

Secure Messaging from Cleveland Clinic Laboratories

Cleveland Clinic's Secure Messaging enables safe, protected transferring of sensitive information, including patient health information (PHI).

When an encrypted Secure Message is sent to an email address outside Cleveland Clinic, the recipient will receive a **one-time notification**.

Recipients can only read a Secure Message by logging into the Secure Messaging portal.

Note: Compliance requirements force Secure Messages to expire after 21 days. After 21 days, recipients will no longer be able to access the message.

Need help? Contact your CCL Account Manager for assistance.

Secure Messaging Notifications

Notifications feature a subject line of:

Secure Messaging Notification from the Cleveland Clinic

Secure Messaging
Notification 

You must log in to read your Secure Message.

View the message by clicking [here](#). It has been classified as sensitive and may only be accessed from within this Secure Messaging service.

Notice: For security reasons, your secure message will only be available for **21 days**. If you need to keep the message or any attachments beyond this time frame, please either print it or save it to your personal device.

Need help? If you have forgotten your password, click [here](#) to request a new one.

Powered by **mimecast**

Accessing Secure Messages

1. Select the link ("[here](#)") in the email.
2. You will be redirected to the Secure Messaging portal login page.

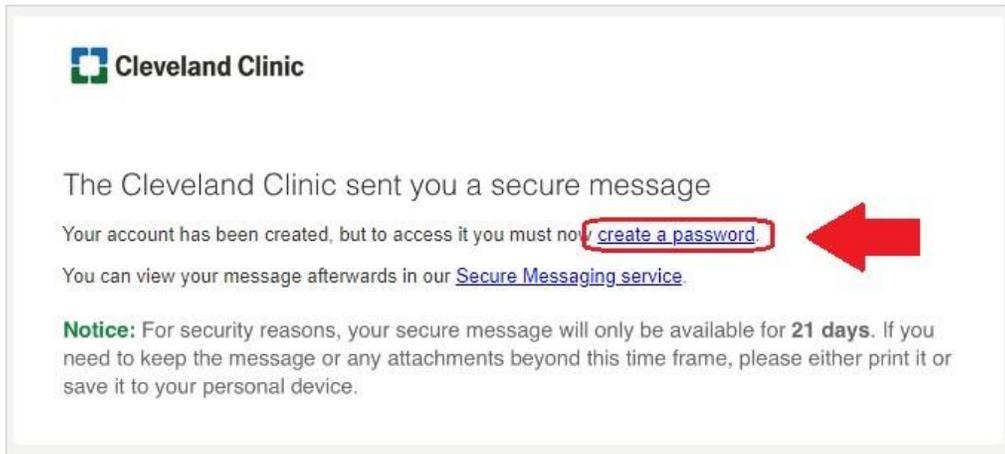
First time logging in? Follow the steps below. An account is required to access Secure Messages sent from Cleveland Clinic.

First-Time Account Setup

When a Secure Message is sent for the first time, an email with the subject line will appear:

NEW! You have a secure message from the Cleveland Clinic.

After opening the message, select [create a password](#):



Password Requirements

Your password must have:

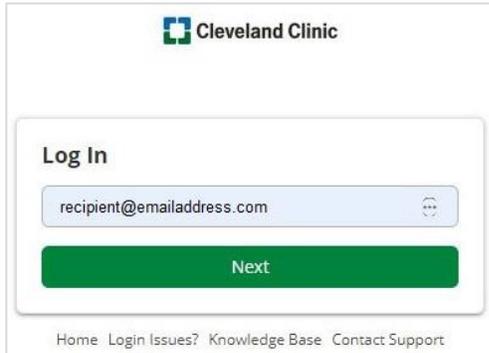
- A minimum of **eight (8) characters**
- and at least **one (1) of each** of the following:
 - **lowercase letter**
 - **uppercase letter**
 - **number**

As you type in your chosen password, the dots next to each requirement will change from a grey circle to a green checkmark.

Once all requirements are met, the **Confirm** button will turn dark green:

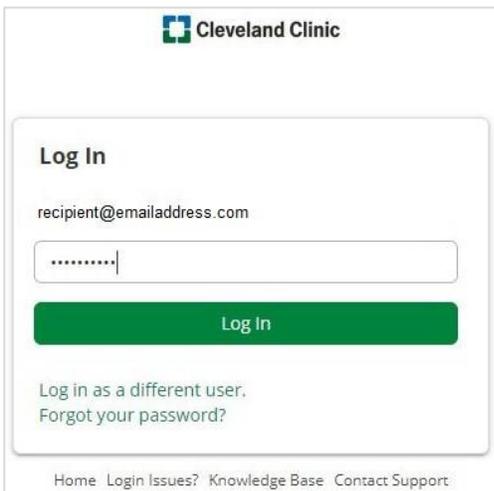


Logging In



The screenshot shows the Cleveland Clinic login interface. At the top left is the Cleveland Clinic logo. Below it, the text "Log In" is displayed. A text input field contains the email address "recipient@emailaddress.com" and has a small icon on the right side. Below the input field is a green button labeled "Next". At the bottom of the page, there is a navigation menu with links: "Home", "Login Issues?", "Knowledge Base", and "Contact Support".

