Texas Medicaid & Healthcare Partnership (TMHP)

Email Encryption Basics/Help Guide

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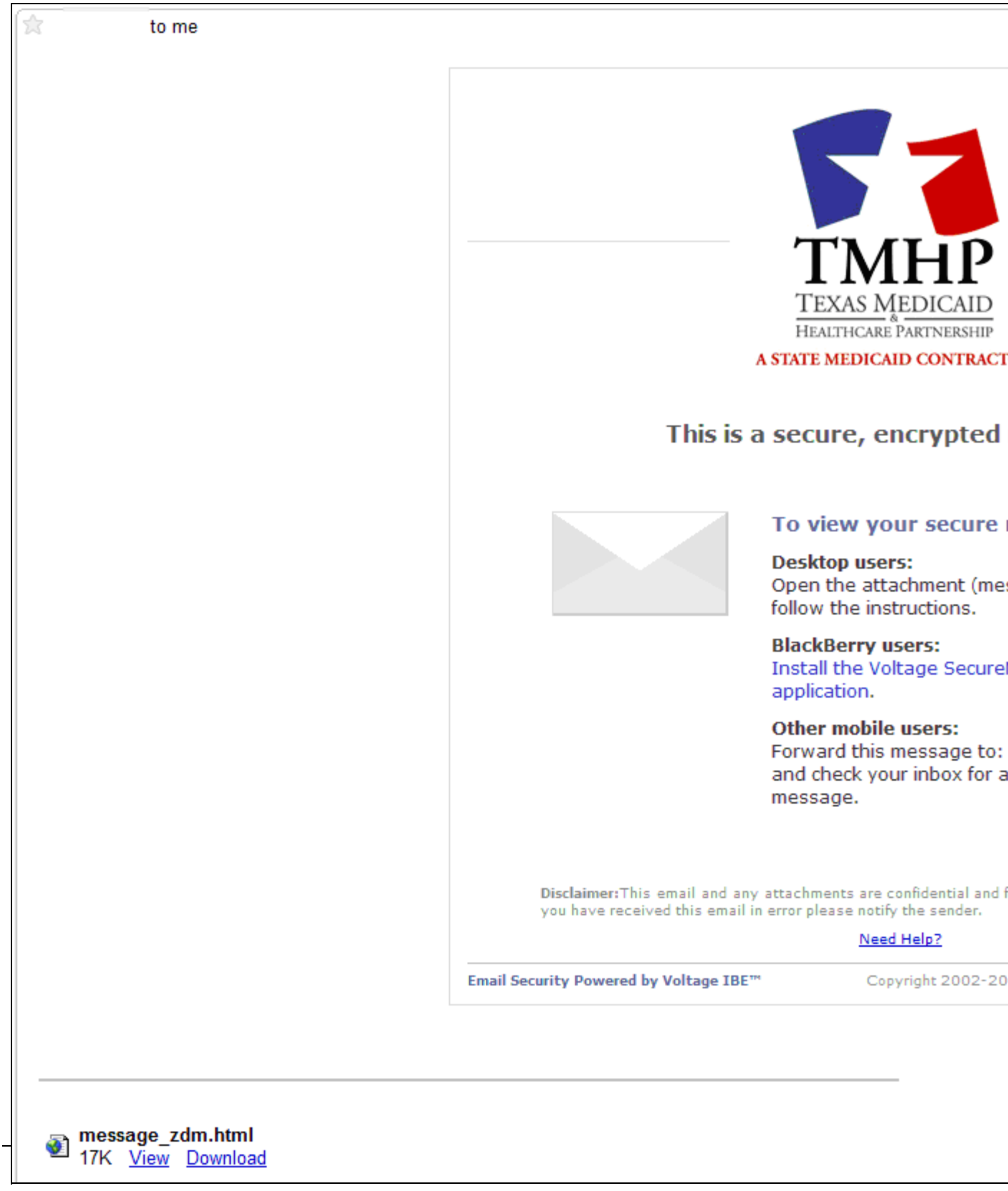
1.0 Receiving Encrypted E-Mail from TMHP

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.

