

SigMail Patient Guide



November 2021

www.sigmahealthtech.com

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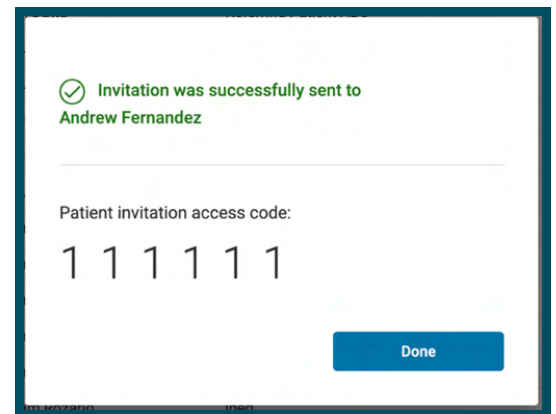
Getting Started with SigMail

Welcome to SigMail, a HIPAA compliant, end to-end encrypted messaging and video communication system to allow care providers to communicate with each other and you. SigMail can be used to communicate and send all types of personal health information (PHI) from healthcare provider to provider to patient, in a safe and secure fashion on your desktop computer, phone or tablet.

Remember that secure messaging is not for urgent or immediate life-threatening matters. Your physician's office will have a policy about when messages will be reviewed, and response times.

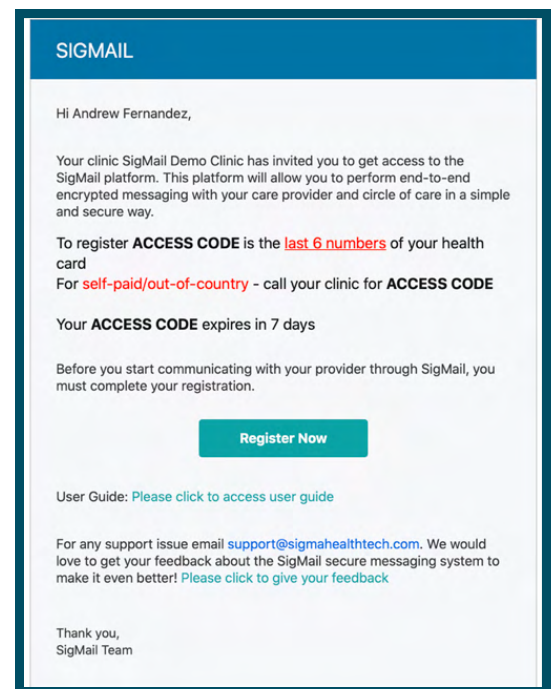
STEP 1:

Your physician's office will create an account for you, and give you an invitation access code. If you have a healthcard from a Canadian province or territory, your access code will be the last 6 numbers of your healthcard. If you don't have a Canadian health card, your physician's office will give you a 6 letter code that you will require to setup your account



STEP 2:

You will receive an email from noreply@sigmail.ca with the subject, "SigMail <clinic name> has invited you to join the secure messaging platform" inviting you to join, click the [Register Now] tab. A complete user guide is available via the link. If you haven't received this email, check your spam folder.

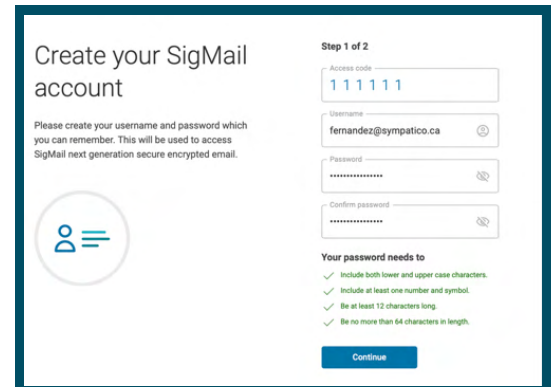


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STEP 3:

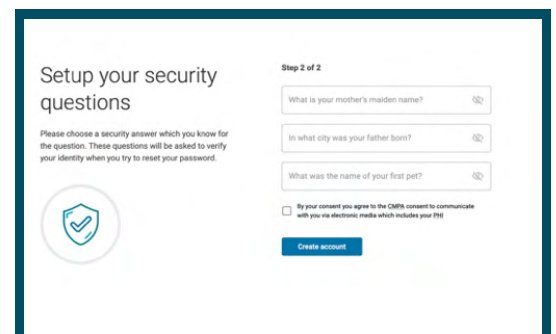
Enter the patient invitation access code, and then a username which will be used for login purposes only. For ease, we suggest that you use your email address as a username. Enter a password- at least 12 characters long. Remember to keep both the username and password securely as they are used to safeguard your account.



