



healtheconnect Alaska Direct Mail Administrator Guide

healtheconnect Alaska DSM

Quick start instructions for the Administrator Portal.

This guide provides a description of your organization's healthconnect Direct Secure Messaging Administrative Portal.

As an Administrator, you will use this portal to manage mailboxes and passwords for users who will be securely exchanging HIPAA sensitive information on behalf of your organization.

Authorized Representative Login

Visit the healtheconnect Alaska DSM page by clicking [here](#) and then the select “DSM Manage” button.



The image shows the homepage of the healtheconnect Alaska DSM website. At the top left is the healtheconnect ALASKA logo. To the right are two buttons: "DSM Login" in a blue box and "DSM Manage" in a white box with a blue border. Below the logo is a circular graphic containing icons of a computer monitor, a tablet, and a smartphone, all displaying what appears to be a messaging or administrative interface. To the right of this graphic is promotional text: "Introducing Our New Direct Secure Messaging Plans". At the bottom right of the main content area is a blue rectangular button with the text "Register Now".

healtheconnect
ALASKA

DSM Login DSM Manage

Introducing Our New
Direct Secure Messaging
Plans

Register Now

Authorized Representative Login Credentials

You will enter your full Direct address as your Username and the password you created during registration.

The screenshot shows the 'Administrator Login' page for Health eConnect Alaska. At the top left is the logo 'health econnect ALASKA'. In the center, the title 'Administrator Login' is displayed in blue. On the right side, there is a 'Logout' link. The main area contains two input fields: 'Direct Address:' and 'Password:', each with a corresponding text input box. Below these fields is a 'Submit' button. To the right of the 'Submit' button is a link 'DirectMail Admin Guide'. At the bottom left of the form area is a link 'Forgot your password? Click here for help.'

Forgot your password? [Click here for help.](#)

Administrator Login

Logout

Direct Address:

Password:

Submit

[DirectMail Admin Guide](#)

Authorized Representative Login Credentials

In order to utilize the Change Password feature on login page, please set up security questions in the Admin Portal.
To do so, select “Change Admin Password” located on left task pane.

The screenshot shows the heitheconnect ALASKA Admin Portal interface. The top navigation bar includes the heitheconnect logo, a Logout link, and a main title "Manage Mail Accounts". On the left, a sidebar menu is open under "Manage Mail Accounts", showing options for "Mail Accounts" and "Change Admin Passwd". The main content area is titled "Manage Mail Accounts" and "Individual Mail Accounts". It features a grid table with columns for Status, Full Direct Address, hIDn Identifier, and E-mail. The table lists several accounts, some suspended and some active. At the bottom of the table, there are navigation controls for search, page number, and item count.

Status	Full Direct Address	hIDn Identifier	E-mail
Suspended	test3@central.hin.us	=Test.Account	dgross@inpriva.com
Active	testadmin4@central.hin.us	NA	mweldon@inpriva.com
Active	boss@central.hin.us	=The.Boss	djorgenson@inpriva.com
Active	shct@central.hin.us	=eHealth.CT1	outofnetdemo@gmail.com
Active	dgross@central.hin.us	=Dave.Gross	djorgenson@inpriva.com
Active	docdave@central.hin.us	=Dave.Gross3	dgross@inpriva.com
Active	dave.gross@central.hin.us	=Dave.Gross4	dgross@inpriva.com
Active	wholmes@central.hin.us	=William.Holme	gjorgenson@inpriva.com

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Authorized Representative Login Credentials

You will be prompted to answer 3 security questions of your choosing. Select “Submit” when all three security questions have been answered.

The screenshot shows the heitheconnect ALASKA login interface. On the left, there is a sidebar with options: Home (selected), Logout, and Manage Mail Accounts. The main content area is titled "Security Questions and Answers". It contains instructions: "Select three security questions and enter your personal answer to each one. These will be recorded and used to help verify your identity when you need to change your password." Below this, there are three sets of fields for questions 1, 2, and 3. Each set includes a dropdown menu labeled "Select One" and an input field labeled "Answer". At the bottom are "Submit" and "Cancel" buttons.

heitheconnect
ALASKA

Logout

Manage Mail Accounts

Security Questions and Answers

Select three security questions and enter your personal answer to each one. These will be recorded and used to help verify your identity when you need to change your password.

