



Direct Messaging

Getting Started User Guide

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. GLHC Direct is based on the standards set by the Direct Project, organizations are not restricted to communicating only with other GLHC Direct 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 your account is setup, you will receive a confirmation email that contains your registration information. Click on the link to begin the login process.

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]

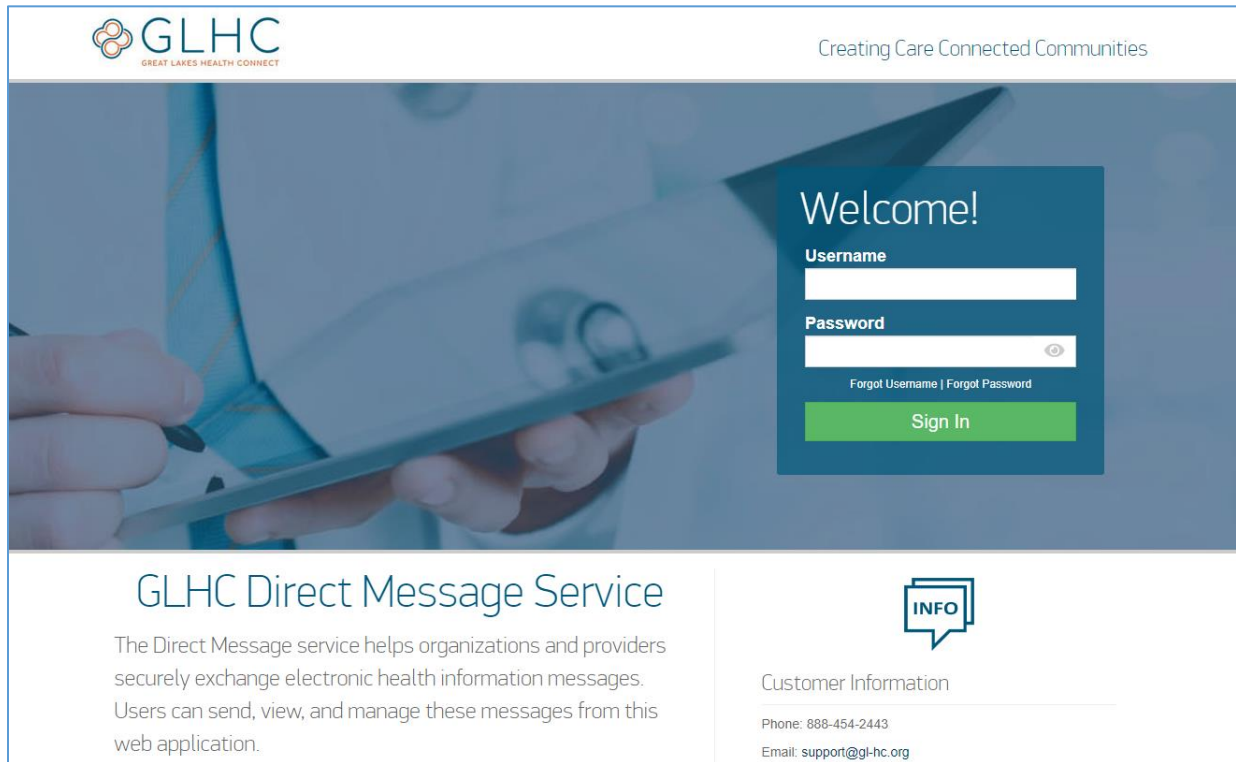
Welcome to Direct! You have been pre-registered for a Direct account by Great Lakes Health Connect

Here is your registration information:

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

First Login

Navigate to your Direct Web Portal and enter your Username and Password. Use the username and password you received in the account confirmation email.



GLHC
GREAT LAKES HEALTH CONNECT

Creating Care Connected Communities

Welcome!

Username

Password

Forgot Username | Forgot Password

Sign In

GLHC Direct Message Service

The Direct Message service helps organizations and providers securely exchange electronic health information messages. Users can send, view, and manage these messages from this web application.

