

## UC Irvine Health Secure Mail Message Center

UC Irvine Health is committed to protecting the privacy of its member's information, especially their protected health information (PHI). UC Irvine Health is complying with the privacy requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as well as other laws aimed at safeguarding privacy. Additionally, UC Irvine Health maintains its own privacy and security policies and procedures that are designed to protect customer privacy.

UC Irvine Health is using secure e-mail services to protect e-mail. For both our associates and external parties with whom they transmit PHI via e-mail, UC Irvine Health Secure Mail makes secured communications easy.



This web site will help you understand how messages will arrive to you and how to retrieve them at no cost to you. You only need to register once, and there are only a few simple steps to access the messages. You also can reply to the message securely at no cost to you. The privacy of business communication is important to us, and we want to ensure your information stays private.

\*"Protected Health Information" or PHI is medical information, as well as demographic information about UC Irvine Health members, that is collected as part of administering their health care benefits. PHI contains "individually identifiable health information." This is information that includes both health care information and demographic details such as an individual's address, gender, Social Security number, or date-of-birth. Insurance applications with medical histories, for example, contain individually identifiable health information.

### Getting Started

#### First-time Registration

Below are the steps for external recipients of UC Irvine Health's Secure Mail to follow in order to register a password. First-time recipients will only need to register once in order to view the message and any future messages.

1. You will receive an e-mail in your regular e-mail inbox notifying you of a "New Secure Email Message Received" from secure message system.

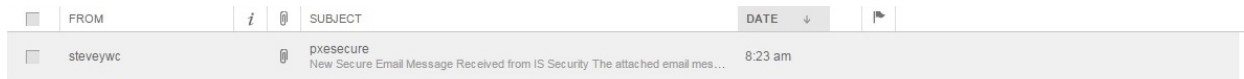


Figure 1: Inbox displaying new secure message email

- If the message has not arrived in your Inbox please check your spam filter, junk mail folder.

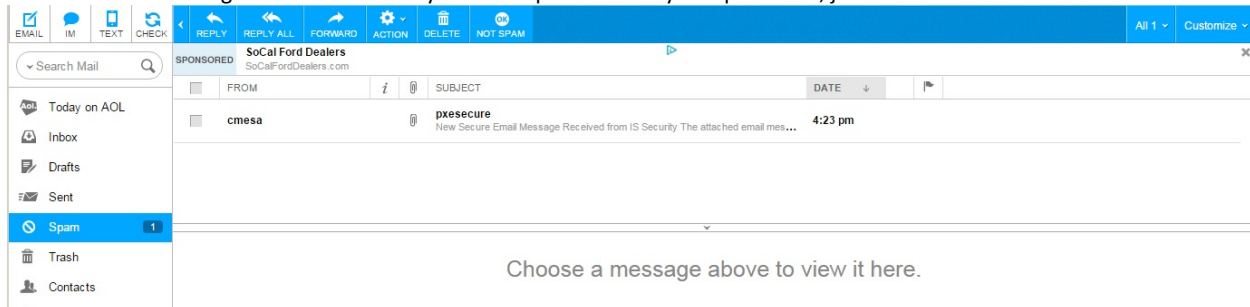


Figure 2: Secure message email in Spam Folder

Click on "securedoc.html" attachment to complete the NEW USER REGISTRATION form and view the secure message.

