MASS HIWAY WEBMAIL 3.0 USER GUIDE

Version 20250707

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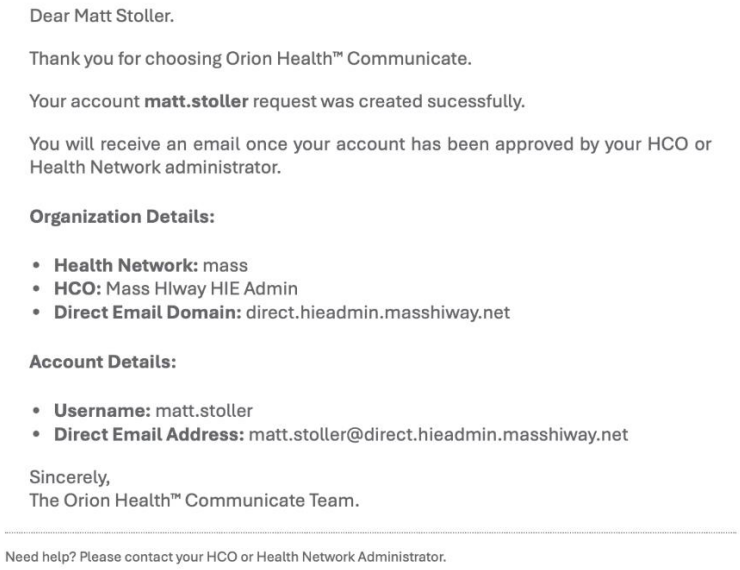
Getting Started

Setting up your Account

To secure a username and password to Webmail, please contact your organizations Mass HIway HCO Representative or Access Administrator. These individuals have the authority to add or delete users from an organization's Webmail account. A request will then be sent on your behalf to the HIway support team to secure login credentials. Once the support team processes the request, you will receive two emails:

- The first email will detail the username and organization for the individual.



Dear Matt Stoller.

Thank you for choosing Orion Health™ Communicate.

Your account **matt.stoller** request was created sucessfully.

You will receive an email once your account has been approved by your HCO or Health Network administrator.

Organization Details:

- **Health Network:** mass
- **HCO:** Mass HIway HIE Admin
- **Direct Email Domain:** direct.hieadmin.masshiway.net

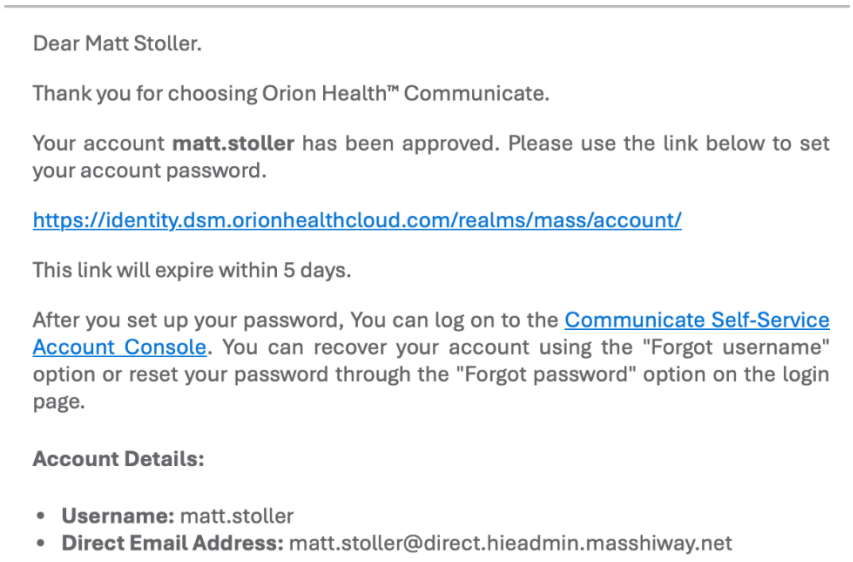
Account Details:

- **Username:** matt.stoller
- **Direct Email Address:** matt.stoller@direct.hieadmin.masshiway.net

Sincerely,
The Orion Health™ Communicate Team.

Need help? Please contact your HCO or Health Network Administrator.

- The second email will provide a secure link to create a password. The user will have 5 days to create their password before the link expires. There will be instructions indicating the password requirements:



Dear Matt Stoller.

Thank you for choosing Orion Health™ Communicate.

Your account **matt.stoller** has been approved. Please use the link below to set your account password.