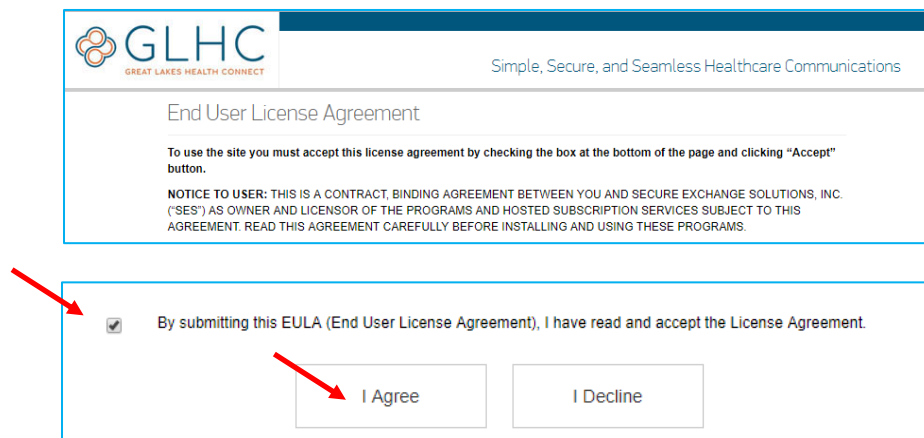
INFO

Customer Information

Phone: 888-454-2443
Email: support@gl-hc.org

Completing Your Registration

1. After logging in, read and accept the End User License Agreement.



GLHC
GREAT LAKES HEALTH CONNECT

Simple, Secure, and Seamless Healthcare Communications

End User License Agreement

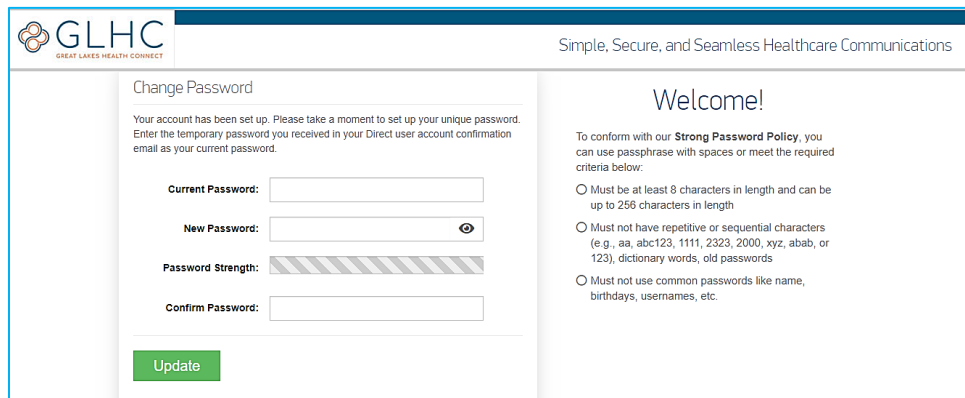
To use the site you must accept this license agreement by checking the box at the bottom of the page and clicking "Accept" button.

NOTICE TO USER: 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.

By submitting this EULA (End User License Agreement), I have read and accept the License Agreement.

