

Texas Medicaid & Healthcare Partnership (TMHP)



Email Encryption Basics/Help Guide



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1.0 Receiving Encrypted E-Mail from TMHP


Encrypted/secure e-mail uses the breakthrough Identity-Based Encryption to ensure the privacy of personal data without compromising ease of use. Each message is also signed by the sender to ensure authenticity of the sender and data integrity of the message.

In addition, all decrypted e-mail messages are viewed through your web browser using an Secure Socket Layer (SSL)/Transport Layer Security (TLS) connection.

To read an encrypted e-mail:


- 1) Click the "message_zdm.html" attachment.

☆ to me



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This is a secure, encrypted



To view your secure

Desktop users:
Open the attachment (mes
follow the instructions.


BlackBerry users:
[Install the Voltage Secure](#)
application.

Other mobile users:
Forward this message to:
and check your inbox for a
message.

Disclaimer: This email and any attachments are confidential and f
you have received this email in error please notify the sender.

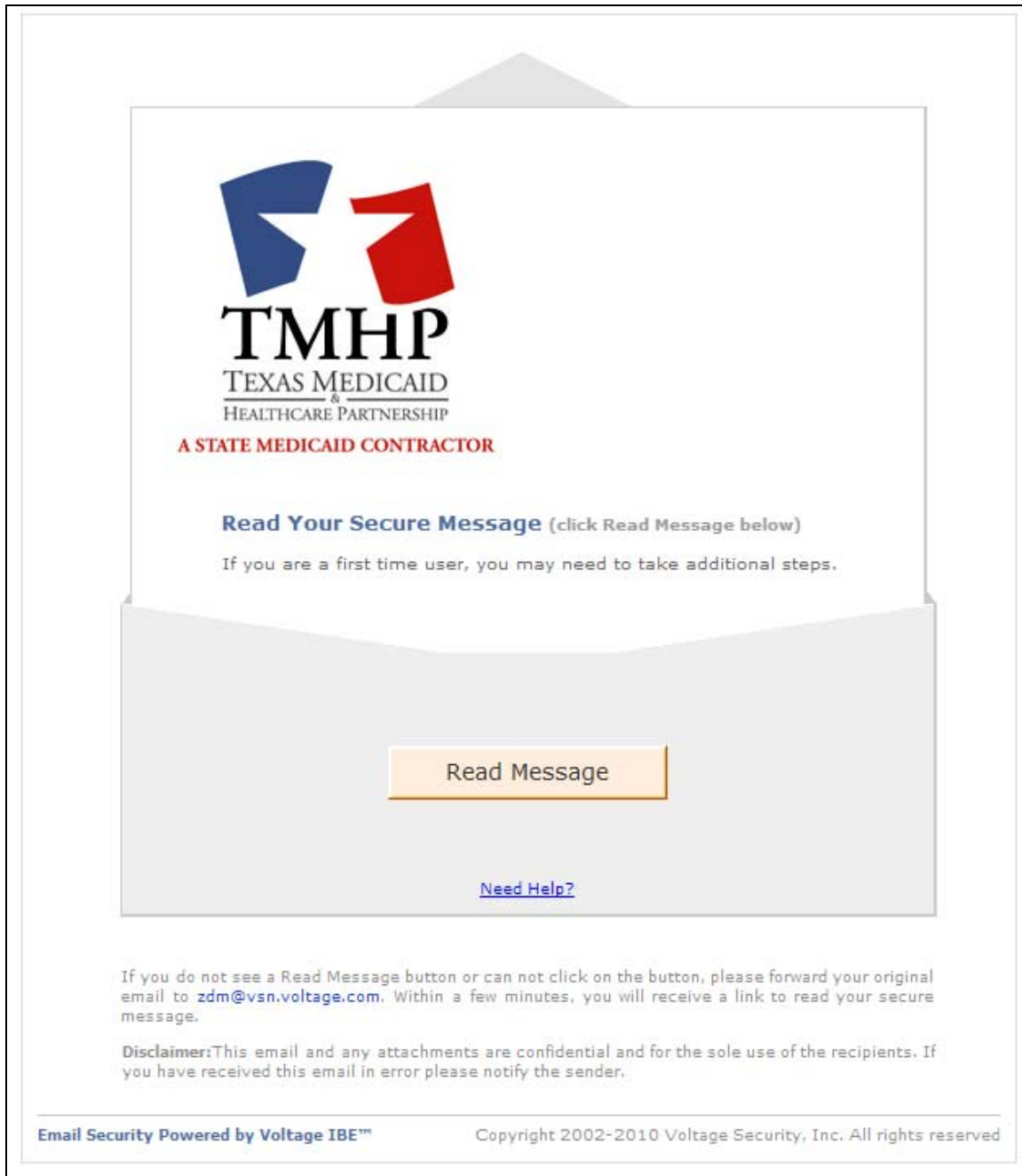
[Need Help?](#)

