

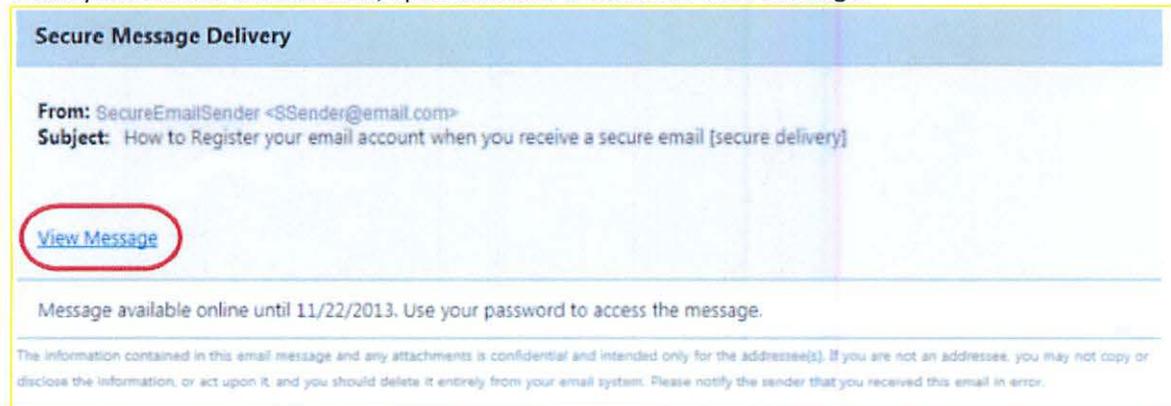
JOB AID

Secure Email Instructions For External Email Recipients

Register Email Account

To use the Secure Email system, you will need to **Register** your personal/business email account.

When you receive a **Secure Email**, open the email and click on **View Message**.



The **User Registration** window will open. *Once your email account is registered, click on **View Message** to open the Secure Email Inbox.*

NOTE: passwords must be a minimum of eight characters and contain a mix of:

- Upper/lower case letters (e.g. A, B, C...a, b, c, d)
- Numerals (e.g. 0, 1, 2 ,3...)
- Symbols-(characters not defined as letters or numerals (e.g. ` ~ ! @ # \$ % ^ & * () ...)

If your password is incorrectly entered ten (10) times, the system will lock your account to protect the data. If this occurs, you cannot use the online password reset option and will need to contact your representative to have your Secure Email password reset.

Please also note: When setting up your password, the system error messages do not indicate your password is incorrect because it is not eight (8) characters or is missing a symbol. Be sure to follow all the password parameters listed above.

Complete *all* fields and click **Save**.

User Registration

First Name:

Last Name:

Email Address:

Enter Password: *

Your password must be at least 8 characters and must contain at least one letter, one number, one symbol/special character. Your password may not contain blank spaces.

Confirm Password: *

Password Hint Phrase:

Save

Clicking on **Save**, will open the email in your secure inbox.

How to Register your email account when you receive a secure email

View message

Subject: How to Register your email account when you receive a secure email from

From: "SecureEmailSender" <SSender@email.com>

To: "NOR-DeltaDental Account" <NAAccount@email.org>

Date: 29 August 2013 11:54

Expires in: 30 days

Reply Reply to All Forward Delete Move to folder... Move Original Version

Test for Secure email Registration

#ephi

The information contained in this email message and any attachments is confidential and intended only for the address(es). If you are not an addressee, you may not copy or disclose the information, or act upon it, and you should delete it entirely from your email system. Please notify the sender that you received this email in error.

When you are ready to exit the Secure Email system, click **Logout** in the upper right hand corner.

