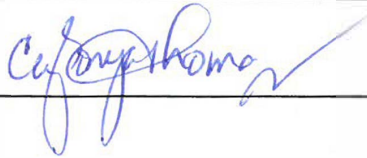




Department of Behavioral Health INFORMATION NOTICE 15-04

Date: November 18, 2015

To: Department of Behavioral Health (DBH) Staff

From: CaSonya Thomas, MPA, CHC, Director 

Subject: Electronic Mail (e-mail) Encryption

Introduction DBH's Office of Information Technology, in partnership with the County's Information Services Department (ISD), has enabled the option of E-Mail Encryption technology for all staff to use on e-mail messages leaving the County's Network.

This Information Notice provides instruction to staff on how to send encrypted e-mails and describes steps e-mail recipients must first take to register before opening an encrypted e-mail from San Bernardino County Department of Behavioral Health.

**Cisco
Registered
Envelope
Service
Overview**

San Bernardino County DBH utilizes Cisco Registered Envelope Service (CRES) to secure its e-mail communications. This service allows DBH to send encrypted messages via registered envelopes. The registered envelope is an encrypted e-mail, which is also password-protected. Since the envelope is password-protected, it can only be opened by authorized recipients who authenticate themselves.

First-time e-mail recipients receiving a password-protected secure envelope will be asked to register with the service to set the password, which is used to authenticate the e-mail recipient.

**Sending an
Encrypted
E-mail**

Current DBH policy ([COM 0909](#)) states employees may only send e-mails containing protected health information (PHI), either in the body of the e-mail or as an attachment, outside of the network if there is 256-bit encryption, at minimum or by an acceptable encryption method designated by ISD. Please be advised CRES is the acceptable encryption method designated by ISD.

Staff are reminded that sending PHI to him/herself is not acceptable, even if the PHI is encrypted as DBH staff are not authorized to work from home and

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Sending an Encrypted E-mail,
continued

may not access PHI remotely unless doing so with County issued equipment.

Prior to sending an e-mail containing PHI, DBH employees shall determine if the best method of communication is e-mail, determine whether the e-mail recipient is entitled to receive the PHI (either as permitted by law or based on authorization from the client) and confirm recipient's e-mail address to ensure PHI is not misdirected.

As a reminder, PHI includes, but is not limited to, the following:

- Name, date of birth and/or social security number;
- Diagnosis and/or symptomology; and
- Client plan and/or discharge plan.

To encrypt an e-mail leaving the County's network, staff must preface the subject line with the following phrase: **PHI:** or **phi:**

Important Note: Please note the letters are not case sensitive and there are not any spacing requirements after the colon. Senders can use one (1) or two (2) spaces after the colon before documenting the e-mail subject line for encryption to be enabled.

Example of proper formatting:

Send	To	Appropriate E-Mail Recipient
	Cc	
	Subject	PHI: Request for Medical Records

DBH staff can send one (1) e-mail when sending encrypted e-mails to internal County recipients and external recipients. County e-mail recipients that have an e-mail address ending in ".sbcounty.gov" are not prompted to register with CRES to view the e-mail as the transmission of information is within the County network, which is already protected and encrypted. All other e-mail recipients are considered external to the County and will be required to register with CRES in order to open and view the e-mail. Some external e-mail recipients include other County departments, such as the Sheriff's Department.

Additionally, DBH staff may send an encrypted e-mail from their County issued mobile devices such as smart phones and tablets or via webmail. Staff is reminded that accessing e-mail through webmail is only allowed while staff is conducting County business.

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Notification to Encrypted E-mail Recipient

Prior to sending an encrypted e-mail to a first-time recipient, it is recommended that DBH staff send the recipient instructions that the person will receive an encrypted e-mail from DBH and the need for the person to register his/her e-mail. The following section contains instructions for e-mail registration but attached is a quick reference guide DBH staff can easily attach to an e-mail.



CiscoSecureEmail.pdf

Important Note: Do not send the e-mail registration instructions in the same e-mail as the encrypted e-mail.

E-Mail Recipient Responsibility

E-mail recipients must register their e-mail address with CRES by completing the New User Registration process in order to receive an encrypted e-mail. Once the recipient has been verified, the person will only be required to enter a password thereafter to open and view secure e-mail from DBH.

To register an e-mail address with CRES, e-mail recipients must complete the following steps:

Step	Action
1	When receiving a Registered Envelope notification message, open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (securedoc_date_time.html where date and time represent the time stamp appended at the time the mail is sent) and save it to your hard drive before opening it.
2	Open the attached file (securedoc_date_time.html where date and time represent the time stamp appended at the time the mail is sent) in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox. The Registered Envelope is displayed.
3	Click the Register button on the Registered Envelope to enroll with CRES. The New User Registration page is displayed. Complete the online registration form and click the Register button at the bottom of the page to create a user account. After completing the online registration form and clicking the register button, a confirmation e-mail is sent to the address that was registered with CRES.
4	Check your email inbox for an activation message from the service. In the activation email message, click the link to activate your user account.

