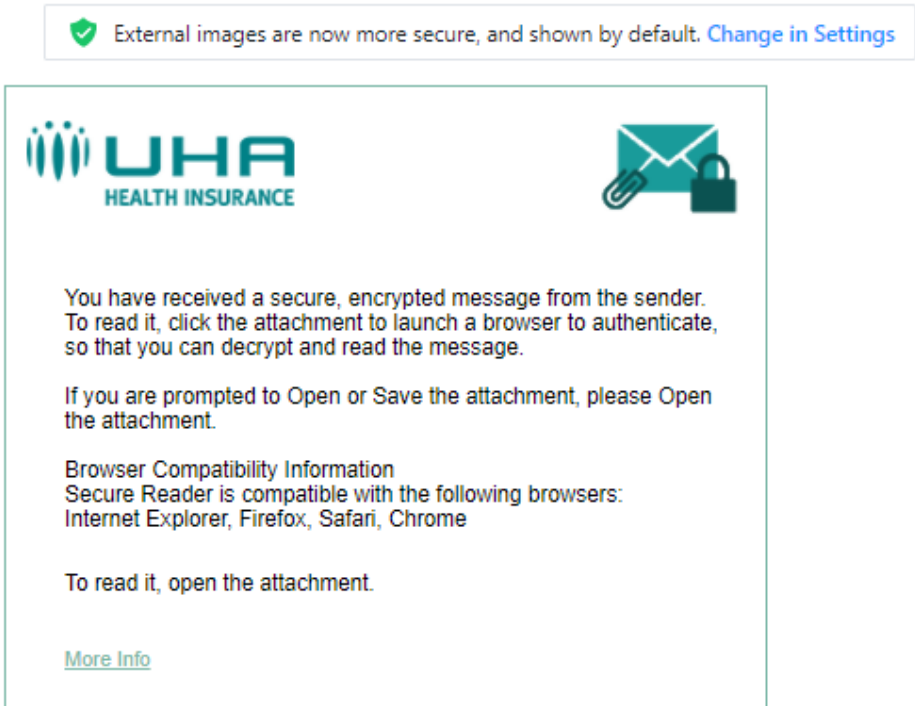


**Receiving Encrypted Email**

You have received a secure, encrypted message from UHA. The message will contain the following notice and an attachment named **SecureMessageAtt.html**. The attachment is shown circled in red below.

**Step 1.** Click attachment **SecureMessageAtt.html** and follow the prompts:



Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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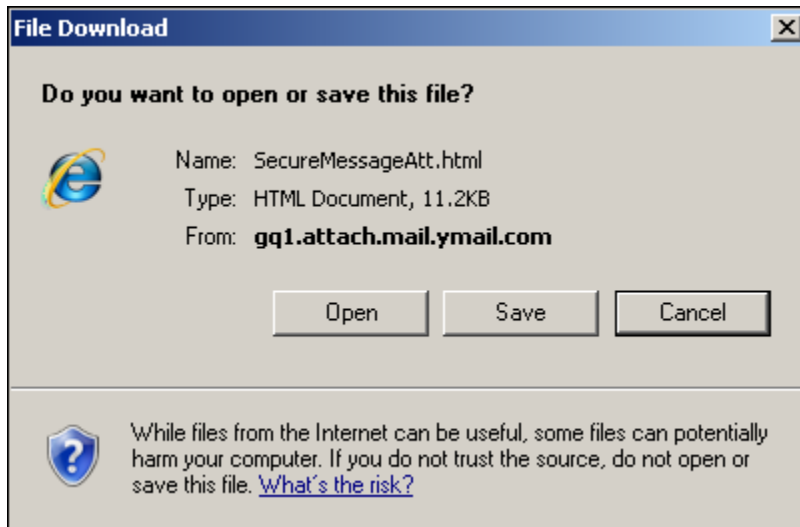
[Download all attachments as a zip file](#)



**If using Internet Explorer version 11 or higher, please use compatibility mode. See [FAQ's, number 7](#).**

**Note:** If you see red X icons in little boxes, your email client is blocking images. These images are typically the logo or images of the sender's organization. You can display the images or ignore them without affecting your ability to read the message.

**Step 2.** Follow the prompts after clicking attachment **SecureMessageAtt.html**:



Click the **Open file** button



Click the **Click to read message** Button

If you receive a security warning, Click Yes to allow the process to continue.

