



Direct Messaging

Getting Started

About Direct Message Communications

Great Lakes Health Connect provides health care organizations with a secure, Direct Email Address. The purpose of this email address is for provider-to-provider communication and exchange of patient health information. This communication is both HIPAA compliant and complies with the federal standards of the Direct Project. Since GLHC Direct is based on the standards of the Direct Project organizations using GLHC Direct are not restricted to communicating only with other GLHC clients.

Direct accounts are not for personal use. Only send and receive emails to and from others with a Direct Email Address. This restriction protects patient privacy.

System Requirements

The GLHC Direct web application is compatible with most browsers and operating systems. Supported browsers include the latest versions of Internet Explorer, Firefox, Safari, and Google Chrome.

Activating an Account

Follow the instructions provided to you via email. After GLHC sets up your account, you will receive an account confirmation email. Click on the log in link within the email.

From: Registrar@secureexsolutions.com <Registrar@secureexsolutions.com>

Sent: Friday, July 19, 2019 8:56 AM

To: [REDACTED]

Subject: User Account Confirmation for xdr.midirect.net

Dear [REDACTED]

Welcome to Direct! You have been pre-registered for a Direct account by Great Lakes Health Connect

Here is your registration information:

Access your Direct Account is available from any computer by going to the web address associated with your Direct Web Portal.

First Login

To log in, navigate to your Direct Web Portal and enter your Username and Password. Your password is the temporary password you received in the pre-registration email.

The screenshot shows the GLHC Direct Message Service login interface. At the top left is the GLHC logo with the tagline 'GREAT LAKES HEALTH CONNECT'. At the top right is the slogan 'Creating Care Connected Communities'. The main content area features a 'Welcome!' heading, a 'Username' input field, a 'Password' input field with a visibility toggle, and a 'Sign In' button. Below the login fields are links for 'Forgot Username' and 'Forgot Password'. A secondary section titled 'GLHC Direct Message Service' explains that the service helps organizations and providers securely exchange electronic health information messages. To the right, an 'INFO' icon is positioned above 'Customer Information', which includes the phone number '888-454-2443' and the email address 'support@gl-hc.org'.

Completing Your Registration

After logging in to your account, accept the end user license agreement by clicking on the license agreement checkbox and then selecting **I agree**.

The screenshot displays the 'End User License Agreement' page. At the top left is the GLHC logo, and at the top right is the slogan 'Simple, Secure, and Seamless Healthcare Communications'. The main heading is 'End User License Agreement'. Below this, a paragraph states: 'To use the site you must accept this license agreement by checking the box at the bottom of the page and clicking "Accept" button.' A 'NOTICE TO USER' section follows, stating: 'THIS IS A CONTRACT, BINDING AGREEMENT BETWEEN YOU AND SECURE EXCHANGE SOLUTIONS, INC. ("SES") AS OWNER AND LICENSOR OF THE PROGRAMS AND HOSTED SUBSCRIPTION SERVICES SUBJECT TO THIS AGREEMENT. READ THIS AGREEMENT CAREFULLY BEFORE INSTALLING AND USING THESE PROGRAMS.' At the bottom, there is a checkbox with a checkmark, followed by the text: 'By submitting this EULA (End User License Agreement), I have read and accept the License Agreement.' Below this text are two buttons: 'I Agree' and 'I Decline'. Red arrows point to the checkbox and the 'I Agree' button.

Change your password by entering temporary password, then entering a new password and confirming your new password. Click on **Update** to save.

Once your account is active you can change your password by selecting your **Username** in the top right-hand corner, then **Account**, and then **Change Password**.

Your Contact Details

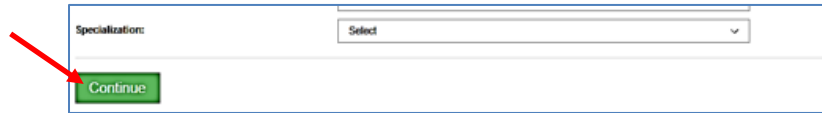
Once your password is confirmed, add your contact information and select a Direct Address.

In the **Desired Direct Email** section, enter your first name (period) last name in the **Email Name**.

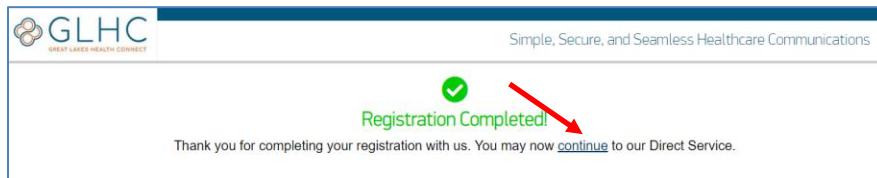
If you are a provider and have an NPI add it to your account and select a specialty. This can only be entered at the time of registration and cannot be added later.

