**Lotus Notes (LN) to LN**

* Option 1 – Encrypted Email

PII can be sent between Lotus Notes accounts using encrypted email.

*Note: Encryption does not work with the webmail version of Lotus Notes. Additional information about encrypting files can be found in the “LN Features” section, below.*

* Option 2 – Transmitting a Password-Protected File

PII can be stored in a password-protected file and then transmitted via LN using one of the following methods:

1) Email the password-protected file.

2) Create a LN database**\*** to store and share the file with other LN users.

3) Use Hawaii Department of Education’s (DOE’s) SharePoint**\*** platform to store the password-protected file. The location of the file can be emailed as a link to the recipient; however, the file’s password must be sent through a means other than e-mail.

*Note: SharePoint is a Microsoft product that allows DOE users to create an online web-based site to share documents and information.*

**LN to Non-LN** (e.g., LN to Google Apps school)

Since e-mail between LN and non-LN accounts cannot be encrypted. PII must be stored in a password-protected file before transmitting.

* Option 1 – Use DOE’s SharePoint\* platform, or another secure site that requires a username and password to store the password-protected file. The location of the file can be emailed as a link to the recipient; however, the file’s password must be sent through a means other than e-mail.
* Option 2 – Email the password-protected file. The file’s password should be sent through a means other than e-mail.

*\* Note: For the above options that cite Lotus Notes and SharePoint as alternate methods, please note that access is limited to those in the HIDOE Address Book (i.e., those who have Lotus Notes user accounts). For information about creating or accessing Lotus Notes databases or SharePoint sites, please contact the Centralized Service Desk as noted at the end of this document.*

**Non-LN to Non-LN** (e.g., Google Apps school to another Google Apps school)

See “LN to Non-LN” method and options (above).

**Other Storage Devices**

When using this method for transmitting files, files must be password protected to ensure PII is secure. Examples of common storage devices are a USB flash drive (thumb drive) or CD. The file’s password can be provided to the recipient when the storage device is given. Password Protecting Personally Identifiable Information (Attachment B) provides directions on how to password protect files.

**Face-to-Face Meeting**

If feasible, PII may be communicated via a face-to-face meeting.

**Hard Copy**

PII may also be transmitted via hard copy. See Department Memo References (Attachment C) for memos and guidelines on employee responsibilities to ensure confidentiality to student and employee PII.

*To assist you in communicating PII through LN, the following are provided as a guide:*

**Department Guidelines**

Any student and staff information being transmitted outside of the DOE network is subject to the guidelines in the memos referenced in the attached PDF file, Department Memo References (Attachment C). Each school, district, or state office is responsible for informing its staff of the referenced DOE memos, especially the “General Confidentiality Notice” memo dated 8/16/2010, which contains expectations of employees in handling of PII, examples of PII, applicable state and federal laws, and enforcing disciplinary action for violators.

Any PII transmitted via hard copies should be treated as confidential, and appropriate measures taken to ensure the protection of information, such as storing hard copy after use and securing storage device during non-business hours.

**LN Features**

• **Security**

a. The DOE’s LN system includes access to LN (Domino) databases, DOE web-based databases and systems that use the DOE Internet Password, as well as an individual’s own mailbox and calendar.

b. Encrypted mail can be sent between LN users.

c. Encrypted mail cannot be sent to external e-mail users, such as those using Gmail.

**• E-mail encryption instructions (login required):** <http://lilinote.k12.hi.us/PUBLIC/LNWEBDL.nsf/61a0451fdd65acf60a2573ae0069f66b/b7ba0d88803c2c4d0a2576c5000b8dbd?OpenDocument>

**Training**

Go to the LN website at <http://lotusnotes.k12.hi.us> (login required) to find the self-service, instructional documents for sending encrypted mail and configuring your local address book not to automatically add names to the “Recent Contacts” view.

**Additional Assistance**

If you have any questions, please contact the Centralized Service Desk (CSD) at

(808) 377-8320 or create a ticket through the Requester Console via the CSD website (login required) at <http://csd.k12.hi.us>.