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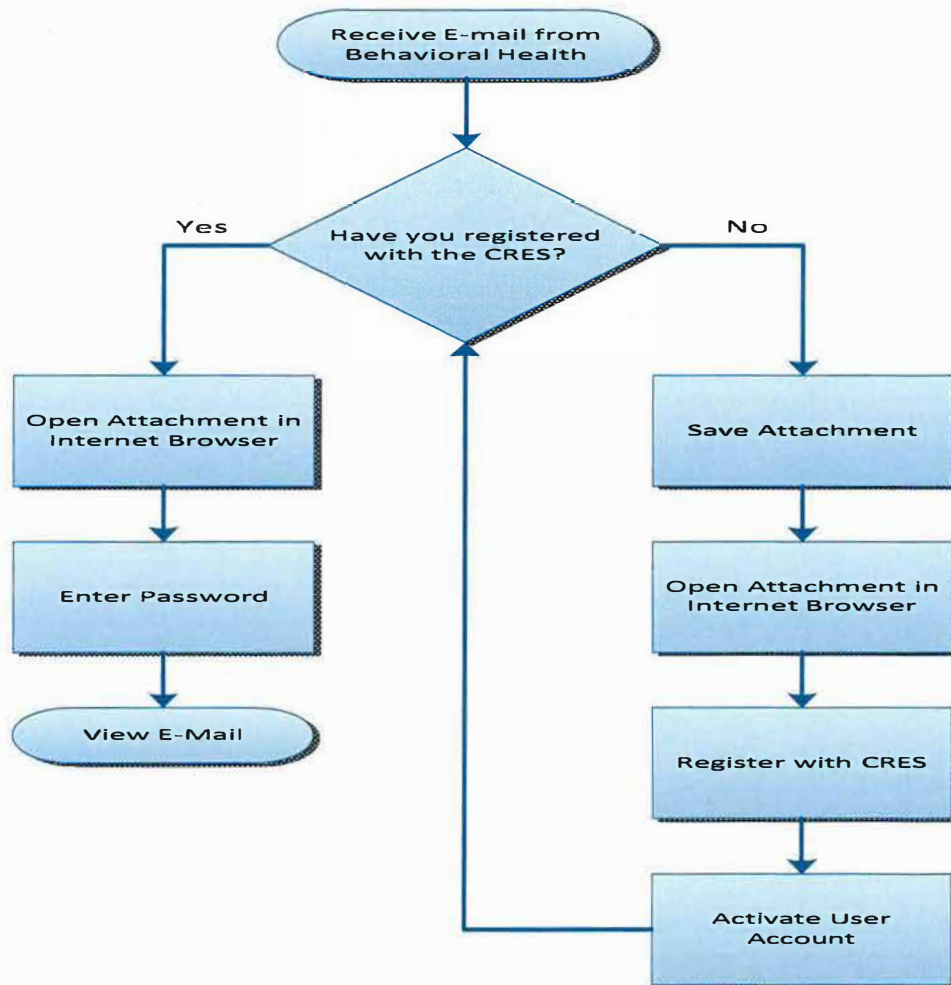
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E-Mail Recipient Responsibility, continued

5	Return to the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place. Enter the password for your CRES user account, and click Open. The message that was sent to you will appear.
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Secure E-Mail Recipient's Workflow Process

The following workflow depicts the process e-mail recipients complete when receiving an encrypted email from DBH.



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**DBH
Employee's
Option to View
Encrypted
E-mails**

To view encrypted responses, DBH staff can register their e-mail address with CRES by completing the New User Registration process. Once the recipient has been verified, they will only be required to enter a password to view the secure e-mail.

To register an e-mail address with CRES, complete the following steps:

Step	Action
1	Upon receiving a Registered Envelope notification message, open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (securedoc_date_time.html where date and time represent the time stamp appended at the time the mail is sent) and save it to your hard drive before opening it.
2	Open the attached file (securedoc_date_time.html where date and time represent the time stamp appended at the time the mail is sent) in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox. The Registered Envelope is displayed.
3	Click the Register button on the Registered Envelope to enroll with CRES. The New User Registration page is displayed. Complete the online registration form and click the Register button at the bottom of the page to create a user account. After completing the online registration form and clicking the register button, a confirmation e-mail is sent to the address that was registered with CRES.
4	Check your email inbox for an activation message from the service. In the activation email message, click the link to activate your user account.
5	Return to the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place. Enter the password for your CRES user account, and click Open. The message that was sent to you will appear.

If you experience any difficulties or have questions regarding this process, please contact the ISD Helpdesk at (909) 884-4884.

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**CRES
Password
Recovery
Procedure**

If email recipients cannot remember their password, or if the password does not work, click the Forgot Password link on a Registered Envelope to reset the password. CRES will send a New Password message to the email address associated with the account.

Important Note: San Bernardino County Department of Behavioral Health does not have access to reset user's passwords.

**Additional
Assistance**

Click the following link to obtain additional assistance to CRES:
[Cisco Registered Envelope Service FAQ](#)

Questions

Questions regarding this Information Notice can be directed to DBH Information Technology at (909) 884-4884.