**Disclaimer:** This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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## Are you a first-time user?

### First Time users need to perform a one-time registration.

You will be prompted to create an account and choose a password. You will not have to register again in the future.

After you register, the secure message will open for you to read.

The screenshot shows the UHA Health Insurance Registration page. At the top is the UHA logo and the word "Registration". Below the logo, it says "Create your account to read secure email." The form includes the following fields: "Email Address:" with the value "lthysong@yahoo.com"; "First Name:" with an empty text box; "Last Name:" with an empty text box; "Password:" with an empty text box; "Confirm Password:" with an empty text box; "Question:" with a dropdown menu showing "Your childhood best friend"; "Answer:" with an empty text box; and "Validation Code:" with an empty text box. Below the "Answer:" field, there is a message: "We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)". The "Click here" link is circled in red. At the bottom of the form is a large green button labeled "Continue".

**STEP 1:** First time users need to register. Enter the following, then click Continue:

- First and Last Name
- Password
- Password Confirmation
- Security Question
- Security Answer
- Validation Code

*Be sure to remember or write down your password and security question/answer for future use. If you forget your password, you will be prompted for the security question to reset it.*

### Passwords must conform to requirements.

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.
- Special characters !@\$%^&\*()[ ]\_+=~: are not required but may be used.

Examples of valid passwords:

Password88

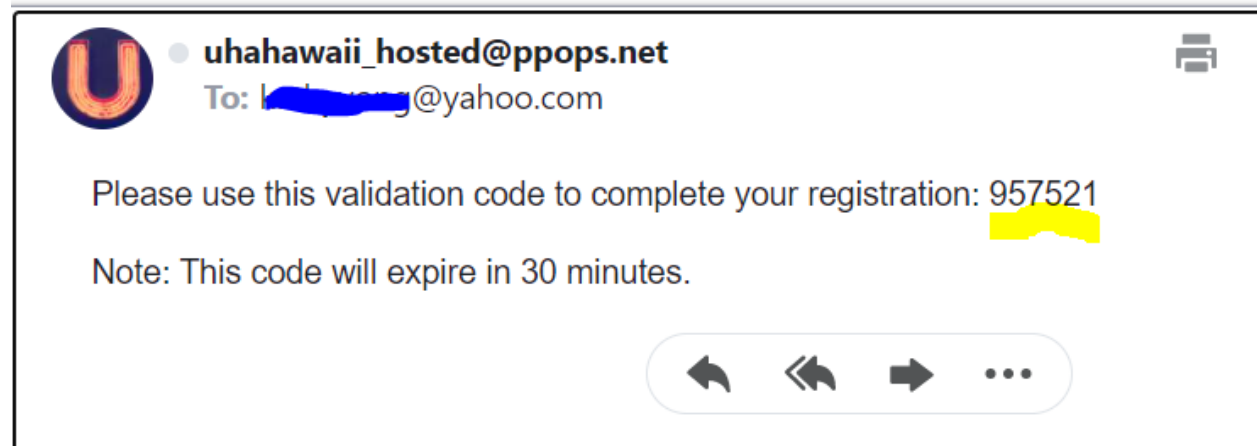
pa\$\$Word2

**STEP 2:** Validation Code

In a separated email, the Validation Code will be sent to you for the registration. If you do not receive it, click the link provided “**Click here**” to generate another one.