Registration Completion

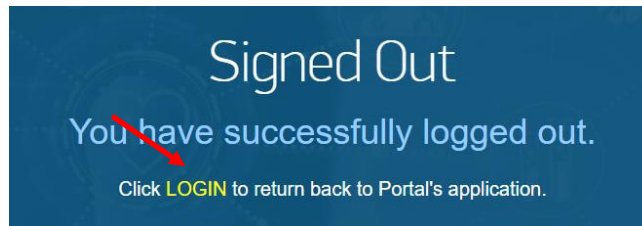
Once you have added your Contact Details, click **Continue**.

A screenshot of a registration form. At the top, there is a 'Specialization:' label followed by a dropdown menu with 'Select' as the current selection. Below this is a green 'Continue' button. A red arrow points to the 'Continue' button.

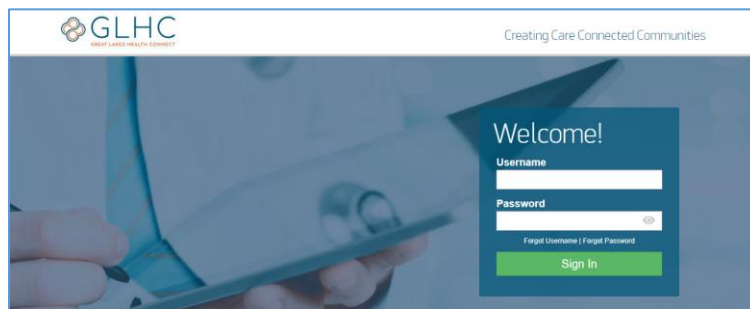
The following screen will display to confirm registration. Click **Continue**



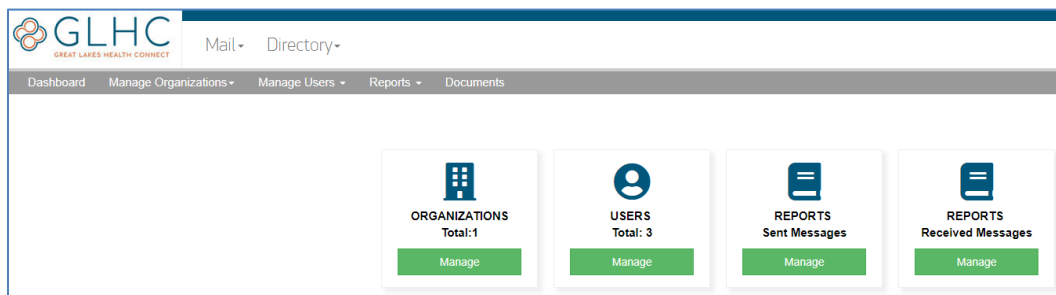
You will be directed to the **Signed Out** page. Click **Login** to return to Direct Welcome page.



Enter your user name and new password. Then click **Sign In**.



You will be directed to the Direct Administrator page.



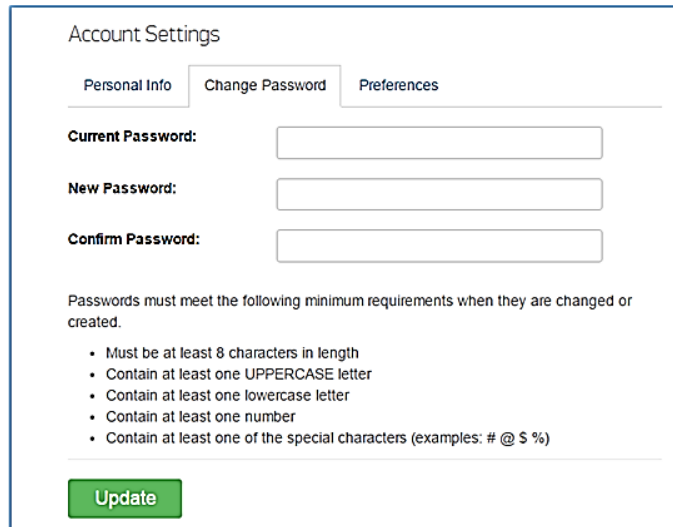
Sign Out

Click on your **Username** in the top right corner and then **Sign Out**.

Change Password

Manually change your password by clicking your **Username** in the top right hand corner, then click **Account** and then **Change Password**.

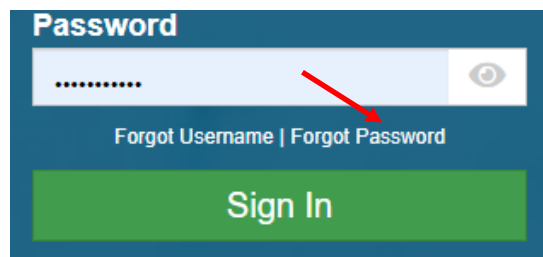
Enter your Current Password and then your new password. Click **Update** when complete.



