Baylor Secure Messaging

For Non-Baylor Users

Baylor College of Medicine
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INTRODUCTION

Baylor Secure Messaging provides a secure, encrypted means for communicating confidential information between Baylor and external recipients (non Baylor employees). Baylor confidential information includes, but is not limited to: proprietary research, clinical, academic, administrative, and affiliate information, intellectual property, financial information, employee and student identifiable information, human subject research participants and patient protected health information.

Baylor Secure Messaging is NOT an email system and is NOT intended to replace the current Microsoft Exchange email system. Confidential information is not directly sent to external recipients. Instead, a notification is sent to an external recipient that includes the subject line of the message and a hyperlink to access the contents of the message. The recipient clicks on the hyperlink within the email, which directs them to logon to the Baylor Secure Messaging website (https://bsm.bcm.edu). Once the external recipient successfully logs in, he/she is able to review the message, which is stored within the Baylor network.
SECTION ONE: GETTING STARTED

Receiving a Secure Message for the First Time

IMPORTANT: When an external recipient (non-Baylor employee) receives a Baylor Secure message for the first time, a password must be configured using the steps outlined below.

1. In your personal email, open and read the Welcome to Baylor Secure Messaging notification (See Figure 1). Within the message, there is a link, which will re-direct the external recipient to the password setup screen.

2. Click the link within the secure message to be redirected to the Baylor Secure Messaging Welcome Screen.
Password Configuration

1. Once you are re-directed to the Baylor Secure Messaging Welcome Screen, carefully read the system message and click **Next** (See Figure 2).

2. **Enter a new password** for your account.

   
   ✔️ **Note:** Passwords must contain a combination of letters and numbers, and contain 6 to 15 characters.
3. You are required to **re-enter your password**, as well as **create two secret questions**, which will be used for verification purposes should the password need to be reset in the future (See Figure 3).

4. Once you are finished, click the **Set Password** button.

5. Once the password is successfully configured, the Message Center is displayed. (See Figure 4). You are now able to view your secure message (See Viewing Messages, Page 11 for more information).
**Logging into Baylor Secure Messaging**

As an external recipient, you can view your incoming Baylor secure messages in two ways:

1. Launching your Internet browser and logging on to the Baylor Secure Messaging site ([https://bsm.bcm.edu](https://bsm.bcm.edu)).

2. Accessing your personal email and clicking the link within the message notification that you receive from a Baylor employee. NOTE: You will be re-directed to [https://bsm.bcm.edu](https://bsm.bcm.edu).

![Figure 5 - Logon Screen](https://example.com/image.png)

1. Using one of the methods outlined above, connect to [https://bsm.bcm.edu](https://bsm.bcm.edu). You will be redirected to the Secure Messaging logon screen (See Figure 5).

2. Type your email address in the **User ID or Email** field.

3. Type the password you set during the account configuration in the **Password** field.

   *If you need assistance with your password, click the I forgot my password blue link located to the right of the Login button.*
4. Click Login.

**Secure Messaging Features**

![Secure Messaging System](image)

**Figure 6 - Message Center**

The Secure Messaging System is similar to many web based email systems in layout and functionality. Non-Baylor affiliated users can only reply to messages sent to them from Baylor users. External users CANNOT create new messages.

The Secure Messaging System can be divided into four major sections:

**The Navigation Pane** allows you to move easily between folders and other tools. It is located on the far left side of your screen (See red highlight box in Figure 6).

**Action Icons** are used to manage emails. These icons are located in the horizontal toolbar near the top of the screen (See black highlight box in Figure 6).

The **Sort Bar** is a horizontal bar directly above your list of email messages. This bar allows you to sort your emails based on various criteria (i.e., Type, Size, Sender, Subject, Date Received, etc) (See green highlight box in Figure 6).

Messages are viewed from the **Display Pane** area (See blue highlight box in Figure 6).
An Introduction to the Inbox

The Inbox is the default window that appears once a user successfully logs in to the Baylor Secure Messaging system (See Figure 7). The inbox contains messages sent to the user. Unread messages appear in bolded text with a closed envelope icon. The inbox will display a maximum of 25 messages per page. If you have more than 25 messages in your Inbox, you are required to utilize the navigation buttons located in the top right hand corner of the screen directly below the Help button (See Figure 7).

- To view the next 25 messages, select Next.
- To view the previous 25 messages, select Prev.
- To view the last message, select Last.
- To view the first message, select First.
*Next, Prev, Last and First are located in the lower right hand region of the page (See red highlight box in Figure 7).
**Viewing Messages**

Messages can be viewed from the Preview Pane or in the Message Window.

**Viewing Messages in the Preview Pane**

1. To view your email message in the preview pane, **single click** the message from the list in your inbox.

   The contents of the email will automatically appear in the preview pane, which is located at the bottom of the screen. (See red highlight box in Figure 8).
Viewing Messages in the Message Window

1. To view your email message in the message window, double click on the message from the list in your inbox.

   The contents of the message will appear in a new window (See red highlight box in Figure 9).
Returning to Default View (Inbox) from the Message Window

Once you have finished reading your email in the message window, you may want to return to the default view (Inbox).

Figure 10 - Returning to Default View (Inbox)

1. Click the **Inbox** icon in the Navigation pane or the **Inbox** icon located above the blue header region of the email (See red highlight boxes in Figure 10).
SECTION TWO: MESSAGE MANAGEMENT

Replying to a Message

1. Open the message that you would like to reply-to using the single click or double click method (See Viewing Messages, Page 11).