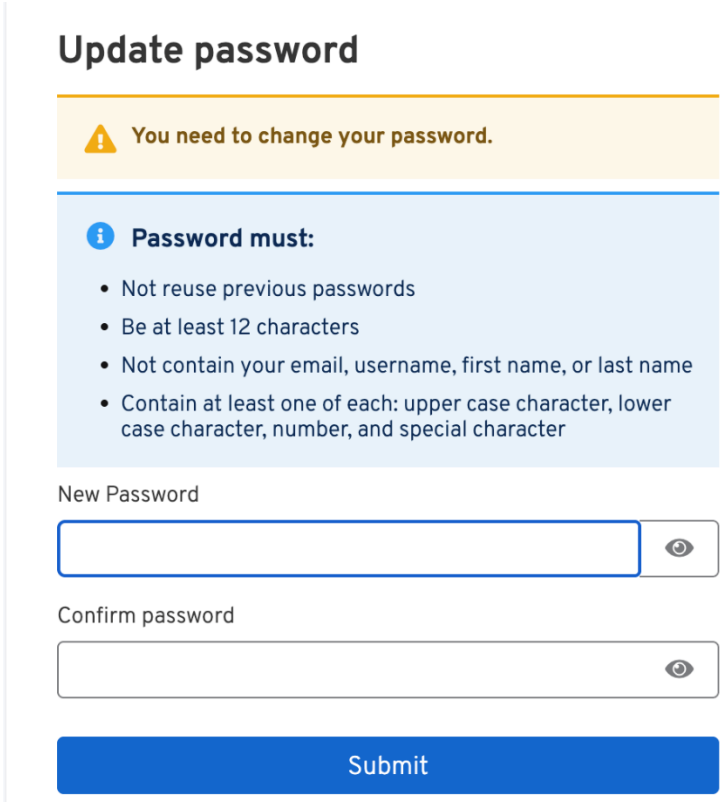
https://identity.dsm.orionhealthcloud.com/realms/mass/account/

This link will expire within 5 days.

After you set up your password, You can log on to the Communicate Self-Service Account Console. You can recover your account using the "Forgot username" option or reset your password through the "Forgot password" option on the login page.

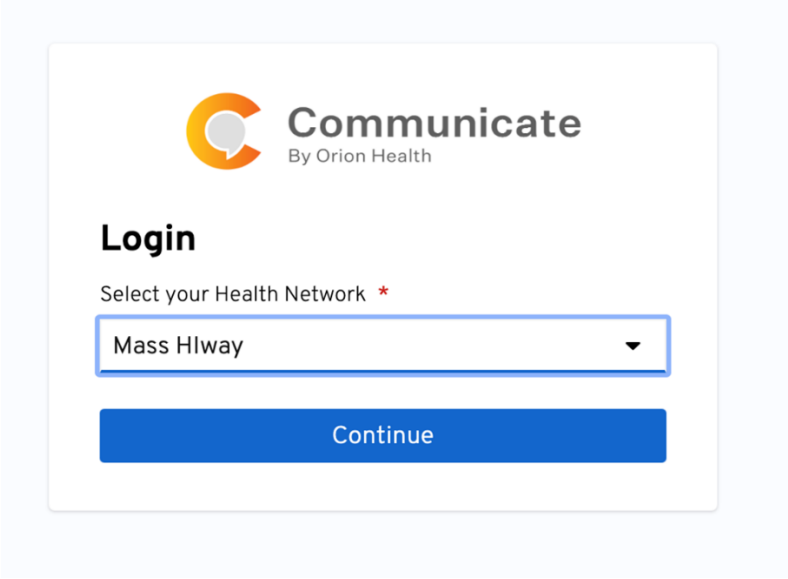
Account Details:

- **Username:** matt.stoller
- **Direct Email Address:** matt.stoller@direct.hieadmin.masshiway.net



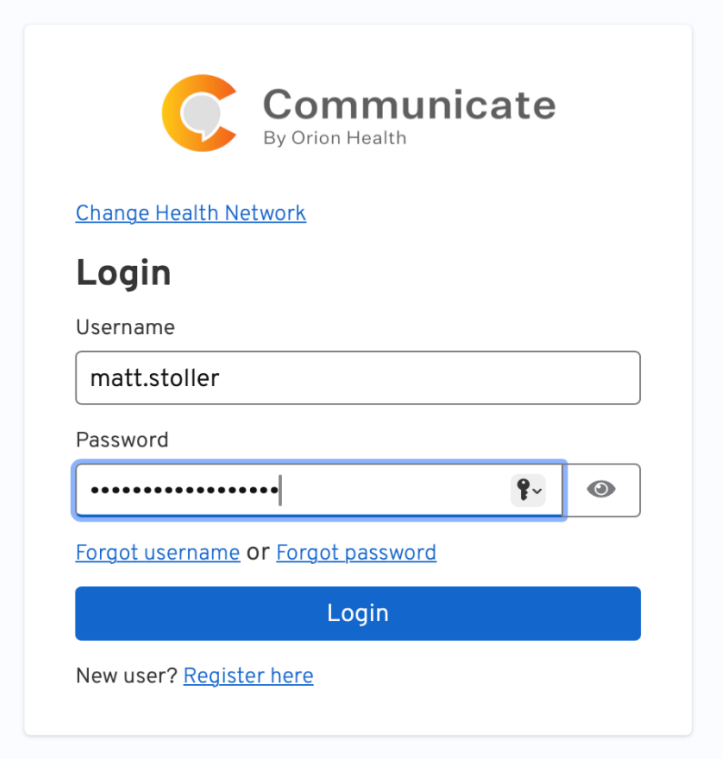
Using your Mass HIway Webmail Account

To start, click here Communicate Webmail. If asked to choose your Health Network, please choose “Mass HIway” (You should only need to select Mass HIway as the network during your initial login.):

