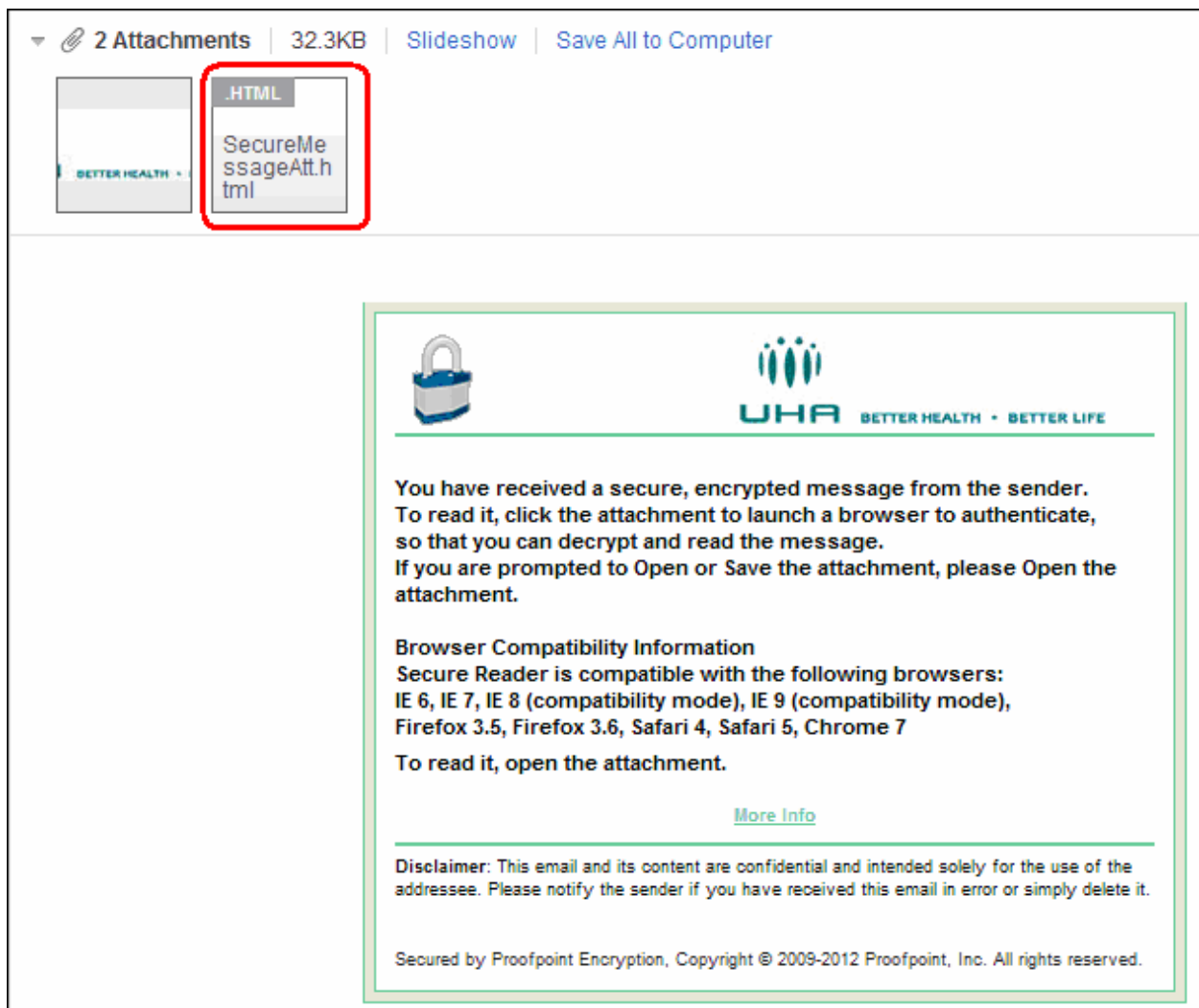


Instructions For Opening UHA Encrypted Email

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.

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



2 Attachments | 32.3KB | Slideshow | Save All to Computer

.HTML
SecureMessageAtt.html

  UHA BETTER HEALTH • BETTER LIFE

You have received a secure, encrypted message from the sender. To read it, click the attachment to launch a browser to authenticate, so that you can decrypt and read the message. If you are prompted to Open or Save the attachment, please Open the attachment.

Browser Compatibility Information
Secure Reader is compatible with the following browsers:
IE 6, IE 7, IE 8 (compatibility mode), IE 9 (compatibility mode),
Firefox 3.5, Firefox 3.6, Safari 4, Safari 5, Chrome 7

To read it, open the attachment.

