



# Accessing Email and SmartCare Remotely

This guide is a reference for connecting to email and SmartCare while working remotely (not connected to a VPN or through NetExtender). Please ensure that you continue to protect PHI / follow HIPAA guidelines when accessing information from a remote location.

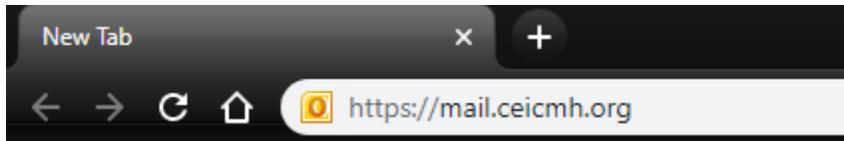
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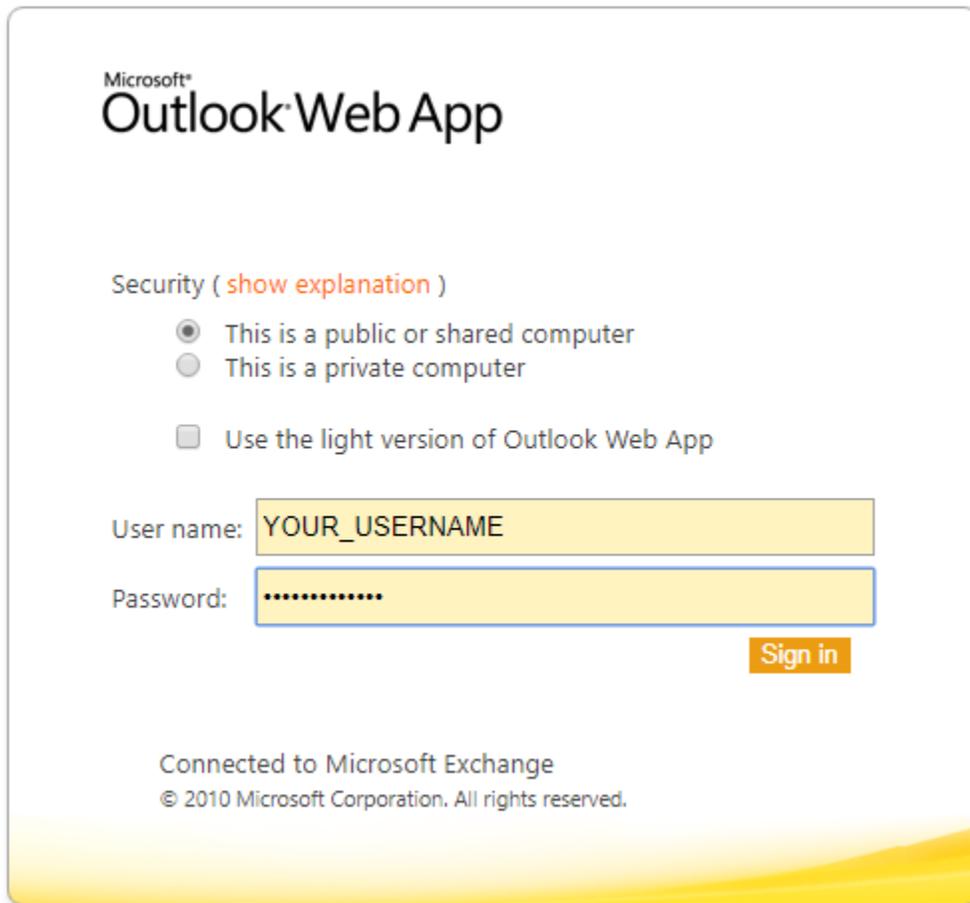
## Accessing Email Remotely

To access CMHA-CEI email from an outside location, such as your house:

- 1) Open your web browser
- 2) Navigate to <https://mail.ceicmh.org>



- 3) Log in using your normal desktop credentials

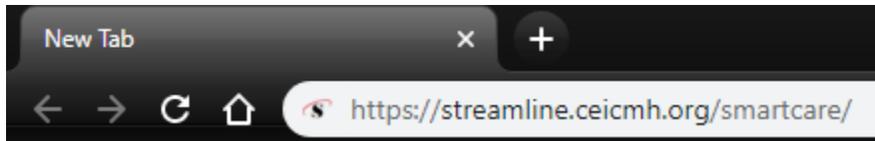
A screenshot of the Microsoft Outlook Web App login page. The page has a white background with a yellow gradient at the bottom. The Microsoft logo is in the top left. The main heading is "Outlook Web App". Below this is a "Security" section with a link to "show explanation". There are three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App" (unchecked). Below the radio buttons are two input fields: "User name:" with the placeholder text "YOUR\_USERNAME" and "Password:" with a masked password "\*\*\*\*\*". A "Sign in" button is located to the right of the password field. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

- 4) Click Sign In

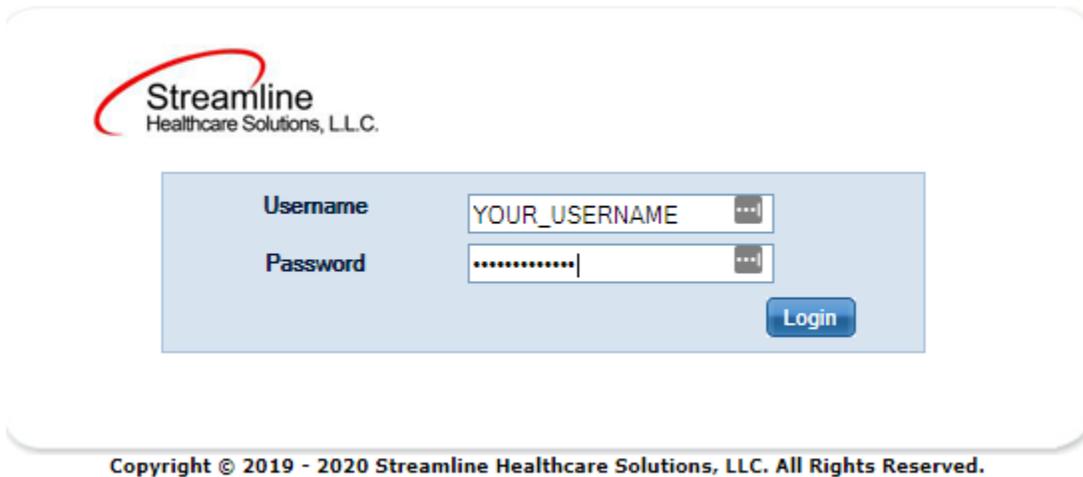
## Accessing SmartCare Remotely

To access SmartCare from a remote location, such as your house:

- 1) Open your web browser
- 2) Navigate to <https://streamline.ceicmh.org/smartcare/>



- 3) Log in using your normal SmartCare credentials

A screenshot of the Streamline Healthcare Solutions, LLC. login page. The page features the Streamline logo at the top left. Below the logo is a light blue login form with two input fields: "Username" containing the text "YOUR\_USERNAME" and "Password" containing a series of dots. A "Login" button is positioned to the right of the password field. At the bottom of the page, there is a copyright notice: "Copyright © 2019 - 2020 Streamline Healthcare Solutions, LLC. All Rights Reserved."

- 4) Click Login

## Using a Mobile Device

While you can use a mobile device such as a tablet or a cell phone to access email and SmartCare, neither application is designed to be used this way. Most basic navigation and operations will be usable, but a desktop or laptop is highly recommended for sustained usage of either the Outlook Web App or SmartCare.

## Troubleshooting

If you need assistance, please contact Helpdesk at [helpdesk@ceicmh.org](mailto:helpdesk@ceicmh.org), or (517) 346-8215.