

## Instructions for Creating an Encrypted Email For Securely Submitting PII (information or attachments) to the VA

The VA's Health Professions Trainee (HPT) onboarding forms contain PII (VA 10-2850d, OF-306, Universal Fingerprint Form). The VA as an enterprise does not have a secure portal, accessible from outside of the VA, where HPTs or staff can go to upload their forms. Some facilities use their affiliate's resident management software (e.g. MedHub, New Innovations) but not all sites and programs have that option available.

Introducing O365 Azure RMS, a system that all VA users can access.

The first step is to get the HPT to send you an email request. Gmail and Yahoo mail have been tested and work great. Emails from the schools (.edu) may not work. You could also cold send the HPT an encrypt-only email, but they may not know what it is about.

**Sample Instruction Email to HPT:** The VA cares about keeping your Personally Identifiable Information (PII) secure. If you want to email your forms (see attached and links below) directly to me here's how. **FIRST, from your personal email account, send an email to (<mailto:YourEmail@va.gov>) WITHOUT THE FORMS ATTACHED, requesting an encrypted message. Put your name in the Subject Line.** I will reply to your email with an encrypted message. Then all you need to do is follow the instructions to access the message, reply, attach your forms, and send reply. It's simple and secure.

**Instructions for VA Users:** Request an email from the HPT (see sample text above)

After you receive an email request:

- Reply
  - Suggest putting HPT's name in the Subject Line if they did not do so
- In the Reply go to the Options tab
- Click on Permission
- Select **Encrypt-Only**
- Type instructions in the Body of the Email
  - (e.g. Follow instructions to open the message, enter information or attached forms, and send feeling confident that your PII is secure.)
- Send