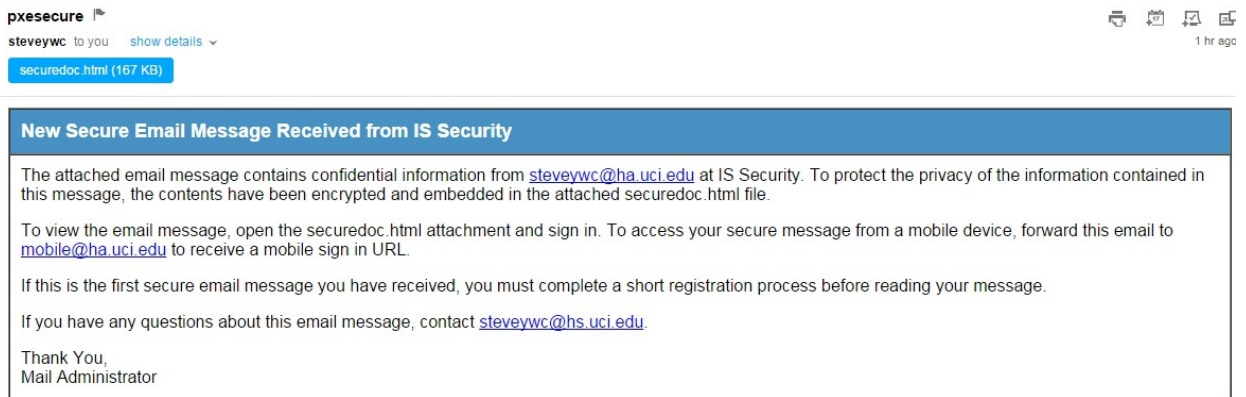


Figure 2: Secure Email Envelope Notification Message

2. Click on the "Register button" to begin the registration process



Figure 3: First time registration envelope

Complete the online registration form and click the REGISTER button at the bottom of the page to create a user account.



The image shows a registration form for Zixcorp. At the top left is the Zixcorp logo. Below it is the heading "Registration". The form includes the following fields and instructions:

- Email Address: cmesassn772@aol.com
- First Name: \* [input field]
- Last Name: \* [input field]
- Password: \* [input field]  
*Enter a minimum of 6 characters or numbers. Passwords are case-sensitive.*
- Confirm: \* [input field]

A "Register" button is located at the bottom right of the form. At the bottom right of the page, there is a copyright notice: "©1999-2015 Zix Corporation. All rights reserved."

Figure 4: New Registration Form

**Note:** Type a password that is at least seven characters and must meet two of the following three conditions;

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$\$%^&

3. Re-enter your password
4. Type a Password reminder phrase
5. Click **Register**
6. The message page is displayed
7. A confirmation email has been sent to your email address for this account.

### To View the Secure Email Message

1. Return to Secure Message Envelope displayed in your browser or return to email message and Open the securedoc.html file attachment to view the Secure Email Envelope as above.

