You can secure outgoing messages with sensitive electronic information to comply with HIPAA and privacy policies. Mail internal to Duke University and Health System is considered secure, so you need to secure only messages containing sensitive electronic information that are being sent to addresses outside of Duke Health, Duke University or Duke Office 365.

To make outgoing mail secure:

- **If you are using Outlook or another client**, type **(secure)** or **[send secure]** at the beginning of the subject line of the e-mail message. Character case is ignored (you can type "secure" in all caps, using a capital S, or using all lowercase letters), as are terms like "Fwd" or "Re." *Do not include any sensitive information in the Subject line.*

- **If you are using Office 365 via web browser, use** the "Set Permissions" option when composing a message:
  - Click on "New" to begin composing a message
  - Click on the ellipsis (three dots) in the new message window, choose Set permissions from the drop-down menu, and then select Sensitive Electronic Information (SEI).

**Note:** Clinical personnel should use the Maestro Care In Basket feature to send messages to patients; patients can access the information using Duke MyChart.

For help, please contact your department IT support staff or the Duke Health Service Desk at (919) 684-2243, or submit a request ticket from the Duke Health IT portal [http://dhts.duke.edu](http://dhts.duke.edu). From the home page, click Get IT in the center of the page, and then complete the Create a new request form listed in the right-hand margin.

**Most recent tasks**  
- TASK2139393 - User calling for information on how to send email encrypted (task.do?sys_id=09712bdaa496f280934d90918110c7e6&sysparm_referring_url=kb_view.do)  
- TASK2067515 - Configuring Office 365 (task.do?sys_id=b2500a1b4f1d3a040fd74b8e0210c77c&sysparm_referring_url=kb_view.do)  
- INC1675723 - User unable to send secure message; user is missing the option in Outlook (task.do?sys_id=b1175ec4135572806b017a404244b0a0&sysparm_referring_url=kb_view.do)  
- TASK2041491 - User wanted information on how to send secure email without the send secure button (task.do?sys_id=41fba34613cde06b017a404244b0a2&sysparm_referring_url=kb_view.do)  
- TASK2039399 - User requesting information pertaining to sending emails securely in Outlook (task.do?sys_id=c8b9667513457e00d94abda12244b060&sysparm_referring_url=kb_view.do)