The screenshot shows the 'Create your SigMail account' form, Step 1 of 2. It includes an 'Access code' field with the value '111111', a 'Username' field with the value 'fernandez@sympatico.ca', and two 'Password' fields. A 'Continue' button is at the bottom right. A list of password requirements is shown: 'Your password needs to' include both lower and upper case characters, include at least one number and symbol, be at least 12 characters long, and be no more than 64 characters in length.

STEP 4:

Answer the security questions. As this is a secondary safeguard to allow a forgotten password to be reset, it is vital that you record these safely. You can click on the [eye] icon to see the text that you are entering. If you forget your password, you must know the answers to the security questions otherwise you will not be able to access your account. Given the highly secured nature of the system, we do not have the ability to provide access to the system without your password or answers to the security questions. Then read the CMPA consent to communicate via secure messaging, click the consent box, and click [Create account].



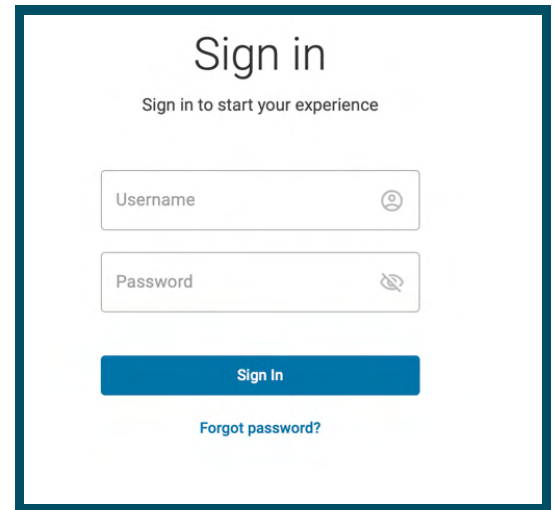
The screenshot shows the 'Setup your security questions' form, Step 2 of 2. It includes three text input fields for security questions: 'What is your mother's maiden name?', 'In what city was your father born?', and 'What was the name of your first pet?'. There is a checkbox for 'By your consent you agree to the CMPA consent to communicate with you via electronic media which includes your PHI'. A 'Create account' button is at the bottom right.

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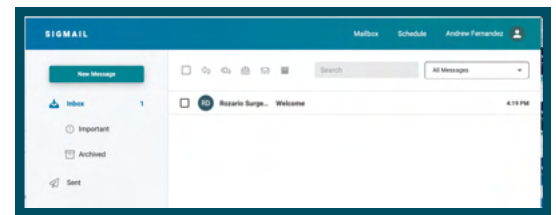
STEP 5:

Click the [Continue] tab and you will be directed to the sign in screen at www.sigmail.ca



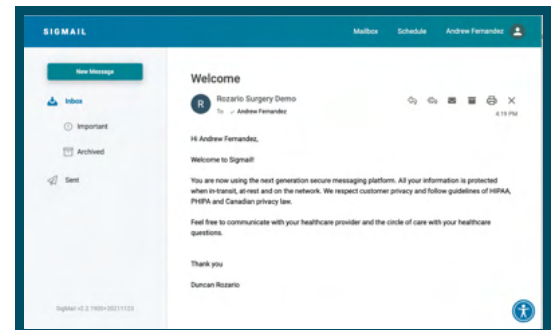
STEP 6:

This is the landing page you will see after login:



STEP 7:

Double click on the Welcome email, and you can now securely message the clinic by clicking on the reply icon. Your messages will go the clinic shared inbox for the physician and her office staff to review and respond.

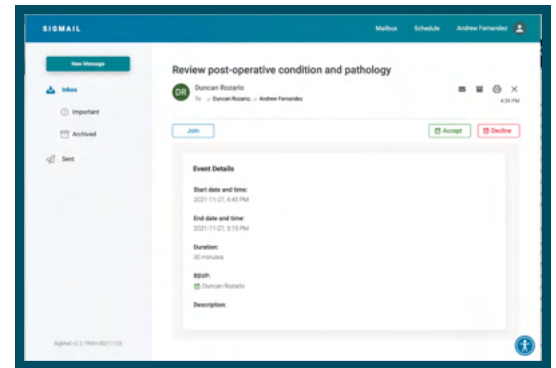


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STEP 8:

Video meetings are also fully supported. If your care provider arranges a video consultation with you, a message with the details will arrive in your inbox. Click the [Accept] box and then select the [I consent to a video meeting] button



Video meeting

Please choose one of the options below indicating your consent to a video meeting with your healthcare service provider:

- I consent to a video meeting.
- I do not consent to a video meeting.

NOTE: If you don't provide your consent, you can still join the meeting but as an audio only call. For a video meeting, please make sure you have a functional camera on your device. Also, make sure that your browser's permission settings allow SigMail to access your camera and microphone.