The screenshot shows the 'Account Settings' page with three tabs: 'Personal Info', 'Change Password', and 'Preferences'. The 'Change Password' tab is active. It contains three input fields labeled 'Current Password:', 'New Password:', and 'Confirm Password:'. Below the fields, there is a list of password requirements: 'Must be at least 8 characters in length', 'Contain at least one UPPERCASE letter', 'Contain at least one lowercase letter', 'Contain at least one number', and 'Contain at least one of the special characters (examples: # @ \$ %)'. A green 'Update' button is located at the bottom left of the form.

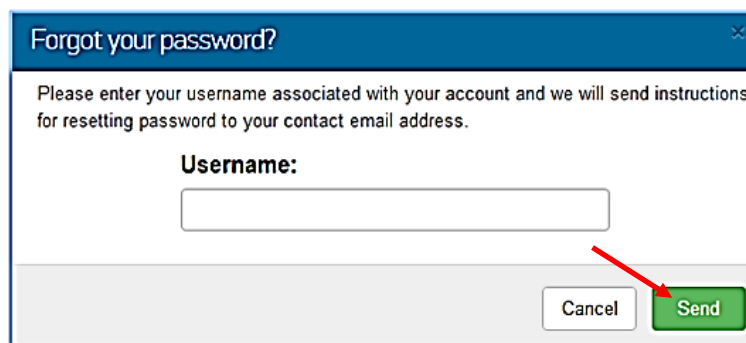
Reset Password

You may also reset your password by selecting the **Forgot Password** link on the login page.



The screenshot shows the login page with a 'Password' input field containing dots and an eye icon. Below the input field are two links: 'Forgot Username' and 'Forgot Password'. A red arrow points to the 'Forgot Password' link. At the bottom of the page is a large green 'Sign In' button.

Enter your Username and then click **Send**.



The screenshot shows a dialog box titled 'Forgot your password?'. It contains the text: 'Please enter your username associated with your account and we will send instructions for resetting password to your contact email address.' Below this text is a 'Username:' label and an input field. At the bottom right of the dialog box are two buttons: 'Cancel' and 'Send'. A red arrow points to the 'Send' button.

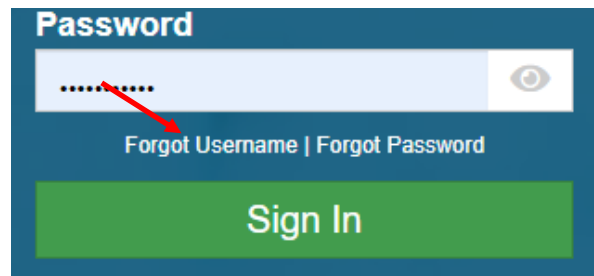
A temporary password will be sent to the contact email address associated with the account.

Contact GLHC Support if you never activated your account, are unable to locate the initial temporary password, or if your account is locked. All Users will need to contact you as their Direct Admin as GLHC Support can only work with Direct Admins for security purposes.

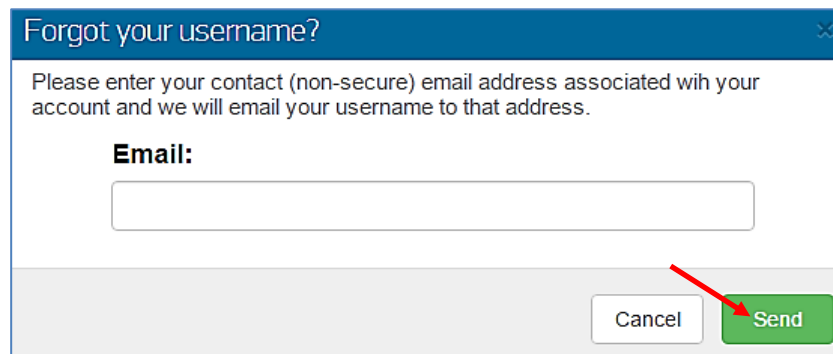
If you reset your password and do not receive the temporary password, your contact email address may have been entered incorrectly. Please contact your GLHC Support of this happens.

Forgot Username

You may request your username by selecting the **Forgot Username** link on the log in page.



You must enter your contact email associated with your Direct Account and select **Send**.



You will then receive an email at your contact email providing you with your username.

If more than one Direct account is linked to the contact email or you do not receive your username because your contact email address may have been entered incorrectly, please contact GLHC Support who can assist you in accessing your account.

Locked Account

If you attempt to log in with an incorrect username and password combination Five (5) times or have not had your identity verified, your account will be locked for security reasons. Please contact GLHC Support if this occurs. All Users will need to contact you as their Direct Admin as GLHC Support can only work with Direct Admins for security purposes.