Welcome, Your Name Here ? Help Preferences **Logout**

How to Register your email account when you receive a secure email

View message

Subject: How to Register your email account when you receive a secure email

From: "SecureEmailSender" <SSender@email.com>

To: "YourName Account" <NAAccount@email.org>

Date: 29 August 2013 11:54

Expires in: 30 days

Reply Reply to All Forward Delete Move to folder... Move Original Version

Test for Secure email Registration

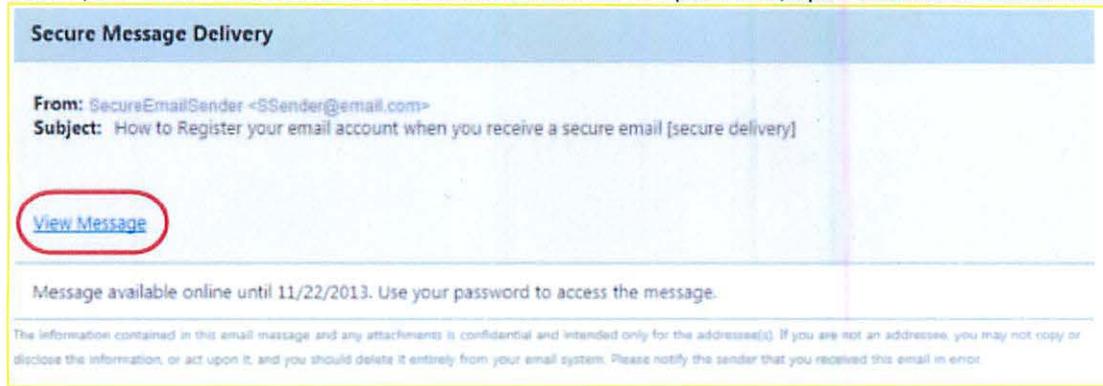
#ephi

The information contained in this email message and any attachments is confidential and intended only for the address(es). If you are not an addressee, you may not copy or disclose the information, or act upon it, and you should delete it entirely from your email system. Please notify the sender that you received this email in error.

Your Secure Email will be available for review and/or action for 30 days from receipt.

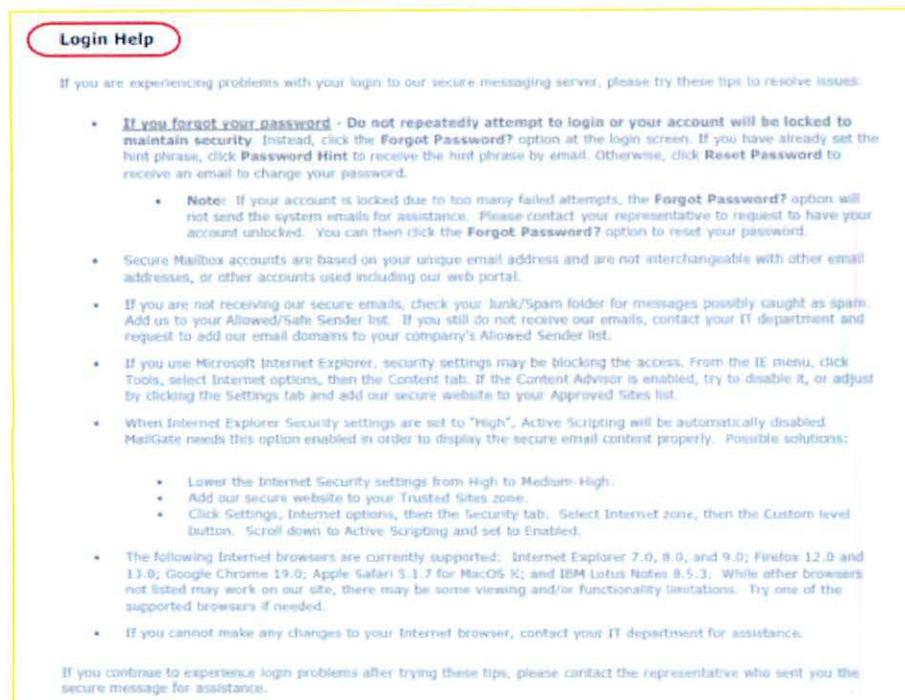
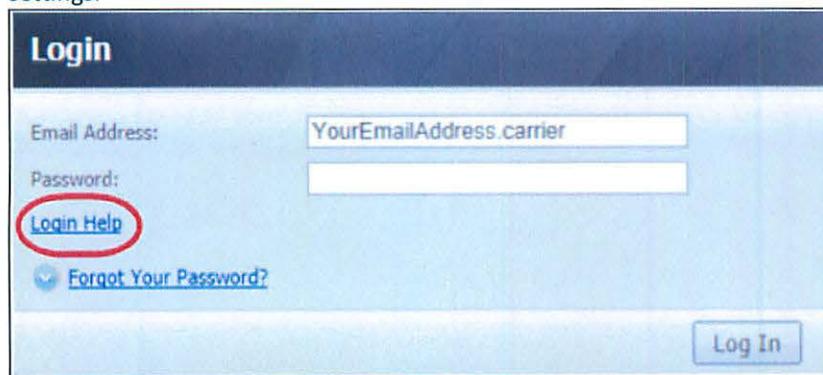
Forgetting your Password

When you receive a **Secure Email** but cannot remember the password, open the email and click on **View Message**.



A **Login** window will open.

For login help, click on **Login Help** for tips about login issues, messages blocked due to spam filters and browser security settings.



Click **Forgot Your Password?**

Login

Email Address:

Password:

[Login Help](#)

[Forgot Your Password?](#)

You will have two options to retrieve your password:
Password Hint and Reset Password

Login

Email Address:

Password:

[Login Help](#)

[Forgot Your Password?](#)

If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.

Your password must be at least 8 characters and must contain at least one letter, one number, and one symbol/special character. Your password may not contain blank spaces.

Password Hint Phrase

To see your hint phrase added during registration, click on the **Password Hint** tab.

Login

Your request is now submitted.
Please check your email for password hint phrase.

