Frequently Asked Questions for NYU Langone Health SendSafe Email Recipients

1. How do I register with SendSafe to receive encrypted email?

Upon receipt of your first encrypted email from NYU Langone Health sender, you will receive an email notification with a link directing you to register with SendSafe. The one-time registration process requires you to create a passphrase* and to choose a delivery option. All future email deliveries will be dependent on your delivery option choice. Afterwards, you will automatically be taken to your SendSafe inbox.

*Recipients must create a unique passphrase for the SendSafe email and messaging system. The passphrase should be different form the passphrase used to access NYU Langone Health's network.

2. What should I do if I have difficulty registering for or accessing SendSafe?

First, make sure you have carefully followed all the steps in the "Quick Reference Guide for SendSafe Email Recipients" found on our public website at https://nyulangone.org/policies-disclaimers/sendsafe-email. If the problem persists, you should contact your email sender who will assist with troubleshooting your issue with our Medical Center Information Technology Department.

3. What is the difference between "Web Email" and "PDF Email" delivery options?

If you choose the default "SendSafe Secure Web Email" delivery option, you will receive an email notification in your personal email inbox that an encrypted email is waiting for you in your SendSafe inbox. The notification provides a link that directs you to the SendSafe log on page. After logging on, you are able to access, read, and reply to the email securely. This option is supported on desktops, laptops, and mobile devices.

If you choose the "SendSafe Secure PDF Email" delivery option *, you will receive email with an encrypted PDF. When downloading the PDF, you will be required to enter your SendSafe passphrase. After the download, you are able to access, read, and reply from your personal email. This option works on desktop and laptop computers, as well as mobile devices with Adobe Reader X or later version. The free download is available at http://adobe.com/reader. This delivery option is tested to work on the iPhone and iPad. For more detailed instructions on using this feature, please refer to the Quick Reference Guide for SendSafe Email Recipients found on our public website at https://nyulangone.org/policies-disclaimers/sendsafe-email.

*Reminder: When using the "SendSafe Secure PDF Email" delivery option, changing your passphrase will require you to remember your old passphrase for all prior encrypted PDFs.

4. How do I change delivery options?

Visit https://sendsafe.nyumc.org and log on to your SendSafe inbox with your email address and passphrase. Click the "Settings" button located at the upper right hand corner of you screen. This will direct you to the delivery options page where you are able to choose between "SendSafe Secure Web Email" or "SendSafe Secure PDF Attachment."

5. What should I do if I forgot my passphrase?

You cannot retrieve a forgotten passphrase, but you are able to reset your passphrase. For both delivery options, visit the SendSafe log on page at https://sendsafe.nyumc.org and click on "I lost my passphrase" to reset your passphrase. After resetting your passphrase, you will be taken to your SendSafe inbox, where you are able to access your emails. All future email deliveries will be dependent on your previously selected delivery option choice.

6. After clicking on "I lost my passphrase," I am directed to the login page. What should I do?

Close your browser and click, "I lost my passphrase." This will take you to the passphrase reset page.

7. How do I change my passphrase?

Visit https://sendsafe.nyumc.org and log on to your SendSafe inbox. Click "Settings" located on the upper right hand corner of the screen and you will be directed to the delivery options page. The link "Change My passphrase" is available at the bottom of the page.

*Reminder: When using the "SendSafe Secure PDF Email" delivery option, changing your passphrase will require you to remember your old passphrase for all prior encrypted PDFs.

8. I reset my passphrase and now I cannot open prior PDFs. What should I do?

You must remember your passphrase to open encrypted PDFs. Encrypted PDFs can only be opened with the original passphrase, i.e., the passphrase used before resetting it. It is likely that you have forgotten your old passphrase but to access encrypted PDF content, visit https://sendsafe.nyumc.org and log on to your SendSafe inbox. A copy of the PDF is accessible from your SendSafe inbox for 30 days from the date of receipt.

9. How long are emails and copies of emails retained in the SendSafe inbox?

Emails will expire and be deleted from your SendSafe inbox 30 days from the date of receipt. The SendSafe inbox is not a repository; therefore, if you need a record of the email, you must take action prior to the 30 days.

10. I tried to send a message using SendSafe Secure Web Email and this error appeared: "The following addresses were not in the original receipt list and are not managed by the SendSafe Secure Email Message Center Server."

If you are replying to a message, you can only send it to people who were on the original message's recipient list. If you are writing a new message, you can only send messages to people with NYU Langone Health email addresses.

11. I tried to log on to SendSafe but received this error message, "Authentication Failure." What should I do?

Two versions of this error message may display.

1) "Authentication Failure, the credentials that you have supplied are incorrect. Please try again." This message will display if you mistyped your email address or passphrase. If you are

certain that your email address and passphrase are correct, close all open browsers and try again.

2) "Authentication Failure, a Web Messenger session has already been opened for this account from the address: 12.3456.67.89. Please log out of the other session and try again." This message will display if multiple sessions are open or multiple users are trying to log on to the same account at the same time. Only one session is able to be open and one user is able to access an account at any given time.

12. What is the SendSafe mailbox size?

The SendSafe mailbox size is 250 MB.

13. I'm trying to send or read a message in SendSafe, and I have received this error message: "??? message.not.available.header ???" What should I do?

This message is caused by one of the following scenarios:

1)   A NYU Langone Health user is sending an encrypted email with the recipient's email address in all CAPS. In this case, close your browser, and login directly to the SendSafe system at https://sendsafe.nyumc.org/b/l.e using your email address and passphrase. Do not try clicking on the Compose button in your Outlook email, as this will cause a second error message. In the SendSafe system, resend your email message using all lowercase letters for your email recipients.

2)   An external user is accessing SendSafe using Internet Explorer (IE)10. Due to a recent Microsoft update that causes issues with certain web applications, reading a SendSafe email in IE10 will cause this error. To verify which version of IE you're using, click on the word "Help" in your Internet Explorer toolbar, then select "About Internet Explorer" from the drop-down menu. A pop-up screen will appear, indicating the version of IE on your computer. To read your SendSafe email, close your IE10 browser, and open another browser such as Firefox or Chrome to access your SendSafe email.