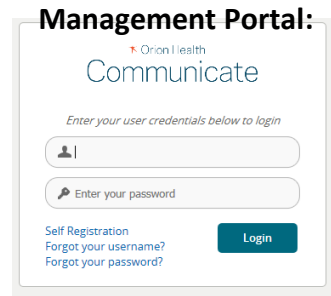


# MASS HIWAY WEBMAIL 2.0 QUICK REFERENCE GUIDE

**Account Set-up/Management:** [management.orionhealthcloud.com](http://management.orionhealthcloud.com)

- Update password
- Establish your “challenge questions” in case of password reset

**Login at** [dsm.orionhealthcloud.com](http://dsm.orionhealthcloud.com):



**Main Mailbox:**

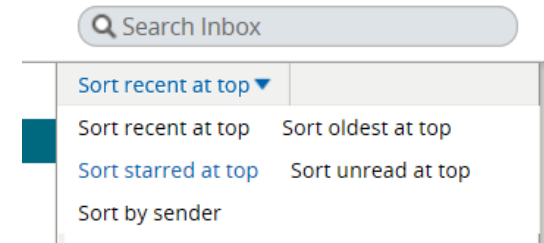
The interface shows a sidebar with folders: (1) Webmail, (2) My Mailbox, (3) Inbox, (4) Archive, (5) Follow-up, (6) Drafts, (7) Sent, (8) Trash, (9) Address Book, and (10) Preferences. The main area displays a list of messages with details like sender, subject, and time. A message titled 'Meet me...' is selected, showing its content. At the top right, there are notification counts (12-20) and a 'LOGOUT' button.

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 \(624-4929\) option 2](tel:1855644929), E-mail: [MassHiwaySupport@state.ma.us](mailto:MassHiwaySupport@state.ma.us)

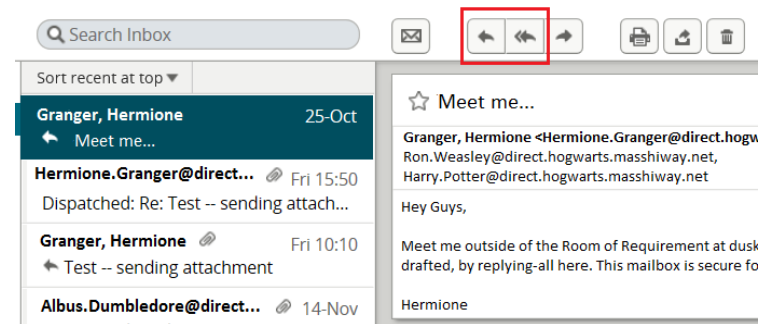
## Reading Incoming Mail

- 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.