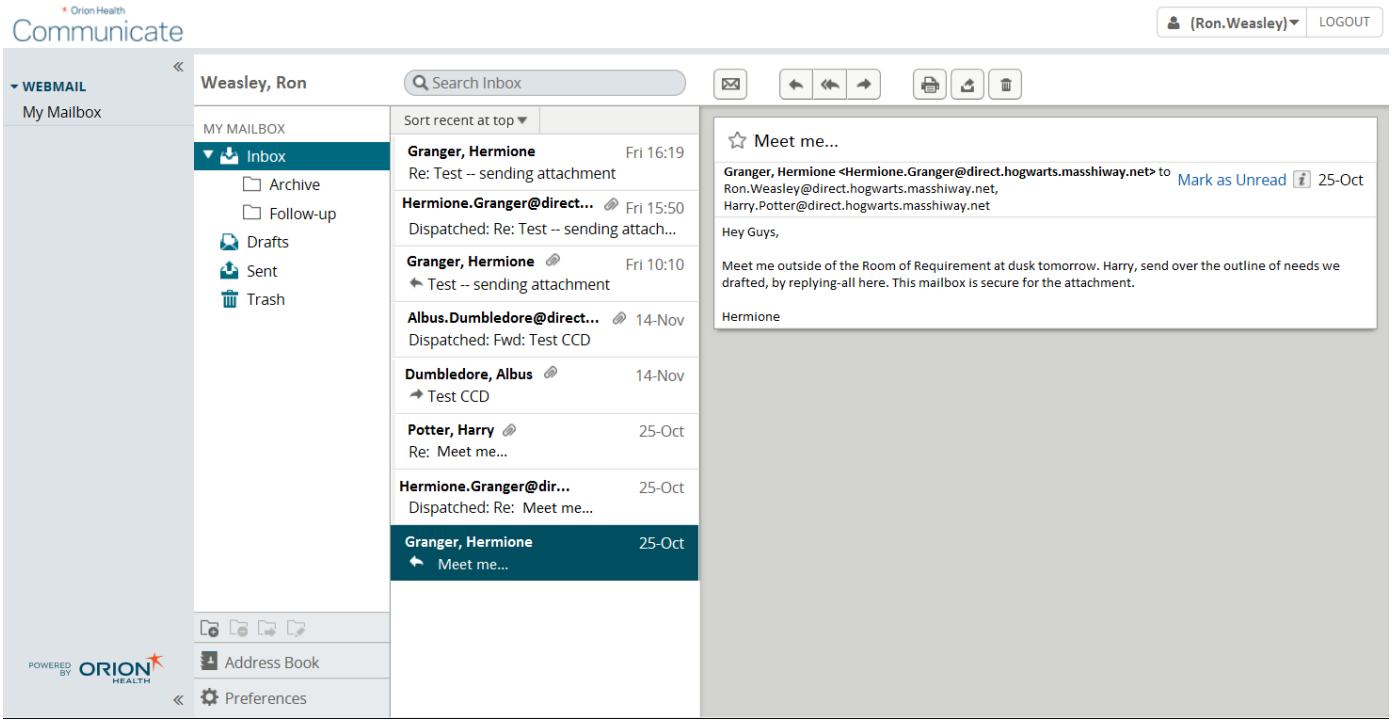


Logging into your Account

1. Once on Communicate Webmail login page please enter your **User ID** and **Password:**



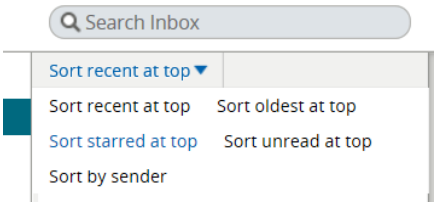
2. Once logged-in, you will be brought to your mailbox, which defaults to displaying the messages in your inbox:



If you are prompted by your browser to save your password for this application, click "no". Given that protected health information is being shared, you need to protect your account from others being able to gain access.

Receiving/Reading Messages

Your mailbox will default to the **Inbox**, which displays the list of messages in the center pane, with a preview of each. At the top of this list, you can toggle the means in which the messages sort, by clicking on the downward arrow next to **Sort…**:



You can also use the **Search Inbox** function to find a specific message, by clicking into the field and typing any keyword such as a subject or sender and hitting **Enter** on your keyboard to find your message.

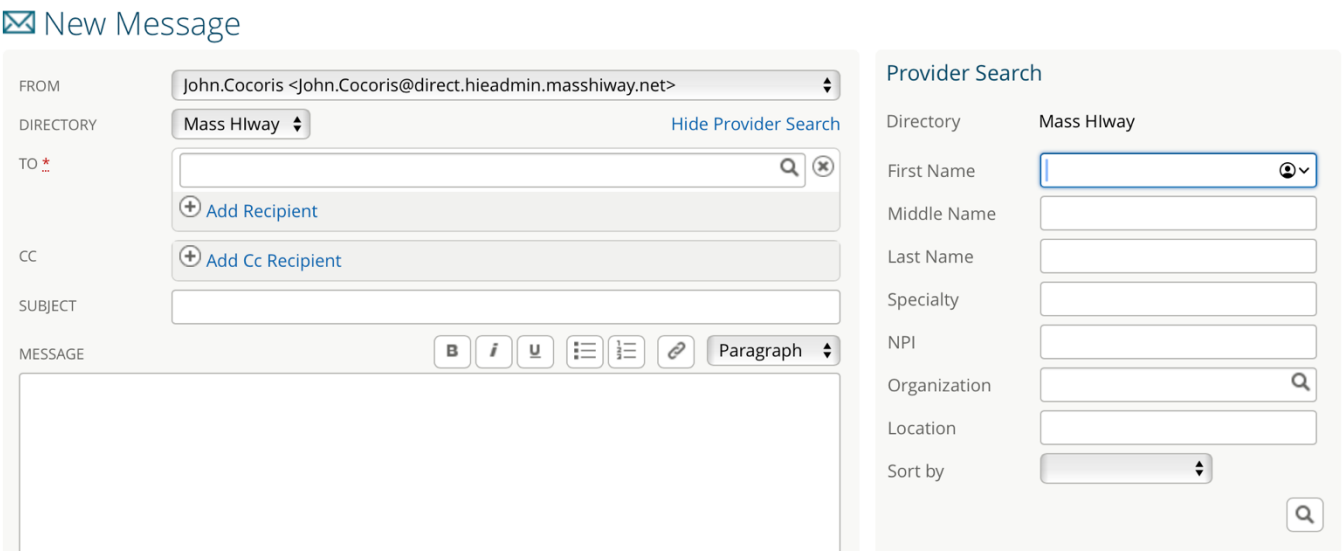
To open a message, just click on the preview of the message in the list. The message will then display in the reading pane to the far right of the screen.