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

Logout

Submit Cancel

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Authorized Representative Login Credentials

Next, correctly answer two of the security questions and select “Submit.”

The screenshot shows a web-based login interface for 'healtheconnect ALASKA'. The top navigation bar includes the logo, a 'Logout' link, and a 'Logout' button. On the left, a sidebar menu offers 'Home' (selected), 'Logout', and 'Manage Mail Accounts'. The main content area is titled 'Change Administrator's Password' and contains instructions: 'Please answer these security questions to verify your identity.' It lists two questions with input fields for answers:

- Question 1: Who is your favorite author? Answer:
- Question 2: What were your High School colors? Answer:

At the bottom are 'Submit' and 'Cancel' buttons, and a link to 'Edit Security Questions and Answers'.

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Authorized Representative Login Credentials

Finally, create and enter the new Admin password. The password field will become green when the password has desired strength. Select “Update.”

The screenshot shows the 'Change Administrator's Password' page. At the top left is the heLtheconnect ALASKA logo. On the left side is a sidebar with links: 'Home' (selected), 'Logout', and 'Manage Mail Accounts'. The main title 'Change Administrator's Password' is centered at the top. Below it is a form with two input fields: 'New Password' and 'Re-enter new password', each with a strength indicator below it. The 'New Password' field shows 'Strength is 0%' and the 'Re-enter new password' field also shows 'Strength is 0%'. At the bottom are 'Update' and 'Exit/Cancel' buttons. A link 'Edit Security Questions and Answers' is at the bottom center. The footer contains the copyright notice '©2010-2018 Inprivia, Inc. All Rights Reserved'.

heLtheconnect ALASKA

Change Administrator's Password

New Password: Strength is 0%

Re-enter new password: Strength is 0%

Update Exit/Cancel

Edit Security Questions and Answers

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Managing Mail Accounts

To add a mailbox to the domain, simply select “Add.” You will be prompted to complete informational fields. Once complete, select “Create account.”

Note:

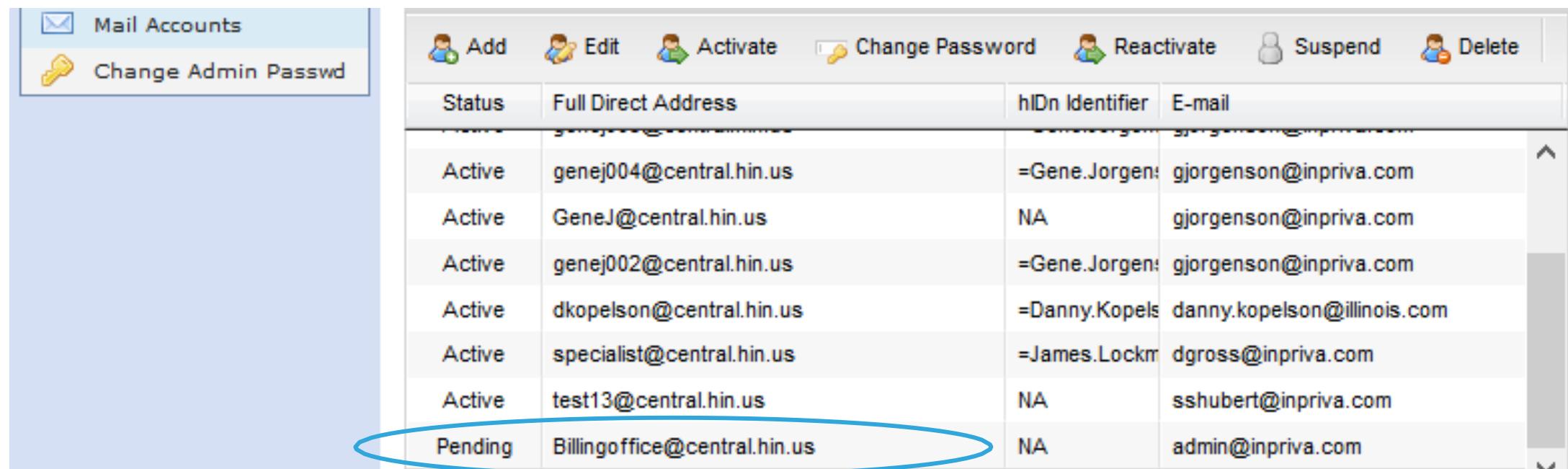
The email you associate with the mailbox will receive a notification that the Direct mailbox has been activated along with a link to access the DSM mailbox login page.