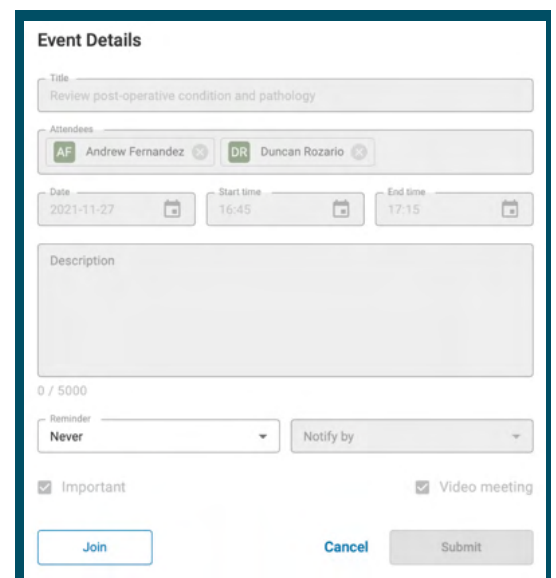
Please refer to SigMail's Privacy Policy in case you have any questions or concerns.

Cancel

Proceed

STEP 9:

You can then join the video call at the scheduled time. In addition, by selecting the [Schedule] tab at the top of the screen you can select details about upcoming video calls. Once on a video call, you have the option to disable video, audio, or leave the call.

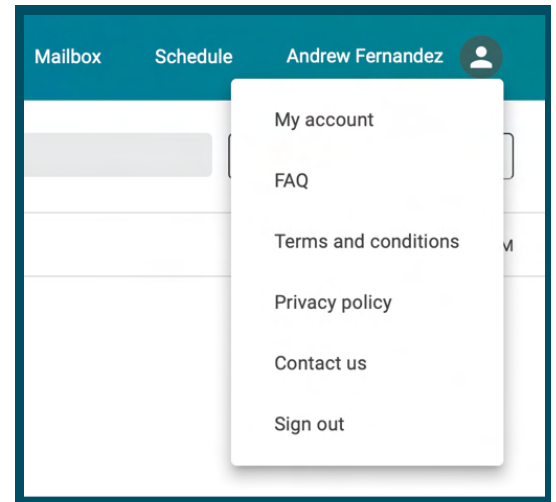


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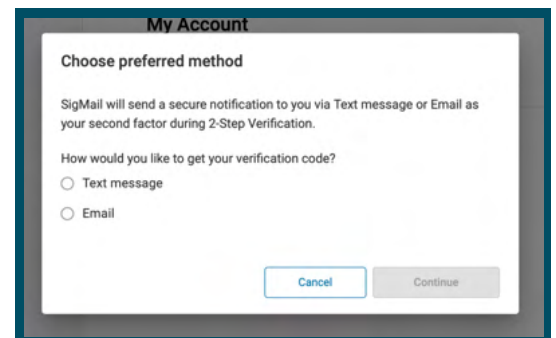
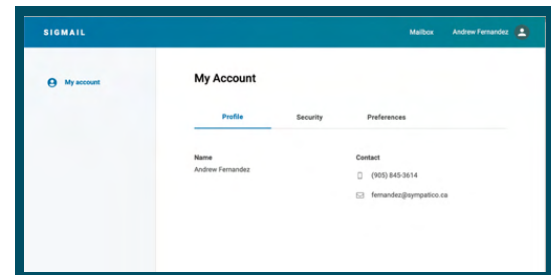
STEP 10:

Clicking on your name allows access to settings under [My Account]



STEP 11:

The Security tab allows you to enable 2 factor authentication (2FA), change passwords and security questions. The username and password needs to be entered to change any of these settings. 2FA options include sending the 7 digit code to- SMS text message, or your external email address.

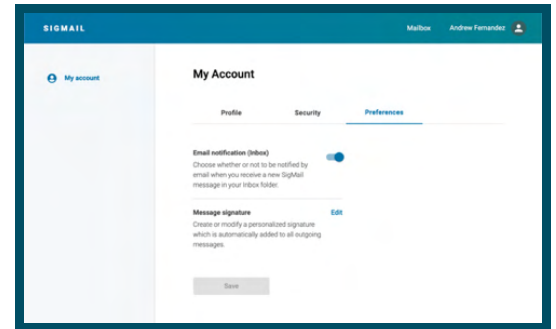


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STEP 12:

The Preferences Tab allows you to change whether you want your external email to receive notification of a message in your SigMail inbox, and to change your message signature



If you have problems with the system that your physician's office are not able to resolve, you can email us at support@sigmahealthtech.com via your external email.