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 **message_zdm.html**
17K [View](#) [Download](#)

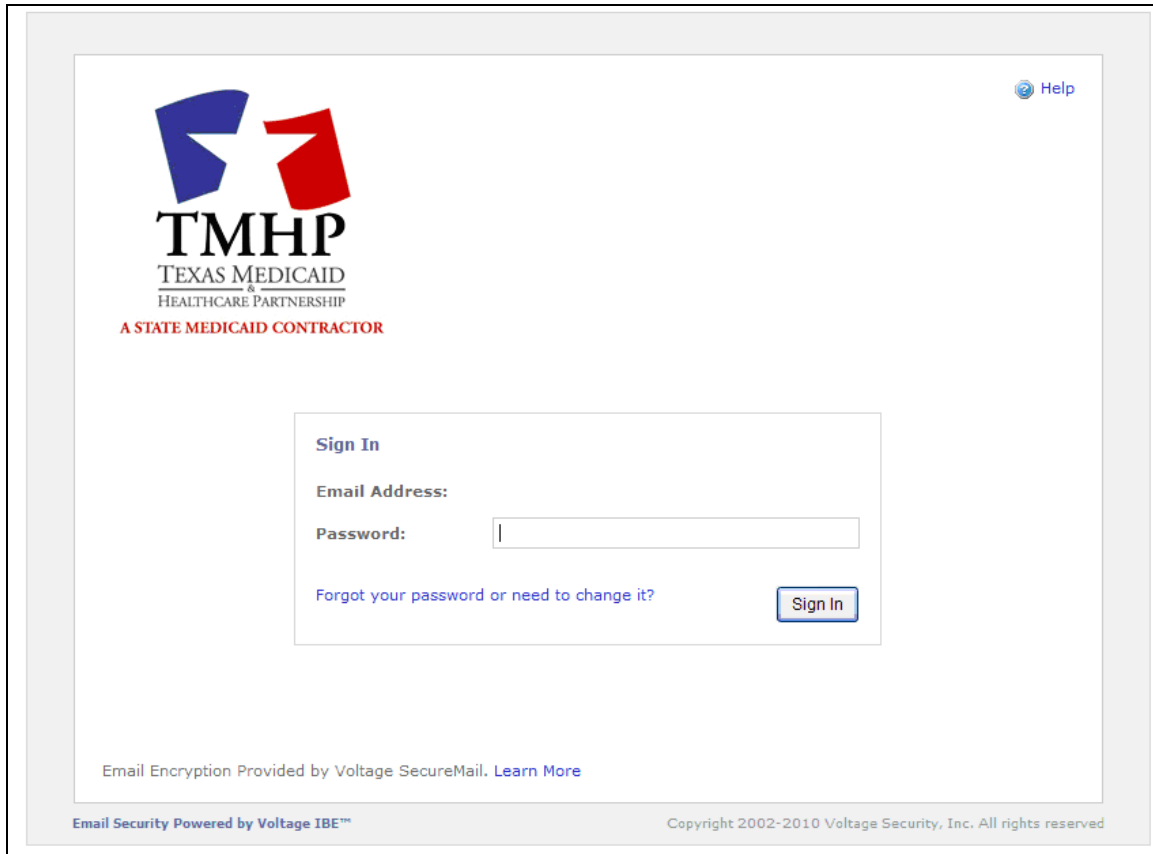


2) Click the Read Message button on the page that opens in your web browser.



