

## Accessing a secured email sent from Norton Healthcare

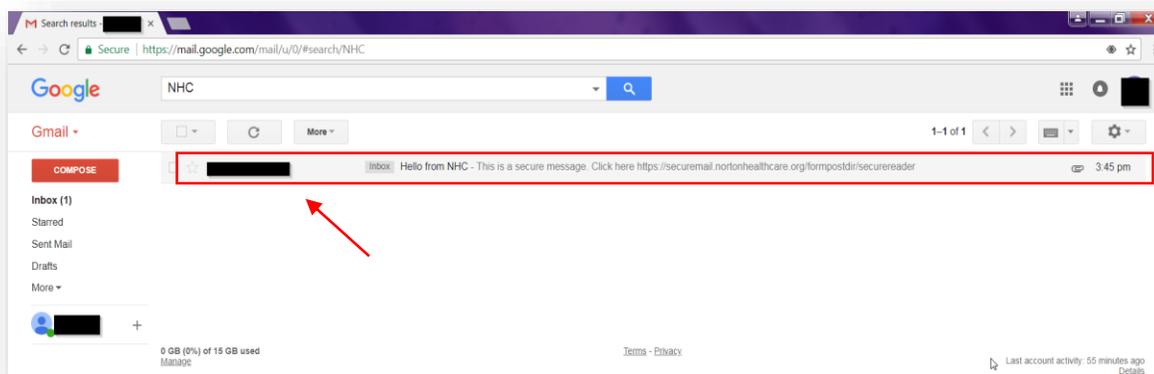
### What is NHC Secured Email / Proofpoint?

Proofpoint is the chosen vendor for Norton Healthcare when transmitting email which may contain sensitive information. This ensures that these types of interactions are HIPAA compliant.

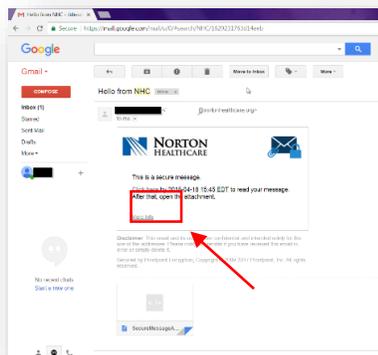
### How To | Receiving an Encrypted Email – First Time User

So you've received an encrypted email from Norton Healthcare, what now?

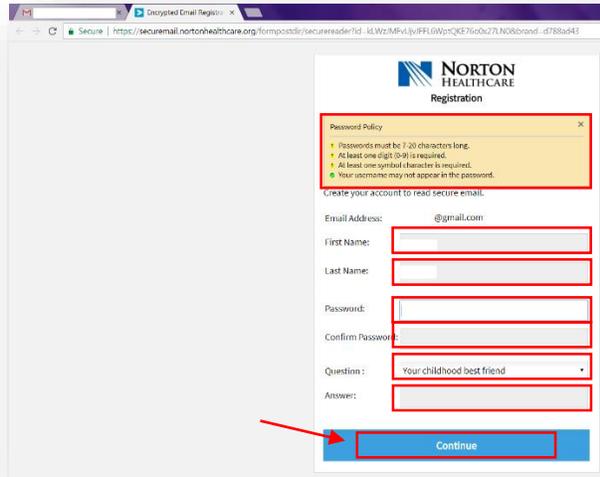
1. Open the email message to view the entire body of the email



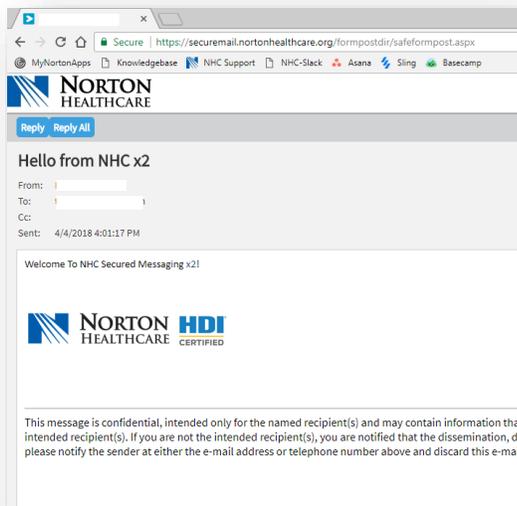
2. Once opened, you'll see a banner and encrypted message information, click "click here"



3. A webpage will populate and you will then come to a registration page. Please enter your First Name, Last Name, a password of your choosing, a security question and finally the answer to your security question. Once all information requests is filled out, please click "Continue"
- Please note, your password must match the approved password standards:
    - Passwords must be 7-20 characters in length.
    - At least one digit or "number" (0-9) is required.
    - At least one symbol or "special character" is required.
    - Your username may not appear in the password.

