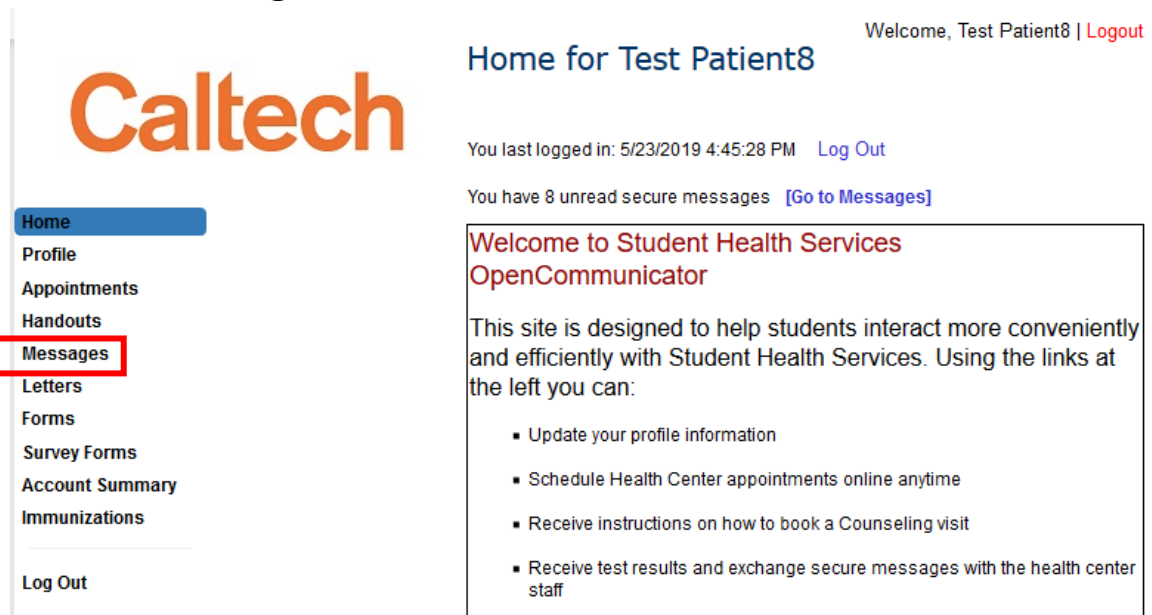


INSTRUCTIONS FOR SENDING SECURE MESSAGES

Please follow the following steps to send a secure message.

1. Go to <https://mycaltechhealth.caltech.edu>
2. Log in using your access.caltech credentials
3. Enter your date of birth and click **Proceed**
4. Click on **Messages**



The screenshot shows the Caltech OpenCommunicator website. On the left is a navigation menu with the following items: Home, Profile, Appointments, Handouts, Messages (highlighted with a red box), Letters, Forms, Survey Forms, Account Summary, Immunizations, and Log Out. The main content area displays the Caltech logo, the text "Home for Test Patient8", and a welcome message: "Welcome, Test Patient8 | Logout". Below this, it shows the last login time: "You last logged in: 5/23/2019 4:45:28 PM Log Out" and a notification: "You have 8 unread secure messages [Go to Messages]". A red-bordered box highlights the following text: "Welcome to Student Health Services OpenCommunicator. This site is designed to help students interact more conveniently and efficiently with Student Health Services. Using the links at the left you can:" followed by a bulleted list of features: "Update your profile information", "Schedule Health Center appointments online anytime", "Receive instructions on how to book a Counseling visit", and "Receive test results and exchange secure messages with the health center staff".

5. Click on **New Message**

Secure Messages Inbox

https://mycaltechhealth.caltech.edu/messages_home.aspx

Student Health Services

Welcome, Test Patient8 | [Logout](#)

Secure Messages Inbox for Test Patient8

Caltech

Read	From	Date	Subject
<input checked="" type="checkbox"/>	Charisma Bartlett, Ph.D.	12/14/2017 5:26 PM	READ IT test
<input checked="" type="checkbox"/>	John Tsai, MD	12/11/2017 3:49 PM	READ IT Re: TEST
<input checked="" type="checkbox"/>	Divina Bautista, NP	5/24/2017 3:39 PM	READ IT Re: Prescription Renewal Request
<input checked="" type="checkbox"/>	Jeannie Holloway	5/24/2017 1:57 PM	READ IT Re: 626-555-1212
<input type="checkbox"/>	Jeannie Holloway	5/11/2017 12:49 PM	READ IT Re: Need copy of my test results
<input checked="" type="checkbox"/>	Jeannie Holloway	5/2/2017 4:34 PM	READ IT Re: Copy of medical records
<input checked="" type="checkbox"/>	Divina Bautista, NP	2/1/2017 3:59 PM	READ IT Re: growth
<input type="checkbox"/>	Divina Bautista, NP	1/23/2017 8:17 AM	READ IT Re: growth
<input type="checkbox"/>	Alice Sogomonian, NP	1/18/2017 4:26 PM	READ IT Re: growth
<input type="checkbox"/>	Alice Sogomonian, NP	1/18/2017 12:46 PM	READ IT Re: growth

Home
Profile
Appointments
Handouts
Messages 8 Unread
Letters
Forms 5 to Complete
Survey Forms
Account Summary
Immunizations
Log Out

6. Click on **I want to send a message about my Health Forms** and then **Continue**

Welcome, Test Patient8 | [Logout](#)

Caltech

If this is an after hours psychological emergency, please call the Counseling Center main line at 626-395-8331 and press "2" to be connected to a clinician. You may experience a brief hold while your call is connected, please stay on the line.

Select One

I want to send a message to the Nurse.

I want to send a message to a Medical Clinician I have seen before.

I want to send a message about my Health Forms

I want to request a Prescription Refill called to a local Pharmacy.

I want to request a Prescription Renewal from a Provider.

I want to send a message to Medical Records.

I want to send a message to Counseling Center Front Desk.

I want to send a message to My Therapist.

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Home
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Account Summary
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7. Type text for subject and then body of message. Then click **Send**.

Compose New Secure Message X

https://mycaltechhealth.caltech.edu/messages_send_compose.aspx

Student Health Services

Welcome, Test Patient8 | [Logout](#)

Caltech

Compose New Secure Message for Test Patient8

Recipient: MONTES, EDITH
Message Standard Secure Message

Type:
Subject:

Please compose your message in the space below:

***Messages after posted business hours will be repoded to the next business day. Please do not use secure messaging to relay urgent or emergency questions/concerns.**

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- Home
- Profile
- Appointments
- Handouts
- Messages 8 Unread**
- Letters
- Forms 5 to Complete
- Survey Forms
- Account Summary
- Immunizations
- Log Out

8. A health center staff person will respond to your message in a few days. If you do not receive a reply, please call the health center at 626-395-6393 or send a follow up message.