The screenshot shows a secure message interface. At the top is the TMHP logo, which consists of a blue and red stylized star above the text "TMHP", "TEXAS MEDICAID & HEALTHCARE PARTNERSHIP", and "A STATE MEDICAID CONTRACTOR". Below the logo, the text reads "Read Your Secure Message (click Read Message below)" and "If you are a first time user, you may need to take additional steps." A large orange button with the text "Read Message" is centered on the page. Below the button is a blue link that says "Need Help?". At the bottom of the interface, there is a disclaimer: "If you do not see a Read Message button or can not click on the button, please forward your original email to zdm@vsn.voltage.com. Within a few minutes, you will receive a link to read your secure message." Below the disclaimer is another line of text: "Disclaimer: This email and any attachments are confidential and for the sole use of the recipients. If you have received this email in error please notify the sender." At the very bottom, there are two lines of text: "Email Security Powered by Voltage IBE™" and "Copyright 2002-2010 Voltage Security, Inc. All rights reserved".

- 3) Enter or verify your e-mail address.
 - a) If you have created an account and have a password, enter your password.



The screenshot shows the TMHP Sign In page. At the top left is the TMHP logo with the text "TMHP TEXAS MEDICAID & HEALTHCARE PARTNERSHIP A STATE MEDICAID CONTRACTOR". At the top right is a "Help" link. The main content area is a "Sign In" form with fields for "Email Address:" and "Password:". Below the password field is a link that says "Forgot your password or need to change it?". A "Sign In" button is located at the bottom right of the form. At the bottom of the page, there is a footer that reads "Email Encryption Provided by Voltage SecureMail. [Learn More](#)" and "Email Security Powered by Voltage IBE™" on the left, and "Copyright 2002-2010 Voltage Security, Inc. All rights reserved" on the right.

Note: If you have forgotten your password and/or the answer to your security question, follow the prompts and an e-mail will be sent to your registered e-mail address to reset the account.



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Help

Check Your Email

A message has been sent to [redacted] with the subject:
SecureMail Password Reset

Click on the link in the message to activate your account.

If you do not receive the message within the next few minutes, check your junk email folder.

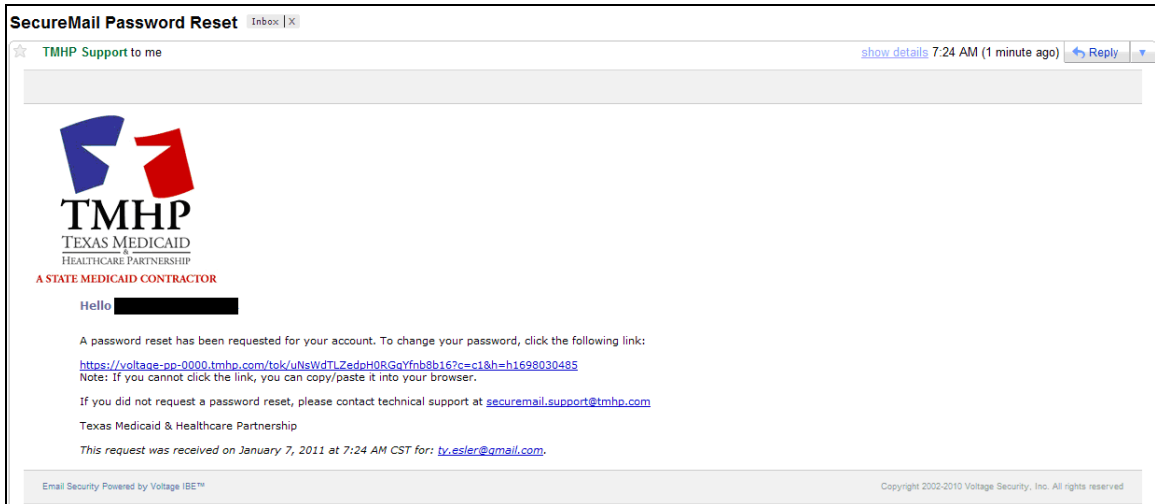
The message will come from TMHP Support <support@tmhp.com>.