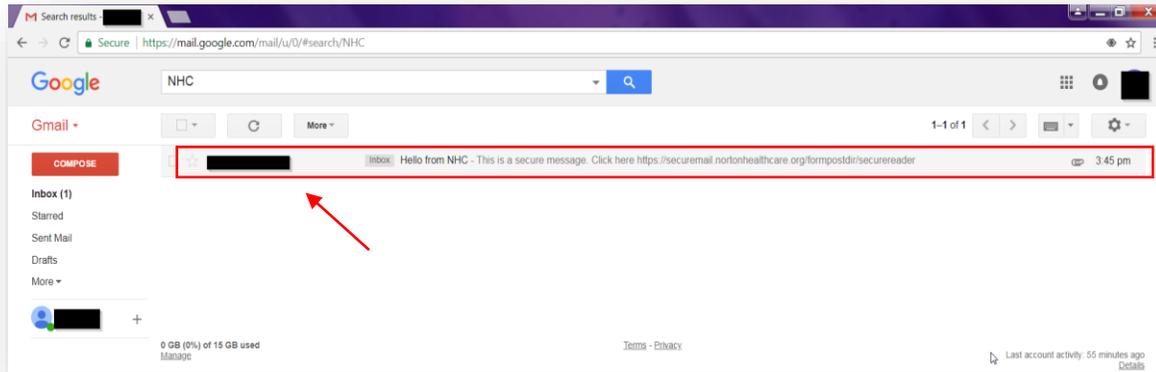


4. If the system accepts all provided information, you will then be brought to a screen that will show you the encrypted email that was sent to you. Done!

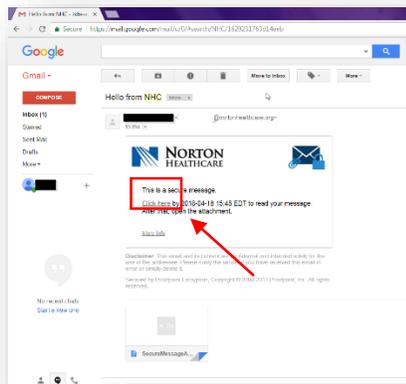


## How To | Receiving an Encrypted Email – Returning User

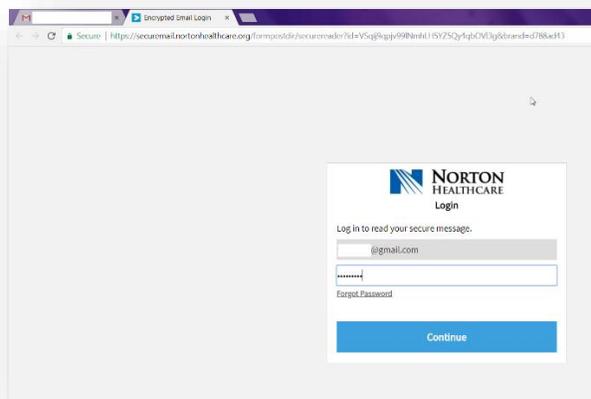
1. Open the email message to view the entire body of the email.



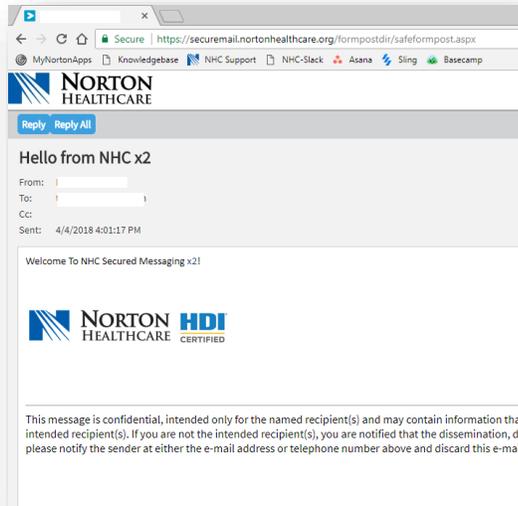
2. Once opened, you'll see a banner and encrypted message information, click "click here".



3. Since you are already registered with our system, you will be prompted with a login page. You do not have the ability to change your login email address. Just simply enter your password into the field and then click "Continue".



4. If the system accepts all provided information, you will then be brought to a screen that will show you the encrypted email that was sent to you. Done!



## Functions, Tips and Tricks of NHC Encrypted Email / ProofPoint

### Receiving Secured Email Attachment

- You can open a secured message via the attachment on the email you received but notes that not all devices (mobile devices included) have the ability to download files, and some Smart Phones modify HTML files. Since your secure message is sent to you as an HTML attachment, you may not be able to read it on your Smart Phone. If you have trouble reading your secure message, follow the instructions to forward the message to another server. You will then be able to download the message from the server to read it.

### Replying or Forwarding

- Your ability to reply to or forward an encrypted message depends upon the sending organization's policies. If you do not see a Reply, Reply All, or Forward link, it is because the sender of the message cannot allow recipients to reply to or forward the message.