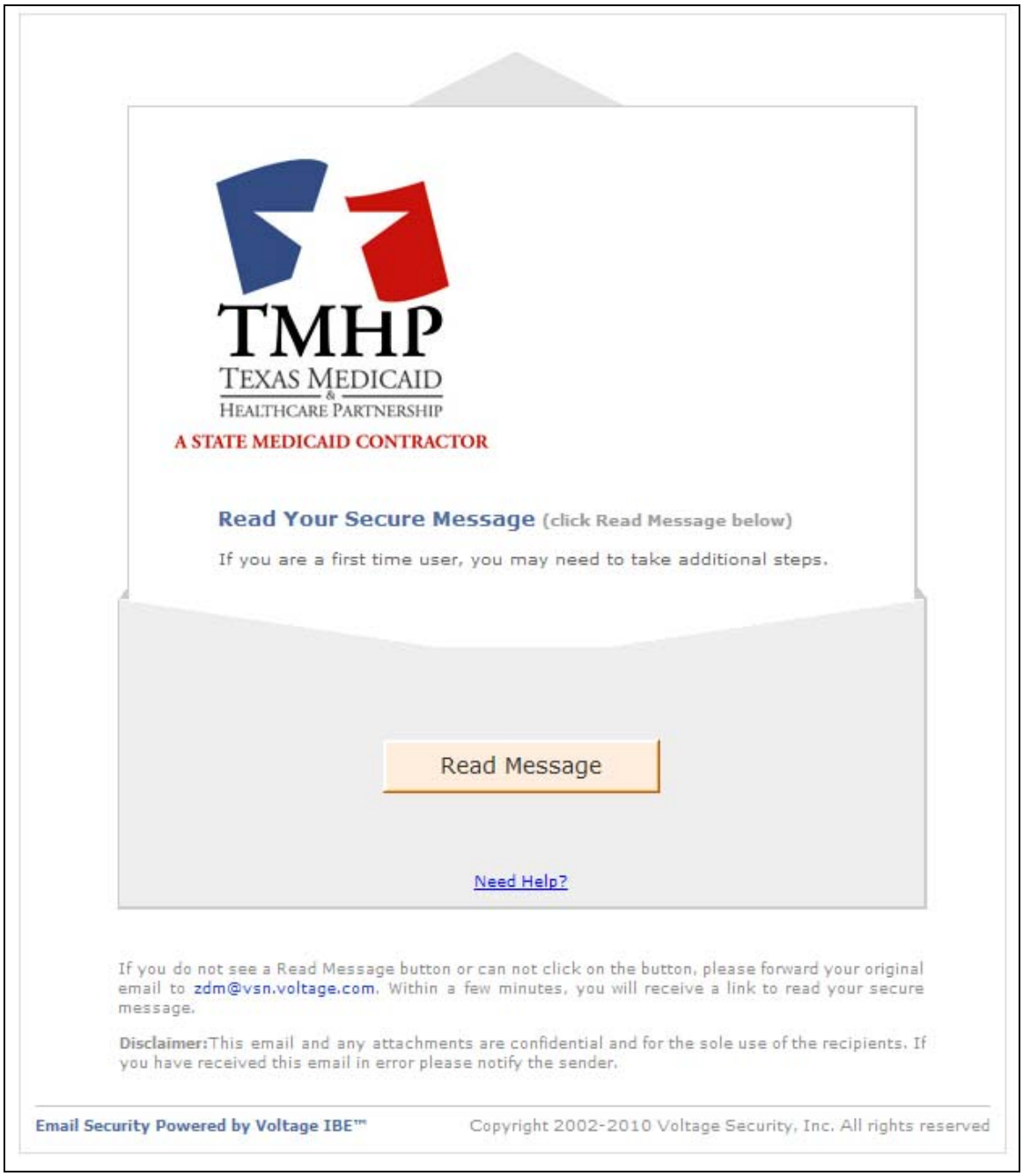
In addition, all decrypted e-mail messages are viewed through your web browser using an Secure Socket Layer (SSL)/Transport Layer Security (TLS) connection.

