

Frequently Asked Questions for Medical Center Email Recipients

1. How do I register with SendSafe to receive encrypted email?
2. What should I do if I have difficulty registering for SendSafe?
3. What is the difference between "On-Line Email" and "PDF Attachment" delivery options?
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13. After clicking on "I lost my password," I am directed to the login page. What should I do?
14. 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?

Answers

1. **How do I register with SendSafe to receive encrypted email?** Upon receipt of your first encrypted email from a sender at NYU Langone Medical Center, you will receive an email notification with a link directing you to register with SendSafe. The registration process requires you to create a password and to choose a delivery option. Afterwards, you will automatically be taken to your SendSafe inbox. All future email deliveries will be dependent on your delivery option choice. Registration is only required once.
2. **What should I do if I have difficulty registering for SendSafe?** Please refer to the Quick Reference Guide available on this webpage.
3. **What is the difference between "On-Line Email" and "PDF Attachment" delivery options?**

If you choose the default "SendSafe Secure On-Line Email" delivery option, you will receive an email notification 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 Attachment" delivery option, you will receive email with an encrypted PDF. When downloading the PDF, you will be required to enter your SendSafe password. 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. The free download is available at <http://adobe.com/reader>. This delivery option is tested to work on the iPhone and iPad. Since this option is an advanced feature, we recommend that you review the Quick Reference Guide-PDF Attachment, available on this webpage, before choosing this delivery option.

4. **What should I do if I forgot my password?** You cannot retrieve a forgotten password, but you are able to reset your password. For both delivery options, visit the SendSafe log on page at <https://sendsafe.nyumc.org> and click on "I lost my password" to reset your password. After resetting your password, 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.
5. **I reset my password and now I cannot open prior PDFs. What should I do?** You must remember your password to open encrypted PDFs. Encrypted PDFs can only be opened with the original password, i.e., the password used before resetting it. It is likely that you have forgotten your old password 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.
6. **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, print it for your record.
7. **How do I change my password?** Visit <https://sendsafe.nyumc.org> and log on to your SendSafe inbox. Click "Settings" located on the upper right hand corner of the page and you will be directed to the delivery options page. The link "Change My Password" is available at the bottom of the page.
*Reminder: When using the "SendSafe Secure PDF Attachment" delivery option, changing your password will require you to remember your old password for all prior encrypted PDFs.
8. **What should I do if I have difficulty accessing my SendSafe emails?** Please refer to the Quick Reference Guide available on this webpage or contact the sender of the email with details of the presenting issue.
9. **How do I change delivery options?** Visit <https://sendsafe.nyumc.org> and log on to your SendSafe inbox with your established username and password. 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 On-Line Email" or "SendSafe Secure PDF Attachment."
10. **I tried to send a message using SendSafe Secure On-Line 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 Medical Center 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 username or password. Try typing your username and password slowly to avoid typing errors. If you are certain that your username and password 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 users are trying to sign on to the same account at the same time. Only one user is able to access an account at any given time. If multiple people have access to one account, make sure that other users have logged off the account before attempting to log on.

12. What is the SendSafe mailbox size? The SendSafe mailbox size is 250 MB.

13. After clicking on "I lost my password," I am directed to the login page. What should I do? Close your browser and click, "I lost my password." This will take you to the password reset page.

14. 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) An NYULMC 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 password. **Do not try clicking on the Compose button in your Outlook email**, as this will cause a second error message. In the SendSafe system, re-send 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.