I Agree I Decline

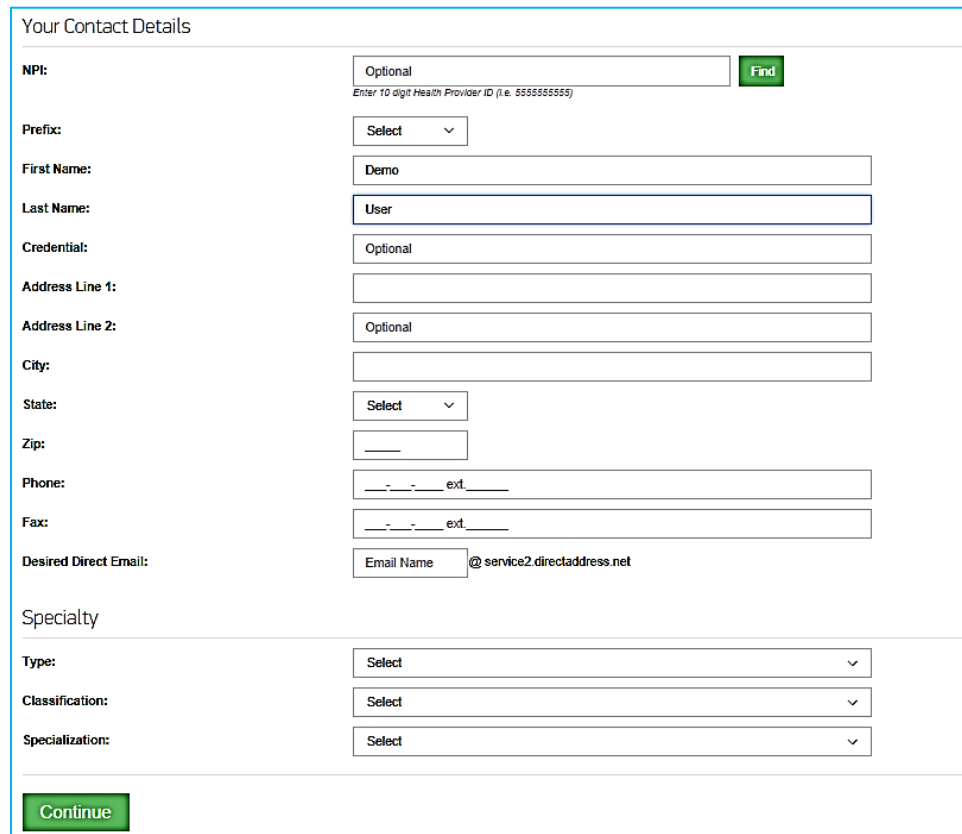
2. Change Password - enter the temporary password and then enter and confirm a new password. The password must meet the requirements. Click on **Update** to save.



Note: Change your password at any time by clicking your **Username** in the top right-hand corner, then **Account**, and then **Change Password**.

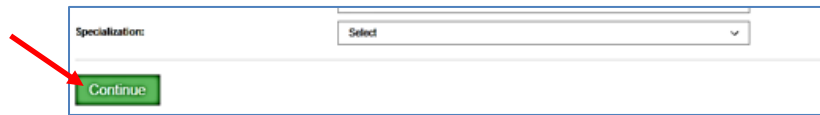
Your Contact Details

Once your password is confirmed, add your contact information. If the **Desired Direct Email** section is blank, enter your first name (period) last name in the **Email Name**. For example, John.Smith. 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.

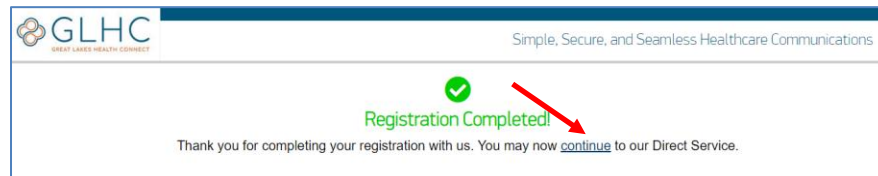


Registration Completion

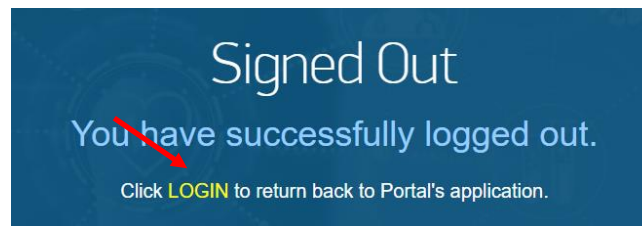
Once you have added your Contact Details, click **Continue**.