A second email will also be sent to that email address with the temporary password you created and the user will be required to reset the password at initial login.

The screenshot shows a web-based application for managing mail accounts. At the top, there's a logo for 'heLtheconnect ALASKA' and a 'Logout' link. Below the logo, a navigation menu includes 'Home', 'Manage Mail Accounts' (which is expanded to show 'Mail Accounts' and 'Change Admin Passwd'), and a search bar. To the right, a main title 'Manage Mail Accounts' and a subtitle 'Individual Mail Accounts' are displayed. A toolbar below these includes icons for 'Add', 'Edit', 'Activate', 'Change Password', 'Reactivate', 'Suspend', and 'Delete'. A modal dialog box titled 'Create individual mail account' is open in the center. It contains several input fields: 'Status: Pending', 'Username: Billingoffice' (highlighted in green), 'Password: [REDACTED] Strength is 67% Great choice, continue on', 'Repeat Password: [REDACTED] Strength is 67% Great choice, continue on', 'First Name: Front', 'Last Name: Office', and 'Personal email: admin@inpriva.com'. At the bottom of the dialog are 'Create account' and 'Cancel' buttons. In the background, a list of email addresses is visible, such as 'don@inpriva.com', 'ldon@gmail.com', etc., with a note indicating 'Showing 31 to 36 of 36 items'.

Managing Mail Accounts

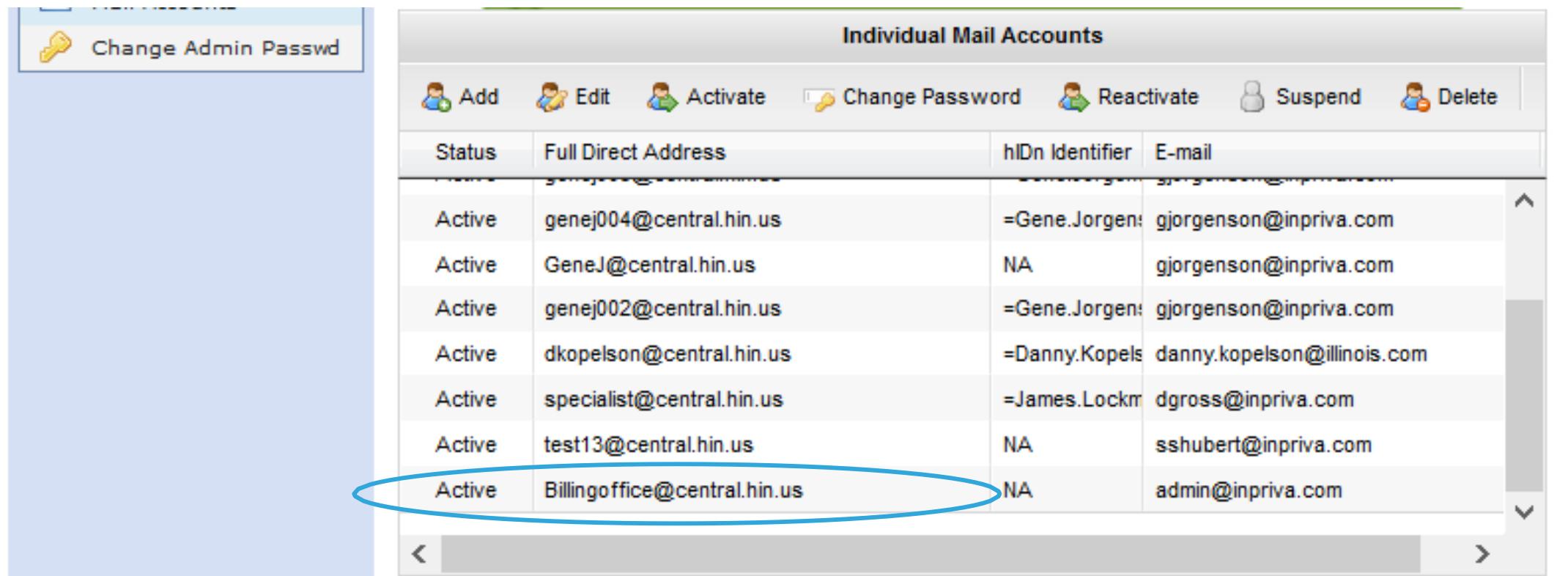
You will notice the newly created mailbox is in “Pending Status.” To activate and make ready for the new user, highlight the pending mailbox and select “Activate.”