2. Select **Reply** (See Figure 11).

3. Type your message in the email body. Click **Send** (See Figure 12).
Adding Attachments

1. Select the **New Message** icon in the left navigation pane.

![Figure 13 - Attachment View](image1.png)

2. In the New Message window, select **Attach** from the horizontal menu bar. The **Add Attachment** window appears (See Figure 13).

3. Select **Browse** to access the files on your computer (See Figure 13).

![Figure 14 - Select File View](image2.png)

4. Navigate to the file that you want to attach to your email. Once you have located the file, click on the file. The name of the file will appear in the **File Name** field.
5. Click **Open** (See Figure 14).

Figure 15 - Attachment View

6. You will automatically return to the **Add Attachments** window. From this screen, you have three options:

   1. Select **OK** to attach the file and return to the email.
   2. Select **OK & Attach More** to attach additional files.
   3. Select **Cancel** to end the attachment operation.

   (See red highlight box in Figure 15).

Figure 16 - Completed Message View
Once completed, you will see the name of the attachment below the subject line (See red highlight box in Figure 16). If you need to remove the attachment, select **Remove** (See red highlight box in Figure 16).
Sent Items

The **Sent** icon contains messages that the user has sent to other users.

![Secure Messaging Interface](image)

**Figure 17 - Sent Messages Folder**

To access the sent messages, select **Sent Folder** from the left navigation pane (See green highlight box in Figure 17).

Messages may be sorted using the sort bar and drop down menu (See red highlight box in Figure 17).
Messages can be created and saved to the **Draft** folder for future editing and delivery.

### Saving Messages to the Draft Folder

1. Select **New Message** in the left navigation pane.

   ![Figure 18 - Saving Message as Draft](image)

2. At any point, you may stop and save the message for later. This is done by selecting **To Draft** located above the **To** recipient address field (See red highlight in Figure 18).

   ![Figure 18 - Saving Message as Draft](image)

   **Note:**

   After selecting draft, there is NO change in the appearance of your window. The message will remain in view until you navigate away from the screen. However, a copy of the message is automatically saved in your Drafts folder.
Editing Messages in the Draft Folder

1. Select the Drafts icon from the left navigation pane (See green highlight box in Figure 19). A listing of the email messages in the draft folder will appear.

2. Double-click on the message that you want to edit.

3. Once you are finished, you can save the email again (Select To Draft) or send the email (select Send) (See red highlight box in Figure 20).
**Deleted Items**

The **Deleted** folder contains messages deleted from the **Inbox** or **Drafts** folder.

1. To delete a message, select the **Inbox** icon from the left navigation pane.

2. Select the message to be deleted.

3. Select **Delete** from the horizontal toolbar (See Figure 21).

![Figure 21 - Deleting a Message from the Inbox](image_url)
SECTION THREE: FOLDERS

Moving an Item from the Deleted Folders to the Inbox

NOTE: This option is only available for the inbox, deleted folder, or custom folders.

1. Select Deleted from the left navigation pane.

2. In the display pane, select the message that you would like to move to the Inbox.

3. Select the Move dropdown menu from the toolbar.

4. Select Inbox. The message will be restored to the inbox.
Permanently Deleting Items from Base Folders

This folder allows you to permanently delete items from the base folders (Inbox, Sent, Drafts, and Deleted) or custom folders.

1. Select Manage Folders from the left navigation pane.

2. Click on the **Empty** located to the right of the folder to be deleted (See Figure 23).

3. You will receive a message confirming your decision to permanently delete messages (See Figure 24). Select **OK** to delete the messages or **Cancel** to exit without deleting the messages.
Creating Custom Folders

1. Select Move from the horizontal toolbar.

2. Select New Folder (See Figure 25).

Figure 25 - Creating a Custom Folder

Figure 26 - Naming the Custom Folder
3. Create a new folder name and select OK (See Figure 26).

![Figure 27 - New Custom Folder](image)

The folder will now appear in **Custom** Folder, which is located underneath the **Inbox** in the left navigation pane. If you mouse over **Custom Folder**, your newly created folders will appear (See Figure 27).

Select the folder name to display the contents of the folder. The newly created folders will be empty until items are moved into them.
Moving an Item to a Custom Folder

1. Select the message that you want to delete from the Inbox or Deleted folder.

2. Select Move from the horizontal toolbar (See Figure 28).

3. Once the dropdown menu appears, select the destination folder.


Deleting Custom Folders

⚠️ Warning:

Deleting a custom folder will delete the entire contents of the folder, as well as the folder. If you want to save the messages in the custom folder, you must move the messages to another location before deleting the folder.

1. Select **Manage Folders** from the left navigation pane.

2. Select the folder by clicking the radio button to the left of the folder name.

3. Select **Delete Folder** (See Figure 29).

![Figure 29 - Deleting a Custom Folder](image-url)
SECTION FOUR: User Settings

The user settings section allows users to change the options that were configured during the account configuration process.

**Modifying User Credentials**

![Setting a new password for secure messaging](BCM_SecureMessaging.png)

**Figure 30 - User Settings (Credentials)**

1. Select **Settings** from the left pane.
2. Select **Credentials**.
3. Make the desired changes to your credentials. Select **OK** or **Apply** to save changes.
Modifying User Preferences

Figure 31 - User Settings (Preferences)

1. Select **Preferences** to change your message preferences.

2. Select **OK** or **Apply** to save changes.
SECTION FIVE: Logging Out

User Logout

1. Select **Logout** in the left pane to logout of your Secure Messaging System (See Figure 32).

2. Once you have successfully logged out, the Baylor Secure Messaging User Login Screen will appear (See Figure 33).
If you require additional assistance, click the **Question Mark** for more detailed information (See Figure 34).