Email Address:

Password:

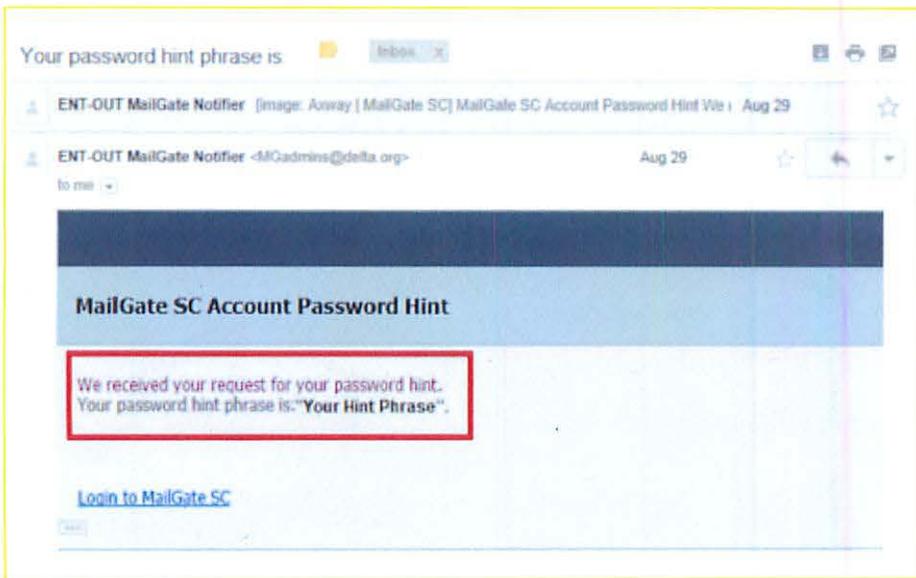
[Login Help](#)

[Forgot Your Password?](#)

If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.

Your password must be at least 8 characters and must contain at least one letter, one number, and one symbol/special character. Your password may not contain blank spaces.

The Secure Email system will send your hint phrase to your personal/business email. Open the email received in your personal/business email to view your **Password Hint**.



If you remember your password from your password hint phrase, type the password in the Login page and click Log In.



Reset Password

To reset your password, click the **Reset Password** tab.

Login

Your request is now submitted.
Please check your email for password reset instructions.

Email Address:

Password:

[Login Help](#)

[Forgot Your Password?](#)

If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.

Your password must be at least 8 characters and must contain at least one letter, one number, and one symbol/special character. Your password may not contain blank spaces.

The Secure Email system will send an email to your personal/business email account with instructions and URL to use when resetting your password.

Click on the URL within the email to open the **Change Password** window.

Reset MailGate SC Password.' A red circle highlights the link. Below this, it states the link is valid until 'Fri Aug 30 15:13:37 PDT 2013' and was submitted from IP address '10.0.133.172'. A footer contains a disclaimer about confidentiality."/>

Reset Your MailGate SC Password

ENT-OUT MailGate Notifier <MGadmins@della.org> 2:58 PM (5 minutes ago)

MailGate SC Password Reset

We received your request to reset your password.
To reset your MailGate SC account password, go to [Reset MailGate SC Password](#).

This link is only valid until **Fri Aug 30 15:13:37 PDT 2013**.
The request has been submitted from IP Address: **10.0.133.172**.

If you have not requested this password reset, contact your Delta Dental representative.

The information contained in this email message and any attachments is confidential and intended only for the addressee(s). If you are not an addressee, you may not copy or disclose the information, or act upon it and you should delete it entirely from your email system. Please notify the sender that you received this email in error.

Complete all fields in the **Change password** window. Enter your new password, confirm the password and enter a new **Password Hint Phrase**. Remember to use the password requirements listed in the *Register Email Account* section.

Then click **Save**.

Change Password

New Password:

Confirm Password:

Password Hint Phrase:

Your password must be at least 8 characters and must contain at least one letter, one number, one symbol/special character. Your password may not contain blank spaces.

You will be directed to a new **Login** page.
Log in with your email address and new password.

Login

Email Address:

Password:

[Login Help](#)

[Forgot Your Password?](#)

Logging in will take you to your Secure Email Inbox.
Click on the email to be opened.

Welcome, Your Name Here [Help](#) | [Preferences](#) | [Logout](#)

SECURE MAILBOX

[Compose Mail](#)

Inbox

Sent

Drafts

Search

Manage Folders

	From	Subject	Date	Expires	Size
<input checked="" type="checkbox"/>	SecureEmailSender	New Email Set - Secure Email Inbox Opens [secure delivery]	10 September 2013 10:59	30 Days	2.36 KB
<input type="checkbox"/>	SecureEmailSender	How to Register your email account when you receive a secure em...	29 August 2013 11:54	18 Days	4.07 KB
<input type="checkbox"/>	SecureEmailSender	RE: Secure email test to reset password [secure delivery]	29 August 2013 9:25	18 Days	6.46 KB

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