



# **healthConnect Alaska Direct Mail Administrator Guide**

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

healthconnect  
ALASKA

DSM Login

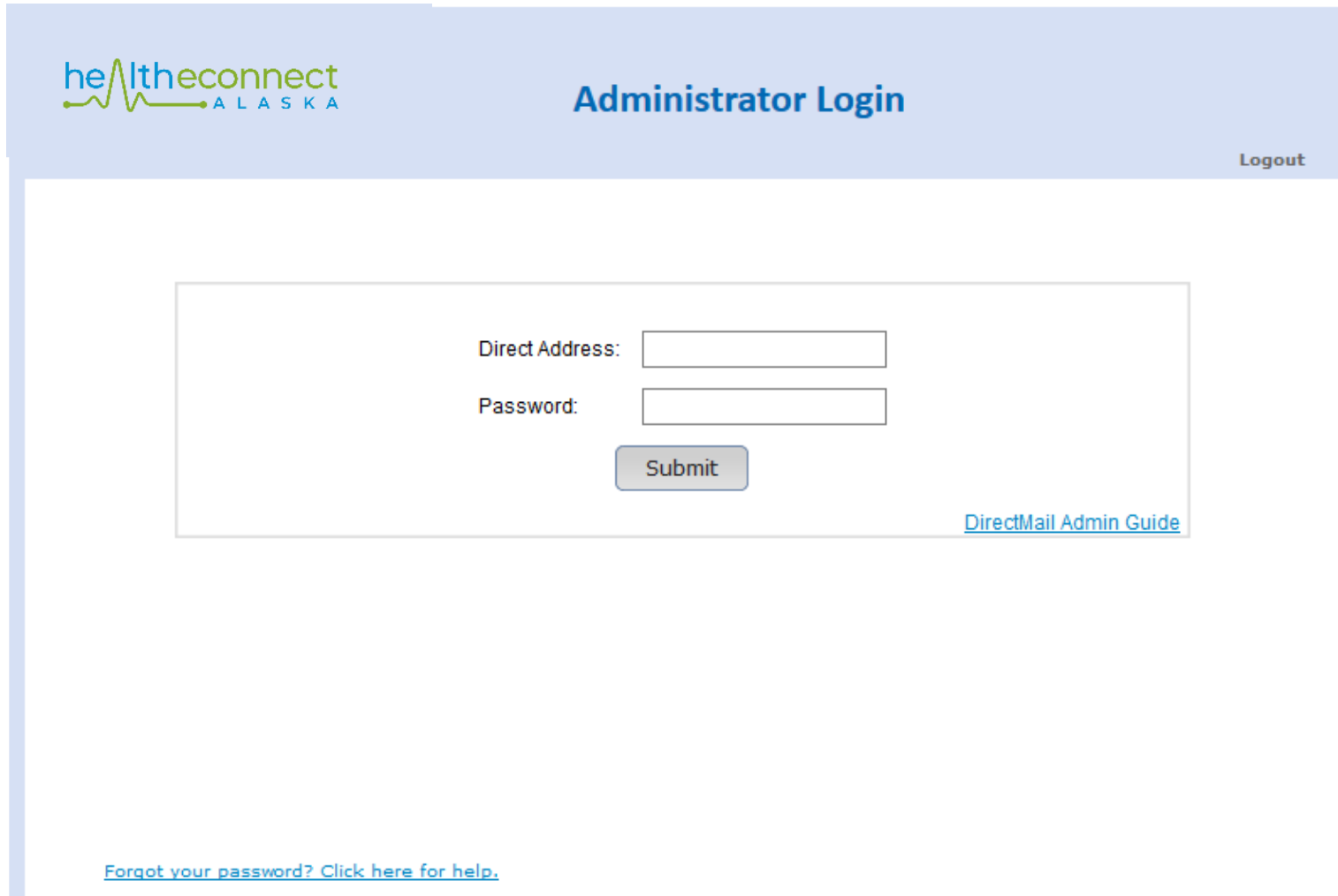
DSM Manage

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 HealthConnect Alaska. The page has a light blue header with the 'healthconnect ALASKA' logo on the left and the title 'Administrator Login' in the center. A 'Logout' link is visible in the top right corner. The main content area contains a login form with two input fields: 'Direct Address:' and 'Password:'. Below these fields is a 'Submit' button. A link for 'DirectMail Admin Guide' is located at the bottom right of the form area. At the bottom left of the page, there is a link for 'Forgot your password? Click here for help.'