Status	Full Direct Address	hIDn Identifier	E-mail
Active	genej004@central.hin.us	=Gene.Jorgens	gjorgenson@inpriva.com
Active	GeneJ@central.hin.us	NA	gjorgenson@inpriva.com
Active	genej002@central.hin.us	=Gene.Jorgens	gjorgenson@inpriva.com
Active	dkopelson@central.hin.us	=Danny.Kopels	danny.kopelson@illinois.com
Active	specialist@central.hin.us	=James.Lockm	dgross@inpriva.com
Active	test13@central.hin.us	NA	sshubert@inpriva.com
Pending	Billingoffice@central.hin.us	NA	admin@inpriva.com

Managing Mail Accounts

You will notice the newly created mailbox is now in “Active” status. The user has been automatically sent a notification that the mailbox is now ready for use.

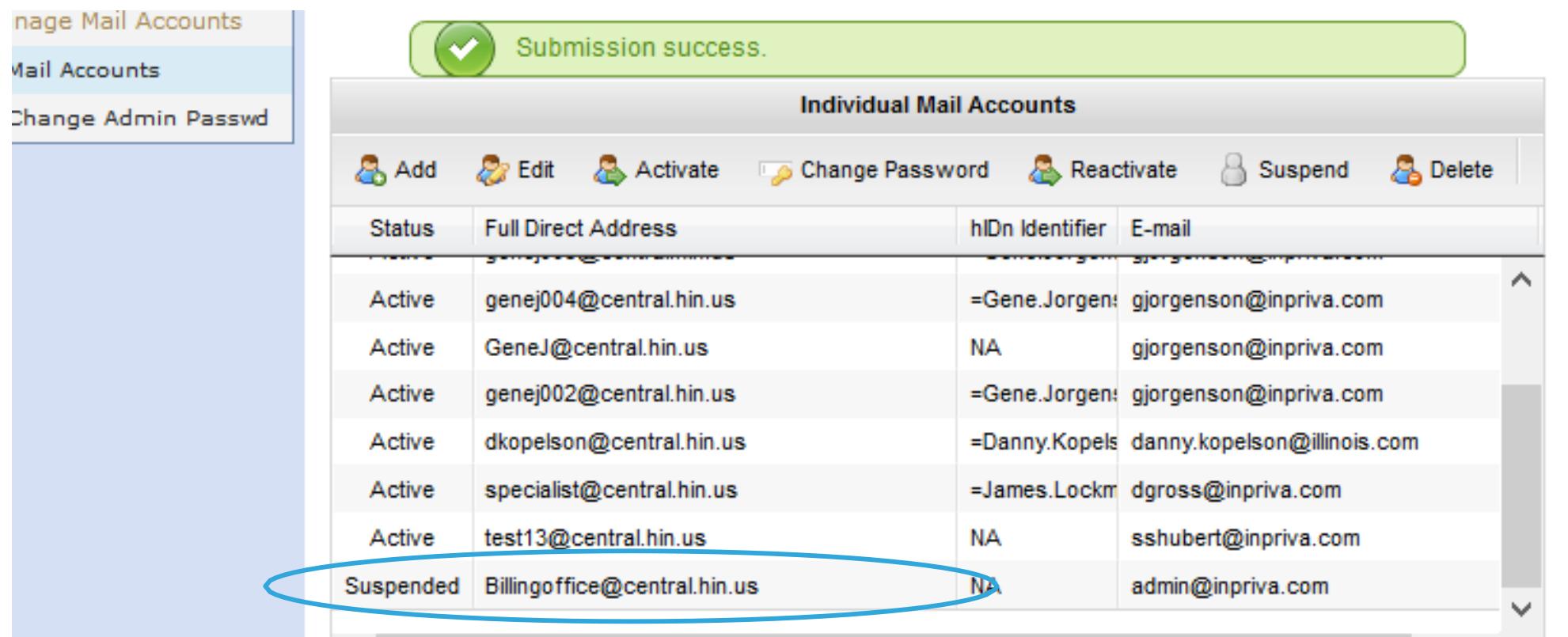


The screenshot shows a software interface for managing individual mail accounts. On the left, there's a sidebar with a 'Change Admin Passwd' button. The main area is titled 'Individual Mail Accounts' and contains a table with the following data:

Status	Full Direct Address	hIDn Identifier	E-mail
Active	genej004@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	GeneJ@central.hin.us	NA	gjorgenson@inpriva.com
Active	genej002@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	dkopelson@central.hin.us	=Danny.Kopelson	danny.kopelson@illinois.com
Active	specialist@central.hin.us	=James.Lockman	dgross@inpriva.com
Active	test13@central.hin.us	NA	sshubert@inpriva.com
Active	Billingoffice@central.hin.us	NA	admin@inpriva.com

Managing Mail Accounts

The Authorized Representative may suspend any mailbox for an indefinite amount of time by highlighting the desired mailbox and selecting “Suspend.”



The screenshot shows a user interface for managing mail accounts. On the left, there's a sidebar with options: 'Manage Mail Accounts' (highlighted in orange), 'Mail Accounts' (selected), and 'Change Admin Passwd'. The main area is titled 'Individual Mail Accounts' and contains a table with the following data:

Status	Full Direct Address	hIDn Identifier	E-mail
Active	genej004@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	GeneJ@central.hin.us	NA	gjorgenson@inpriva.com
Active	genej002@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	dkopelson@central.hin.us	=Danny.Kopelson	danny.kopelson@illinois.com
Active	specialist@central.hin.us	=James.Lockman	dgross@inpriva.com
Active	test13@central.hin.us	NA	sshubert@inpriva.com
Suspended	Billingoffice@central.hin.us	NA	admin@inpriva.com

A green success message at the top says 'Submission success.' with a checkmark icon. The 'Suspended' row is highlighted with a blue oval.

Managing Mail Accounts

To reactivate the mailbox at any time, the Authorized Representative may highlight the suspended mailbox and select “Reactivate.” The mailbox is immediately reactivated and ready for use.

The screenshot shows a software interface for managing mail accounts. On the left, a sidebar menu includes Home, Manage Mail Accounts (selected), Mail Accounts, and Change Admin Passwd. The main area is titled "Manage Mail Accounts" and displays a green success message: "Submission success." Below this is a table titled "Individual Mail Accounts" with columns: Status, Full Direct Address, hIDn Identifier, and E-mail. The table lists seven accounts, all currently active:

Status	Full Direct Address	hIDn Identifier	E-mail
Active	genej004@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	GeneJ@central.hin.us	NA	gjorgenson@inpriva.com
Active	genej002@central.hin.us	=Gene.Jorgenson	gjorgenson@inpriva.com
Active	dkopelson@central.hin.us	=Danny.Kopelson	danny.kopelson@illinois.com
Active	specialist@central.hin.us	=James.Lockman	dgross@inpriva.com
Active	test13@central.hin.us	NA	sshubert@inpriva.com
Active	Billingoffice@central.hin.us	NA	admin@inpriva.com

A blue oval highlights the row for "test13@central.hin.us".

