

## APS Healthcare Secure E-mail System

This service is an integrated part of the APS Healthcare mail system. The intent of this service is to secure PHI and confidential information when sending messages to external e-mail addresses. The instructions below will direct users in how to read an encrypted e-mail from an APS Healthcare employee.

### Reading a ZIX Secure Message

Providers may receive secure, encrypted e-mails from APS Healthcare employees. The recipient will receive the e-mail and will see the image below. PLEASE NOTE: The account creation is only required the first time that a provider receives a secure message. For any future correspondence, the recipient only needs to click on the link in the message, and then enter in their password.

### Retrieving a Secure Email

1. To retrieve a secure email from the ZixMessage Center™, click the link provided in the notification email.

You have an APS Healthcare Secure Email Message from hbeagan@zixport.zixtest.com:

Click the link below to view your secure message. If your email program does not support active links, please copy and paste the link displayed below into the "Address" or "Location" field of your browser and press "Enter" or "Go".

<https://web1.zixmail.net/s/e7b=apshealthcare&m=ABDWzmd4Nm33LLs5Kq5E69mp&em=hbeagan%40zixport%2ezixtest%2ecom>

Please do not reply to this e-mail. This message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

This message will expire on May 25, 2007 @ 08:28 (CDT).

2. You will be taken to a Password Creation screen. Create a password and click Submit. You will then use this password each time to log into the ZixMessage Center.



Register below for your mailbox to send and receive secure messages.

**Password Rules**

Passwords must be at least six 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: ~!@#\$\$%^&

**Email Address:**

**Password:**

**Re-enter Password:**

**Password Reminder Phrase:**

Choose a word or phrase that will help you remember your password.

3. The message is viewed securely in your browser.



The screenshot shows a web-based email interface. At the top right, there are buttons for "Help" and "Log Out". Below these are navigation tabs for "Inbox", "Address", "Compose", "Sent Mail", and "Drafts". The main content area features a row of action buttons: "Reply", "Reply to All", "Forward", "Delete", and "Printer-Friendly Version". The email details are as follows:

- Received:** May 11, 2007 09:28:44 EDT
- Expires:** May 25, 2007 09:28:44 EDT
- From:** [hbeagan@zixport.zixtest.com](mailto:hbeagan@zixport.zixtest.com)
- To:** [hbeagan@zixport.zixtest.com](mailto:hbeagan@zixport.zixtest.com)
- Cc:**
- Priority:** Normal
- Subject:** Hello
- Message:** Hello!

Under the "Attachments:" section, there is a "Download" button and the text "Email message as a text file". At the bottom of the email content, there is another row of action buttons: "Reply", "Reply to All", "Forward", "Delete", and "Printer-Friendly Version".

#### Additional Notes

As mentioned above, the recipient creates an account to view and reply to secure mail messages sent from APS Healthcare. This account also allows external users to send secure e-mail messages to APS Healthcare employees. Once you are logged into the site, click on the tab labeled "Compose", and you can send secure e-mail to APS Healthcare employees.

Inbox   Address   **Compose**   Sent Mail   Drafts

To:

Cc:

Subject:

Priority: Normal ▾

Message:

Attachments:

Buttons: Attach File, Send, Save Draft

When this is used, the e-mail sent to the APS Healthcare employee will appear in the inbox as any regular email with the exception that there will be a signature on the e-mail which says "This message was secured by ZixCorp®." Secure e-mails are only available to the recipient for 14 days. After 14 days, these e-mails are no longer available to the recipient.

#### Technical Assistance

If you have forgotten the password for your ZixMessage Center account, click the "Forgot your password?" link, and enter your e-mail address. Your password will then be e-mailed to you. If you experience any other technical issues while using the ZixMessage Center, please contact APS Provider Relations at 866-521-0027, option 1.

If you have any questions about secure e-mails or the APS Healthcare PHI policy, please contact Provider Relations at 866-521-0027, option 1.