



Frequently Asked Questions for NYU Langone Health SendSafe Email Recipients

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5. What should I do if I forgot my passphrase?

You cannot retrieve a forgotten passphrase, but you are able to reset your passphrase. For both delivery options, visit the SendSafe log on page at <https://sendsafe.nyumc.org> and click on "I lost my passphrase" to reset your passphrase. After resetting your passphrase, you will be taken to your SendSafe inbox, where you are able to access your emails. All future email deliveries will be dependent on your previously selected delivery option choice.

6. After clicking on "I lost my passphrase," I am directed to the login page. What should I do?

Close your browser and click, "I lost my passphrase." This will take you to the passphrase reset page.

7. How do I change my passphrase?

Visit <https://sendsafe.nyumc.org> and log on to your SendSafe inbox. Click "Settings" located on the upper right hand corner of the screen and you will be directed to the delivery options page. The link "Change My passphrase" is available at the bottom of the page.

*Reminder: When using the "SendSafe Secure PDF Email" delivery option, changing your passphrase will require you to remember your old passphrase for all prior encrypted PDFs.

8. I reset my passphrase and now I cannot open prior PDFs. What should I do?

You must remember your passphrase to open encrypted PDFs. Encrypted PDFs can only be opened with the original passphrase, i.e., the passphrase used before resetting it. It is likely that you have forgotten your old passphrase but to access encrypted PDF content, visit <https://sendsafe.nyumc.org> and log on to your SendSafe inbox. A copy of the PDF is accessible from your SendSafe inbox for 30 days from the date of receipt.

9. How long are emails and copies of emails retained in the SendSafe inbox?

Emails will



certain that your email address and passphrase are correct, close all open browsers and try again.

2) "Authentication Failure, a Web Messenger session has already been opened for this account from the address: 12.3456.67.89. Please log out of the other session and try again." This message will display if multiple sessions are open or multiple users are trying to log on to the same account at the same time. Only one session is able to be open and one user is able to access an account at any given time.

12. What is the SendSafe mailbox size?

The SendSafe mailbox size is 250 MB.

13. I'm trying to send or read a message in SendSafe, and I have received this error message: "??? message.not.available.header ???". What should I do?

This message is caused by one of the following scenarios:

1) A NYU Langone Health user is sending an encrypted email with the recipient's email address in all CAPS. In this case, close your browser, and login directly to the SendSafe system at <https://sendsafe.nyumc.org/b/l.e> using your email address and passphrase. Do not try clicking on the Compose button in your Outlook email, as this will cause a second error message. In the SendSafe system, resend your email message using all lowercase letters for your email recipients.

2) An external user is accessing SendSafe using Internet Explorer (IE)10. Due to a recent Microsoft update that causes issues with certain web applications, reading a SendSafe email in IE10 will cause this error. To verify which version of IE you're using, click on the word "Help" in your Internet Explorer toolbar, then select "About Internet Explorer" from the drop-down menu. A pop-up screen will appear, indicating the version of IE on your computer. To read your SendSafe email, close your IE10 browser, and open another browser such as Firefox or Chrome to access your SendSafe email.