



## 1. FAQ

**Question:** If I am sending messages to other people at CU Denver, do I need to use the secure mail system?

**Answer:** No, all email that is sent from a @ucdenver.edu email address to a @ucdenver.edu email address is already secure and does not need to be encrypted.

**Question:** If I am sending messages to our affiliates (UCH, TCH, UPI, Denver Health (DH) and National Jewish (NJH) do I need to use the secure mail system?

**Answer:** No, all email that originates at CU Denver and is sent to any of these affiliates is already secure and does not need to be encrypted.

**Question:** I am confused, and do not understand how to use the secure email system. Can I get some help?

**Answer:** Of course you can. The OIT department suggests that you first read the user documentation that is contained on this webpage. If you still have questions, CU Denver Helpdesk at 303-724-Help (4357) for support.

**Question:** I need to send one of my patients/other researchers some Protected Health Information over email. Due to HIPAA regulations, I need to make sure that the messages are secure. How do I do this?

**Answer:** First check the policies of the responsible organization. At UC Denver, the approved practice is to use the secure mail system.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

## CISCO SECURE EMAIL

### Frequently asked Questions

**Question:** Is the secure mail system HIPAA compliant?

**Answer:** Yes, the secure mail system was put in place so that CU Denver would be able to comply with HIPAA regulations.

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