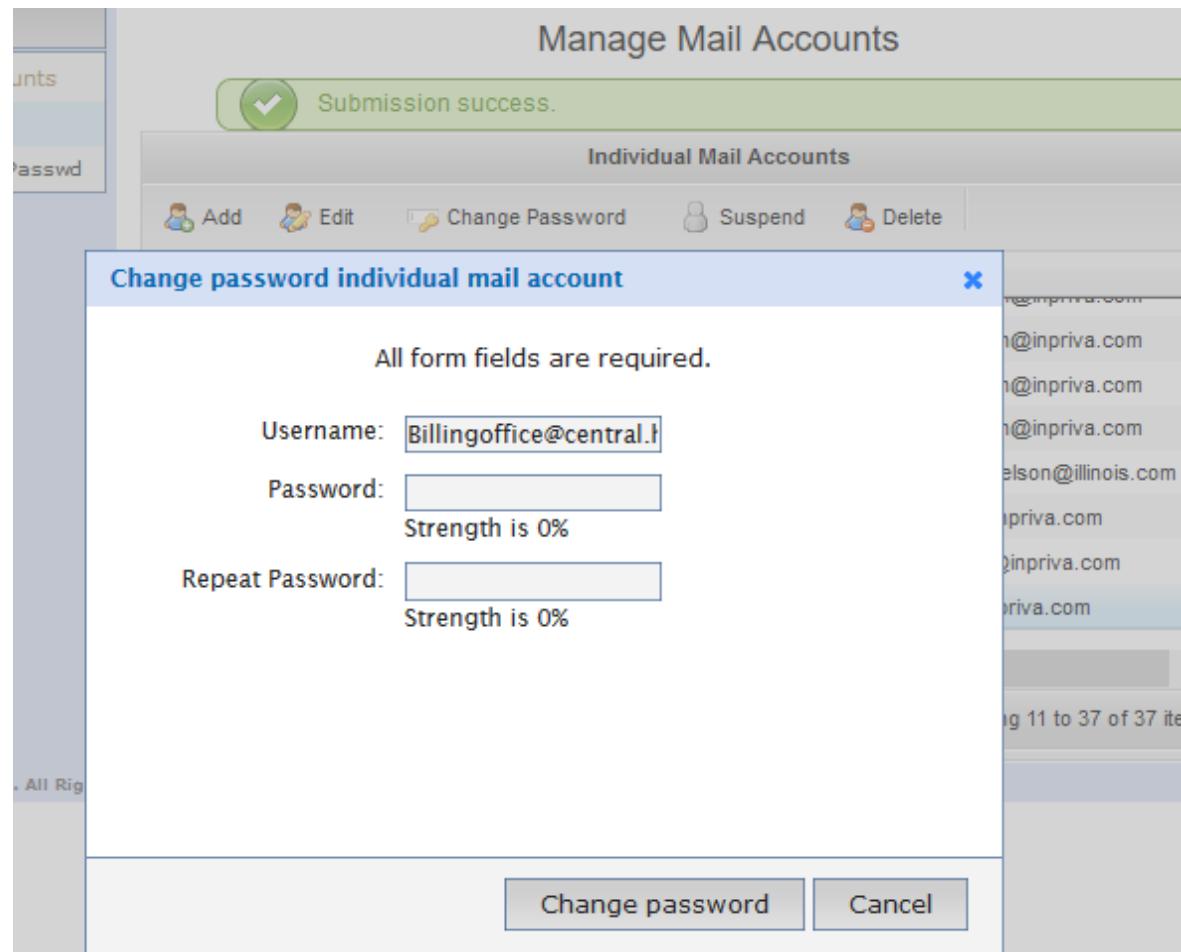
Managing Mail Accounts

To edit a mailbox, highlight desired mailbox and when prompted, edit the information associated with the mailbox.
Select “Update Account” to save any changes made.

The screenshot shows a web-based application for managing mail accounts. At the top, a green banner displays a checkmark icon and the text "Submission success.". Below this, a header bar contains icons for "Add", "Edit", "Change Password", "Suspend", and "Delete". A modal window titled "Edit individual mail account" is open in the foreground. Inside the modal, there is a message "All form fields are required." followed by four input fields: "Username" (Billingoffice@central.hin.us), "First Name" (Front), "Last Name" (Office), and "Email" (admin@inpriva.com). At the bottom of the modal are two buttons: "Update account" and "Cancel". The background shows a list of individual mail accounts, with the first few entries visible: "n@inpriva.com", "n@inpriva.com", "n@inpriva.com", "elson@illinois.c", "ipriva.com", "ginpriva.com", and "oriva.com". A page navigation bar at the bottom indicates "Page 11 to 37 of 37".

Managing Mail Accounts

The Authorized Representative may change the password to a temporary password by highlighting the specific mailbox and selecting “Change Password.” Create and enter a new, temporary password. Re-enter and select “Change Password”



Questions?

Helpdesk

Email: heCAK@helpdesk.In priva.net

Phone: 866-936-1423

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