Sample below

● Proofpoint Encryption Registration

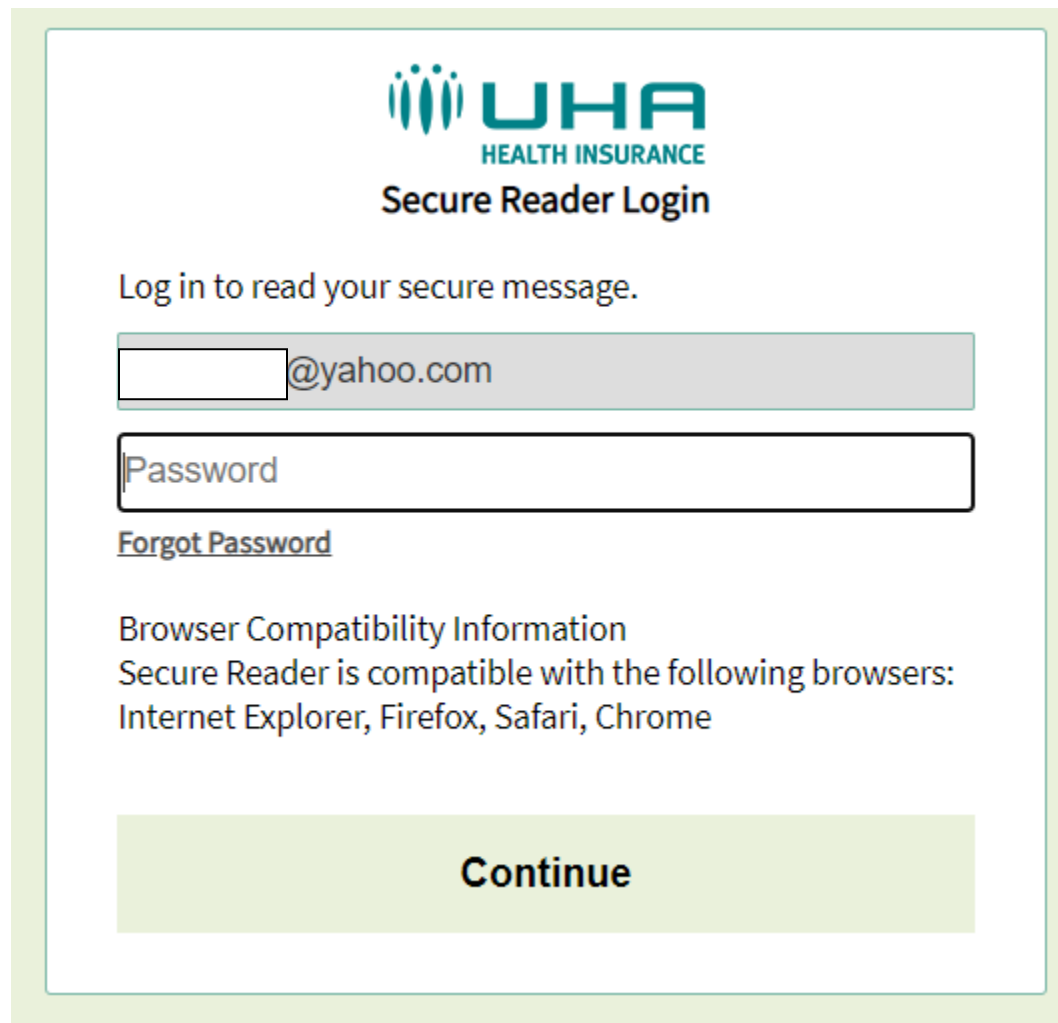


**STEP 3:** Click **Continue** to complete

## Are you a returning user?

**Returning users are only required to login to view the message.**

Enter the password associated with your email account and click Continue to log in to read your secure message.

