

General Information about HyperSend

NOTE: All general information is from either the Hilgreave.com or Hypersend.com website. Security and compatibility must be reviewed by each user. Please consult your compliance or security officer before using HyperSend or any other encryption service.

Using the HyperSend Agent 🛡️

Signing up for an account installs a tiny component on your PC - the HyperSend Agent - which appears in your Windows Taskbar.



The HyperSend Agent compresses your transmissions for speed, encrypts them for security, and is your command center.

How to Use HyperSend

HyperSend is as easy as email. To [send](#), [pick up](#), or [track](#) a delivery, you simply use web pages on the HyperSend site.



HyperSend lets you send deliveries securely using browser technology, bypassing the risks and clutter of email. It establishes a secure data channel all the way from your PC to the recipient's PC using the same robust security measures (SSL) that protect Internet financial transactions.

There's no training necessary. To send a delivery, just set up an account, then go to the Send page, enter an address, type a message, select the document or file you want to send, and click

Send. You can send secure deliveries to anyone in the world. If your recipients have not signed up for a HyperSend account, they'll receive an email message that lets them sign up instantly to receive your secure deliveries.

The following statements are from the Hilgraeve and HyperSend websites:

How Secure is HyperSend?

HyperSend is an easy-to-use web based service that bypasses the vulnerabilities of email to deliver your important messages, documents or files of any size reliably, trackably and securely. It lets you exchange important correspondence with anyone in the world quickly and conveniently using just your web browser, through secure data channels that ensure the privacy and authenticity of your communications. Every time you send a delivery, HyperSend establishes a secure, reliable, controlled data channel through the Internet that allows the delivery to be tracked all the way to the intended recipient. HyperSend in essence creates a virtual private network for the duration of the delivery, which prevents your correspondence from being intercepted and deciphered by other parties. For greater security, you can seal the delivery in an Encrypted Envelope that only the intended recipient can open.

HyperSend and HIPAA?

Strictly speaking, under HIPAA regulations HyperSend is considered a secure conduit. For a detailed explanation of secure conduits, please access the Health and Human Services site: <http://www.cms.hhs.gov/hipaa>. Since we don't ever access the information flowing through our service, our only responsibility is to transport that information securely to the intended recipient. The data may reside on our server for a short period of time before the intended recipient downloads it, but during that period of time it is protected from any disclosure by our site security and data center procedures. When the delivery is confirmed as complete (all recipients have either retrieved or deleted it), we delete the data from our server. So as it stands today, in the eyes of the HHS administration, HyperSend not only is HIPAA compliant, but exceeds the basic requirements for a conduit. We have chosen to go beyond the requirements of HIPAA because we have customers who hold themselves to a higher standard. We offer features like the encrypted-envelope and support for client-side digital certificates for those customers.

For additional security, you can enclose your deliveries in an Encrypted Envelope that only the recipient can open. This is required to be consistent with HIPPA. Encrypted Envelopes use the widely respected Blowfish encryption algorithm, already proven in more than 130 security products. You are prompted for a secret word or phrase used to encrypt the delivery on your PC or Mac before it is transmitted to the server. The delivery remains encrypted on the HyperSend Servers. When it arrives at the recipient's computer, the recipient must enter the same secret word or phrase to open and decrypt the delivery.

Instructions for using HyperSend Missouri Cancer Registry

1. General Instructions:

- a. To create a new account:
 - i. Go to the HyperSend Homepage www.hypersend.com and click on 'New Account Sign Up'. Follow the directions provided. This will include installing software called "the HyperSend Agent." When the account is set up, the HyperSend Agent (📧) will appear on your Windows Taskbar.
 - ii. A screen with the following options will appear:
 1. Send – This option will be used to send data submissions to MCR
 2. Pickup – This option allows a user to pick up files that have been sent by another user, e.g. confidential patient info from MCR.
 3. Track – This option allows the user to track the status of files that have been sent to other users.
 4. Address Book – This is similar to an address book for email accounts.
 5. Options – This allows the user to set options for sending files, notification, etc.
 6. Logout – This option is to be used whenever a user logs out of HyperSend to ensure that the account remains secure.
 - iii. Within each option, a **?** symbol indicates HELP.
 - iv. Each time you sign on to your computer, the HyperSend sign on box will appear. Enter your email address and password and the HyperSend Agent (📧) will appear on the taskbar. All HyperSend functions will then be available. Select CANCEL if you do not wish to sign in to HyperSend.

2. To send a delivery:

- a. Click on the HyperSend Agent (📧) and select SEND. (If you did not sign in to HyperSend or if the Agent is not available, login into www.Hypersend.com and authenticate to the server using your email address and password established when creating a new account.)
- b. Enter the recipient address (umhsmcr@health.missouri.edu) for all data submissions
- c. Select the correct file
- d. Under the Advanced Options, select SSL Plus Encrypted Envelope
- e. Press SEND
- f. Enter an appropriate secret word. Send the secret word to morrisho@health.missouri.edu and include the information that is normally on the Transmittal Form. An electronic version of the Transmittal Form is available. **Do not** include the secret word in the email that contains the data file.

3. To pickup a file:

- a. Click on the HyperSend Agent (📧) and select PICKUP

4. To track the status of a file:

- a. Click on the HyperSend Agent (📧) and select TRACK

5. To update the Address Book:

- a. Click on the HyperSend Agent (📧) and select ADDRESS BOOK

6. To access Options:

- a. Click on the HyperSend Agent (📧) and select OPTIONS

7. To logout: Select the LOGOUT option to ensure that all aspects of the program are closed.