Sending Messages

Draft a New Message

1. From the main screen in your mailbox, click on the envelope icon ( ) in the middle of the top bar, to launch a new tab in your browser called **New Message**.
2. You can search for a recipient for your message in the **To** field, but the best way to find your target is to click on **Show Provider Search** to open the advanced search function.

Do not type or paste an address into the "To" field unless you are sure it is a secure Direct Address. The Mass HIway cannot send/receive with regular email, so it's best to use the "Provider Search" to find your recipient(s).

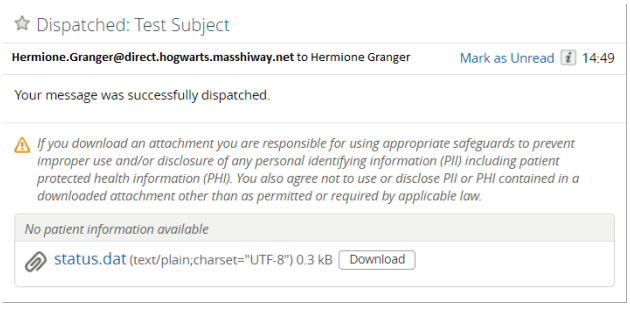


3. Search by **First Name, Middle Name**, **Last Name**, **Specialty, NPI, Organization or Location** (street address). Sort functionality is also available. **(If you are unable to find a provider under Mass HIway, you can toggle to the "DirectTrust" Directory by selecting it from the dropdown.)**
4. Once you find the individual via the *Provider Search* that you would like, you can **Add To Address Book**, add them to the **To** field of your message, or add them to the **CC** field of your message, by clicking on the respective link under the entry in the directory:

5. Add a **Subject** to the message so that the receiver understands what your message is about and complete the **Message** field with the text of your message, as you would a regular email.
6. You may add any secure patient data to the **Attachments** field, by clicking **Browse** (toward the bottom, under the *Message* field) to search your computer's hard drive for the desired documentation to share.
    a. Commonly exchanged attachments include PDF and CCD or CCDA documents. These types of documents can also be previewed in the application when received from another party. Other file types may be attached and successfully sent, (e.g. DOC/DOCX), however you may not be able to preview the attachment in the application. The receiver would only be able to view it after download (Note: There may be potential limitations with the receiving system, and it is advisable to confirm with the recipient).
7. If you would like to come back to your message to send later, you can click on **Save Draft**, otherwise click on **Send** once you have indicated the recipients and completed the message. Messages that are saved as Drafts, can be found in the **Drafts** folder in the main mailbox window (underneath *Inbox*).

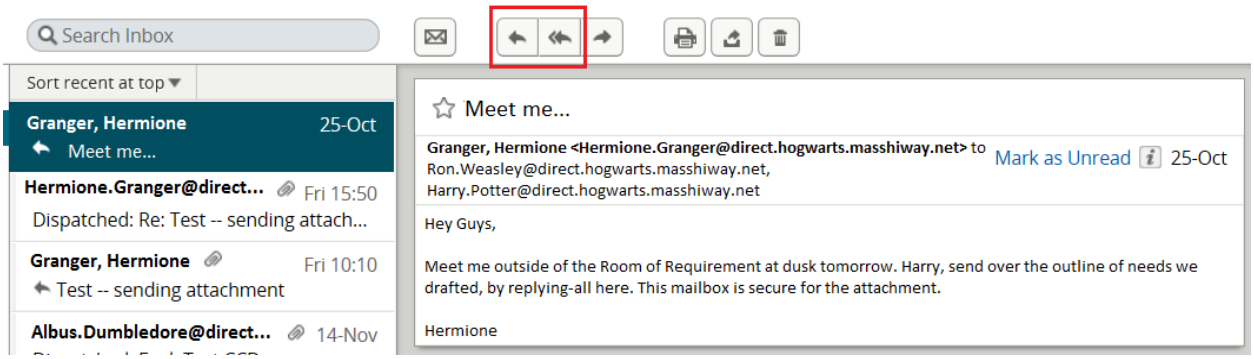
Dispatch Notification

Once your message is sent, you will receive a confirmation message in your Webmail Inbox. The message will be from your own address and include the subject "Dispatched: *subject of your sent message*". An example is below:



Reply to a Received Message

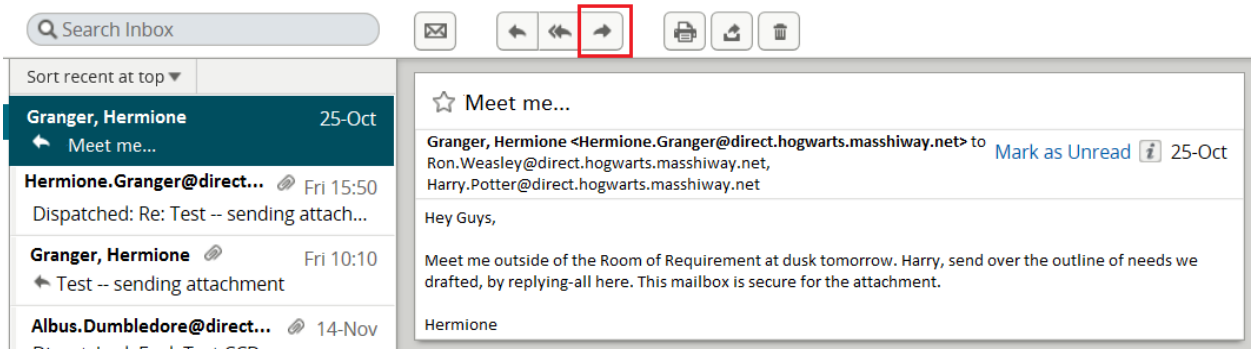
From the main mailbox, select the message from the list of messages and click on the single arrow facing left to **Reply** or the double arrows facing left to **Reply-all.**



This will launch a new message window called **Reply Message** or **Reply-all Message**, which works similarly to the *New Message* window, but also contains the quoted text from the message you received, in the *Message* field.

Forwarding a Received Message

From the main mailbox, select the message from the list of messages and click on the single arrow facing right to **Forward** a message.



This will launch a new message window called **Forward Message**, which works similarly to the *New Message* window, but also contains the quoted text from the message you received, in the *Message* field.

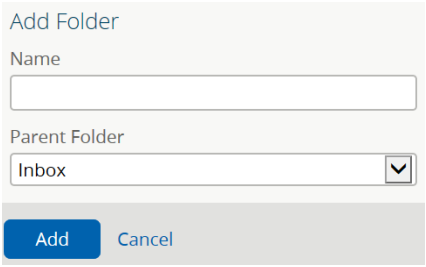
Be sure to remove sensitive information from your computer's hard drive after sending a message through the Mass HIway. Protected Health Information (PHI) stored locally on your machine, may not meet HIPAA guidelines for security.

Mailbox Folders

You can create custom folders to organize messages that you have received, and file them in subfolders of your *Inbox*. These folders can also be used when creating Message Rules.

To create these folders:

1. Go to your main mailbox screen, and click on **Inbox**, then the icon that looks like a file folder with a plus sign ( ).
2. A box will pop-up where you enter the **Name** of the folder you would like to create.
3. Use the drop-down to select the **Parent Folder** where you would like this folder to live.
4. Click **Save**.



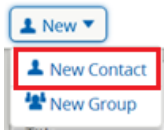
Address Book

The Address Book allows you to save individual contacts and create groups, from which you can easily send secure HIway messages.

New Contact

To create a New Contact:

1. Go to your main mailbox screen, and click on **Address Book** (Address Book) toward the bottom, left-hand side of your screen.
2. Click on the **New** button.
3. Then select **New Contact.**



4. Complete the form provided for the new contact. The **First Name** and the **Email** are required at a minimum. Ensure that the **Email** address entered is the secure Direct Messaging address for the contact.

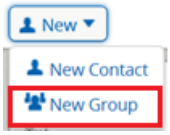
The best way to add a new contact is to find them in the "Provider Search" and click "Add to Address Book". This populates all fields for the contact automatically. See #4 under Draft a new message.

5. You can add the individual to a **Group**, if desired. See New Group for more information.
6. Click **Save.**

New Group

To create a New Contact Group:

1. Go to your main mailbox screen, and click on **Address Book** (Address Book) toward the bottom, left-hand side of your screen.
2. Click on the **New** button.
3. Then select **New Group.**



4. Complete the **Name** field to name your group.
5. Click into the **Participants** field, and start typing a name to find an individual to add to the group.
    a. NOTE: The individual must exist in your *Address Book* as a *Contact* prior to adding them to a group.
6. To add additional *Participants* to the *Group* click on **Add Contact** to create an additional **Participants** search field.
7. Once you have added all the desired individuals, click **Save.**

Search Address Book

1. Go to your main mailbox screen, and click on **Address Book** (Address Book) toward the bottom, left-hand side of your screen.
2. Click into the **Search Address Book** field (Search Address Book).

3. Type out the *First Name* or *Last Name* of the individual for which you are looking to find. Or, type the *Group Name* desired.
    a. The search will execute in real-time, so you do not need to click the magnifying glass, nor hit *Enter* on your keyboard.
4. The results will display in the list, directly underneath the search field.
5. Click on the name of the desired individual, for the details to display in the panel on the right

Sending a Message from the Address Book

1. Complete the above process to Search Address Book.
2. Once your *Individual* or *Group* is selected, click on the **Message** button on the top, right corner of the screen, (

).
3. This will open the **New Message** window, where you can Draft a New Message, with the recipients pre-populated into the **To** field.

