

## How to use the ODHS/OHA Secure Email System

The Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) are strongly committed to protecting the privacy and security of all of the people we serve. That is why we require that all email be sent securely if it contains protected client information.

- You can only send secure email to addresses that end with **@dhsoha.state.or.us**.
- You must complete all steps – logging in, composing and sending your secure email – in the same browser, on the same device, within one 60-minute period.

### Starting a secure email to DHS or OHA

Go to <https://secureemail.dhsoha.state.or.us/encrypt>. Enter your email address, then click “Continue.”

- A. First-time users will go to the “Registration” page.
- B. Returning users will go to the “Login” page.

#### A. Registration (*for first-time users*)

1. **Enter all fields.** Passwords must:
  - Be 8-20 characters long.
  - Contain at least one digit (0-9).
  - Contain both upper- and lower-case letters.
  - Not contain your username.
2. **Enter your validation code** that we sent to the email address you gave us.
3. **You will get an email with an activation link. Please click the link from a desktop computer** (*not a smartphone*). Once you click the link in the email, you can start composing secure emails.

#### B. Login (*for returning users*)

Enter your password, then click “Continue” to compose your secure email.

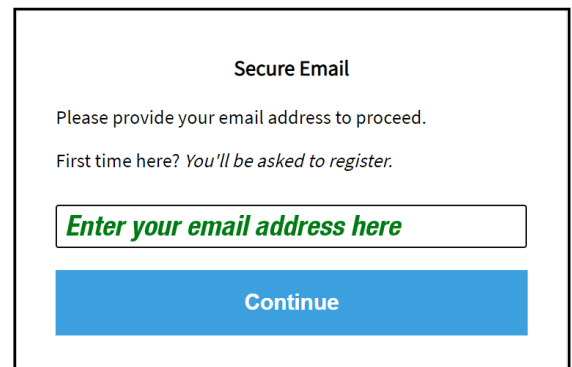
If you forget your password:

- Click “Forgot Password.”
- You will get to enter a new password, then get a password authentication email.
- Once you click the link in the email, you can start composing secure emails.

### Composing secure email

Once logged in, you can securely send attachments and any information you need to share with ODHS/OHA.

**Questions?** Email [dhs.servicedesk@dhsoha.state.or.us](mailto:dhs.servicedesk@dhsoha.state.or.us) or call [503-945-5623](tel:503-945-5623).



The screenshot shows a web form titled "Secure Email". It contains the following text: "Please provide your email address to proceed." and "First time here? You'll be asked to register." Below this is a text input field with the placeholder text "Enter your email address here" in green. At the bottom of the form is a blue button labeled "Continue".