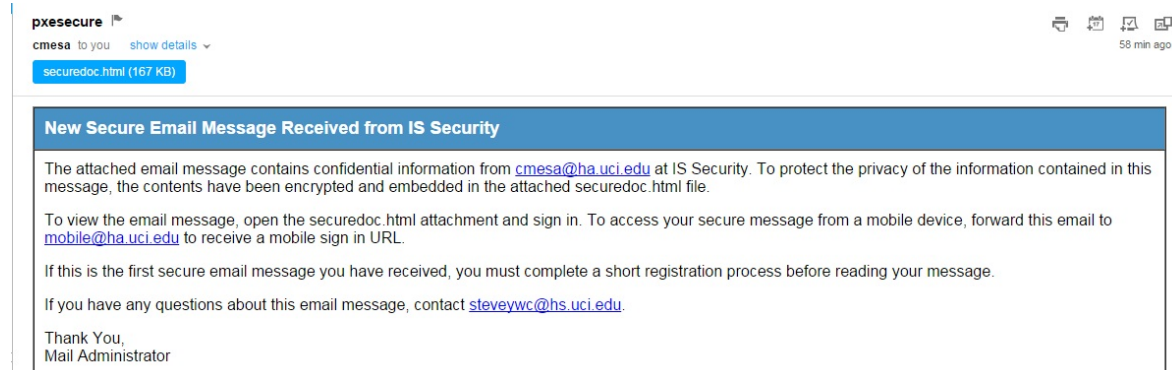


Figure 5: New Secure Email Message

2. Enter your newly created Password.

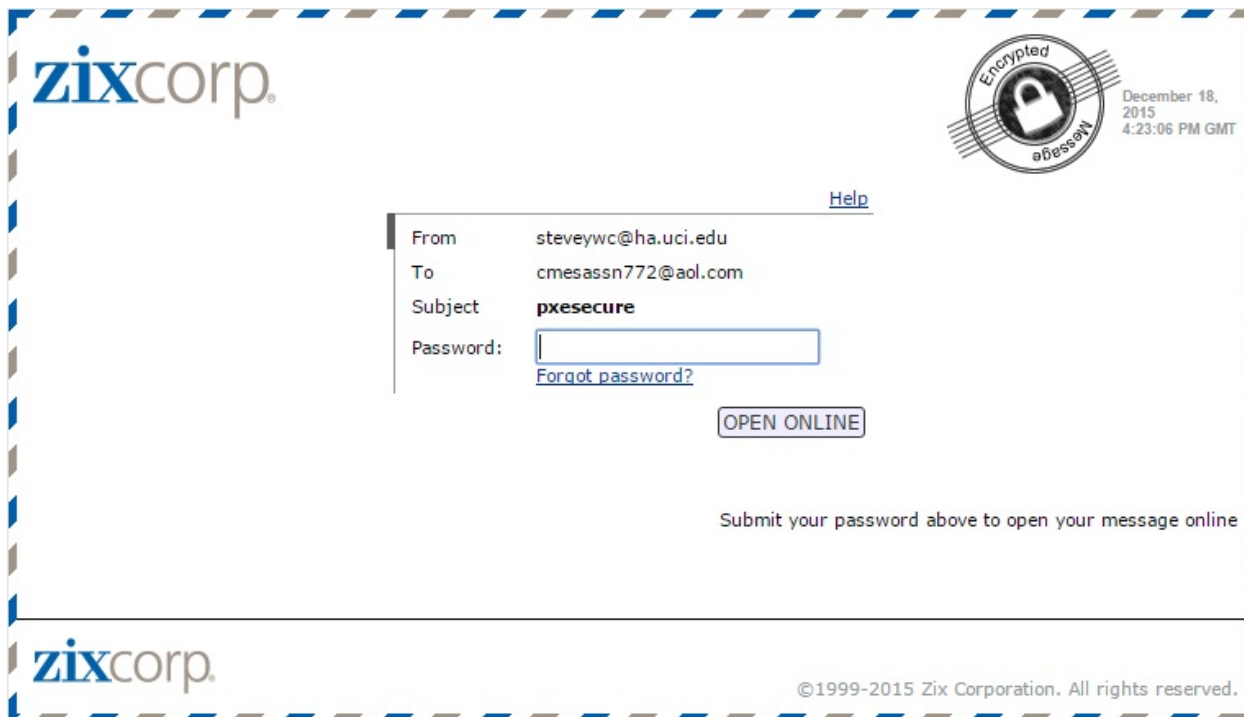


Figure 5: UC Irvine Health Secure Message Center Login

3. Click “Open Online”

### Replying to Secure e-Mail Messages

1. Open your secure message and open the “securedoc.html” attachment to “Sign In” and view the message.

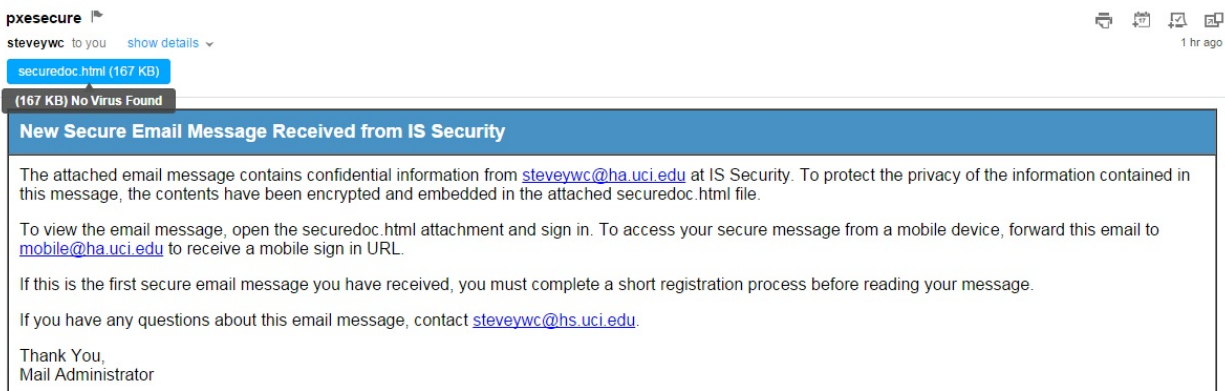


Figure 6: Secure Message

2. Sign in with your Password and click “Open Online” to view the message

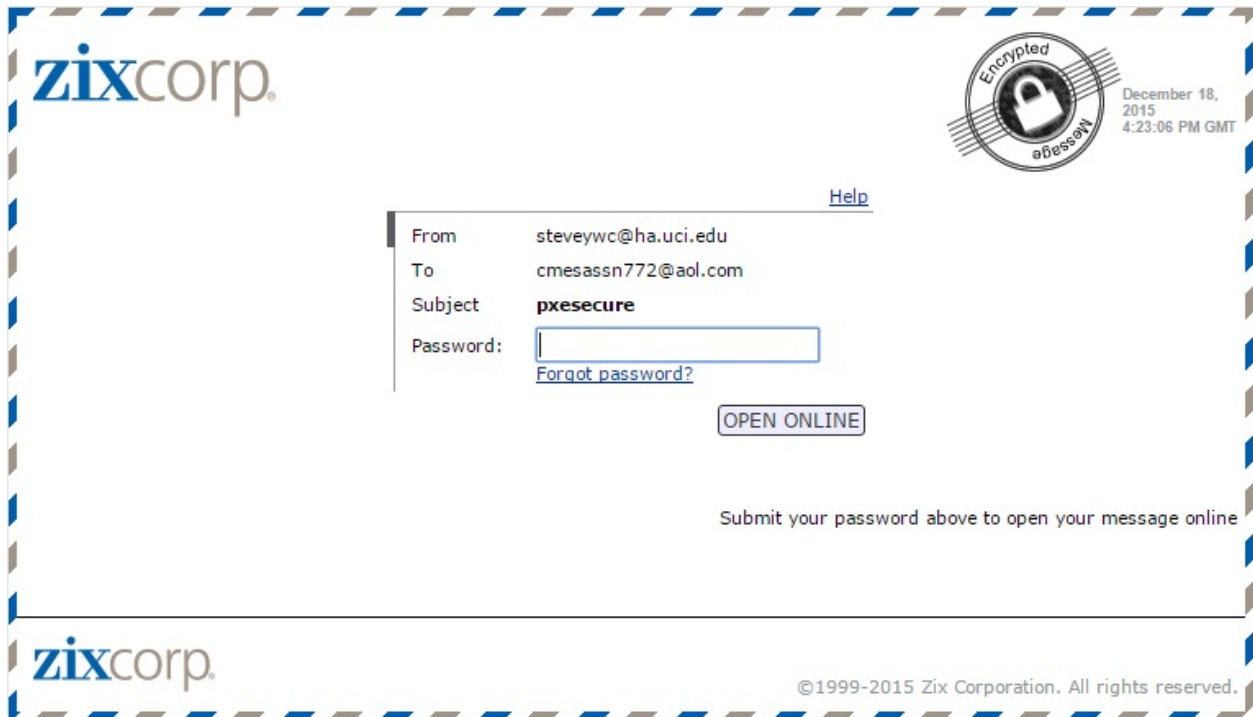


Figure 7: UC Irvine Health Secure Message Center Login

3. Click **Reply** to reply to the sender

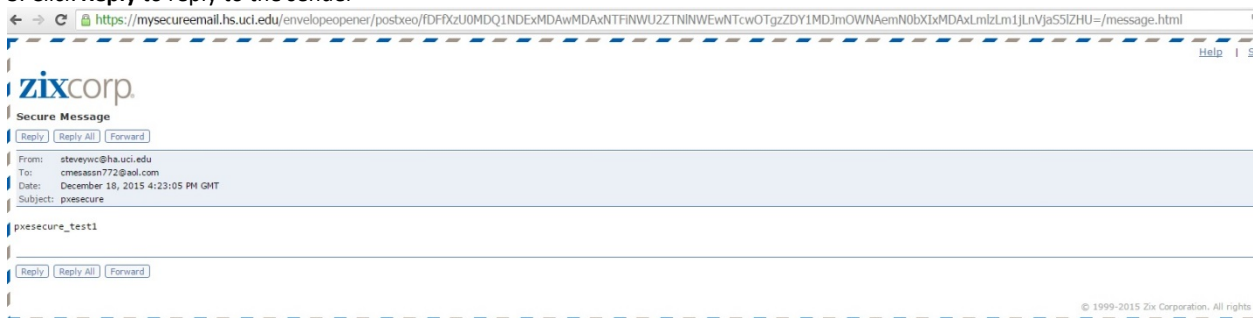


Figure 8: Secure Message Reply

4. Type your response and click on the attachment button to add files.

Welcome cmesassn772@aol.com

**zixcorp**

**Reply to Sender**

From: cmesassn772@aol.com  
 To: steveywc@ha.uci.edu  
 CC:   
 Subject: RE: pxesecure

None

Message:

-----Original Message:

FROM: steveywc@ha.uci.edu  
 TO: cmesassn772@aol.com

Bcc me on this email.

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- The attachment limits, including how many files you can attach, and the maximum combined file size limit is indicated on the Attach File page which is available when composing a message.