healthconnect  
ALASKA

Administrator Login

Logout

Direct Address:

Password:

Submit

[DirectMail Admin Guide](#)

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

# 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.

**healtheconnect ALASKA**

## Manage Mail Accounts

Logout

► Home

▼ Manage Mail Accounts

- Mail Accounts
- Change Admin Passwd

### Manage Mail Accounts

Individual Mail Accounts

Add Edit Change Password Suspend Delete

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

10 Page 1 of 4 Displaying 1 to 36 of 36 items

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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 'Security Questions and Answers' page on the HealthConnect Alaska website. The page has a light blue header with the 'healthconnect ALASKA' logo on the left and a 'Logout' link on the right. A left sidebar contains navigation buttons for 'Home', 'Logout', and 'Manage Mail Accounts'. The main content area is titled 'Security Questions and Answers' and contains a form with the following elements:

- A heading: 'Security Questions and Answers'
- Instructional text: '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.'
- Three question entries, each consisting of a dropdown menu for the question and a text input field for the answer:
  - Question 1: Dropdown menu showing 'Select One', followed by an empty text input field.
  - Question 2: Dropdown menu showing 'Select One', followed by an empty text input field.
  - Question 3: Dropdown menu showing 'Select One', followed by an empty text input field.
- Two buttons at the bottom: 'Submit' and 'Cancel'.

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# Authorized Representative Login Credentials

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

healthconnect  
ALASKA

Logout

▼ Home  
Logout  
▶ Manage Mail Accounts

## Change Administrator's Password

Please answer these security questions to verify your identity.

Question 1: Who is your favorite author?  
Answer:

Question 2: What were your High School colors?  
Answer:

Submit Cancel

[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' interface. At the top left is the 'healtheconnect ALASKA' logo. The main title is 'Change Administrator's Password' in blue. A 'Logout' link is in the top right. A left sidebar contains 'Home', 'Logout', and 'Manage Mail Accounts'. The central form area has the title 'Change Administrator's Password' and two input fields: 'New Password:' and 'Re-enter new password:'. Both fields show 'Strength is 0%'. Below the fields are 'Update' and 'Exit/Cancel' buttons. At the bottom left of the form area is a link for 'Edit Security Questions and Answers'. The footer contains the copyright notice: '©2010-2018 Inpriva, Inc. All Rights Reserved'.



