DDS Department of Developmental Services Secure eMail and File Transfer Guide

The State's Secure eMail System is called MailGate¹

The State's Secure File Transfer (Protocol) is known as sFTP

The MailGate and sFTP systems help to reduce paperwork and maintain ePHI (electronic protected healthcare information) security.

¹ For additional information about MailGate reference the <u>MailGate user guide</u>.

How to request your User-IDs.

DDS

• Send an email to <u>DDS.Helpdesk@ct.gov</u> with the Subject: Secure File Access Request

• You will receive a return email from a DDS staff that has been sent by MailGate.

Click <u>View Message</u>

•Next, set up your MailGate secure email account (if you currently do not already have one).

rom:	"Brown-Palmer	Kayon" <kayon.brown-palmer@ct.gov></kayon.brown-palmer@ct.gov>		
To:	"Kayon Palmer"	<,		
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Set up your MailGate account.

Step 1.

DDS

• The first time you use MailGate, you must enter your First Name, Last Name, New Password and Re-enter New Password, and a Password Hint Phrase. In the event that you forget your password, the password hint phrase will be emailed to you.

•Click Save to open the secure file access request form.

(If you already have a MailGate account, enter your email address and password.)

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User Registration		
First Name:	, *	
Last Name:	1.6.*	
Email Address:	@yahoo.com	
Enter Password:		Password must have at least:
Confirm Password:		1 letter
Password Hint Phrase:	1 	1 digit 1 non-alphanumeric symbol
Save		

If you already have a MailGate account,

- Enter your email address
- Click on Continue

DDS

On the next screen, enter your MailGate password and click the Log In button.

If you have forgotten your password, click on the <u>Forgot Your Password?</u> link.

CONNE	стісит	
Login	- /	he He
Email Address:		
Where do I enter my Passwere	ord?	
		Continue



To complete the request form:

•You will see the Secure FTP External User Account Request Form

•Click <u>Reply</u>

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Click Reply and fill in the form, then click Send. Date: Name: Phone: Email Address: Organization Name: Address:	Secure FTP External User Account Request Form	
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Address	Organization Name:	
	Address:	•

Fill in the request form shown in the Message.

- Fill in your information:
- Date:

DDS

- •Name:
- Phone Number:
- Email Address:
- •Organization Name:
- Address:
- City/State/Zip:
- Name of your Organization's Administrator who approves this request, and their Title:
- Scroll down to enter the Administrator's Phone Number:
 Click <u>Send</u>

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To Kayon.Brown-Palmer@ct.gov		
cc		Show BCC
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		- 1
On 10 August 2015, "Kayon Brown-Palmer" wrote:		- 1
> Secure FTP External User Account Request Form		- 1
Click Reply and fill in the form, then click Send.		- 1
Date:		
Name:		
Phone:		
Email Address:		
Address:		
City / State / Zip:		
organization Auministrator approving this request, Name:		
Title:		•
🔀 Send 🐧 Attach Files	💾 Save Now	📅 Discard

- After you click send, the form will be returned to DDS.
- When your reply has been received with the information you filled in, your secure file transfer account will be set up within 3 business days.
- You will receive secure file transfer instructions, along with your user-id and password via the MailGate account you set up in Step 1.

Questions can be submitted to <u>DDS.Helpdesk@ct.gov</u>