



## Achieving HIPAA Compliance Using .mdEmail™

.mdEmail™ 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 .mdEmail™.

### mdEmail™ “SendAnywhere” Encryption Feature

.mdEmail™ messages sent within the .md network are automatically secure. No breach is possible when users are sending email messages to other .mdEmail 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 .mdEmail™.
2. Select “Compose” to draft your email message.



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

|   |                      |
|---|----------------------|
| Identity  | username@domain.md   |
| To  | <input type="text"/> |
| Cc  | <input type="text"/> |
| Bcc   | <input type="text"/> |
| Subject   | Secure: Subject      |
| Charset   | Western (ISO-8859-1) |
| Address Book      Expand Names      Spell Check           |                      |
| <input checked="" type="checkbox"/> Save a copy in "Sent" |                      |
| <input type="checkbox"/> Request a Read Receipt           |                      |
| <input type="checkbox"/> Request Delivery Confirmation    |                      |
| <input type="checkbox"/> Link Attachments                 |                      |
| <input type="checkbox"/> Switch to HTML composition       |                      |
| Text  | Email Body           |

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 .mdEmail™ 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.

.mdEmail™ 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](http://www.max.md).

The screenshot shows the .md website interface in a Mozilla Firefox browser. The address bar displays <https://www.max.md/>. The website header includes the .md logo with the tagline "BECAUSE MEDICINE IS YOUR DOMAIN" and a navigation menu with links for Renew, Products, Featured Sites, Member Support, About MaxMD, mdEmail Login, and WHOIS. A "Member Login" section with input fields for Member Logic and Password is visible. A central banner features a registration form with the text "Register or check availability of a .md medical" and a "GO" button. Below the banner, a list of "Basic .md registration packages includes:" is provided, along with a "Learn more" link. The footer contains "md Featured Sites" with logos for bodySCAN.md, SWARM INTERACTIVE, SkinLogic, and scitica.md. A sidebar on the right lists "What do you want to do?" with options like "Register a .md domain name" and "Access .mdEmail".

<https://www.max.md/account>

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

2. Select "My .mdEmail™" under Member Support.



3. Select "Upgrade" under Audit heading.

| <b>.mdEmail Management</b> |                            |                    |                         |                         |
|----------------------------|----------------------------|--------------------|-------------------------|-------------------------|
| <b>Domain</b>              | <b>Active Accounts</b>     | <b>Space Usage</b> | <b>Audit</b>            | <b>Upgrade</b>          |
| domain.md                  | 1 / 1 <a href="#">View</a> | 0 MB / 100 MB      | <a href="#">Upgrade</a> | <a href="#">Upgrade</a> |

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

#### .mdEmail™ by MaxMD

MaxMD provides a secure and HIPAA-enabled email service through .mdEmail™. One .mdEmail™ account with 100 megabytes of storage is included with registration of a domain name. Select from the options below to customize the solution that fits your needs.

#### .mdEmail™ Practice Solution

- Includes all basic .mdEmail™ features
- Create up to ten (10) email accounts

**\$5.00 / solution per month**  YES! Add a .mdEmail™ solution to my account


#### Audit Feature

- Meet HIPAA regulations through traceable file sharing and sending
- Receive a monthly-image-based delivery of secure emails for archiving purposes (which can be saved to CD or DVD)

**\$10.00 / domain per month**  YES! Add audit to my account



5. Checkout.

Your Cart 

| Products                | Quantity                       | Unit Price | Sub Total |
|-------------------------|--------------------------------|------------|-----------|
| mdEmail - Audit Feature | <input type="text" value="1"/> | \$10.00    | \$10.00   |

[Remove](#)

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[Update](#)


• Promotion Code:

Current Total: \$10.00

[Continue Shopping](#) [Checkout](#)

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6. Return to "My Account".



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Domain Name      Select Options      Payment Information      **Order Confirmation**

Order Receipt




Harborside Financial Center  
Jersey City, NJ 07311  
USA

Dr. Smith  
Address  
City, State, Zip Code  
Country

**Your Purchase**

| Products                | Quantity | Unit Price | Sub Total |
|-------------------------|----------|------------|-----------|
| mdEmail - Audit Feature | 1        | \$10.00    | \$10.00   |

**Total: \$10.00**

 Now you can manage your domain by clicking here to enter your account manager.

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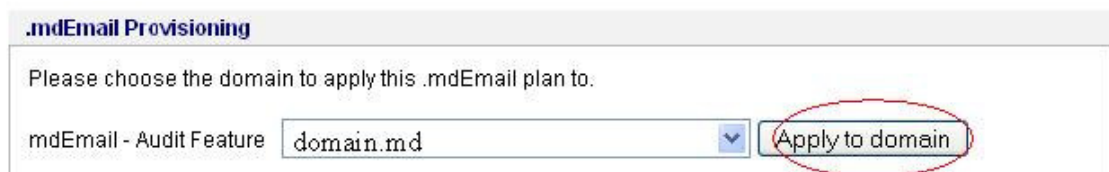
7. Select "My .mdEmail™" under Member Support.



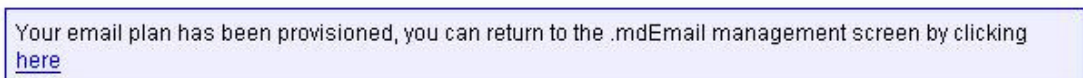
8. Under .mdEmail™ Management select Audit "Setup".



9. Apply Audit to your domain of choice.



10. You will receive a confirmation



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

1. Log into your **.md** Member Support Account at [www.max.md](http://www.max.md).

Home | Contact Us | Registration Agreement | Terms & Conditions / Privacy Policy | Site Map  
Harborside Financial Center - Plaza 10 - Jersey City, NJ 07311 - Customer Service: (877) 629.6363 - Fax: (201) 963.0006  
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<https://www.max.md/account>

2. Select "My **.mdEmail™**" under Member Support.

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## Member Support

[Overview](#)

[My Account](#)

[My Domains Names](#)

[My .mdEmail](#)

[Medical Survey](#)

[Invite-a-Colleague](#)

3. Select "Downloads" under Audit heading.

| <b>.mdEmail Management</b> |                             |                  |                            |                         |
|----------------------------|-----------------------------|------------------|----------------------------|-------------------------|
| Domain                     | Active Accounts             | Space Usage      | Audit                      | Upgrade                 |
| jrickett.md                | 3 / 10 <a href="#">View</a> | 138 MB / 1000 MB | <a href="#">1 download</a> | <a href="#">Upgrade</a> |

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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Email: [support@mdemail.md](mailto:support@mdemail.md)

**Audit Management**

Click here to archive all the unarchived email.

| # | File Name           | File Size | Download File                           | Delete File                           | Times Downloaded |
|---|---------------------|-----------|---|---------------------------------------|------------------|
| 1 | domain.md123254.zip | 1 MB      | <input type="button" value="Download"/> | <input type="button" value="Delete"/> | 0                |

**NOTE:** We recommend that you burn all downloaded content to a CD or DVD for safeguarded storage.

**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 **.mdEmail™** 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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