**Tip Sheet** 



## **Encrypted Email Message Instructions**

- 1. You will receive an "Encrypted Email Message" from <u>NoReply-TelehealthPacMed@pacmed.org</u>. Click the secure mail hyperlink in the encrypted email.
  - a. Please check your junk mail if you do not see the secure email message in your inbox.

#SECURE# Virtual Visit with your provider 🍃 Intox 🗙			ē	Z
NoReply-TelehealthPacMed <noreply-telehealthpacmed@pacmed.org> to me ▼</noreply-telehealthpacmed@pacmed.org>	@ 2:26 PM (0 minutes ago)	☆	*	:
Encrypted Email Message	$\wedge$		1	
Encrypted email notification from Pacific Medical Centers Encrypted email message from "NoReply-TelehealthPacMed" ( <u>noreply-telehealthpacm</u> e	ed@pacmed.org)			
@pacmed.org) has sent you an encrypted message. Before you can receive register with a 8 character password at:	and view this email you will need	to		
https://securemail2.pacmed.org/register/004U2FsdGVkX1_Ny_6tnugiLCvlCdgEp-uwnM8vGwg	HkrSAE40QOQBx4A/			
After you have completed the registration, you will be able to view any future encrypted emails u or other senders from the same organization might send you in the future.	sing the same password that this	sende	r	
"Please note that most standard email does not provide a secure means of communication. Th information contained in email may be disclosed to, or intercepted by, unauthorized third partie such as phone is an always an alternative that is available to you. By creating a password, I un involved with unsecure email communication of my protected health information."	here is some risk that any protecte s. Use of more secure communic derstand and am willing to accept	ed healt ations, the risk	h :s	
This email and any files transmitted with it are confidential and intended solely for the use of the addressed. This message contains confidential information and is intended only for the individi addressee you should not disseminate, distribute or copy this email. Please notify the sender i by mistake and delete this email from your system. If you are not the intended recipient you an distributing or taking any action in reliance on the contents of this information is strictly prohibit	e individual or entity to whom they ual named. If you are not the nam mmediately if you have received t e notified that disclosing, copying, ed.	are ed his ema	ü	

- 2. After clicking the secure email link, you will see the Sophos SPX Secure Email Portal.
  - a. Set your password following the password requirements
  - b. Set password recovery questions and answers.
  - c. Click Register.

	now to access secure emails you have be	een sent.
mail Address:	@gmail.com	Password Requirements:
Password:		Passwords must be 9-32 characters in length Passwords must be alphanumeric
Confirm password:		<ul> <li>Asswords must be apriariument.</li> <li>At least one special character (-1&amp;%\$@") is required</li> <li>Passwords must match</li> </ul>
Dassword Reset Re	200400.0	
Password question	is and answers must be unique. Answers	must contain at least 2 characters.
Question 1:	Please choose a question	¥
Answer:		
Question 2:	Please choose a guestion	Ŧ
Answer:		
Question 3:	Please choose a guestion	T



# Encrypted Email Message Instructions

Tip Sheet

#### 3. You will receive a Registration Success email.

Success!
You will receive your encrypted message shortly.
Now that you are registered, use your password to open all encrypted messages from this sender.
You can now close this window.

4. You will receive an email with encrypted attachment and password reset links.

#SE	ECURE# Virtual Visit with your provider 🔉 🔤	ē	Ø
NoRe to me	eply-TelehealthPacMed <noreply-telehealthpacmed@pacmed.org> @ 2:26 PM (0 minutes ago)</noreply-telehealthpacmed@pacmed.org>	*	:
	Encrypted Email Message	1	
	Encrypted email notification from Pacific Medical Centers Encrypted email message from "NoReply-TelehealthPacMed" ( <u>noreply-telehealthpacmed@pacmed.org</u> )		
	This email contains a message that has been sent as an encrypted PDF document in order to ensure the secure delivery of its contents.		
	Open the encrypted PDF attachment to view your secure message.		
	To access this message, you should open the attached PDF using Adobe Acrobat Reader version 7.0 or higher. In order to view its conten you must enter the password that will be communicated to you by the sender of this message.	ts,	
	If you have any problems viewing the encrypted message or do not know your password, please contact the sender of the message.		
	Note that Adobe Acrobat may restrict access to certain attachment types. If this is the case, you will need to inform the original sender and make alternative arrangements.		
	If you've forgotten your password, you can reset or recover it <u>here.</u> Note: if your mail program does not support active links, reset or recover your password by copying and pasting the text below into your internet browser.		
	https://securemail2.gaomed.org/portal/U2FsdGVkX1_j4OXk-Bw5Ug2Plw1QuXm5bOhhkGQ-Bd7AnBxgSwM7pouiP67EO5/ZEXNPpp0Qa8idovmMRnjgeletdH21m5/		
	Click here to change your password.		
	Note: If your mail program does not support active links, change your password by copying and pasting the text below into your internet browser.		
	https://securemail2.geomed.org/portal/U2EsdGVXX1_RsvwYHalDvEfD2EdJonNDmHY1_8-uEnO418tRS9eAmyfuQm8eanRizXQPeJH6yXCfc2pMZGc72eTiuhLQfCo		
	This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contai confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.	ins	
A	Encrypted attachment warning – Be careful with this attachment. This message contains 1 encrypted attachment that be scanned for malicious content. Avoid downloading it unless you know the sender and are confident that this email is legitimate.	can't	
	PDF _2020-04-13		



## **Encrypted Email Message Instructions**

5. Place your cursor over the PDF at the end of the email and click on the down arrow 💽 to download the PDF.

Encrypted attachme	<b>nt warning</b> – Be careful with this attachment. This message contains 1 encrypted attachment that can't be
scanned for malicious	s content. Avoid downloading it unless you know the sender and are confident that this email is legitimate.
Por2020-04-13- 212949.pdf 57 KB Jownload	

6. Enter your password to open the secure message.

Password required	
This document is password protected. Please enter a password.	
I	
	Submit

7. If you forgot your password, use these links for Forgot Password and Password Reset in the email



a. Forgot password portal

Sophos SP	X Secure Email Portal	M
orgot your passw	rd?	
To reset or reco	er vour password	
101030001000		
Verify that the em	ail address below is yours, click 'Send password question', and follow th	ne instructions.
Verify that the em	ail address below is yours, click 'Send password question', and follow th @gmail.com	ne instructions.



### b. Password reset portal

wer the passv	rord question(s) to reset or recover your password.
Email Address:	@gmail.com
Question: Answer:	What was your childhood nickname?
Question: Answer:	What is the name of your favorite childhood friend?
Question: Answer:	What is your oldest sibling's middle name?
Reset my p Create a new secure mail	assword v password to replace a forgotten password. This will not allow you to access previously received that was encrypted with old passwords.
Recover my Retrieve your	<b>/ password</b> · forgotten password. This will give you access to all previously received secured mail that was In this password