

HOW TO

Access Secure Email



Consumer Direct Care Network (CDCN) uses a safe way to send Protected Health Information (PHI). All PHI is sent via secure email. To see it, you'll need to sign up or log in to our secure message system. Below is an example of what a secure message might look like (Fig. 01). **Remember, it's not spam. Don't delete it.**

How to Register

If this is your first time viewing a secure email from CDCN, you need to sign up. This is different than your web portal or EVV login. Here's how you can make a password and sign up for our secure email system:

1. After opening the email in your inbox, use the "Click here" URL or select the **message attachment**. (Fig. 02)
2. This will launch a browser window. Select the **Click to read message** button. (Fig. 03)
3. You will be prompted to create an account. Enter your email address and press **Continue**. (Fig. 04)

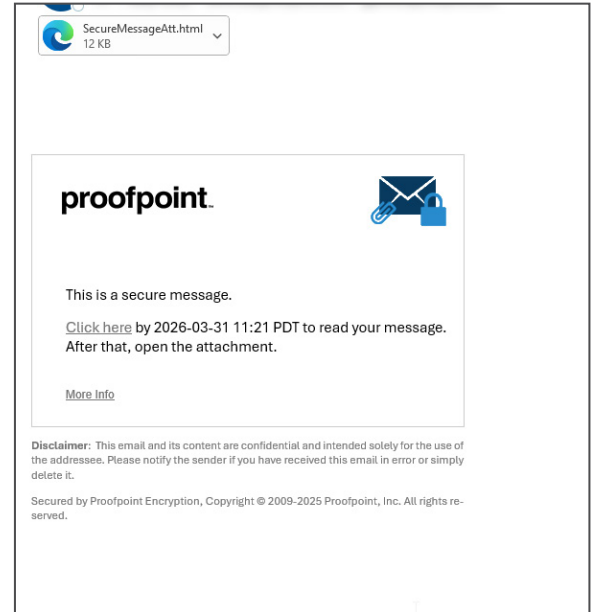


Fig. 01

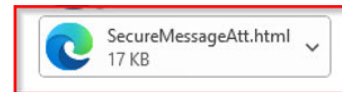


Fig. 02

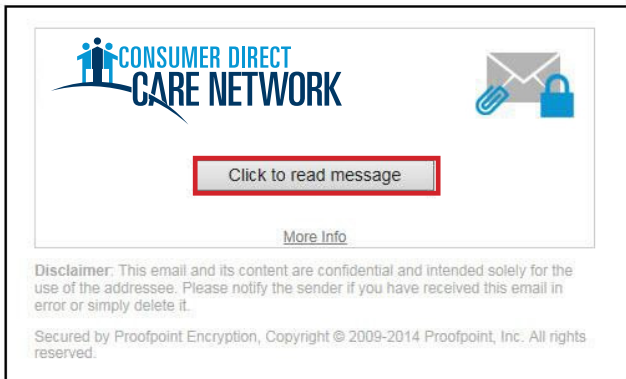


Fig. 03

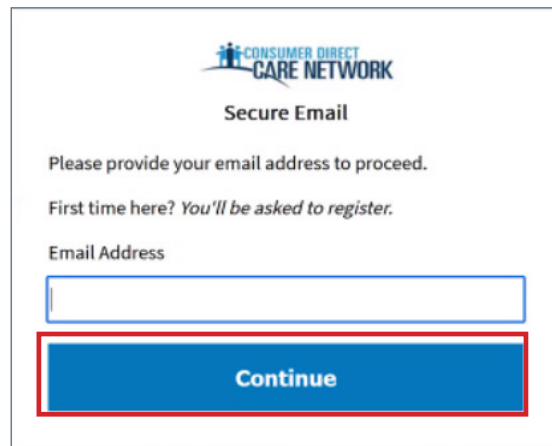


Fig. 04

You will be required to create a password.