To read an encrypted e-mail:

1) Click the “message_zdm.html” attachment.

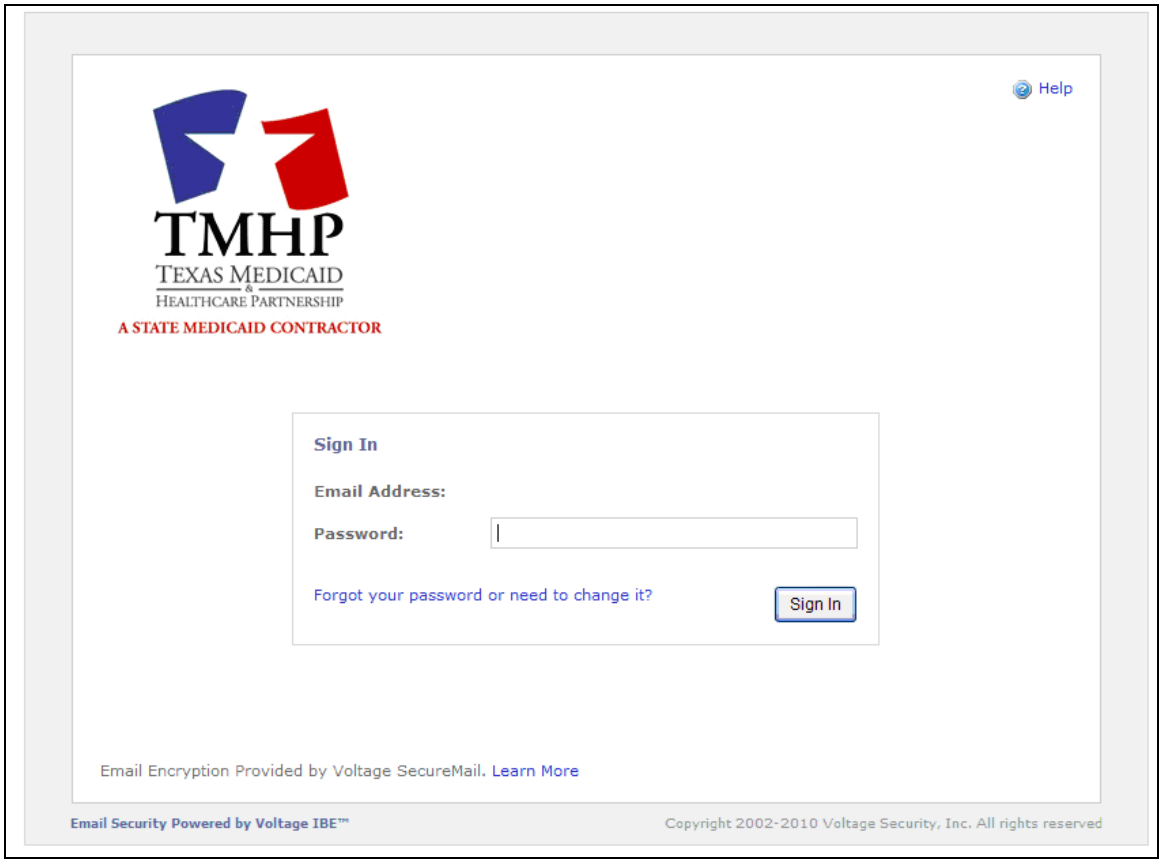

to me
TMHP
TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACT
This is a secure, encrypted
To view your secure
Desktop users:
Open the attachment (mes
follow the instructions.
BlackBerry users:
Install the Voltage Securel
application.
Other mobile users:
Forward this message to:
and check 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?
Email Security Powered by Voltage IBE™
Copyright 2002-20
message_zdm.html
17K View Download