### Adding Recipients

- The ability to add or edit the recipient list when you reply to a message depends upon the sending organization's policies. The To and CC recipient fields will either be fixed so that you cannot change them, or you will be allowed to add or delete recipients from these fields. Separate multiple recipients with a comma.
- When you forward a message, you can always edit the recipient list.
- Note: The sender's organization has the option to restrict secure messages to specific domains. If this is the case, you will see an error message if you try to forward a secure message to a recipient that is not allowed to receive it.

### Send me a copy

- Proofpoint Encryption does not automatically place a copy of a secure message in your Sent folder. Click Send me a copy when you forward or reply to a secure message so that a copy will be sent to your address for your records.

## Adding an Attachment to Encrypted Email

- If you want to add an attachment to a message, click the Attach a file link. Navigate to the file you want to attach and then click the Add link. The name of the attached file displays in the dialog box. Click Upload when you are done adding attachments.
- To delete an attachment from a message, click the X link to the right of the attachment.
- Note: The (combined) attachments cannot exceed 15 MB in size.

## Resetting Your Expired Password

- Your email administrator can force your password to expire after a designated period of time according to your organization's security policies. You will see a "Days until password expiration" message when you read or compose a secure message. Click the link to reset your password. If your password expires before you have a chance to reset it, you will be prompted to reset your password the next time you try to compose or read a secure message.
- You may also be required to reset your password the first time you log in to Proofpoint Encryption depending on how your account was initially set up by the administrator. Or, if you forgot your password and your administrator gives you a new temporary password, you will be required to reset it and select new security questions.

## Troubleshooting Assistance and FAQs

This section describes error messages and what they mean.

- **You authenticated successfully, but do not have permission to decrypt this message.**
  - You do not have permission to decrypt this message. Or, the administrator has disabled your ability to decrypt the message. Contact your email administrator.
- **You authenticated successfully, but the decryption key for your message has been deleted.**
  - The decryption key for this message has expired or has been deleted. Contact your email administrator.
- **There was a critical error processing your request. There may be a problem with the system or your request.**
  - Proofpoint Encryption is temporarily unavailable. If this situation persists, contact your email administrator.
- **The message you are trying to read is corrupted and cannot be processed. Please contact the sender of the message.**
  - The message is corrupted and cannot be decrypted. Contact the sender of the message.
- **The page you requested was not found. If you clicked a link to get here, click the Back button in your browser to return to the previous page.**
  - The page you are trying to view in the browser is not available or does not exist. Click the Back button in your browser.
- **The username you requested has already been registered.**
  - You have already authenticated with Proofpoint Encryption.
- **There was an error retrieving the key for your message. If this error persists, please contact your administrator.**
  - The key server is temporarily unavailable. Try again later, and if you still cannot decrypt the message, contact your email administrator.
- **Your account has been disabled.**
  - Your email administrator has disabled your account.
- **Login Disabled**
  - You do not have permission to perform this action.

- **Miscellaneous Troubleshooting Steps**

- Error with Large HTML Secure Messages.
  - If your HTML message contains more than 500 KB of content, you may encounter a "Large Message Warning" error message. This limitation applies to Firefox 3.X or Internet Explorer browsers when you reply to the message or forward it. This limitation does not apply to plain text.
- Intermittent Problem with Replying to or Forwarding Secure Messages
  - If Proofpoint Encryption hangs when you try to compose a message and click the Reply, Reply All, or Forward links, click Cancel and try again. If the original text of the secure message does not display in the browser, refresh the browser or close the browser and open it again. The behavior is infrequent, intermittent, and typically works the second time around.
- If you use Outlook 2007 on Windows Vista.
  - Do not save the SecureMessageAtt.htm attachment to disk and then try to open it. Open it from the email message.

## Frequently Asked Questions

- **Q: Is my information safe?**
- **A:** Yes, we require very little information to register your account and ProofPoint along with NHC are HIPAA compliant.
  
- **Q: Why are you sending emails securely instead of traditional standards?**
- **A:** We have found that if we need to communicate sensitive information, it's best to ensure that the communication in its entirety is secured and encrypted. This also allows us to ensure that the only person that the email is intended for, is the individual that is reading it.
  
- **Q: Will my password change periodically?**
- **A:** No, your password will state the same as the initial password you used to register your account. At no time will NHC ask you for your current password. You are more than welcome to log in (using the link found in a secure email notification from NHC) and change your password anytime.
  
- **Q: What if I can't remember any of the information I used to register my account?**
- **A:** You will need to contact Norton Health Care Information Services Help Desk so they can submit a ticket to have your previous account terminated and then you will have the ability to create a new account, via the link found in a secure email notification from NHC. The Help Desk can be contacted at 502.629.8911, please selection option 1.