Resetting your Password

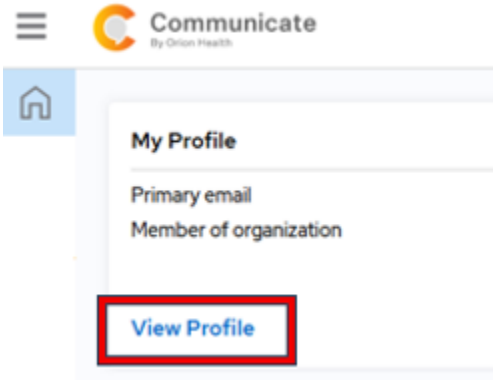
1. Navigate to the Communicate Account Manager Profile.
2. Click on "Forgot password"
3. The website will ask you enter your username, then hit "Submit".
4. An email will be generated to the email address on file. Click the link within the email to reset your password.

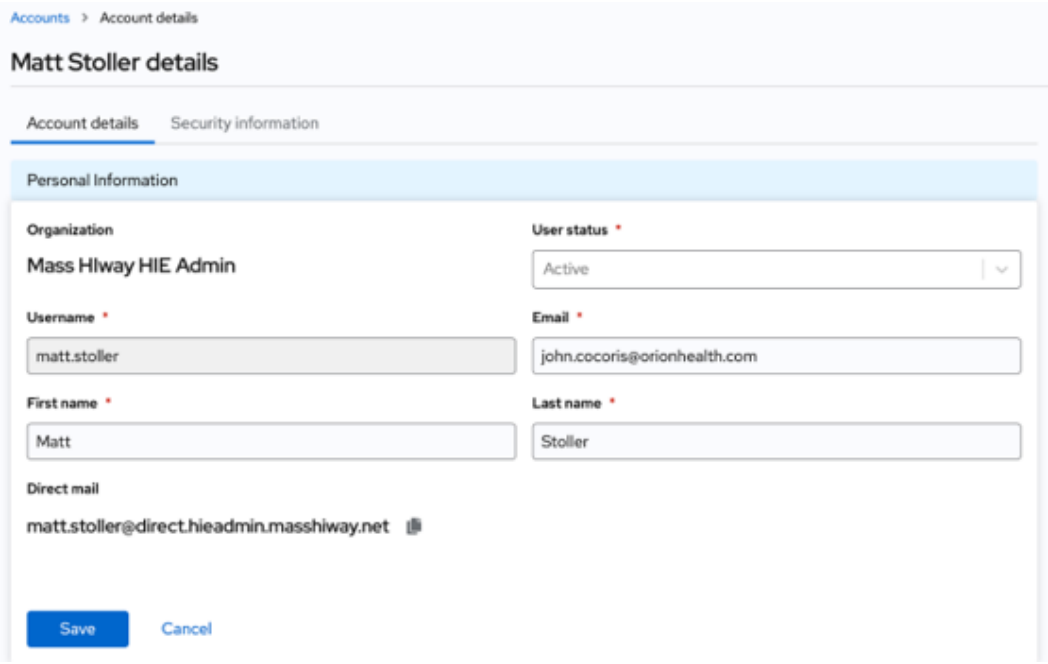
Finding your Username

1. Navigate to the Communicate Account Manager Profile.
2. Click on "Forgot username"
3. Enter the email address associated with the Webmail account, then hit "Send Login Information".
4. The email you receive will detail the username associated with that email address.

Viewing and adjusting your profile:

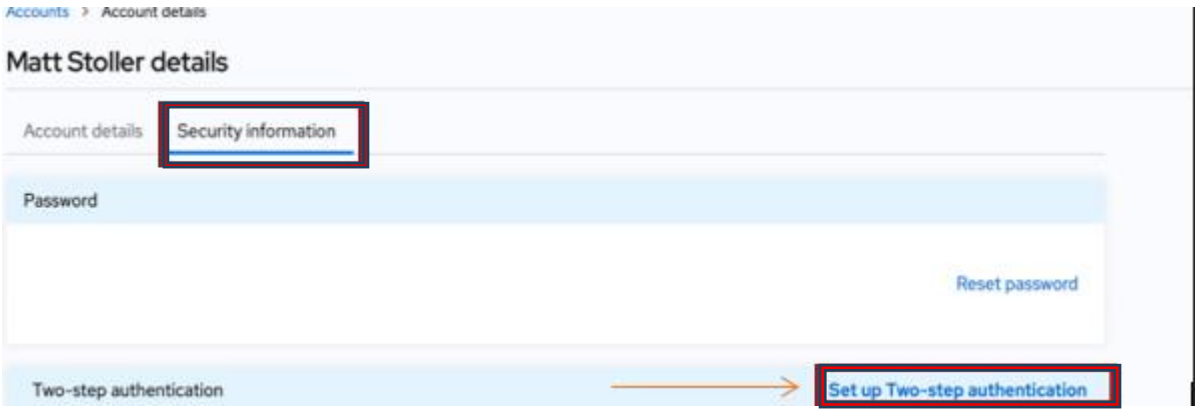
- Within the Communicate Account Manager Profile, you can view your profile with the ability to adjust personal details, if necessary. Click on "View Profile" as seen in the image below.





