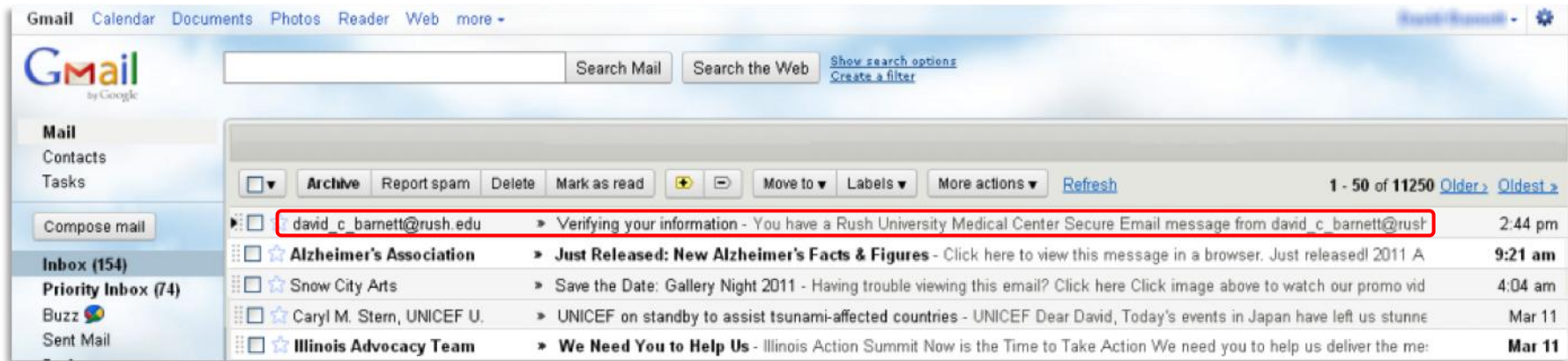
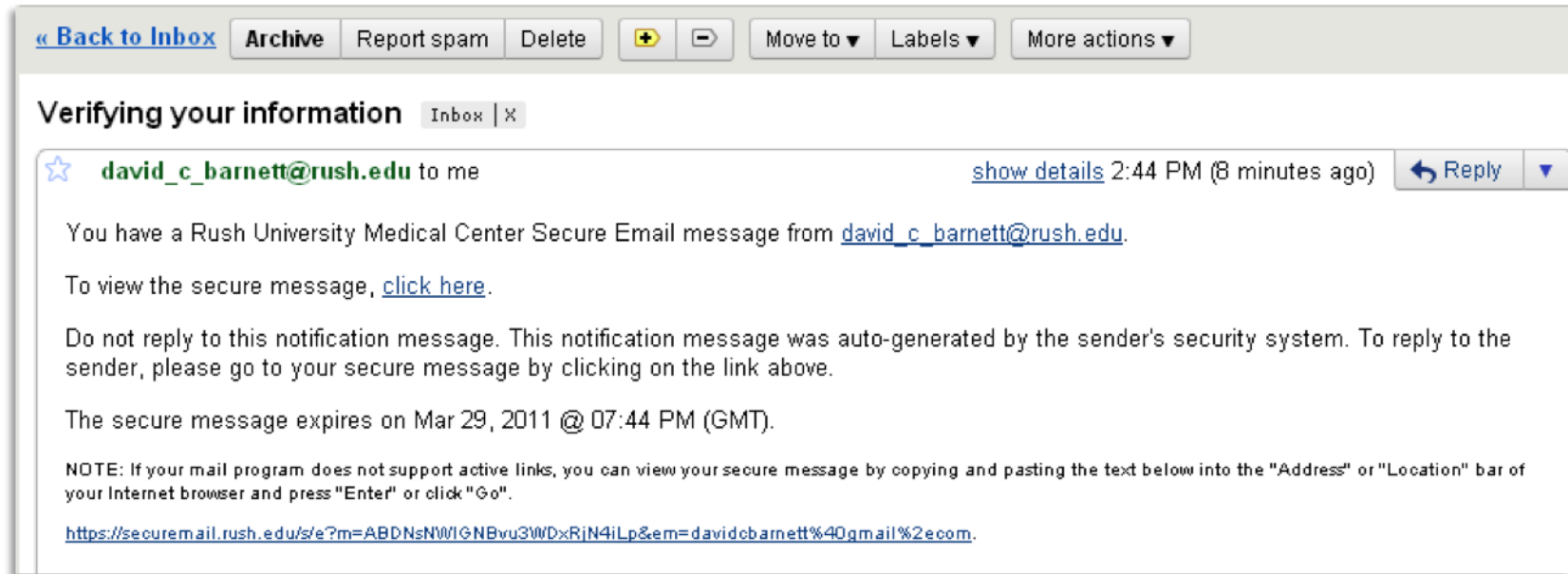