[More Info](#)

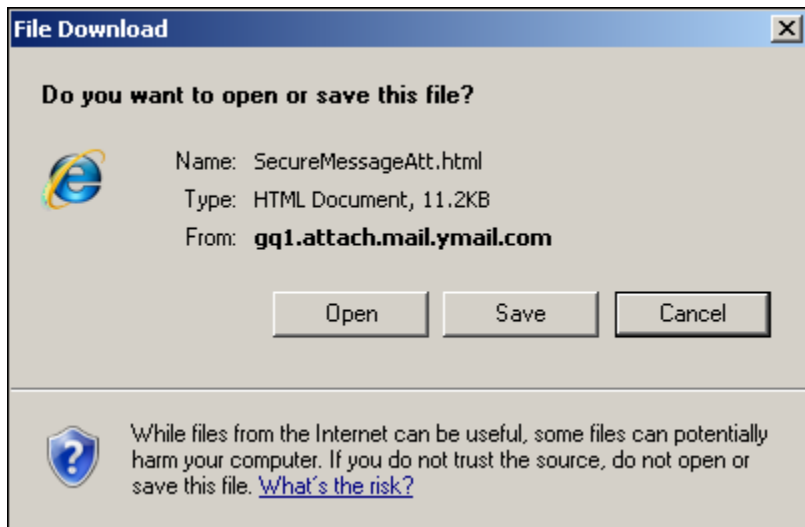
Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved.

If using Internet Explorer version 8 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.

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



Click the **Open** button



Click the **Click to read message** Button

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


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.

Registration



Email Address: [redacted]@yahoo.com

First Name:

Last Name:

Password:

Confirm Password:

Password Reset

Question :

Answer:

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

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

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

Are you a returning user?

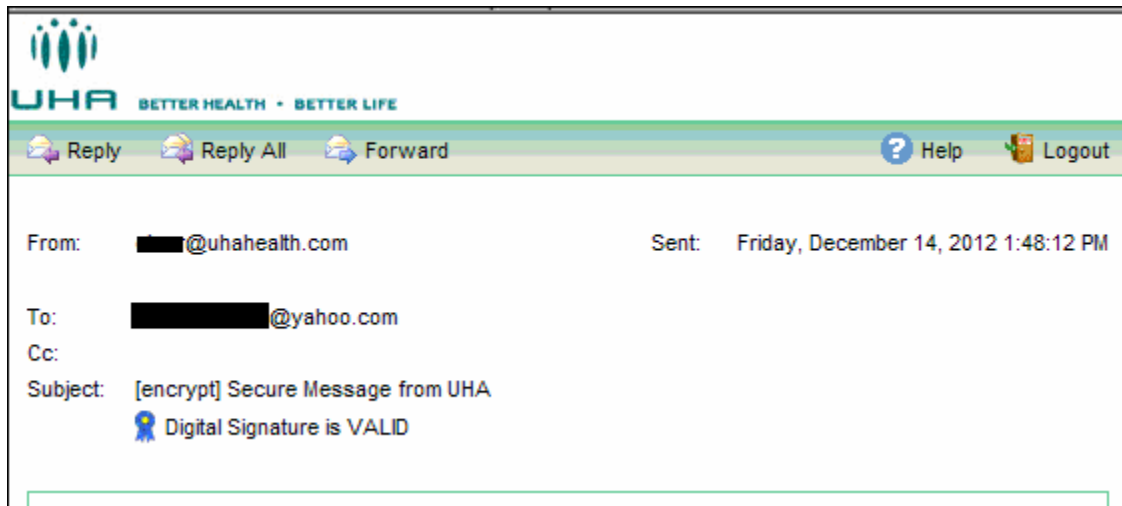
Returning users are only required to login to view the message.

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



The image shows a login screen titled "Secure Reader Login". On the left is an illustration of a keychain with a gold key and a blue circular tag. In the center is the UHA logo with the tagline "BETTER HEALTH • BETTER LIFE". Below the logo, it says "Log in to read your secure message." There are two input fields: "Email Address:" with a pre-filled value ending in "@yahoo.com" and "Password:" with an empty box. Below these is "Browser Compatibility Information" listing supported browsers: IE 6, IE 7, IE 8 (compatibility mode), IE 9 (compatibility mode), Firefox 3.5, Firefox 3.6, Safari 4, Safari 5, and Chrome 7. At the bottom right are two buttons: "Forgot Password" with a key icon and "Continue" with a right-pointing arrow icon.

