



MemberCONNECT SECURE MESSAGES GUIDE

Introduction

Secure Messages is an app in MemberCONNECT that enables Partners and members to exchange messages within the secure portal. This is a step-by-step instructional guide to using the Secure Messages app.

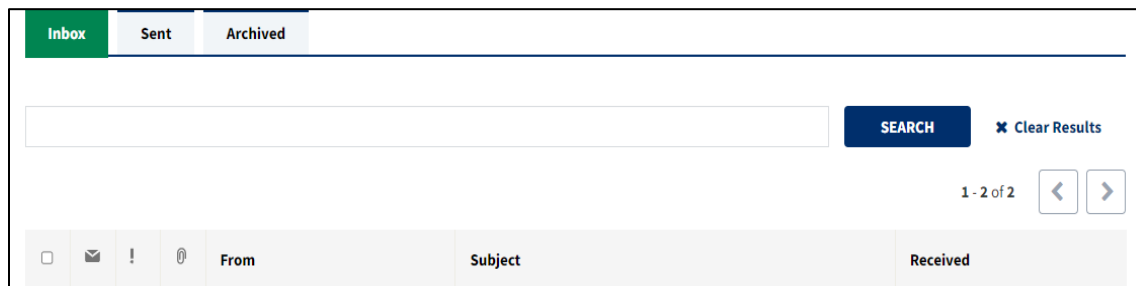
To login, open your Internet Browser (Chrome is preferred) and navigate to <https://pbhm.healthtrioconnect.com>.

instructions

1. Click the Messages icon at the top of the screen on the right over the “Welcome, _____” message that has your name.



Note: The number in the little green box is an indicator of how many unread messages you have. Zero means there are no unread messages. It does not indicate how many messages you have in total.



Once you are in the Message Center, you can do several things:

- Sort existing messages by
 - From
 - Subject
 - Date Received (oldest/newest on top)
- Search for an existing messages in any tab
- Scroll through pages of messages
- Archive an existing message
- View archived messages
- Start a new message

As you scroll down, you will see the search function, enter the sender’s name or any part of the subject line of the message you are searching for. You may search for messages in either the Inbox, the Sent box, or the Archived box. You may also sort the list of messages you have received by clicking on the appropriate title heading “From,” “Subject,” or “Received” date. The list is defaulted to sort by the Received date, newest on the top. To the left of each message, you can see the importance status of each message and if it has an attachment.

A. Sending a New Message

1. Click “NEW MESSAGE” at the top right corner of the screen.



NEW MESSAGE

SETTINGS

- 2. Compose your Message starting with selecting the recipient.
Click "ADD RECIPIENTS"

A screenshot of a "Compose Message for" form. It includes fields for "From", "To", "Subject *", and "Attachments". The "To" field has a text input box, a link for "ADD RECIPIENTS", and a link for "Add CC". The "Subject" field has a text input box. The "Attachments" section has a link for "Attach a file".

Select the Department:

A screenshot of an "Add Recipients" dialog box. It features a dropdown menu with "--Select--" and "Department" as options. Below the dropdown is a text input field. At the bottom, there are two buttons: "ADD RECIPIENTS" (green) and "CANCEL".

By selecting Department, you will have the option to choose the Partners team that best fits the nature of your message. We continue to add new departments to this list. Click the "Add" button to the right of the appropriate department.

Once your choice is made of the above selections, click "ADD RECIPIENTS" at the bottom.

- 3. If you would like to copy the message to someone, click "Add CC" and repeat step #2.
- 4. Fill in the subject line.
- 5. Mark the message urgent if appropriate, by checking the box



6. Attach a file, if appropriate. Click “Attach a file” and select the file you wish to attach and choose the file from your computer

Mark urgent

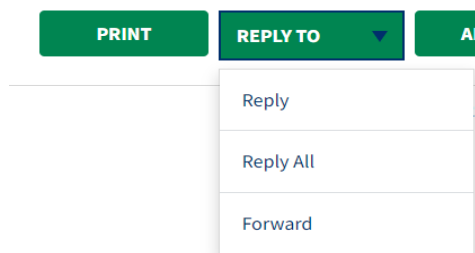
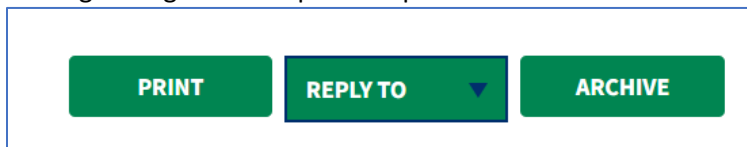
No file chosen

Attachments

7. Write your message in the text box.
8. Click SEND when you are finished.

A. To reply to an existing message

1. Select the message to which you wish to reply
2. Click the “REPLY TO” box in the upper right corner of the screen. You may “Reply”, “Reply All”, or “Forward” a message using these dropdown options.



You may also print the message or archive it using the green control buttons.

To receive email notifications of inbound messages, please go to Communication Preferences and set your messages choice to email. The default is online only (you must check the portal regularly for incoming messages). For these settings, go to the Navigation bar and select “My Preferences”, then “Communication Preferences”.



My Preferences	My Pha
Change Password	
Communication Preferences	

Communication Preferences

Communication Preferences allows you to make a selection for Secure Messages for receiving email notifications for an inbound message. Choosing "email" will allow you to get email notices when you receive a message. If you do not wish to receive notifications, set the option to "Online Only," which is the default.

Category List

Category	Email	Online Only
Secure Messaging	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[SAVE](#)

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