Rush Will Be Encrypting E-mail Messages to Protect Your Privacy – Here Are Instructions to Access These Messages

The staff of Rush University Medical Center now have the option of encrypting e-mails to recipients outside the Medical Center, including patients and vendors. Encryption will be used for messages containing sensitive information, including patient medical information and financial information such as Social Security numbers and credit card numbers. Encryption will protect against someone other than you intercepting Rush emails to you in transmission or reading these messages if they gain access to your email account. We are taking this step to better protect your privacy. If someone at Rush sends you an encrypted message, you will receive a message that looks like the one circled below.



When you open the e-mail, you will see a message that looks like this:



Nothing is wrong. This message simply means that Rush's e-mail system detected information inside this message or an attached file that should be protected (e.g., personal medical information, credit card information, social security numbers, etc.). To preserve your privacy, this e-mail has been encrypted for your protection. It is easy to access it though. Simply click on the link that says **To view the secure message, [click here](#).** click here:

You will be taken to Rush's secure message center, where you will see a screen that looks like this.

RUSH UNIVERSITY MEDICAL CENTER IT'S HOW MEDICINE SHOULD BE

Register below for your mailbox to send and receive secure messages.

Email Address:

Password:

Re-enter Password:

Password Reminder Phrase:
Choose a word or phrase that will help you remember your password.

For Customer Support, email us at help@rush.edu.

