dit	Help			
← Reply Message       ■ Messages       ■ Send       ▷ New Message	Settings - X Delete ⊠ Close	ssage Center SM[	) Log			
Those (1)	g.org>		int 🔶 🖌	box Messages		<b>`</b> .
Custom Folders  Subject: RE: Request My Test Ro Note: subject text is not e	esuits	🗉 Messages	😰 Refresh	🛛 😥 keply 🕼 Reply All 🗍	Forward 🛛 🗙 Delei	te   💁 Move 🗸   🎾
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Address Book Jen		Delegate Folders )	🏹 MQ	8KB Doug Test	Request My Test Res	st cohagan@milreg.org
Manage Briefcase From: Doug Test Sent: 1/4/2011 8:02:05 AM		Sent				ecaya@miireg.org ewagneriohnson@milreg
Settings To: Lung Allergy Sleep Subject: Request My Test Results		Drafts				jbenoit@milreg.org
						jberry@milreg.org inewton@milreg.org
						lpenney@milreg.org
					N	zbibeault@milreg.org
						Completed Tasks
						New Folder