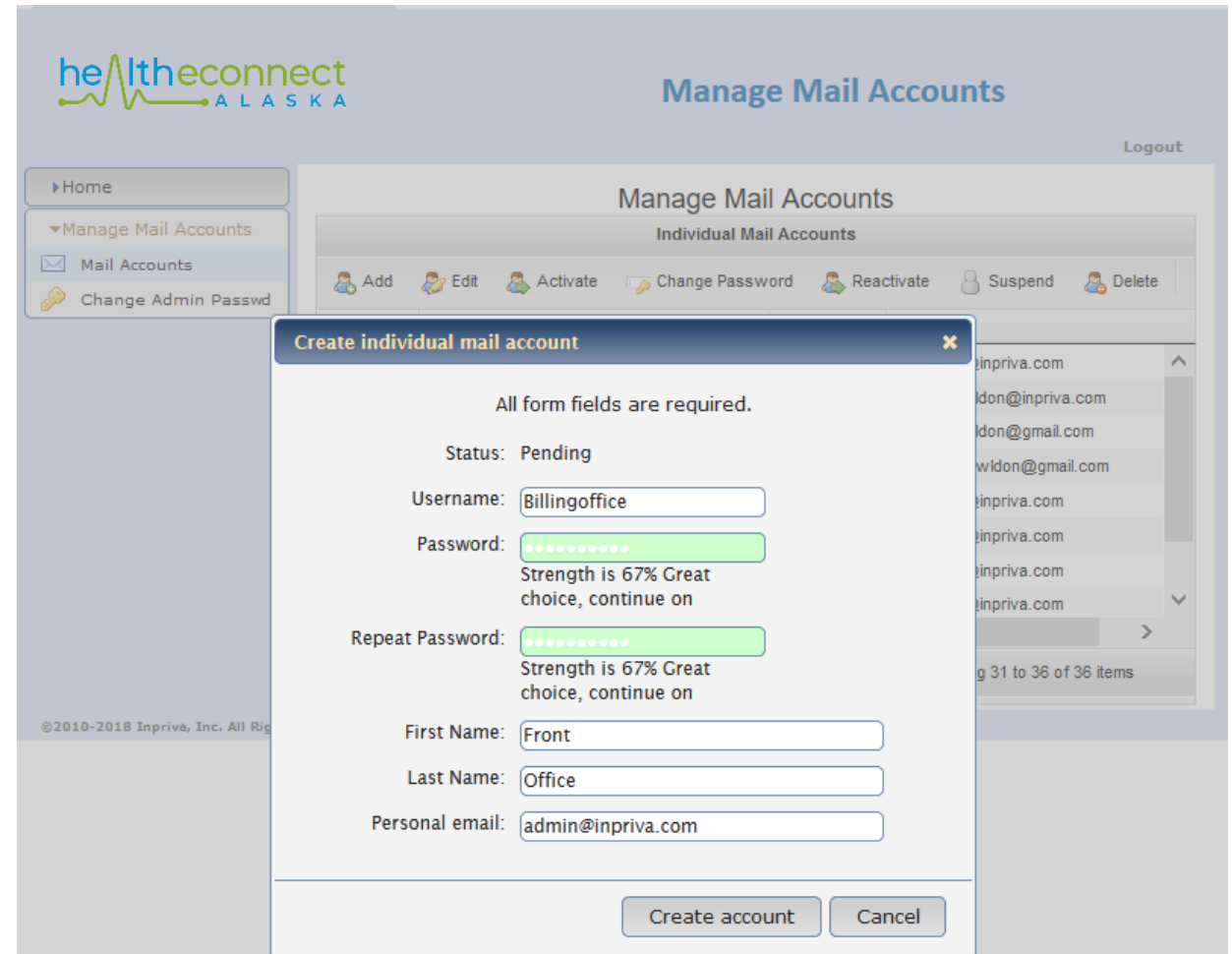
# Managing Mail Accounts

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 displays the 'Manage Mail Accounts' interface for 'healthconnect ALASKA'. A modal dialog titled 'Create individual mail account' is open, showing a form with the following fields and values:

- Status: Pending
- Username: Billingoffice
- Password: [masked with dots], Strength is 67% Great choice, continue on
- Repeat Password: [masked with dots], Strength is 67% Great choice, continue on
- First Name: Front
- Last Name: Office
- Personal email: admin@inpriva.com

Buttons for 'Create account' and 'Cancel' are visible at the bottom of the dialog. The background interface includes a navigation menu with 'Home', 'Manage Mail Accounts', 'Mail Accounts', and 'Change Admin Passwd'. A list of mail accounts is partially visible on the right side of the background interface.

# 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 displays a web interface for managing mail accounts. On the left, there is a button labeled "Change Admin Passwd" with a key icon. The main area is titled "Individual Mail Accounts" and features a toolbar with icons for "Add", "Edit", "Activate", "Change Password", "Reactivate", "Suspend", and "Delete". Below the toolbar is a table with the following columns: "Status", "Full Direct Address", "hIDn Identifier", and "E-mail". The table contains several rows of mail accounts, with the last row, "Billingoffice@central.hin.us", circled in blue. The status of all accounts shown is "Active".

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
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.”

Submission success.

### Individual Mail Accounts

Add Edit Activate Change Password Reactivate Suspend Delete

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
Suspended	Billingoffice@central.hin.us	NA	admin@inpriva.com

# 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 the 'Manage Mail Accounts' interface. At the top, a green banner indicates 'Submission success.' Below this, the 'Individual Mail Accounts' section contains a toolbar with icons for Add, Edit, Activate, Change Password, Reactivate, Suspend, and Delete. A table lists the accounts with the following columns: Status, Full Direct Address, hIDn Identifier, and E-mail. The row for 'Billingoffice@central.hin.us' is highlighted with a blue oval.

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
Active	Billingoffice@central.hin.us	NA	admin@inpriva.com