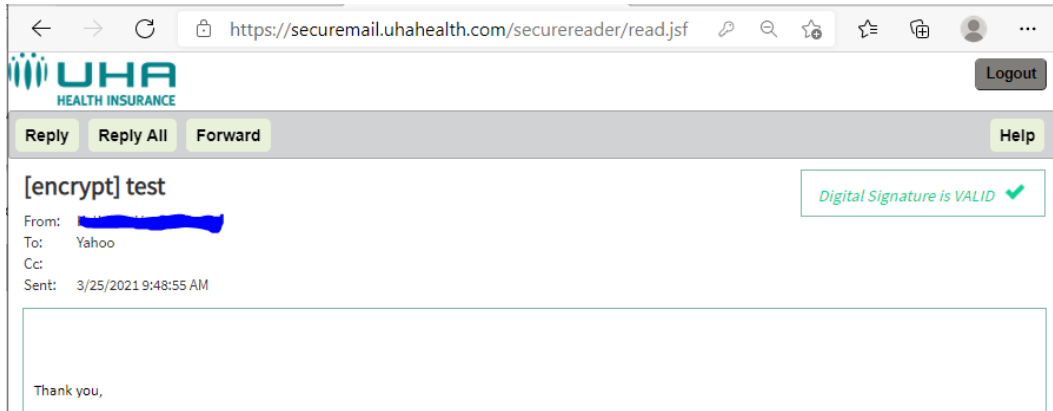


The image shows a login interface for UHA Health Insurance. At the top center is the UHA logo, which consists of three vertical bars of varying heights to the left of the text 'UHA HEALTH INSURANCE'. Below the logo is the title 'Secure Reader Login'. Underneath the title is the instruction 'Log in to read your secure message.' There are two input fields: the first is for an email address, with the text '@yahoo.com' already entered; the second is for a password, with the text 'Password' inside. Below the password field is a link that says 'Forgot Password'. At the bottom of the form is a large green button with the text 'Continue' in white.

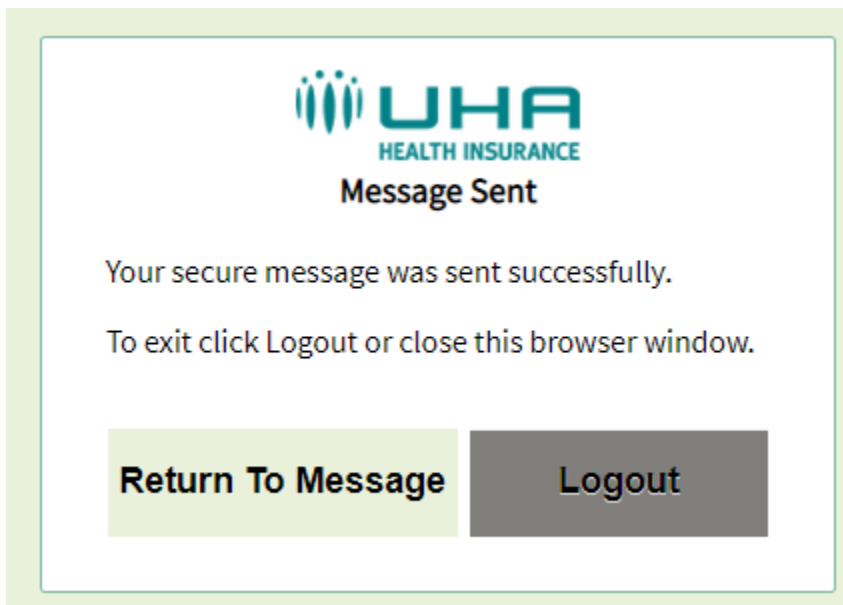
The decrypted message will appear in a browser after you enter your password. The **Reply**, **Reply All**, and **Forward** options are all available.

# Instructions For Opening UHA Encrypted Email

Page 6 of 8



Click **Logout** to exit the session.



## Frequently Asked Questions

### 1. How do I reset my password?

Click the Forgot Password link. You will be prompted to answer your security question. Create a new password for your account. Be mindful of [password requirements](#).

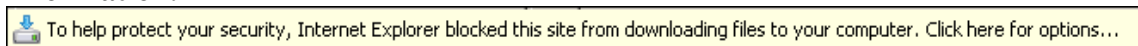
### 2. I forgot the answer to my security question and cannot use the Forgot Password link.

Contact the person at UHA who sent you the message along with the UHA email administrator at [uhaisd@uhahealth.com](mailto:uhaisd@uhahealth.com).

### 3. What if I am locked out?

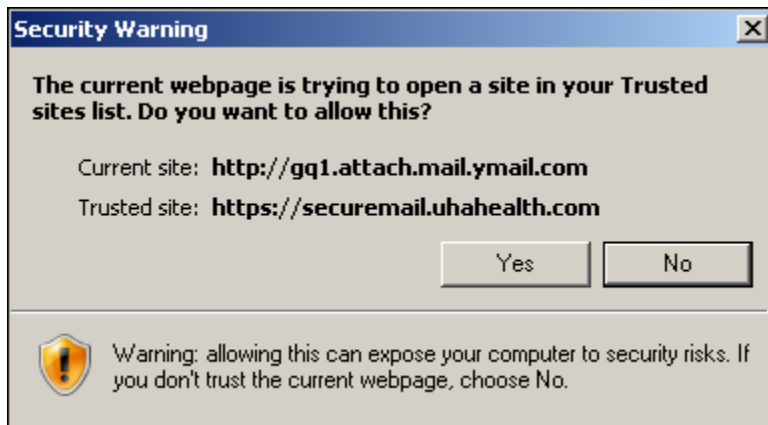
If you enter an incorrect password several times, your account may become locked. If this happens please notify the person at UHA who sent the message along with the UHA email administrator at [uhaisd@uhahealth.com](mailto:uhaisd@uhahealth.com).