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



The image shows the header of an email interface. At the top left is the UHA logo and tagline. Below it is a navigation bar with icons and text for "Reply", "Reply All", "Forward", "Help" (with a question mark icon), and "Logout" (with a door icon). The email header information is as follows:
From: [redacted]@uhahealth.com Sent: Friday, December 14, 2012 1:48:12 PM
To: [redacted]@yahoo.com
Cc:
Subject: [encrypt] Secure Message from UHA
Below the subject line is a blue key icon and the text "Digital Signature is VALID".

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](#).

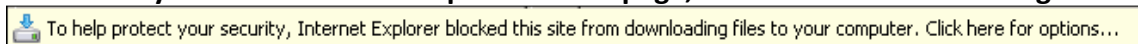
2. I forgot the answer to my security question and cannot use the Forgot Password link.

Contact the person at UHA who sent you the message along with the UHA email administrator at uhaisd@uhahealth.com.

3. What if I am locked out?

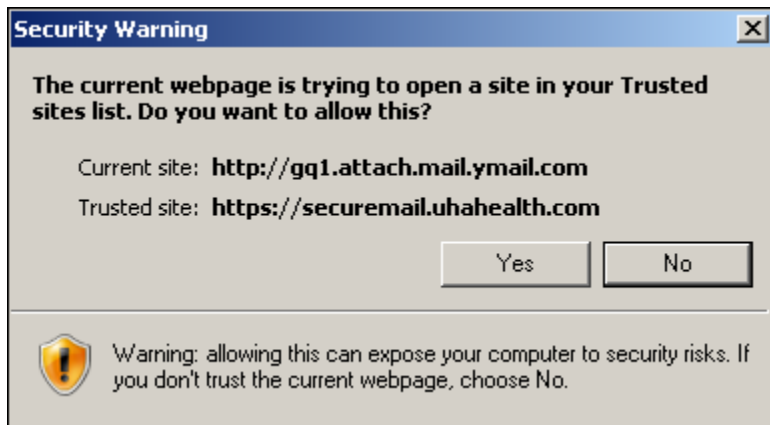
If you enter an incorrect password several times, your account may become locked. If this happens please notify the person at UHA who sent the message along with the UHA email administrator at uhaisd@uhahealth.com.

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

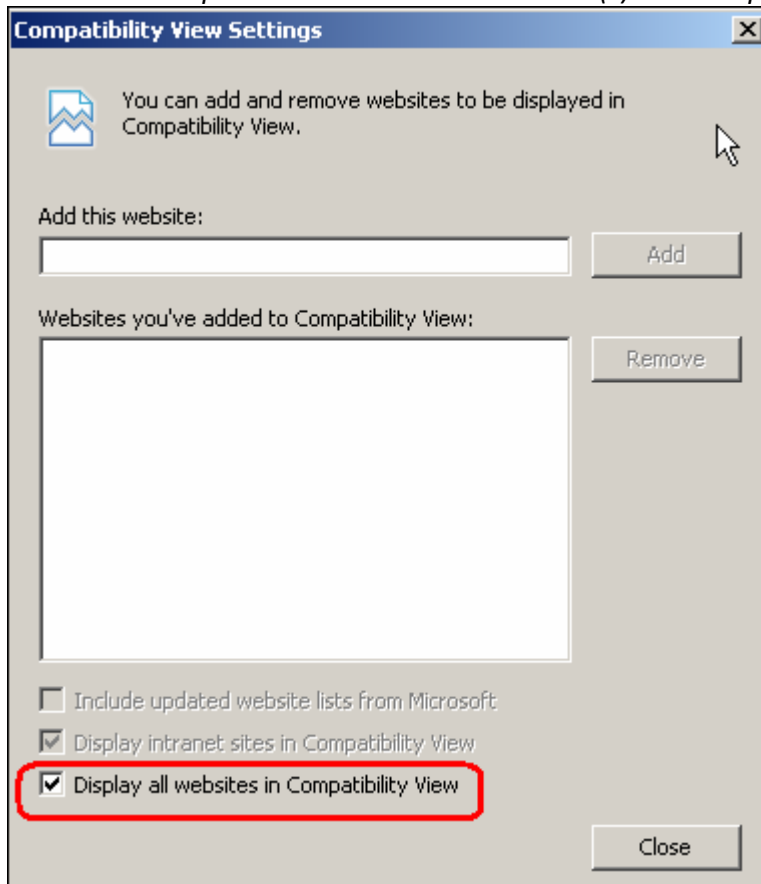
When you reply to or forward a secure message, your reply will be sent securely.

- 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) 8 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 work around 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.