# 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.

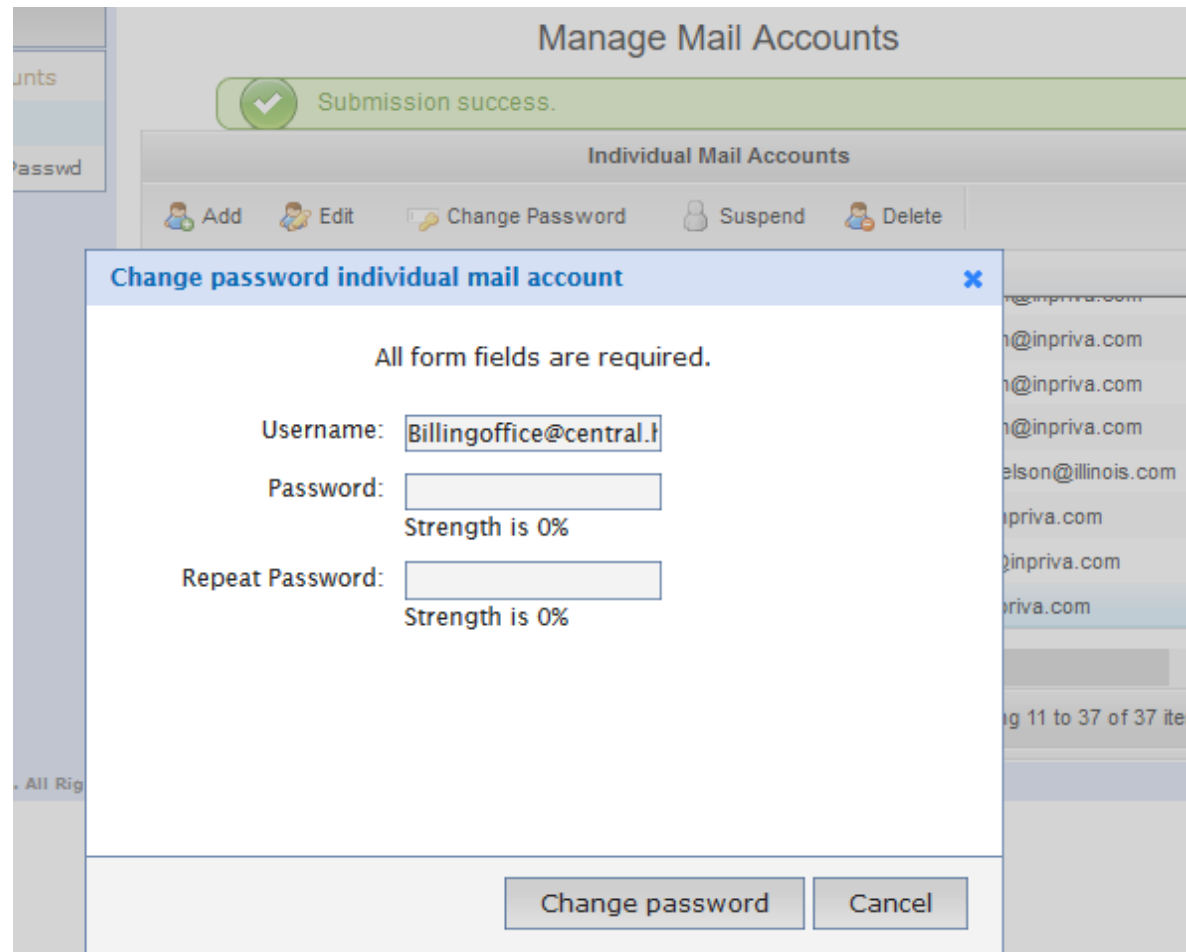
The screenshot displays the 'Manage Mail Accounts' interface. At the top, a green notification bar indicates 'Submission success.' Below this, the 'Individual Mail Accounts' section is visible, featuring a toolbar with icons for 'Add', 'Edit', 'Change Password', 'Suspend', and 'Delete'. A modal dialog box titled 'Edit individual mail account' is open, containing the following fields and values:

- Username:
- First Name:
- Last Name:
- Email:

At the bottom of the dialog box, there are two buttons: 'Update account' and 'Cancel'. The 'Update account' button is highlighted with a blue border.

# 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”



The screenshot displays the 'Manage Mail Accounts' interface. At the top, there is a green notification bar that says 'Submission success.' Below this, the 'Individual Mail Accounts' section is visible, featuring a toolbar with icons for 'Add', 'Edit', 'Change Password', 'Suspend', and 'Delete'. A modal dialog box titled 'Change password individual mail account' is open in the foreground. The dialog box contains the following elements:

- A message: 'All form fields are required.'
- A 'Username:' label followed by a text input field containing 'Billingoffice@central.f'.
- A 'Password:' label followed by a text input field. Below it, the text 'Strength is 0%' is displayed.
- A 'Repeat Password:' label followed by a text input field. Below it, the text 'Strength is 0%' is displayed.
- At the bottom of the dialog box, there are two buttons: 'Change password' and 'Cancel'.

# Questions?

Helpdesk

**Email:** [support@ak-ehealth.org](mailto:support@ak-ehealth.org)

**Phone:** 907-770-2626

[healthConnect Alaska DSM](#)