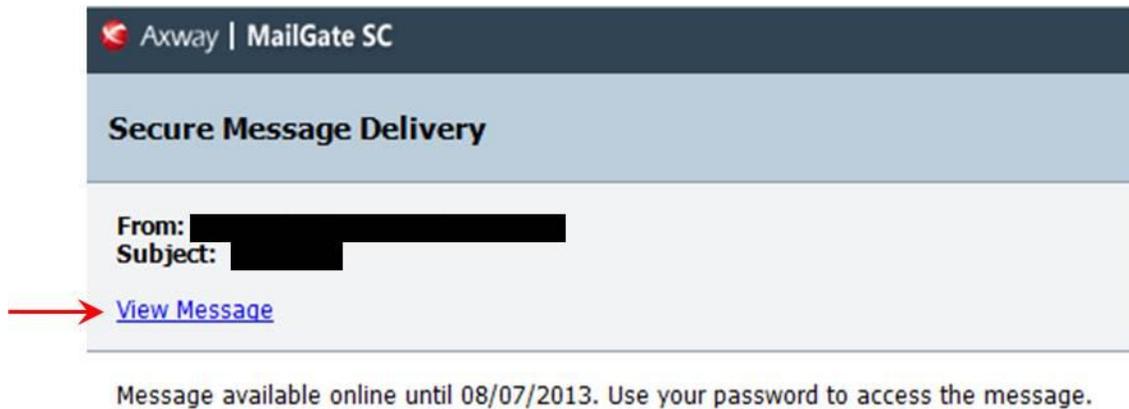


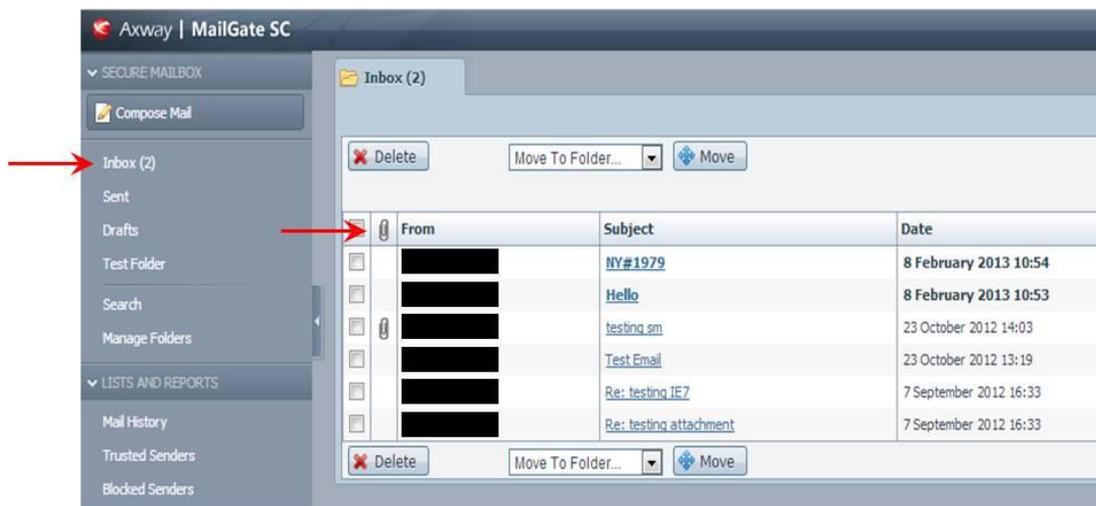
Personally Identifiable Information (PII) of any child and family must always be transferred securely. As part of Early Intervention Monitoring, IPRO sends or receives PII through regular mail, fax or by the Secure Messenger™ system - but never through regular e-mail. Early Intervention Providers can now utilize the Secure Messenger™ system to securely obtain review documents, including the child sample, and to securely transfer any documents that include PII to IPRO.

A. When You Receive A Secure Messenger Notification from IPRO

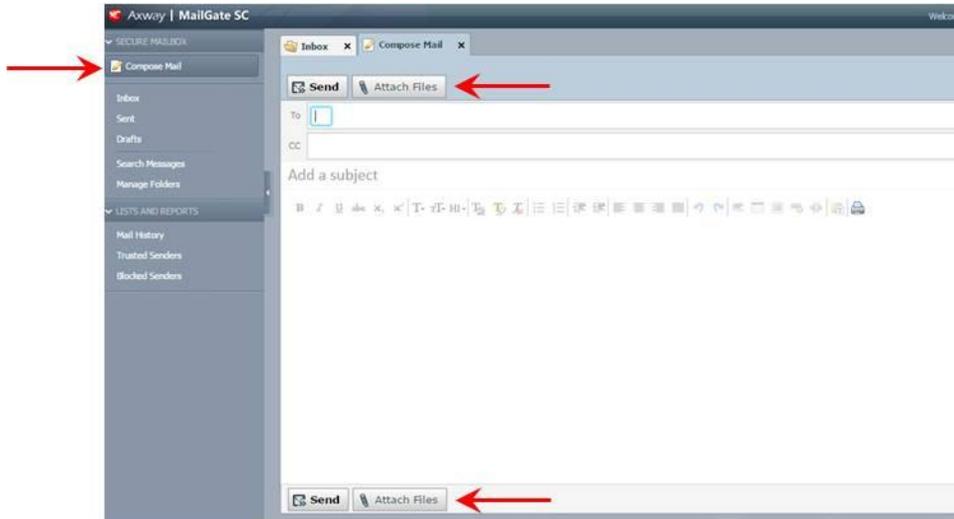
1. You receive a notification of a new secure message, document or both from IPRO:
  - a. The notification is sent to your regular e-mail inbox.
  - b. The notification has a link that will bring you to the Secure Messenger login page. (Click on '*View Message*')



2. Your email address will be your user name. You will need to create and confirm a unique password by following the directions provided by Secure Messenger™.
3. Once you log in, Secure Messenger will look and operate like any other e-mail application. You can read your message and obtain you attachments via your '*Inbox*' and attachment (*paperclip*) icon.



- B. To create and send a message click on the 'Compose Mail' button. In the 'To' field, enter the mail address of the recipient. You then type in your subject in the 'Add subject line' and any text in the body of the email.



1. If you need to attach files you click on either of the '*Attach Files*' buttons. Once you click, select the file in the 'Choose File to Upload' dialog (may require a search of your folders/files), and click 'Open.' The file then uploads. Wait until the upload finishes.
  2. Click 'Send' to send the message. PLEASE NOTE, WHEN SENDING ANY INFORMATION THAT CONTAINS PII ABOUT ANY CHILD/FAMILY, YOU MUST USE THIS SYSTEM AND ONLY THIS SYSTEM FOR THE TRANSFER OF INFORMATION TO IPRO.
- C. To reply to a secure message, simply click on the subject to open the file and click on 'Reply.'
- D. Note that the sender receives a notification when the secure message was received and viewed.
- E. Secure Messenger Expiration. Please be aware that ALL secure messages have a 90-day shelf life, which means once the 90-days are up, the message will be permanently deleted from the Secure Messenger database and it will NOT be recoverable.