

Maryland State Department of Education  
**Division of Rehabilitation Services**  
**Notification Regarding Protection of Personal Information**

The Division of Rehabilitation Service (DORS) is committed to protecting the Personal Identifiable Information (PII) and confidentiality of the consumers it serves. To protect PII transmitted electronically, DORS utilizes two (2) different electronic options to securely exchange information: **Virtru** and the **Confidential Information to DORS Web Portal** utilizing the Alchemer website.

**Virtru** is an email program which encrypts the entire message being sent, including attachments. The **Confidential Information to DORS Web Portal** allows the secure uploading and sending of confidential documents to DORS' staff. DORS cannot control the content of emails sent to us but strongly recommend that you do not send messages with PII or confidential documents unless you use one of these two options.

## **Virtru**

If you receive an encrypted email from a DORS representative you will need to follow the instructions below to open the email and, if necessary, respond to the email. These steps should take very little time when opening, reading, and replying to emails sent securely from DORS. In addition to these instructions, you may also find it helpful to watch the YouTube video entitled [Reading a Message Protected by Virtru](https://youtu.be/oF2nxW8_vf0) (youtu.be/oF2nxW8\_vf0).

### **Opening an Email Encrypted with Virtru**

- You will know that you have received an encrypted email from DORS staff because the email will contain this statement in the body of the message: **“I use Virtru to send and receive encrypted email.”**
- If you opened this email while using a Chrome browser, you will have the option to either **“Send Me an Email”** or **“Log-in with Google.”** If you choose to “Login-in with Google,” the encrypted email will open immediately in a new tab titled **“Secure Reader | Virtru.”** Within this tab, you can now read the sender’s original message displayed in Virtru’s Secure Reader.
- If you open this email using a browser other than Chrome, follow the steps below to read the message:
  1. Click the blue button labeled **“Unlock Message.”** A new tab will open.
  2. Within this new tab, you are asked to select your email account. If your email is not listed, click **“My Email is not here”** and then enter your email information.
  3. You will receive a message instructing you to return to your inbox to find a verification email.
  4. Complete the process by clicking the button labeled **“Verify Me”** in the verification email. Depending on the browser you use, this button might be labeled **“Activate Me.”**
  5. A new tab titled **“Secure Reader | Virtru”** will open. Within this tab, you can now read the sender’s original message.

## Responding/Replying to an Email Encrypted with Virtru

- You can reply with a simple message within the window of this secure email.
- If you want to attach a document when sending your response, you need to first install the [FREE Virtru plug-in](#).
- To install the [FREE Virtru plug-in](#), visit [www.virtru.com](http://www.virtru.com) and click on “**Download Virtru for Free.**” Note: The FREE Virtru Plug-In is not available when using Internet Explorer to send emails. This will not prevent you from opening secure emails.

You can also receive and reply to Virtru encrypted emails on your mobile device using the same steps listed above.

## Confidential Information to DORS Web Portal

DORS built the portal with Alchemer, which utilizes Amazon Web Services servers to securely manage the files.

If DORS staff send you confidential information via the web portal, a message will arrive at your email address with the subject “**Message from (name of DORS staff) at (the DORS office location).**”

The message is from “Division of Rehabilitation Services” and is addressed to “(your email address).” The message will have an attachment.

The body of the email will contain a short introduction from the DORS staff, what documents are being sent, the purpose of the documents, next steps, and the following standard message:

“This message contains confidential information. Please use the utmost care in processing. Clicking the link(s) in the attached document will allow you to securely download the file(s) from Amazon Web Services (AWS). Important: If you need to return these document(s) to DORS use the following link to a secure document upload portal: ([surveygizmo.com/s3/5579254/Send-to-DORS](http://surveygizmo.com/s3/5579254/Send-to-DORS)). Problems with this email contact: [DORS.PortalFeedback@maryland.gov](mailto:DORS.PortalFeedback@maryland.gov)”

Open the attachment and click on the links to download the confidential information DORS staff sent to you. To send confidential information back to DORS staff, use the link provided in the body of the original message. **Do not click “reply” to this email message.**

## Actions on Your Part to Protect Your Confidentiality

Please utilize either **Virtru** or the **Confidential Information to DORS Web Portal** when sharing and sending your PII.

DORS is working to protect the personal information of our consumers. Please refrain from forwarding these emails or documents to anyone.

If you have questions regarding this secure exchange of information process, or have problems accessing information which was sent to you via Virtru or the DORS web portal, please contact your local DORS office, your DORS counselor, the DORS staff person who sent the message, or email [dors.portalfeedback@maryland.gov](mailto:dors.portalfeedback@maryland.gov).