

Frequently Asked Questions for NYU Langone Health SendSafe Email Recipients

- **How do I register with SendSafe to receive encrypted email?**

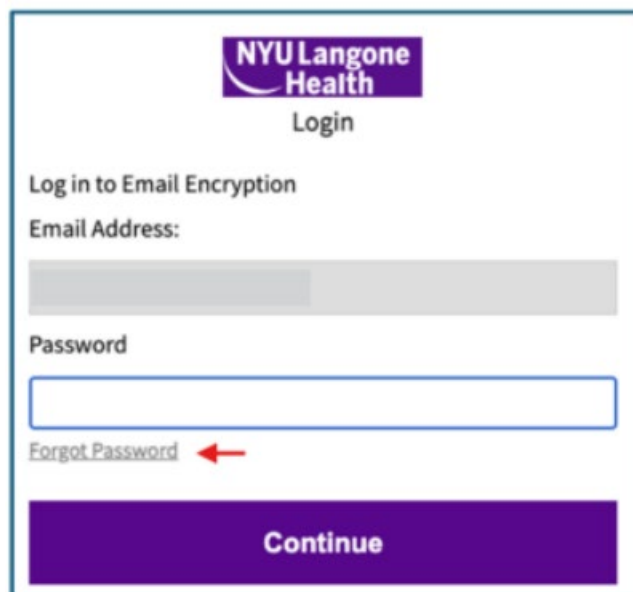
Upon receipt of your first encrypted email from a NYU Langone Health sender, you will receive an email notification with a link directing you to register with SendSafe. The one-time registration process requires you to create an account to read secure email. The password used should be different from the password used to access NYU Langone Health's network.

- **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.

- **What should I do if I forgot my password?**

You cannot retrieve a forgotten password, but you are able to reset your password. Visit the SendSafe log on page at <https://secureemail.nyumc.org>. Enter your email address associated with your account and click on "Forgot Password" and follow the instructions to reset your password.

A screenshot of the SendSafe login interface. At the top is the NYU Langone Health logo and the word "Login". Below this is the text "Log in to Email Encryption". There are two input fields: "Email Address:" followed by a greyed-out text box, and "Password" followed by an empty text box. Below the password field is a link that says "Forgot Password" with a red arrow pointing to it. At the bottom is a large purple button with the word "Continue" in white text.



- **How do I change my password?**

Follow steps above for “Forgot Password”.

- **How long are emails retained in the SendSafe inbox?**

Emails will expire and be removed from your SendSafe inbox after 30 days. 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.

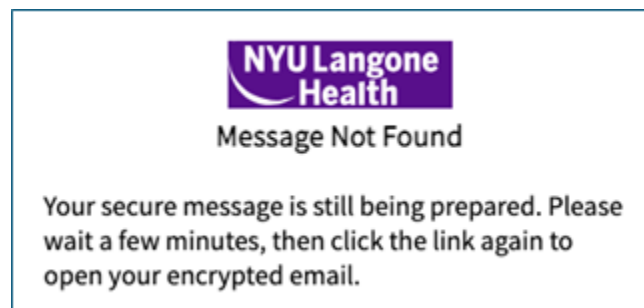
- **Where is my “Sent” items folder in my SendSafe mailbox?**

Your SendSafe mailbox does not contain a “Sent” items folder. In order to obtain a copy of your sent messages, you need to select “Send me a copy” when you are replying to or composing a secure message.

To:	
Cc:	
Subject:	
<input type="checkbox"/> Send me a copy ←	
Attach a file	
Font Size Formats	

- **What should I do if I receive a Message Not Found warning after receiving a new secure email?**

Your message has not been fully delivered to your inbox. Please try accessing the message after a few minutes.





- **What should I do if I receive a Registration Disabled message when trying to register with SendSafe?**

This message appears if a user tries to self-register before they receive an email from a NYU Langone sender. External users are not permitted to register without being invited upon receipt of their first encrypted email from a NYU Langone Health sender.



- **What should I do if I receive a Link Unavailable message after receiving a new secure email?**

This message appears when a recipient selects the “Click Here” link the message. The recipient can wait a few minutes and try the link again. If the link still does not work, the recipient can try going directly to the secure mail site at <https://secureemail.nyumc.org> to access the link.