Rush University Medical Center
1653 W. Congress Parkway, Chicago, Illinois 60612

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Password Rules

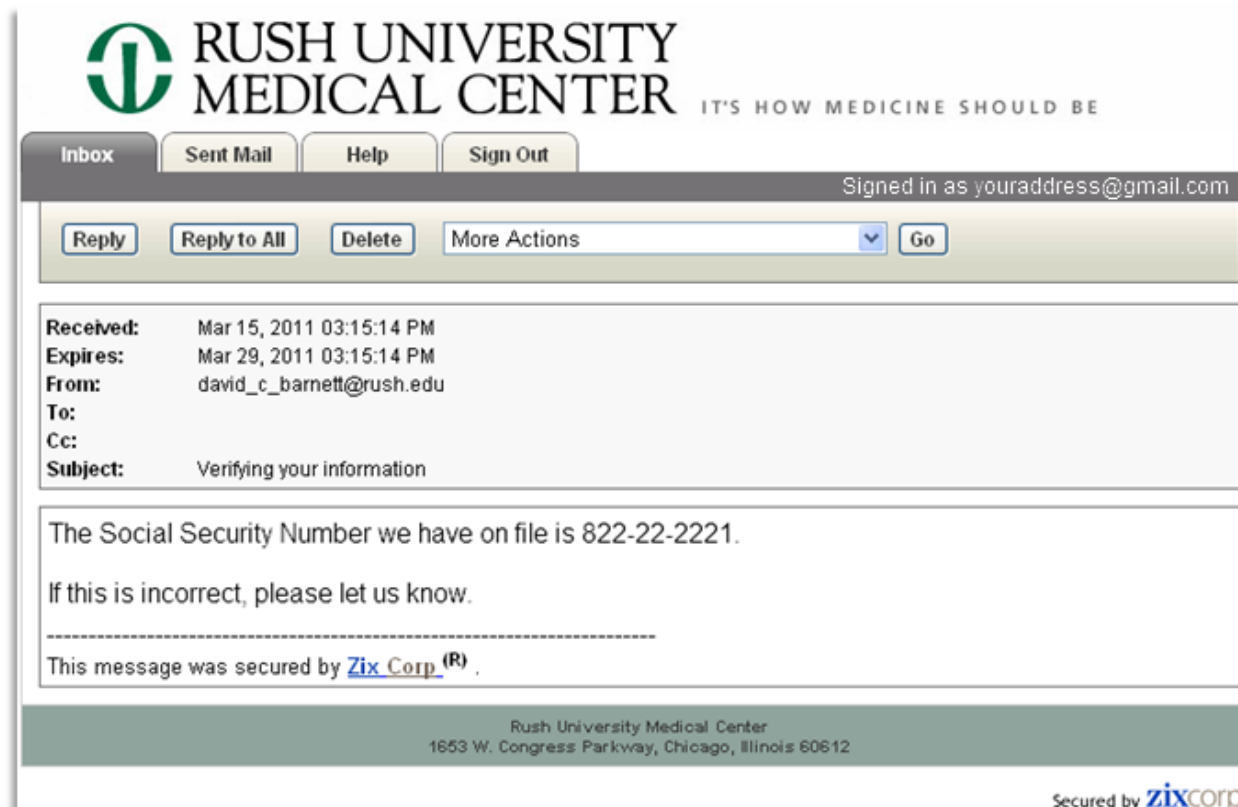
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

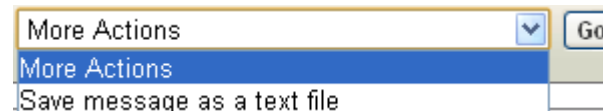
The first time you visit the secure e-mail message center, you will need to create an account (it will take you less than two minutes). Just enter your e-mail address if the system has not automatically included it. Then, create a password. Be sure to follow the **Password Rules** in the box on the right of the screen and create a reminder phrase that will help you remember your password in the future. When you are finished, just click

If your password is accepted, you then will see your message. If it is not, check the password rules, and try to create a password again.

Below is an example of the kind of message you might see (although the message and the information it presents are not real and are used here only for purposes of illustration):



- If you wish to reply, click **Reply** (or **Reply to All**). The system will automatically save email messages being composed, replied to or forwarded to the **Drafts** folder before your session is timed out.
- You can also just click **Delete** if you don't want to keep this message.
- Finally, you also can save this message as a text file. Simply click **More Actions**. You will see a pull-down menu. Select **Save message as a text file** and click the **Go** button. This action will immediately save your message.



When you are finished reading your secure messages, please click the **Sign Out** tab. This step ensures that your session ends and others cannot view your secure messages.



Once you have created your account in Rush's secure message center, each time you receive a secure message from someone at Rush and come back to the center, just type in your email address and password that you created in the boxes below marked red:

WELCOME TO THE RUSH UNIVERSITY MEDICAL CENTER SECURE EMAIL MESSAGE CENTER

Email Address:

Password: [Forgot your password?](#)

Remember Me

[Change your password](#)
[Use online help](#)

For Customer Support, email us at help@rush.edu.

Use of this system is limited to business purposes. Misuse or violation will be handled in accordance with appropriate security policies.

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Simply click the **Sign In** button to see your new message (or a list of all the secure messages you have received from Rush if you haven't deleted old messages). You can also view messages you sent by clicking on the **Sent Mail** tab. Again, click **Sign Out** when you are finished.

If you have questions or problems accessing your secure messages, please contact the Rush Information Services Help Desk at (312) 942-4357.