.md Email

Achieving HIPAA Compliance Using .mdEmail™

.md Email™ provides users with all of the tools necessary to communicate online in a HIPAA-compliant manner. Users must follow the Terms of Use and auditing requirements in order to fully satisfy HIPAA regulations. It is important to note that HIPAA compliance is the responsibility of the user of the service and not the service provider.

The following tutorials will assist you in meeting HIPAA regulations when using **.md**Email™.

mdEmail™ "SendAnywhere" Encryption Feature
.md Email™ messages sent within the **.md** network are automatically secure. No breach is possible when users are sending email messages to other **.md**Email users. Secure email can also be sent outside the **.md** network using "SendAnywhere" technology, which allows you to send emails to any recipient in a standard or fully secure delivery mode.

Send a "SendAnywhere" secure message:

1. Launch **.md**Email™.

2. Select "Compose" to draft your email message.

3. Type email address of recipient in "To" field and compose your email message.

4. Hit "Send Secure Message".

IMPORTANT: If you are using Outlook to send a secure message, you must include the word "Secure:" to the Subject line before sending your email message. Be sure to include the colon. This will prompt the **.md**Email™ system to encrypt the message. NOTE: If you do not type "Secure:" your email will not be encrypted.

.mdEmail™ Audit

In accordance with HIPAA regulations, all communications related to Patient Health Information (PHI) must be safeguarded and stored.

.md Email™ users can fulfill auditing requirements by adding the **.md** Audit upgrade to the secure basic service.

Upgrade your .mdEmail with auditing capabilities:

1. Log into your **.md** Member Support Account at www.max.md.

.md Email™ Support Toll Free: (877) 629-6363
Outside of the United States: +1 (201) 963-0005
Email: support@mdemail.md

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2. Select "My **.md**Email™" under Member Support.

Member
Support

Overview

My Account

My Domains Names

My .mdEmail

Medical Survey

Invite-a-Colleague

3. Select "Upgrade" under Audit heading.

.mdEmail Management

Domain	Active Accounts		Space Usage	Audit	Upgrade
domain.md	1 / 1	View	0 MB / 100 MB	Upgrade	Upgrade

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4. Select "Audit Feature" and then select "go".

5. Checkout.

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6. Return to "My Account".

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7. Select "My **.md**Email™" under Member Support.

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8. Under **.md**Email™ Management select Audit "Setup".

.mdEmail Management

You have not yet setup the following services
domain - Audit Feature setup

9. Apply Audit to your domain of choice.

.mdEmail Provisioning

Please choose the domain to apply this .mdEmail plan to.

mdEmail - Audit Feature   domain.md   ▾   Apply to domain

10. You will receive a confirmation
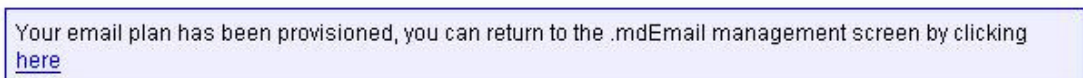
Your email plan has been provisioned, you can return to the .mdEmail management screen by clicking
here

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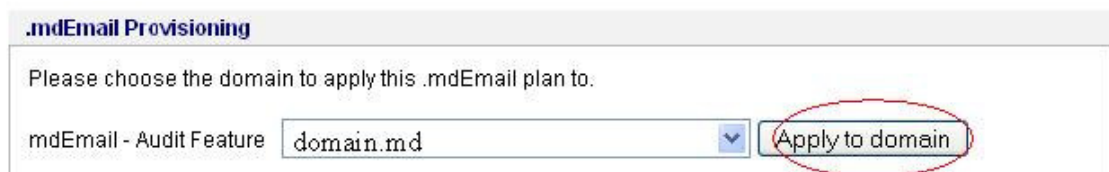**Download your .mdEmail™ archive for auditing purposes:**

1. Log into your **.md** Member Support Account at www.max.md.

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3. Select "Downloads" under Audit heading.

.mdEmail Management

Domain	Active Accounts		Space Usage	Audit	Upgrade
jrpickett.md	3 / 10	View	138 MB / 1000 MB	1 download	Upgrade

4. Select "Archive Now" to archive all email. NOTE: Archiving is incremental since your last archive event.

Audit Management

Click here to archive all the unarchived email   [Archive Now]

5. Select "Download" under Download File for an image-based .zip file of all sent and received messages and attachments.

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View stored emails:
1. Unzip the archive into a folder of your choice.
2. Start the mbox file viewer by double clicking on mboxview.exe.
3. Click on the inbound/outbound archive for the **.md**Email™ user you want to view (located on the left side of your screen). View the list of emails on the right side of your screen.

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