

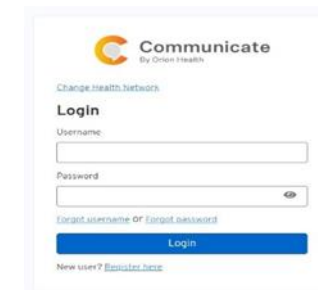
MASS HIWAY WEBMAIL 3.0 QUICK REFERENCE GUIDE

Management Portal:

Account Set-up/Management: management.orionhealthcloud.com

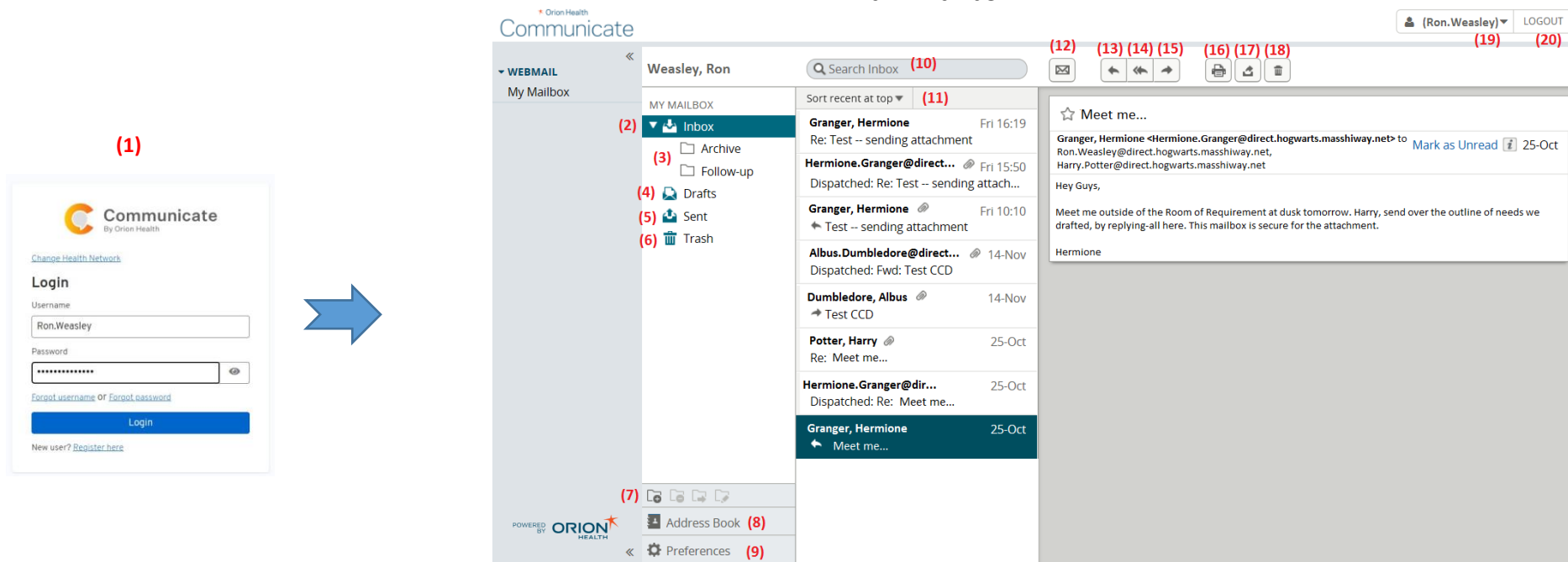
- Forgot Password
- Forgot Username

Login at dsm.orionhealthcloud.com:



The Management Portal login form is titled 'Communicate By Orion Health'. It includes a 'Login' section with fields for 'Username' and 'Password'. Below these fields are links for 'Forgot username' and 'Forgot password'. A blue 'Login' button is at the bottom. A link for 'New user? Register here' is also present.