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



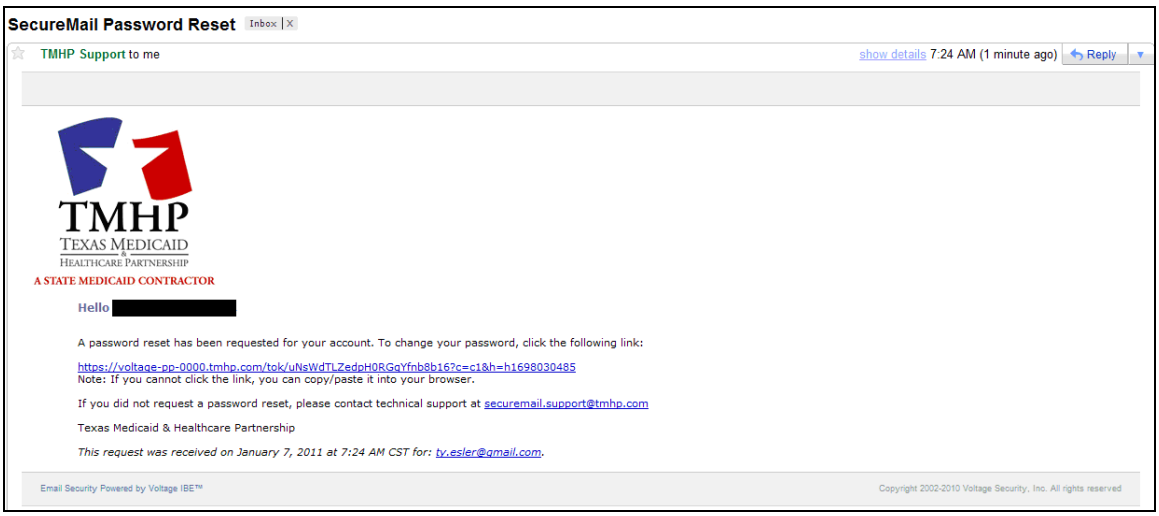
3) Enter or verify your e-mail address.

   a) If you have created an account and have a password, enter your password.