A screenshot of a web form. At the top, there is a label 'Specialization:' followed by a dropdown menu with the word 'Select' and a downward arrow. Below this is a green button labeled 'Continue'. A red arrow points from the left towards the 'Continue' button.

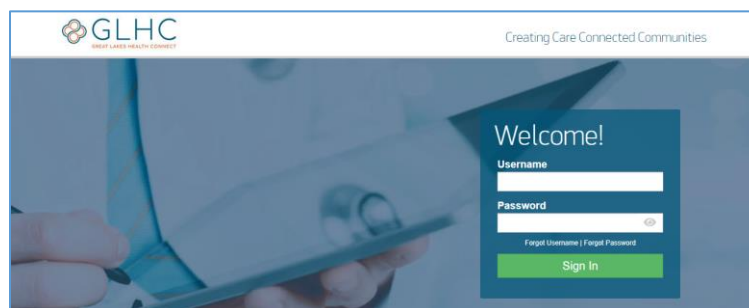
The following screen will display to confirm registration. Click **Continue**



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



Enter your username and new password. Then click **Sign In**.



Sign Out

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

Locked Account

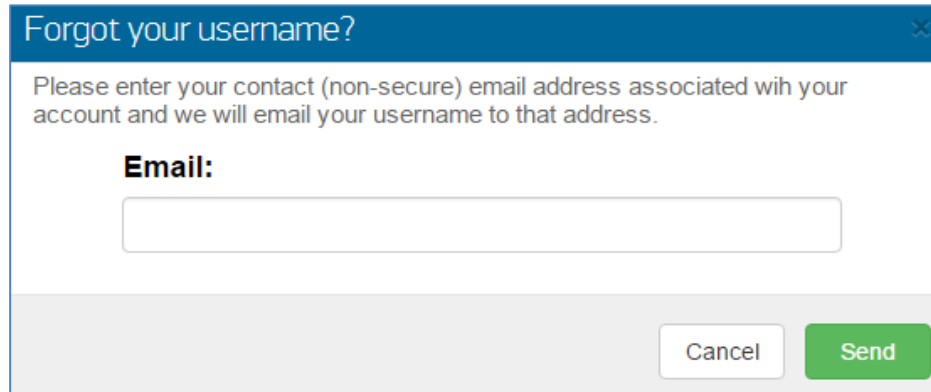
If you attempt to log in with an incorrect username and password combination five (5) times or have not had your identity verified, your account will be locked for security reasons. Contact your Direct Administrator if this occurs.

Forgot Username

You may request your username by selecting the Forgot Username link on the login page. Enter the non-Direct email associated with your account and click **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, contact your Direct Administrator who can assist you in accessing your account.



Forgot your username?

Please enter your contact (non-secure) email address associated with your account and we will email your username to that address.