Main Mailbox:



The Main Mailbox interface is shown with numbered callouts (1) through (20) indicating key features:

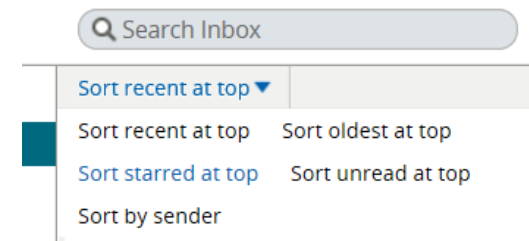
- (1) Login screen (shown separately on the left)
- (2) Inbox
- (3) Subfolders: Archive, Follow-up
- (4) Drafts
- (5) Sent
- (6) Trash
- (7) Address Book
- (8) Preferences
- (9) Search Inbox
- (10) Sort recent at top
- (11) List of messages in selected folder
- (12) Create a new message to send
- (13) Reply to selected message
- (14) Reply-all to selected message
- (15) Forward selected message
- (16) Print selected message
- (17) Move selected message to another folder
- (18) Discard selected message
- (19) Menu to adjust notification settings
- (20) Log-out of the application

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|---|--------------------------------------|----|-------------------------------------|----|---|----|---|
| 1 | Mass Hiway webmail login screen | 6 | Discarded messages | 11 | List of messages in selected folder; Drop-down allows sorting of list | 16 | Print selected message |
| 2 | Inbox for incoming mail | 7 | Add a new subfolder (customization) | 12 | Create a new message to send | 17 | Move selected message to another folder |
| 3 | Subfolders created via customization | 8 | Address Book management | 13 | Reply to selected message | 18 | Discard selected message |
| 4 | Draft messages pending to be sent | 9 | View/Update your preferences | 14 | Reply-all to selected message | 19 | Menu to adjust notification settings |
| 5 | Sent messages | 10 | Search your inbox for messages | 15 | Forward selected message | 20 | Log-out of the application |

Need Help: Call: [1.855 MA Hiway \(624-4929\)](tel:1855MAHiway) option 2, E-mail: MassHiwaySupport@state.ma.us

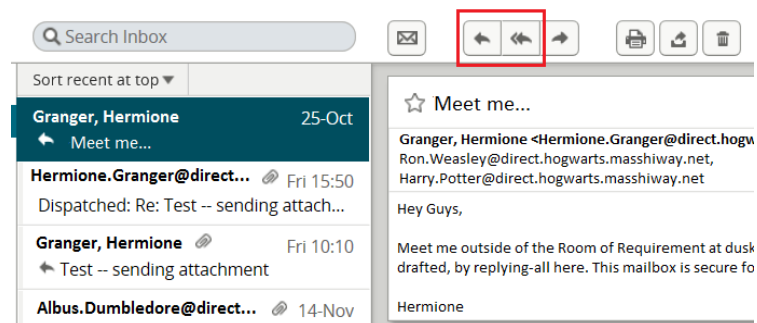
Reading Incoming Mail

- From the Main Mailbox, you will default to the **Inbox**, which displays the list of messages.
 - At the top of this list, you can toggle the means in which the messages sort, by clicking on the downward arrow next to **Sort...**
 - You can also use the **Search Inbox** function to find a specific message. Click into the field and type any keyword such as a subject or sender, and hit **Enter** on your keyboard to find your message.
- Select the message you would like in the list.
- The message will then display in the reading pane to the far right of the screen.



Replying to Message

- From the Main Mailbox, select the message from the list of messages.
- Click on the single arrow facing left to **Reply** or the double arrows facing left to **Reply-all**.
- This will launch a new message window called **Reply Message** or **Reply-all Message**, which works similarly to the *New Message* window, but also contains the quoted text from the message you received, in the *Message* field.
- Compose your response in the **Message** field.
- Click **Send**.



Creating a New Message

- From the Main Mailbox, click on the envelope icon (✉), to launch a new tab in your browser called **New Message**.
- Search for a recipient for your message in the **To** field, or click on **Show Provider Search** to open the advance search function.
- Once you find the individual, you can **Add To Address Book**, add them to the **To** field of your message, or add them to the **CC** field of your message.

Do not type or paste an address into the "To" field unless you are sure it is a secure Direct Address.

- Add a **Subject** to the message and complete the **Message** field.
- Add any secure patient data to the **Attachments** field, by clicking **Browse** (toward the bottom, under the *Message* field) to search your computer's hard drive for the desired documentation to share.

Be sure to remove sensitive information from your computer's hard drive after sending a message through the Mass Hiway.

- You can come back to your message to send later, and click on **Save Draft**, or click on **Send** once you have indicated the recipients and completed the message.

New Message