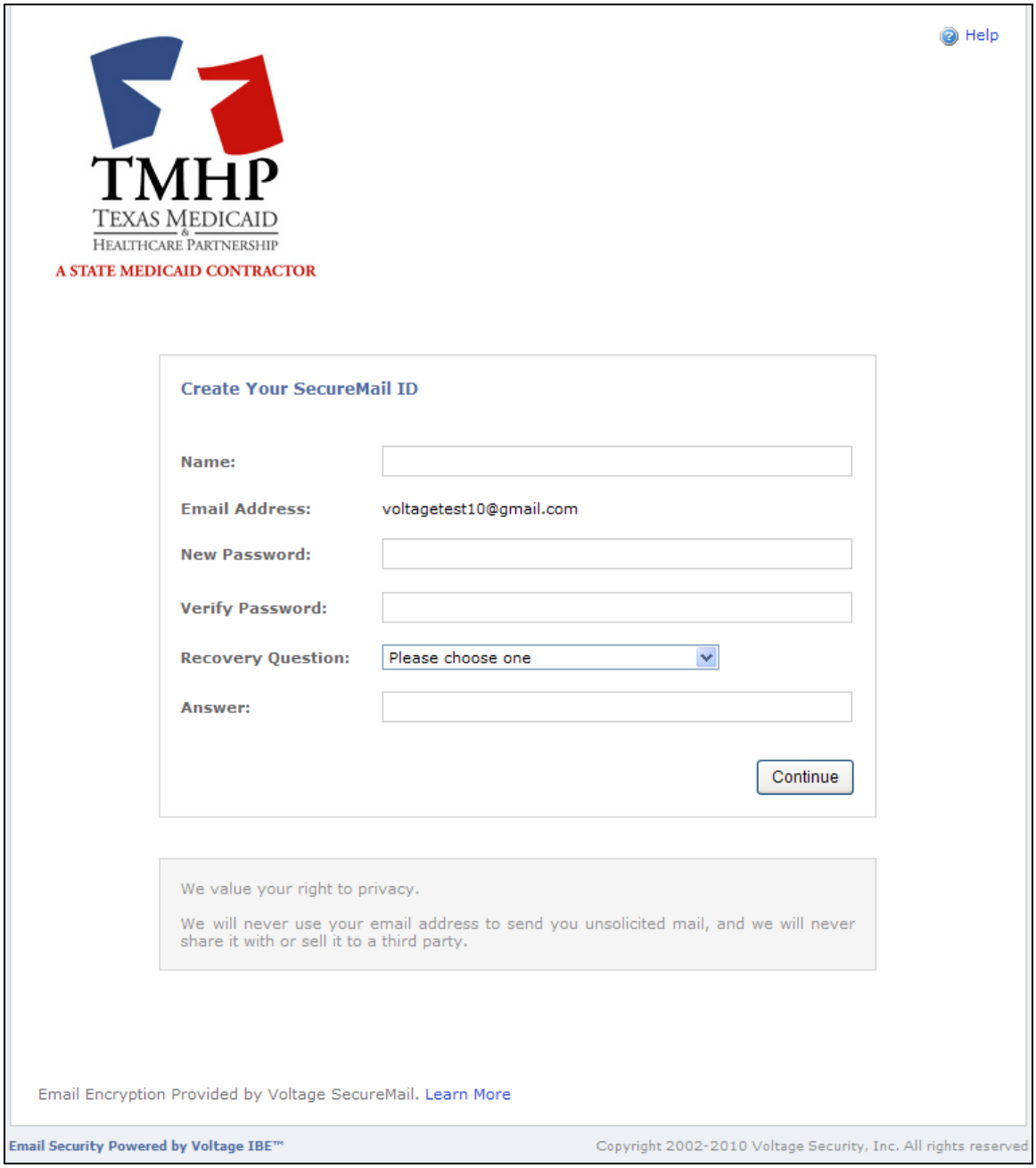
Note: If you have forgotten your password and/or the answer to your security question, follow the prompts and an e-mail will be sent to your registered e-mail address to reset the account.

Password Reset E-mail Received



Password Reset Screen

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.



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:

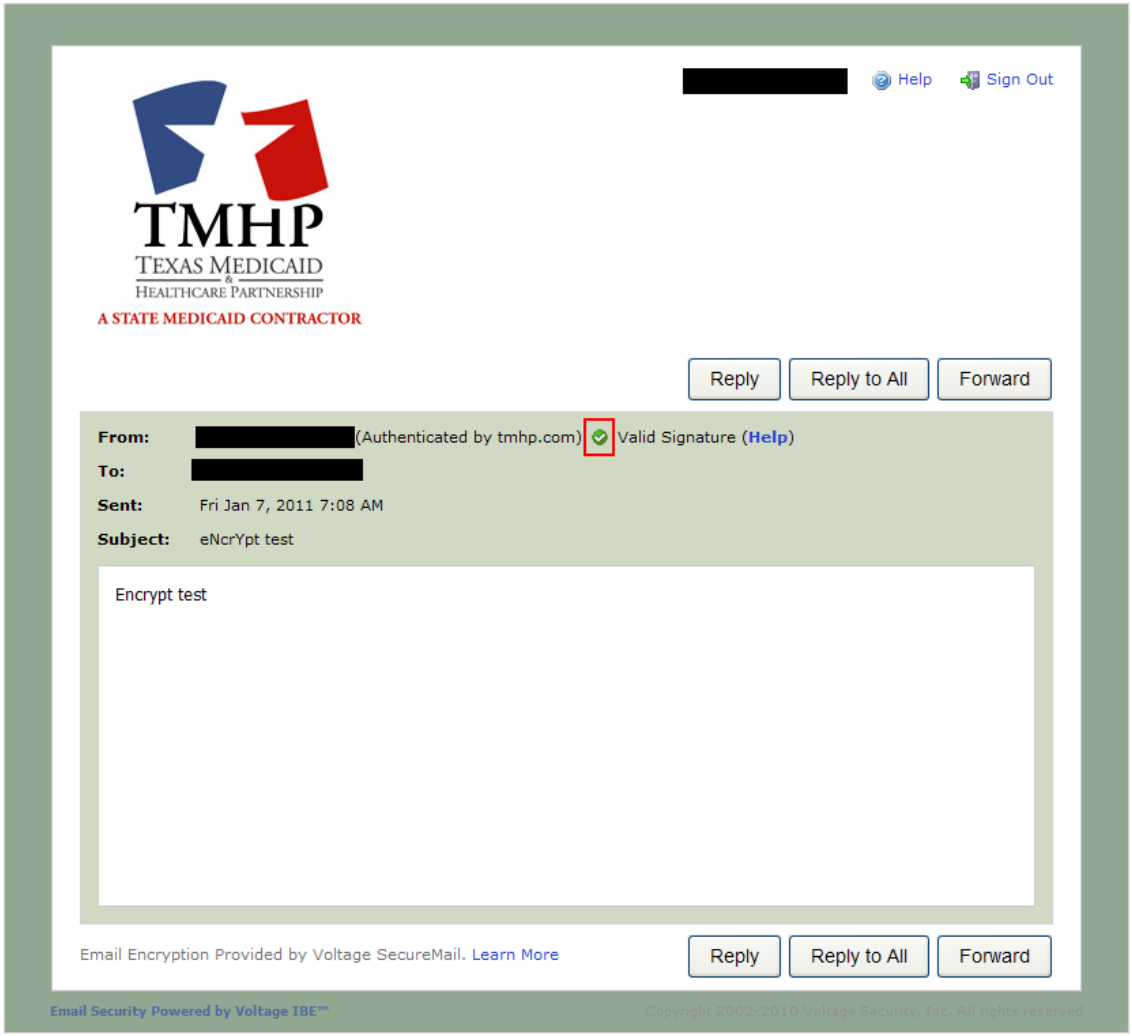
1) Click “View” or “Download” next to the attachment name.
   a) If the program in which the attachment was created is available, the attachment will open automatically.
   b) If the program in which the attachment was created is not available, the attachment will open in a new browser window.

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.”