Setting up Multi-Factor Authentication:

- Webmail users have an option to set up Multi-Factor Authentication within the Communicate Management portal. Under the user profile, click on 'View Profile' as shown above. Then, locate and click on the 'Security Information' tab, in the image below.



- Click on the “Set up Two-step authentication” button and follow the below instructions:

Communicate
By Orion Health

Mobile Authenticator Setup

1. Install one of the following applications on your mobile:

   FreeOTP

   Google Authenticator

2. Open the application and scan the barcode:

   Unable to scan?

3. Enter the one-time code provided by the application and click Submit to finish the setup.

One-time code *

Submit Cancel

Updating your Notification Preferences

Email Notifications

You can update your preferences to receive email notifications when you receive a new direct message or when one fails to be sent from your inbox.

Example email message for new mail in your own mailbox:

<Russell.Shepherd1@direct.hieadmin.masshiway.net> has sent an encrypted message to your <john.cocoris@direct.hieadmin.masshiway.net> mailbox.

You can access your Inbox by logging onto:
- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at https://webmail.dsm.orionhealthcloud.com

Example email message for new mail in a shared mailbox:

<Russell.Shepherd1@direct.hieadmin.masshiway.net> has sent an encrypted message to one of your shared mailboxes. To read this message, log onto your <John.Cocoris@direct.hieadmin.masshiway.net> account using one of the following methods:

You can access your shared mailbox by logging onto:
- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at https://webmail.dsm.orionhealthcloud.com

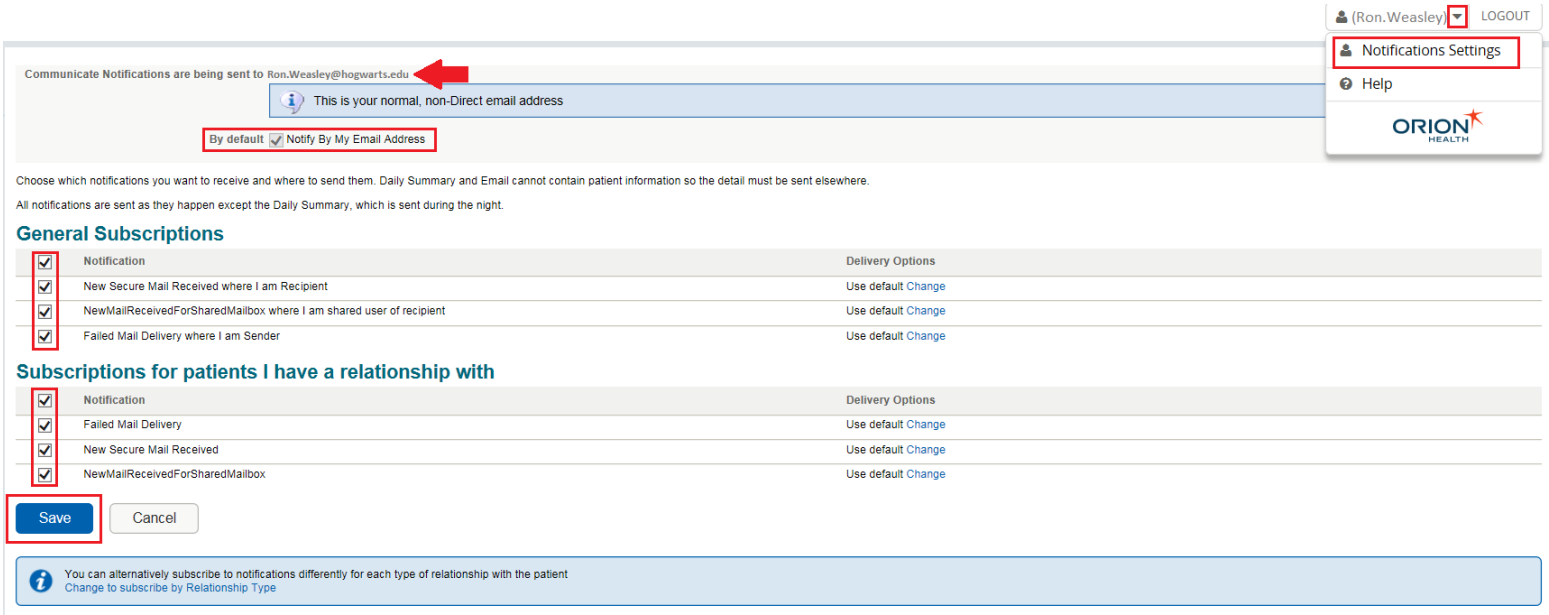
Example email message for a delivery failure from your mailbox:

We could not deliver your encrypted message to:
Russell.Shepherd1@direct.hieadmin.masshiway.net

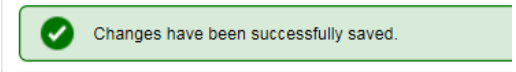
For more information, log onto:
- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at https://webmail.dsm.orionhealthcloud.com

To update these preferences:

1. When logged into Communicate Webmail, go to the top, right-hand corner of your screen and click on the downward arrow to the right of your username
2. Click on **Notification Settings** to be brought to the below window



