How do I prevent identifiers from being included in outgoing emails?

Protected Email Mode prevents identifying data (Protected Health Information (PHI) or Personally Identifiable Information (PII)) from being included in outgoing emails. Instead, recipients receive a private link to a REDCap webpage which allows them to view the email's content securely inside REDCap.

Designers have the option to enable this feature in either:

a. All alerts, survey invitations, and survey confirmation emails or
b. Only those whose email body is attempting to pipe data from identifier fields.

Once enabled, the email will be sent with a private link to a REDCap webpage to allow the recipient to view the contents of the email securely within REDCap.

To learn more about sending survey links and email through REDCap, refer to FAQ: AUTOMATIC SURVEY INVITATION, FAQ: ADMINISTER eCONSENT and FAQ: ALERTS & NOTIFICATION.

To enable protected email mode:

1. In the Design mode, navigate to ‘Project Setup’ menu. Under Enable optional modules and customizations, select ‘Additional Customizations’.

![Enable optional modules and customizations menu](image-url)
2. Scroll down to ‘Protected Email Mode’ and check the box to enable the function.

3. Choose whether to enable protection on all alerts, survey invitations, and survey confirmation emails OR only those with data piped from identifier fields.

4. You may also add custom text and logo to the email header. Once completed, save your selections.
5. Once enabled, email messages will result in two email communications to the intended recipient:

a. **Email communication #1** contains a link to a secure REDCap webpage.

![REDCap Secure Messaging](image)

b. **Email communication #2** includes the security code.

![REDCap Secure Messaging](image)

When the recipient clicks on ‘**Read the message**’ from email communication #1, they will be directed to a REDCap website which will require that they enter their security code from email communication #2.

![Quick security check before viewing your email](image)