Cleveland Clinic
Laboratories

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

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:
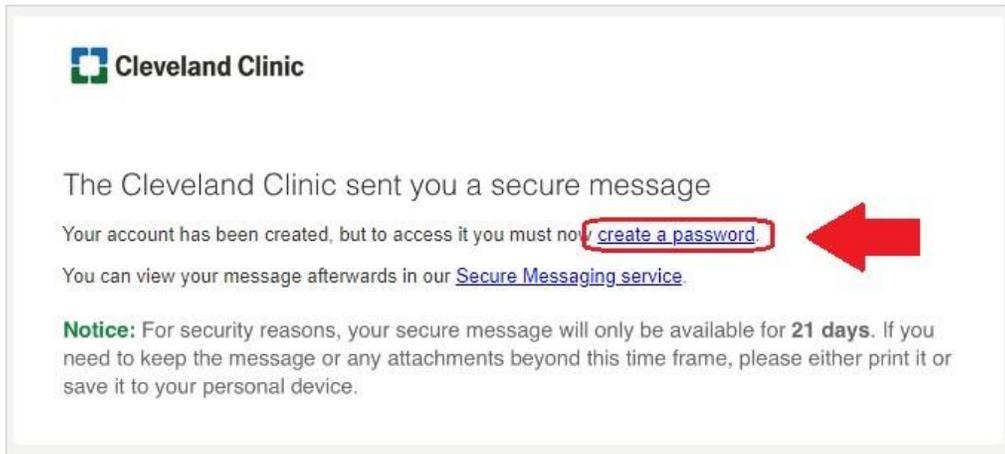
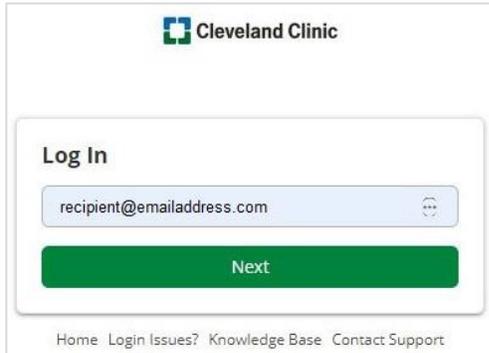## Password Requirements

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:
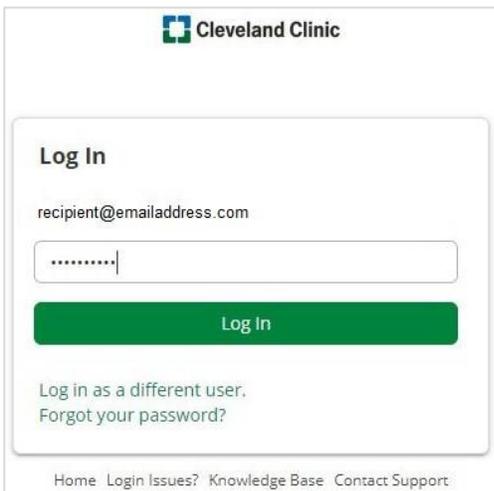
Logging In

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

2. Enter your password, then select **Log In**.
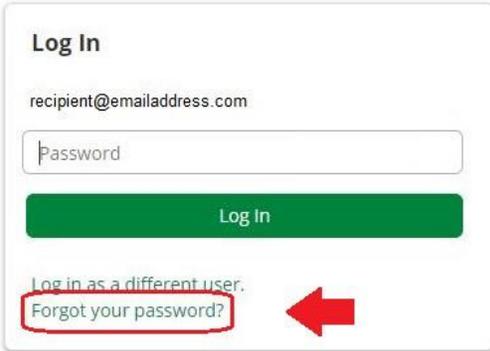
Cleveland Clinic
Laboratories

Resetting a Password

1. On the **login page**, select the Forgot your password? link.
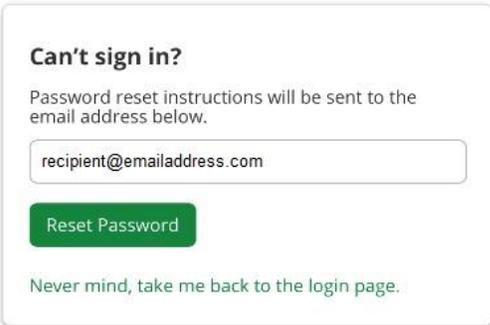
2. Type in your email address, then select **Reset Password**.

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

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

3. Look for an email with the subject line:
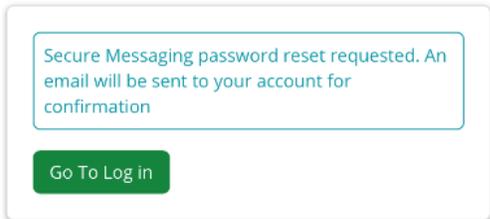
Secure Messaging Password Reset Confirmation

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

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Create Your Password

New Password

Confirm 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

Confirm

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 <u>expire after 24 hours</u>.
- Create passwords by using a computer; **iPads** or **iPhones** <u>are not supported</u>.

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.

The Cleveland Clinic sent you a secure message Your account has been created, but to access it you must now <u>create a password</u>. You can view your message afterwards in our <u>Secure Messaging service.</u> **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.	1. **Close** the current browser window.
	2. Open the **original Secure Message** in your inbox.
	3. Select the Secure Messaging service link.
	4. Follow the steps in the **Resetting Your Password** section listed above.