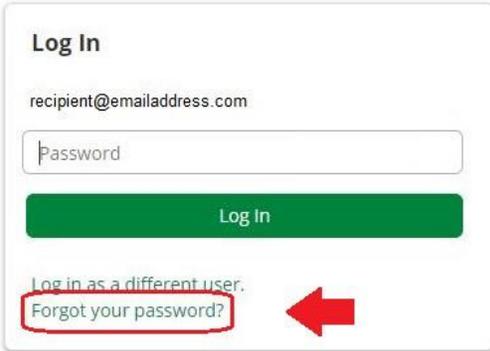
1. Enter your **email address**, then select **Next**.



The screenshot shows the Cleveland Clinic login interface. At the top left is the Cleveland Clinic logo. Below it, the text "Log In" is displayed. The email address "recipient@emailaddress.com" is pre-filled in the input field. Below the email field is a password input field with a masked password ".....". Below the password field is a green button labeled "Log In". Below the "Log In" button, there are two links: "Log in as a different user." and "Forgot your password?". At the bottom of the page, there is a navigation menu with links: "Home", "Login Issues?", "Knowledge Base", and "Contact Support".

2. Enter your **password**, then select **Log In**.

Resetting a Password



Log In

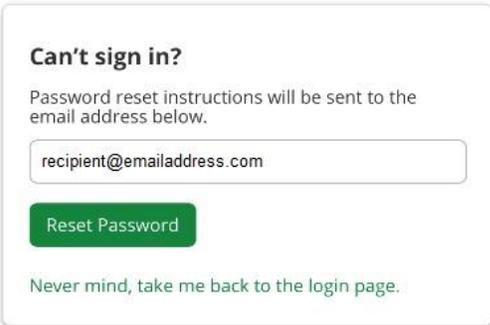
recipient@emailaddress.com

Password

Log In

Log in as a different user.
Forgot your password?

1. On the **login page**, select the **Forgot your password?** link.



Can't sign in?

Password reset instructions will be sent to the email address below.

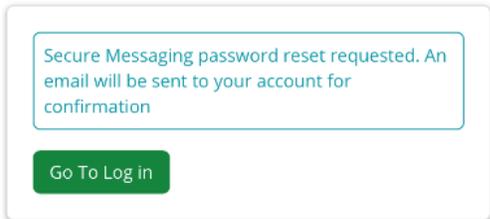
recipient@emailaddress.com

Reset Password

Never mind, take me back to the login page.

2. Type in your email address, then select **Reset Password**.

*Note: A message will appear with a **Go To Log In** button. **Do not click this button.***



Secure Messaging password reset requested. An email will be sent to your account for confirmation

Go To Log In

*Instead, **close this window** and **check your email** for a link to **reset your password**.*



Secure Messaging
Password Reset Confirmation  Cleveland Clinic

You requested a password reset for the Cleveland Clinic Secure Messaging service.

To reset your password please click [here](#).

Powered by **mimecast**

3. Look for an email with the subject line:

Secure Messaging Password Reset Confirmation

Select the link ("**here**") in the message to reset your password.

Create Your Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

Home | Login Issues? | Knowledge Base | Contact Support

4. Create a **new password** that meets the requirements listed, then select **Confirm**.

Troubleshooting

- Links to create or reset a password expire after 24 hours.
- Create passwords by using a computer; **iPads** or **iPhones** are not supported.

Expired Password Links

If this error message appears while on your computer:

Your new password doesn't meet our complexity requirements, or the current password you typed in is not correct. Please try again.

<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>The Cleveland Clinic sent you a secure message</p> <p>Your account has been created, but to access it you must now create a password.</p> <p>You can view your message afterwards in our Secure Messaging service.</p> <p>Notice: For security reasons, your secure message will only be available for 21 days. If you need to keep the message or any attachments beyond this time frame, please either print it or save it to your personal device.</p> </div>	<ol style="list-style-type: none"> 1. Close the current browser window.
<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>The Cleveland Clinic sent you a secure message</p> <p>Your account has been created, but to access it you must now create a password.</p> <p>You can view your message afterwards in our Secure Messaging service.</p> <p>Notice: For security reasons, your secure message will only be available for 21 days. If you need to keep the message or any attachments beyond this time frame, please either print it or save it to your personal device.</p> </div>	<ol style="list-style-type: none"> 2. Open the original Secure Message in your inbox.
<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>The Cleveland Clinic sent you a secure message</p> <p>Your account has been created, but to access it you must now create a password.</p> <p>You can view your message afterwards in our Secure Messaging service.</p> <p>Notice: For security reasons, your secure message will only be available for 21 days. If you need to keep the message or any attachments beyond this time frame, please either print it or save it to your personal device.</p> </div>	<ol style="list-style-type: none"> 3. Select the Secure Messaging service link.
<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>The Cleveland Clinic sent you a secure message</p> <p>Your account has been created, but to access it you must now create a password.</p> <p>You can view your message afterwards in our Secure Messaging service.</p> <p>Notice: For security reasons, your secure message will only be available for 21 days. If you need to keep the message or any attachments beyond this time frame, please either print it or save it to your personal device.</p> </div>	<ol style="list-style-type: none"> 4. Follow the steps in the Resetting Your Password section listed above.