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Password Reset E-mail Received



SecureMail Password Reset | Inbox | X

TMHP Support to me [show details](#) 7:24 AM (1 minute ago) [Reply](#)

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Hello [redacted]

A password reset has been requested for your account. To change your password, click the following link:
<https://voltage-pp-0000.tmhp.com/tek/uNsWdTLZedpH0RGyFnb8b167c=ct1&h=h1698030485>

Note: If you cannot click the link, you can copy/paste it into your browser.

If you did not request a password reset, please contact technical support at securemail.support@tmhp.com

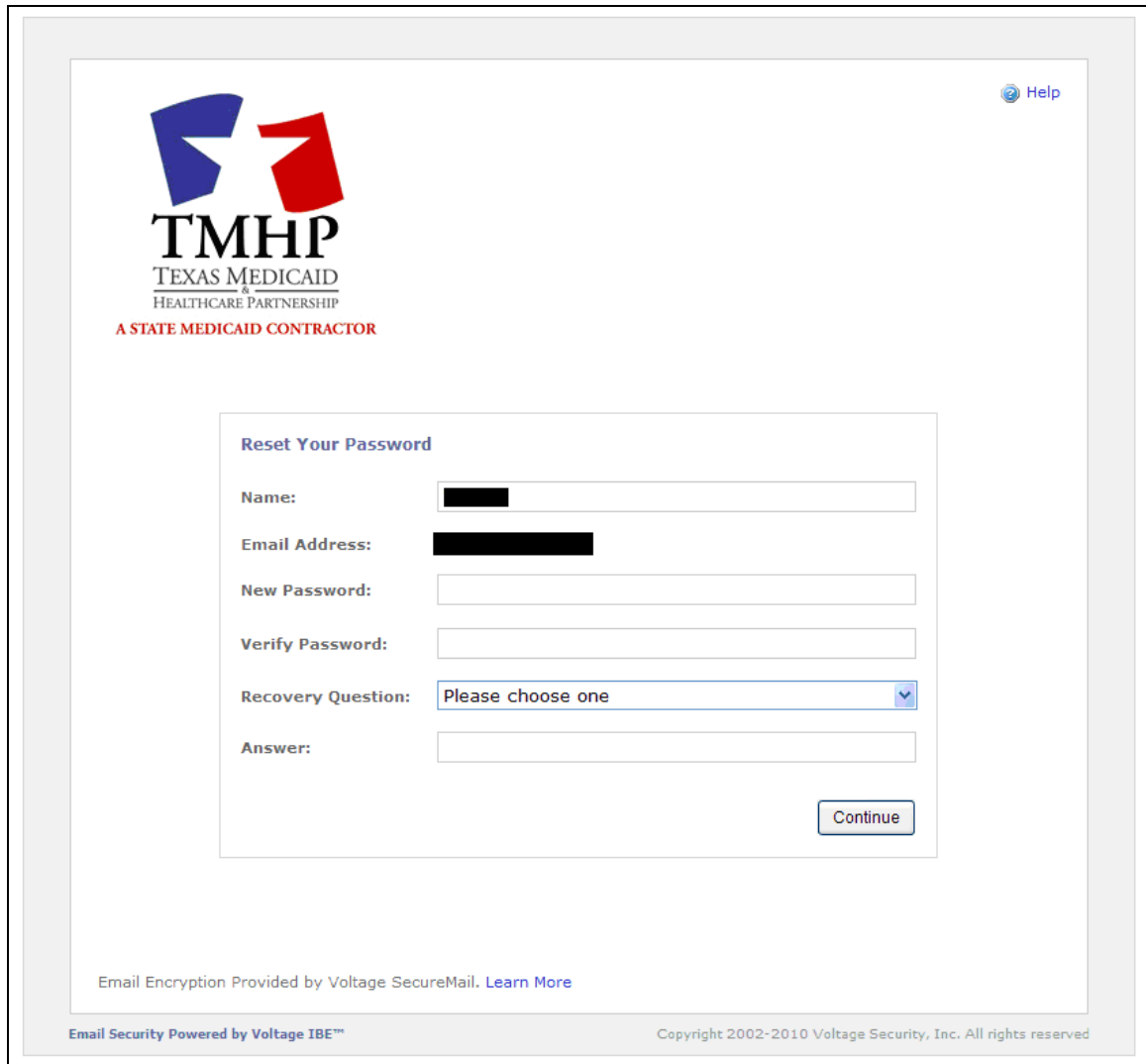
Texas Medicaid & Healthcare Partnership

This request was received on January 7, 2011 at 7:24 AM CST for: ty.esler@gmail.com.

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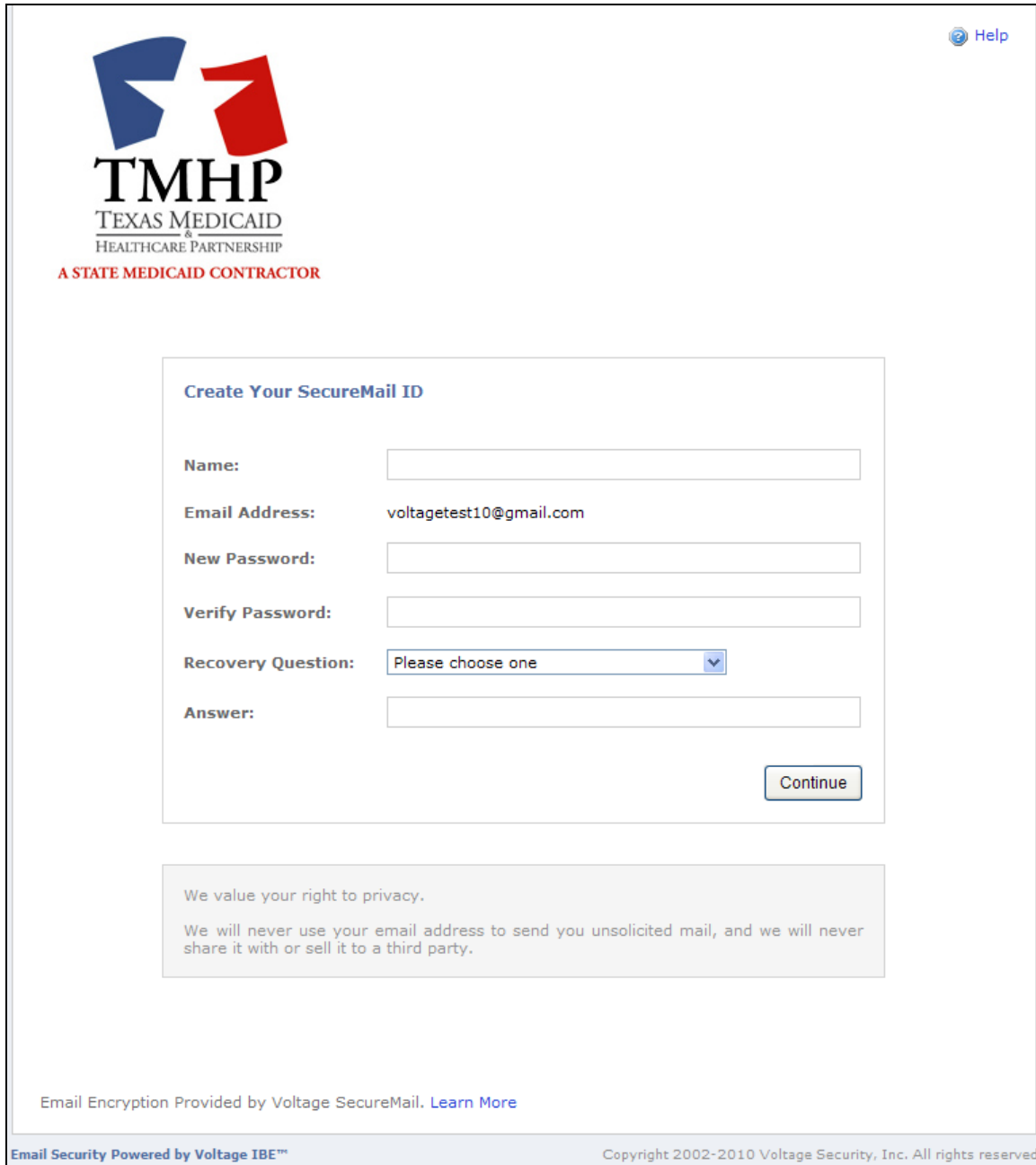
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Password Reset Screen