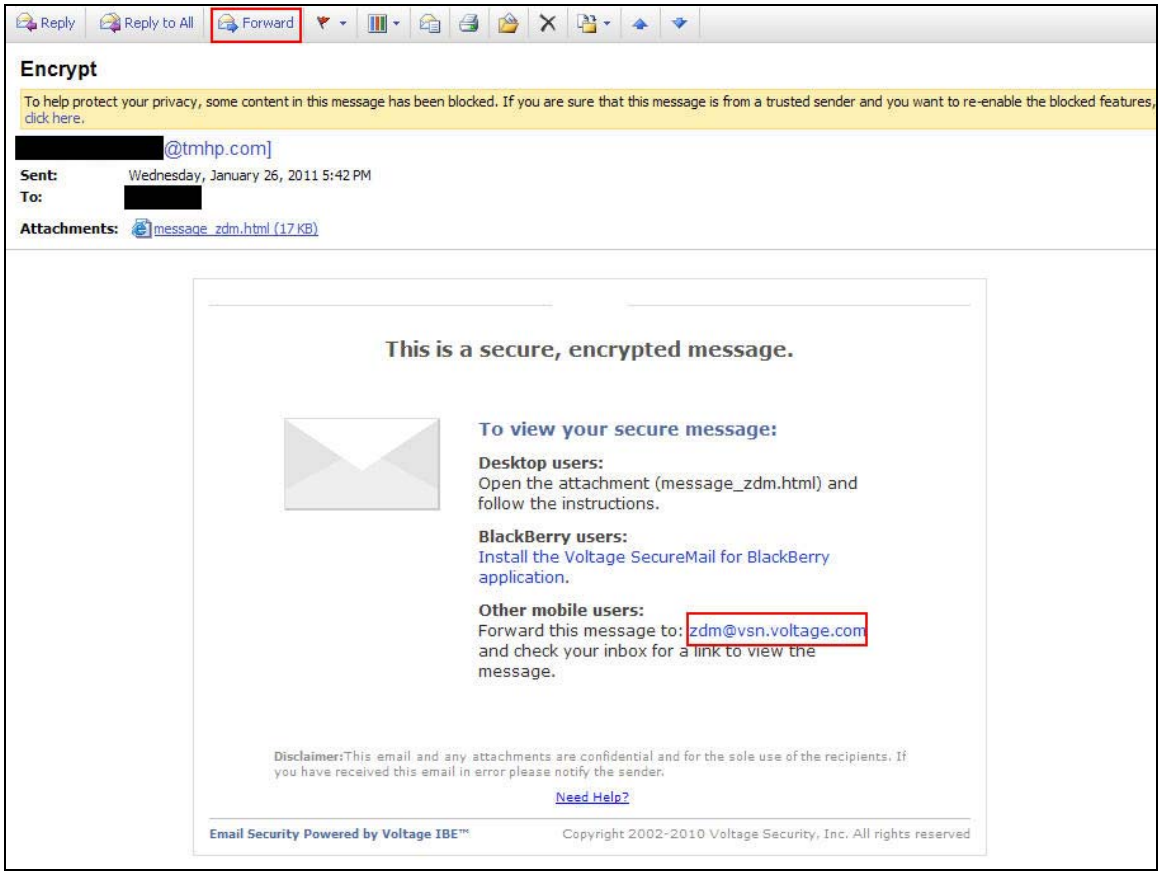
If you would like a copy of the encrypted e-mail that you composed:

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.

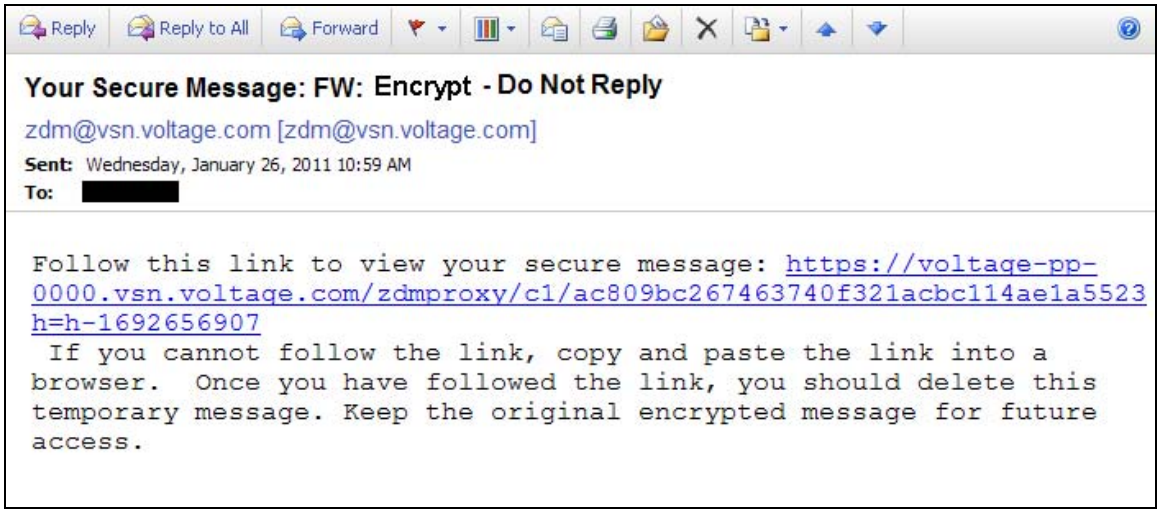
6.0 Opening Encrypted Emails from TMHP Without Using The Attachment

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.