5. Click **Send** when your reply is completed

## FAQ

### How does UC Irvine Health Secure Message Center Work?

When you receive an encrypted email via UC Irvine Secure Mail Message Center, you will receive a notification email that contains a "securedoc.html" attachment. If you are a ZixCorp or ZixMail user, then you will receive the email directly in your email inbox, just like any other email. If you are not a ZixCorp or ZixMail user, then you will receive an encrypted email message in your regular email that contains the "securedoc.html" attachment. You will need to open the attachment to Register and view the email. First-time users go through a one-time registration process. During First-time registration you will create a private password to receive and reply to our secure messages. After signing in to our Secure Message Center, you can view your message and any attachments over a Secure Sockets Layer (SSL) connection.

### How do I request a Password Reminder?

1. On the Log In page, click **Forgot** your password? Send a password reminder
2. Type your email address in the box provided
3. Click **Enter**. An email with the reminder will be sent to your regular email Inbox

### I forgot my password. How do I get a new password?

1. On the Log In page, click the link **Forgot** your password? Change your password. The Change Password form is displayed
2. Type your email address and new password
3. Note: Type a password that is at least seven characters and must meet two of the following three conditions;
  - Contain both alphabetic and numeric characters
  - Contain both uppercase and lowercase characters
  - Contain at least one special character such as: ~!@#\$\$%^&
4. Re-enter New Password. New Password Reminder
5. Click **Submit Password**. You will receive a confirmation email to activate the new password

### **What should I do if I receive an error message when I try to log in?**

Make sure that you've entered your Log In information correctly. If you still receive the error message, use the Password reminder on the Log In page: **Forgot your password?** Send a password reminder. Then type your email address and click **Enter**. The system will email you the phrase you entered when you selected your password.

### **How do I get an expired message back?**

If the message has expired, there is no way to access it. Due to the security features of UC Irvine Health Secure Mail, the sender of the message must re-send it.

If you have any questions, please contact support at 714-456-3333 or email [postmaster@hs.uci.edu](mailto:postmaster@hs.uci.edu)