The screenshot shows the 'Reset Your Password' screen. At the top left is the TMHP logo with the text 'TEXAS MEDICAID HEALTHCARE PARTNERSHIP' and 'A STATE MEDICAID CONTRACTOR'. At the top right is a 'Help' link. The main form area contains the following fields: 'Name:' (with a redacted value), 'Email Address:' (with a redacted value), 'New Password:', 'Verify Password:', 'Recovery Question:' (a dropdown menu with 'Please choose one' selected), and 'Answer:'. A 'Continue' button is located at the bottom right of the form. At the bottom of the page, there is a footer with the text 'Email Encryption Provided by Voltage SecureMail. [Learn More](#)', 'Email Security Powered by Voltage IBE™', and 'Copyright 2002-2010 Voltage Security, Inc. All rights reserved'.

- b) If you do not have a password, create an account by following the instructions in the e-mail. When you have received a password, enter the password.




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[Help](#)

Create Your SecureMail ID

Name:

Email Address: voltagetest10@gmail.com

New Password:

Verify Password:

Recovery Question:

Answer:

We value your right to privacy.
We will never use your email address to send you unsolicited mail, and we will never share it with or sell it to a third party.

Email Encryption Provided by Voltage SecureMail. [Learn More](#)

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Note: After you are logged in, the decrypted email displays in your browser.

- 4) Once the message has been decrypted, the following screen and actions are available:



2.0 Accessing Attachments in Encrypted E-Mail


To open an attachment:

- 1) Click "View" or "Download" next to the attachment name.
 - a) If the program in which the attachment was created is available, the attachment will open automatically.
 - b) If the program in which the attachment was created is not available, the attachment will open in a new browser window.

3.0 Understanding Signature Markings


Every encrypted e-mail is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message.

If the signature is marked valid with a :

The  means that the signature associated with this e-mail is valid and the message can be trusted.



If the signature is marked invalid with a :

The  means that the signature associated with this message is not valid and the message may have been forged. The provider can either contact the sender of the message or technical support at securemail.support@tmhp.com for assistance.

4.0 Replying To Encrypted E-Mail

To reply to a encrypted e-mail:

- 1) Click “Reply” or “Reply All” at the top of the message. The recipients will automatically be entered in the “To:” field in the composition page that displays.
- 2) Add any new e-mail addresses in the “Cc:” or “Bcc:” fields.

Helpful hints:

- To access the “Bcc:” field, click “Show Bcc.”
 - E-mail addresses can be separated with commas, semi-colons, or blank spaces.
- 3) Type the reply. The original message will already be included in the compose field.
 - 4) Click “Send Secure” to send your reply.