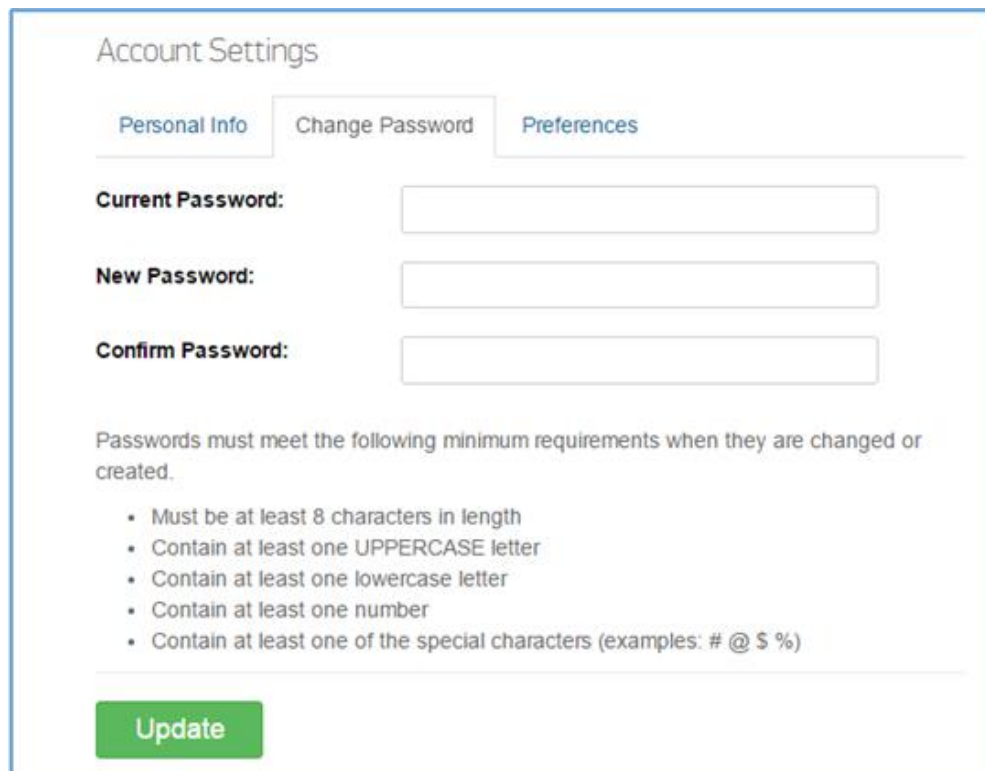
Email:

Cancel Send

Change Password

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.



Account Settings

Personal Info Change Password Preferences

Current Password:

New Password:

Confirm Password:

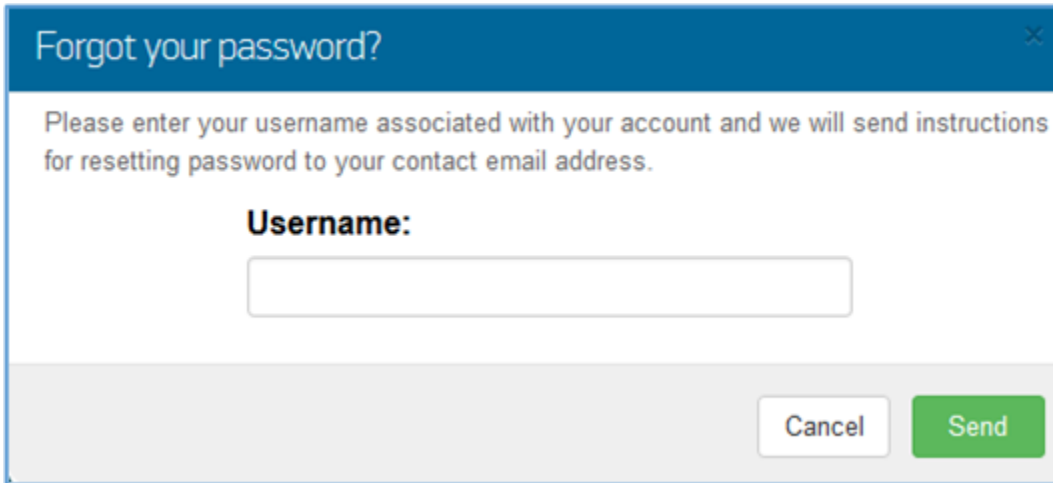
Passwords must meet the following minimum requirements when they are changed or created.

- 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
- Contain at least one of the special characters (examples: # @ \$ %)

Update

Forgot Password

You may reset your passwords by selecting the **Forgot Password** link on the login page. Enter your Username and then click **Send**.



Forgot your password?

Please enter your username associated with your account and we will send instructions for resetting password to your contact email address.

Username:

Cancel Send

A temporary password will be sent to the non-Direct email address associated with the account.

Contact your Direct Administrator if you never activated your account, are unable to locate the initial temporary password, or if your account is locked.

If you reset your password and do not receive the temporary password, your non-Direct email address may be incorrect. Contact your Direct Administrator.