6.3.2 Remote Use of E-mail

For the purposes of this Administrative Directive, a “portable electronic device” is defined as any portable device capable of sending and receiving e-mail. Examples include: laptop computer, “personal digital assistant” (PDA), “handheld”, “palm-top”, PDA/cellular phone, etc. This directive targets three classes of portable electronic devices as defined by their ability to store and retrieve e-mail:

1. through the Microsoft Exchange Server;
2. through the Blackberry Enterprise Server (BES);
3. through all other portable electronic devices.

Intent:

1. to provide safeguards for “protected health information” (PHI, as defined by HIPAA);
2. to ensure that local area network (LAN) security and information technology systems are not comprised by internal or external threats (such as viruses or “hackers”);
3. to specify general methods for procurement of certain portable electronic devices and associated services. (Specific procurement methods are addressed in Administrative Directive 6.3.3).

Item 1. Locking the Device

All portable electronic devices used to access e-mail that may contain Protected Health Information (PHI) must be “locked down” using a password and a 2-minute timeout to ensure that if the device is stolen or temporarily lost, no PHI can be accessed by an unauthorized user.

Item 2. Blackberry Enterprise Server

One of the two approved systems that can be used to access e-mail is the Blackberry Enterprise Server (BES). BES is a standard supported by the Louisiana Division of Administration, LSUHSC-S, and LSUHSC-NO and is the only approved method of accessing e-mail using the cellular telephone network. There are a number of portable Blackberry devices available, most of which provide cell-phone, e-mail, and Internet service. Furthermore, other vendors have announced agreements with RIM (the patent-holder for BES) such that their cell-phone/PDA device will be able to send and receive e-mail using the BES.
Any user requiring that LSUHSC-S provide personal reimbursement for cellular phone service on the Blackberry device shall follow Administrative Directive 6.3.1.

**Item 3. Microsoft Exchange Server**

The second approved system to provide remote access to e-mail is the Microsoft Exchange Server. Programs that can access Exchange Server are Microsoft Outlook and Outlook Express. Internet Explorer can also be used to access e-mail through a special component of Exchange Server called Outlook Web Access (OWA). Portable electronic devices that can support these programs use the following Microsoft operating systems: for laptop computers, Windows 98, 2000, NT, ME, and XP, and for PDAs, Windows CE. Note that at this time, access to e-mail through the use of a Windows CE device over the cell-phone network is not supported, and access using the LSUHSC-S local area network (LAN) will be supported only on a limited basis.

To use the wireless LAN to access e-mail servers or the Internet, the e-mail account and password (also known as the “NTMaster” account) may be used to authenticate access to the wireless LAN. To use the Internet to access e-mail servers, special “VPN” software must be used on the laptop or desktop computer. This Virtual Private Network (VPN) client is only supported for laptop and desktop computers running the following operating systems: Windows 98, 2000, NT, ME, and XP. Furthermore, there is no central Computer Services support for VPN software, so a departmental staff person must be available to respond to all user issues.

The supported method that provides remote access to e-mail from the Internet is through Internet Explorer. Web access is supported through a special component of Exchange Server called Outlook Web Access (OWA). OWA can be accessed from the LSUHSC-S home page by selecting the “Envelope” icon in the upper-right corner.

**Item 4. Levels of Support.**

Users may obtain installation services for Blackberry or BES-compatible devices through Microcomputer Services, a division of Auxiliary Enterprises. (See Administrative Directive 6.3.3) Initial user instructions will be included as part of the set-up process. Recurring user support will be available on a fee-for-service basis.

BES will be fully supported by Computer Services, although there should be no need for end-user interaction.

Outlook, Outlook Express, and OWA are fully supported through Desktop Support within Computer Services. For assistance, dial 675-5470, option 2.

No other portable electronic devices or e-mail clients are presently supported.
Item 5. Access to e-mail using non-supported Cell-phone/PDA devices.

Clinical faculty using non-approved cell-phone/PDA devices to access e-mail using the cell-phone network should know that their e-mail is stored off-site on a 3rd-party server. Such 3rd-party e-mail providers offer no specific agreements to safeguard Protected Health Information. Consequently, use of non-approved cell-phone/PDA devices to send or receive institutional e-mail is expressly forbidden by this administrative directive.