If permitted by the company with which you are communicating, you can add attachments to your encrypted e-mail. To add an attachment to the encrypted e-mail:

- 1) Click “Choose File...” in the “Attach” field and select a file. The selected file will be uploaded immediately.
- 2) To remove attachments, click “Remove.”

If you would like a copy of the encrypted e-mail that you composed:

- 1) Click the “Copy Me” button that is to the right of the “To:” field. An exact copy of the composed, encrypted e-mail will be sent to your e-mail account.
- 2) If you do not want to have a copy of the encrypted e-mail sent to your account, click the “Remove Me” button that will appear to the right of the “To:” field.

5.0 Forwarding Encrypted E-Mail

You have the option to forward encrypted e-mail that you have received. To forward a encrypted e-mail:

- 1) Click “Forward” at the top of the message. All recipients already identified in the previous e-mail will be automatically entered in the “To:” field in the composition page that displays.

Note: To forward the encrypted email, the “*first.lastname@tmhp.com*” email address of the person who sent you the email must be included among the forward recipients.

- 2) Add any additional e-mail addresses in the “Cc:” or “Bcc:” fields.

Helpful hints:

- To access the “Bcc:” field, click “Show Bcc.”
- E-mail addresses can be separated with commas, semi-colons, or blank spaces.



- 3) Type a message to go with the forwarded e-mail. The original message will already be included in the compose field.
- 4) Click "Send Secure" to send your message.

If permitted by the company with which you are communicating, you can add attachments to your encrypted e-mail. To add an attachment to the encrypted e-mail:

- 1) Click "Choose File..." in the "Attach" field and select a file. The selected file will be uploaded immediately.
- 2) To remove attachments, click "Remove."

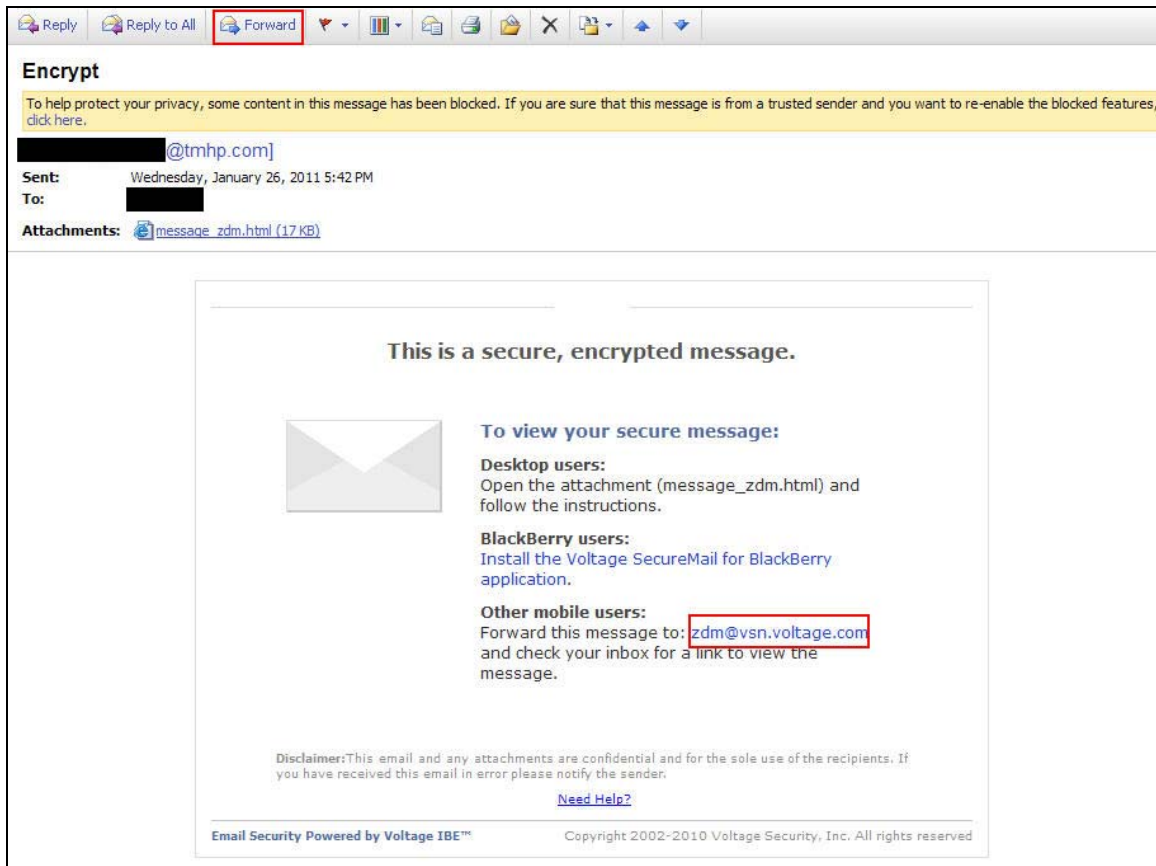
If you would like a copy of the encrypted e-mail that you composed:

- 1) Click the "Copy Me" button that is to the right of the "To:" field. An exact copy of the composed encrypted e-mail will be sent to your e-mail account.
- 2) If you do not want to have a copy of the encrypted e-mail sent to your account, click the "Remove Me" button that will appear to the right of the "To:" field.

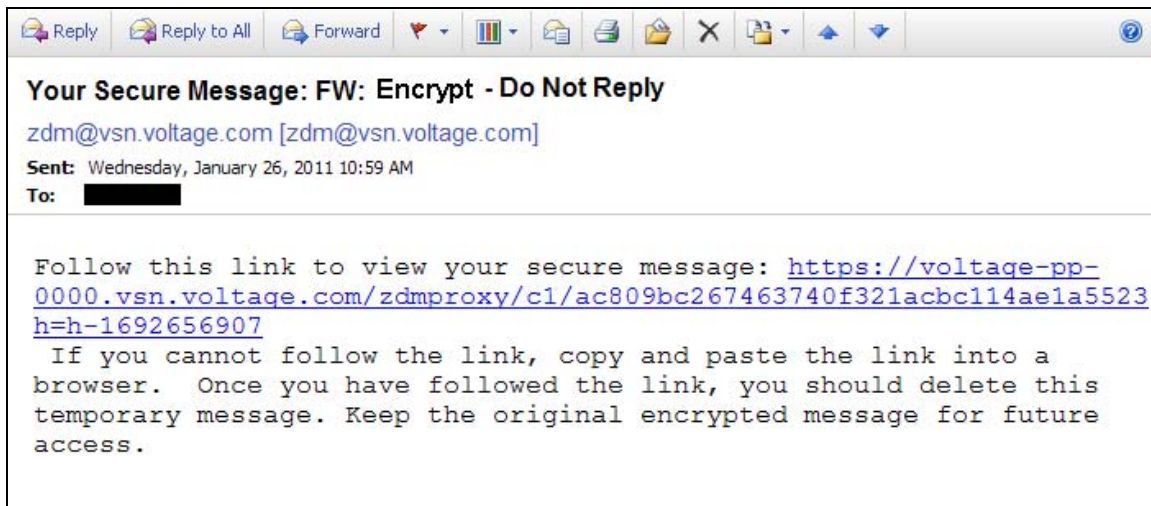
6.0 Opening Encrypted Emails from TMHP Without Using The Attachment

If you are unable to access the message (i.e., the “Read Message” link will not display or you receive a “Page Not Found” message) after clicking the attached link on an encrypted message sent from TMHP:

1. Forward the e-mail to zdm@vsn.voltage.com as indicated on the email:



2. After forwarding the e-mail, you will receive an e-mail similar to the one shown in this screen shot. Click on the link provided.



3. Click "Submit" on the page that appears. After you click "Submit," you will be able to log in securely and retrieve your decrypted message.

