

Subscribing to the Secure Messaging network

1 What is Secure Messaging?

Secure Messaging is a simple, and reliable electronic messaging service, which enables healthcare providers to securely communicate confidential patient related information quickly and reliably in line with privacy standards.

Secure Messaging automatically sends and receives correspondence directly into patient management software removing the administrative work associated with maintaining a complete patient record.

By subscribing to the Telstra Health Secure Messaging network you will be improving the delivery of patient care and enhancing your professional relationships through electronic correspondence with >50,000 healthcare professionals Australia wide to communicate with.

To learn more about Secure Messaging, you can visit the website [link](#).

2 Subscribing

Subscribing is a simple process and done via our registration website. Follow this [link](#) and answer some important questions about your organisation, services offered and practitioners at your facility.

Pricing and subscriptions

Annual Subscription (effective 1 July 2019)

\$170.50* Full-time practitioner (>6 sessions/3 days p/wk)

\$103.50* Part-time practitioner (<5 sessions/2.5 days p/wk)

Your subscription includes:

- Unlimited helpdesk support via phone, email or remote connection.
- Guided template design for sending with clinical software or Argus Word.
- Up to 3,000 sent or received messages per site per year within the Argus network.
- All software upgrades, patches available online for auto-download.

*Per practitioner, per annum. Minimum subscription is for one full-time practitioner. Subscription pricing is capped at 12 full-time practitioners, regardless of practice size.

[Click here to apply for a new Argus Secure Messaging subscription](#)

[Click here to renew your Argus Secure Messaging subscription](#)

Each page will provide prompts to help guide you through the process and should you need to tend to something else, we save each page as you go, so you can resume the subscription process at a time that suits you.

3 How to register

1. Follow this [link](https://securemessaging.telstrahealth.com/registration/Auth/Signup) or enter the following address in your preferred web browser – <https://securemessaging.telstrahealth.com/registration/Auth/Signup>

The screenshot shows a web browser window with the URL <https://securemessaging.telstrahealth.com/registration/Auth/Signup>. The page title is "T HEALTH SECURE MESSAGING". The main heading is "Your User Account Details". Below this, there is a paragraph: "The login account you create here will be the main account for your secure messaging subscription. You can use this login to: manage your practitioner list; retrieve invoice information; pay accounts and update business details." Below this is a link: "View the Telstra Health Privacy Statement and the Telstra Health Secure Messaging Agreement". The form contains several input fields: "Email", "First Name", "Last Name", "Password", and "Confirm Password". To the right of the "Email" field, there is a note: "This will be the login username for your subscription & the destination for an activation email that you will need to access". To the right of the "Password" field, there is a note: "Password must be at least 8 characters in length. In addition it should contain at least 3 of the following 4 types of characters: 1. Lower case letters (a-z) 2. Upper case letters (A-Z) 3. Numbers (i.e. 0-9) 4. Special characters (e.g. !@#%&*)". Below the "Confirm Password" field is a CAPTCHA box with the text "I'm not a robot" and a reCAPTCHA logo. At the bottom right of the form is a blue "Next >" button. At the bottom left of the page is the copyright notice "© 2019 Telstra Health Pty Ltd". At the bottom center of the page is a footer with links: "Email Us | Call us on 1800 952 282 | Further Product Information | Terms of Service | Privacy Agreement | Secure Messaging Agreement".

2. Complete the account details as required, check the captcha "I'm not a robot" box and cycle through any required images.
3. Check your nominated email inbox for an email from Telstra Health Secure Messaging titled "Account Verification Needed", follow the link to activate your account.

- Once you have activated your account, you will be redirected to the customer portal webpage where you can login as an “Existing Customer” with the credentials you just created.

- Find your listing - Search for your site in the field provided, if you are unable to find your site, select the “Enter Site Details Manually” button and continue to the next screen.
- Complete the details required. Ensure you select the correct organisation type for your healthcare category (**Note:** Please do not choose “Other”)
- Select the appropriate operating system for your environment (i.e. Windows or MacOS) and choose the clinical software your business uses – **Note:** for the Clinical Software section select “Clinic To Cloud”
- Complete the organisation contact details and enter details for a technical contact if required. Select Next.
- The next section relates to the Argus dedicated email address, **Note:** please only select the first option
 - Allow Telstra Health to create a free email address for you**
- The error notification email address (**Note:** Please enter support@clinctocloud.com.au as the email address)
- Have you been provided with a NASH PKI certificate from Medicare? (**Note:** Please select “No” for this option) as per screenshot below.



- If you wish to add another site location, select the add button and complete the required details, otherwise select next to proceed to the next screen.

Note: Any additional sites will use the same Argus account, new Argus accounts require a new registration.

- Add your practitioners. Select the symbol to add a practitioner to your site, continue this process to add any additional practitioners.
- Your subscription summary will display – review your subscription, add any relevant promotion code (**Note:** Please enter in “C2C” for the promotion code and select the “**Apply Promotion Code**” button), read the terms and conditions and select the “**I agree**” check box at the bottom.

Please enter a valid promotion code and click on 'Apply Promotion Code' to apply discounts

Note: The system requires that you scroll through and review the terms and conditions before proceeding.

- Finalise your subscription – select the “**I agree to the Telstra Health Secure Messaging Agreement**” if you have applied the promotion code correctly you will notice this will appear
- Review your updated subscription expiry date. if practitioners were updated, the relevant changes will appear over the coming days once updated in the directory.
- A notification email will be sent to the nominated address with a summary, link to download your invoice and contact information should you need to get in touch with Telstra Health.
- Registration process is complete.

At completion, you will receive an email welcoming you to the Telstra Health network. There is no need to contact Telstra Health at this point.

You're all done!

4 Where to now?

Clinic to Cloud will advise you once the Secure Messaging process is complete.

If you require assistance with this registration process, please call Telstra Health on 1800 952 282, all other enquiries should be directed to Clinic to Cloud.