### 4. When I clicked the attachment named SecureMessageAtt.html nothing seemed to happen. I noticed a yellow bar near the top of the web page, that showed the following information.



Click the yellow bar, and select Download File.

### 5. After I click the Click to read message button, I get a security warning.



Click yes to allow the process to continue.

### 6. Replying and Forwarding

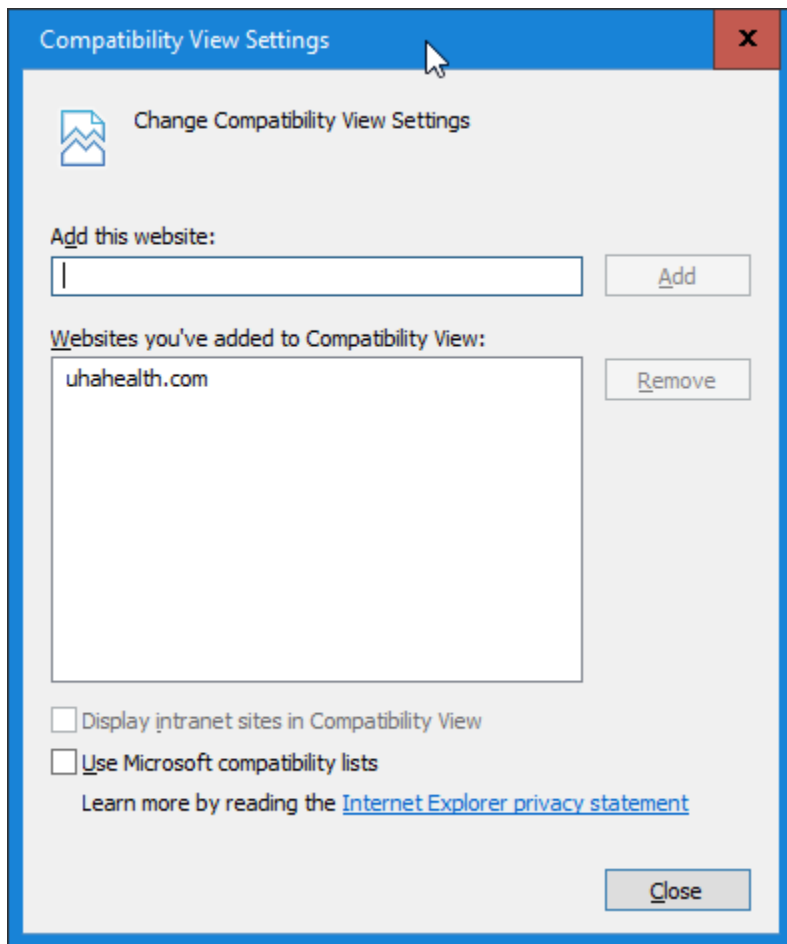
When you reply to or forward a secure message, your reply will be sent securely.

- Clicking **Reply** does not allow you to add more recipients to the message.
- Clicking **Reply All** does allow you to add more recipients to the message.
- Clicking **Forward** does allow you to add more recipients to the message.

**7. I'm using Internet Explorer (IE) 11 or higher and having issues. For example, nothing happens when I click the SecureMessageAtt.html attachment.**

Please consider using a different browser such as Chrome or Firefox. As a workaround in IE, try using Compatibility Mode. In IE, under the Tools menu, click Compatibility View Settings. Ensure the option to Display all websites in Compatibility View is checked; then click Close.

*Note: You can pick and choose which website(s) use Compatibility View.*



**8. It just doesn't work. What can I do?**

Please contact the person at UHA who sent you the message and ask that she or he send you the message by some other means.

The issue might involve a configuration setting in your browser. Or, in rare instances, the secure email server may be down for maintenance. If possible, please try using a different browser. Chrome and Firefox work well. For troubleshooting assistance, please contact the UHA email administrator at [uhaisd@uhahealth.com](mailto:uhaisd@uhahealth.com).