3. The first line in the window highlights the email address to which notifications will be sent
    - See Notification Destination regarding the updating of this email address
4. Using the checkboxes on the left of each row, check or uncheck the corresponding box for each notification type. Check the main **Notification** box highlighted in grey to receive notifications for all situations outlined below.
5. Click **Save** to confirm your preference updates.
6. Ensure that a green bar displays at the top reading *Changes have been successfully saved*:



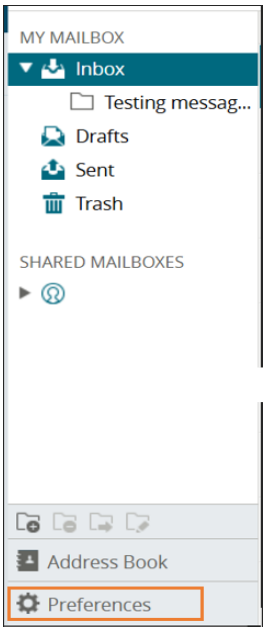
Notification Destination

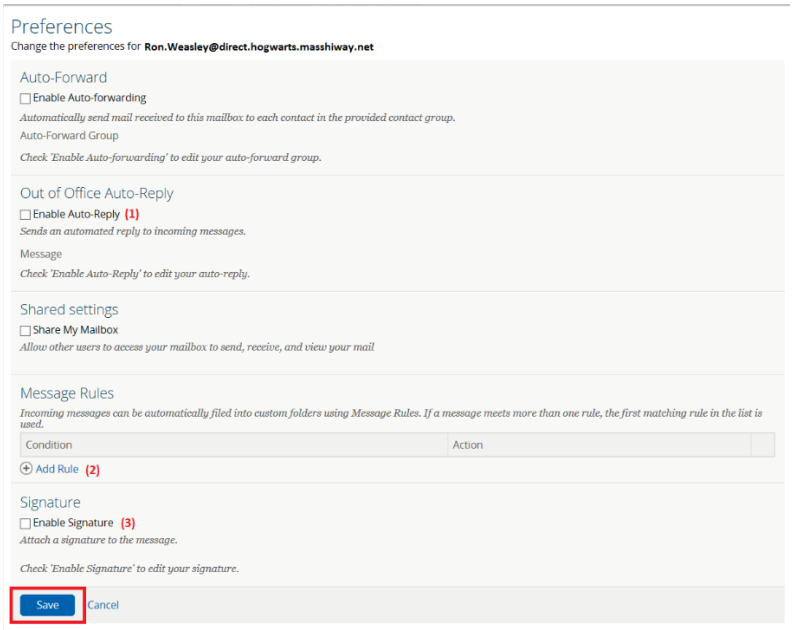
You can update your preferences for the types of notifications you can receive via email through the Communicate Webmail application.

See Editing your profile to update the email address receiving notifications tied to your Mass HIway webmail account.

Updating other Preferences

Once logged into your Communicate Webmail account, click on **Preferences** on the lower, left-hand side of the screen. The following window will appear:





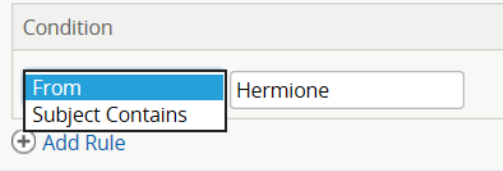
Out of Office Auto-Reply (1)

Check the box to the left of **Enable Auto-Reply** to configure a message to be automatically sent to an individual that sends you a message to your Mass HIway account. Once you have composed your message in the provided box, be sure to click **Save** at the bottom of the screen.

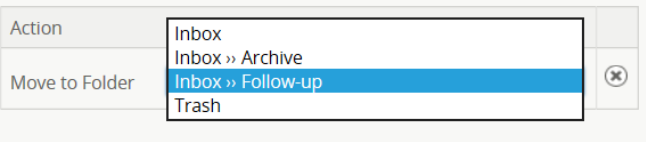
Message Rules (2)

If you would like to have certain types of messages skip your inbox and be filed into a custom folder, (see Mailbox Folders for how to create these destinations), click on **Add Rule**. Under the *Condition* section, you will be provided

with an option to select messages that are **From** a specific individual, or where the **Subject Contains** specific words. Select the option from the drop-down, and complete the field to the right of it to specify the condition:



Once you've completed the **Condition**, use the drop-down under **Action** to specify which destination you would like the message to go to.



By default you will have *Inbox* and *Trash* available. See Creating Mailbox Folders to create custom folders to which messages can be sent.

Once you have selected the **Condition** and **Action** in the provided boxes, be sure to click **Save** at the bottom of the screen.

Signature (3)

Check the box to the left of **Enable Signature** to include a signature at the end of every message that you send. Once you have composed your signature in the provided box, be sure to click **Save** at the bottom of the screen.

Other Preferences

If you are interested is using the **Auto-Forward** or **Shared Settings** functionality, please reach out to your Mass HIway Account Manager to assist in the configuration.

If You Need Help with your Mass HIway Webmail

For technical support issues regarding your Mass HIway Webmail account, including password reset, message delivery issues, or to add, change or delete an account contact Mass HIway Support:

a. Call: 1.855 MA HIway (624-4929) option 2
b. Email: MassHIwaySupport@state.ma.us