

## Secure Email



mark bering on January 13, 2020

### Secure Email

The UCSF secure email solution is designed to help faculty, students, and staff comply with the federal HIPAA regulations that went into effect April 21, 2005.

HIPAA regulations stipulate that electronic communications that contain Protected Health Information (PHI) must be transmitted in a manner that protects the confidentiality of patient information. When you send, receive, or store any electronic document that contains UCSF confidential or patient information, you are responsible for ensuring the information is processed securely.

**Please note:** Email messages sent within our system (to other @ucsf.edu email addresses) are delivered directly to the recipient mailbox and **DO NOT** pass through the UCSF secure email service. Only email messages addressed to external recipients are routed to the UCSF secure email service.

### **Best Practices:**

- Insert a secure email keyword into the Subject line and let the email system process the message appropriately
  - If you have any doubt about the sensitivity of the content of your message, tag it for encryption
- Format your secure email keyword correctly (for example, "Secure:"), to ensure it is encrypted
- Never include "protected data" in the Subject line as it is sent in clear text

Service page [1] (*access limited to UCSF network*)

## Recipient Assistance

Self-service recipient help [2]

## Getting Help

- Submit a ticket at [help.ucsf.edu](https://help.ucsf.edu) [3] (*requires MyAccess login*)
- Contact the UCSF Service Desk at 415-514-4100, support is available 24/7/365.

Faculty

Students

Staff

Information Technology Services

Medical Center IT

The UCSF secure email solution is designed to help faculty, students, and staff safely send protected information to recipients.

Email Online [4]

Email Online Web App [5]

Email Online Mobile [6]

**GET IT HELP.** Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

[Suggest an IT Improvement](#) | © UC Regents

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**Source URL:** <https://it.ucsf.edu/services/secure-email>

### Links

[1] <https://proofpoint.ucsf.edu/email-encryption>

[2] <https://it.ucsf.edu/services/secure-email/additional/secure-email-recipient-help>

[3] [https://ucsf.service-now.com/ess/get\\_it\\_help.do](https://ucsf.service-now.com/ess/get_it_help.do)

[4] <https://it.ucsf.edu/services/email-online>

[5] <https://it.ucsf.edu/services/email-online-web-app>

[6] <https://it.ucsf.edu/services/email-online-mobile>