1. Enter your first and last name, then make a password. Be sure to follow the guidelines when creating your password. (Fig. 05)
 - Keep your password safe, you'll need it every time you get a secure email from CDCN.
2. A validation code will be sent to your email. Check your inbox, **and your spam/junk folder**, for the code and enter it in the box.
3. Select **Continue**.
4. You will receive another email with a link to activate your account. If you don't see the message, **check your spam/junk folder**. (Fig. 06)

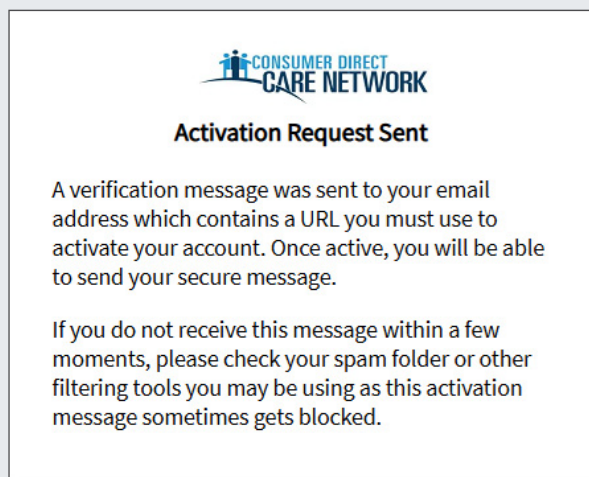


Fig. 06

Fig. 05

Signing In

If you've already signed up and want to check or send an email:

- Type your email and password on the sign in screen and press **Continue**. (Fig. 07)

NOTE: Once you've signed up for an account, the next time you want to read a secure message, you will be prompted to log in using your password.

Fig. 07

Saving Your Message

As with email, you can Reply, Reply All, and Forward your secure messages. Whether or not you open your secure message, it will expire after 90 days. If you need the message longer than 90 days, you can use the **Save As** option to download the message. (Fig. 08)



Fig. 08

- Save Message Body as HTML – downloads the message body as <message subject>.html.
- Save as Zip Archive – downloads the message and associated attachments as <message subject>.zip.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.

Changing Your Password

From the secure email login screen, press **Forgot Password**. (Fig. 09)

- A password reset message will be sent to your email. (Fig. 10)
Check your inbox and your spam/junk folder if you don't see it.
- You will then be prompted to enter a new password. (Fig. 11)

NOTE: If your password expires before you have a chance to reset it, you will be prompted to reset it the next time you read a secure message.

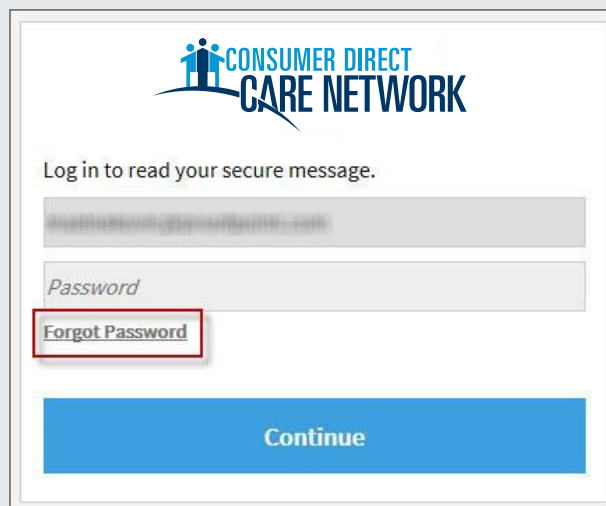


Fig. 09

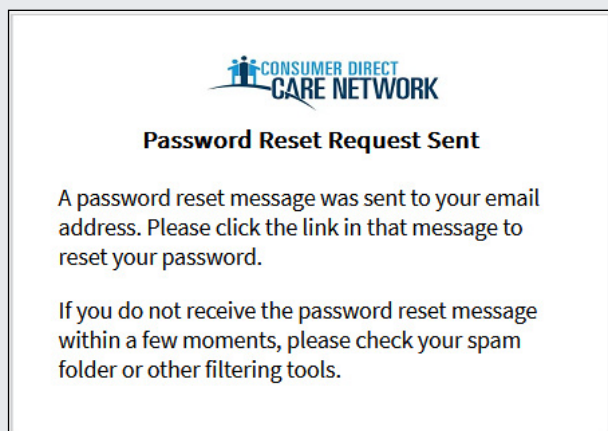


Fig. 10

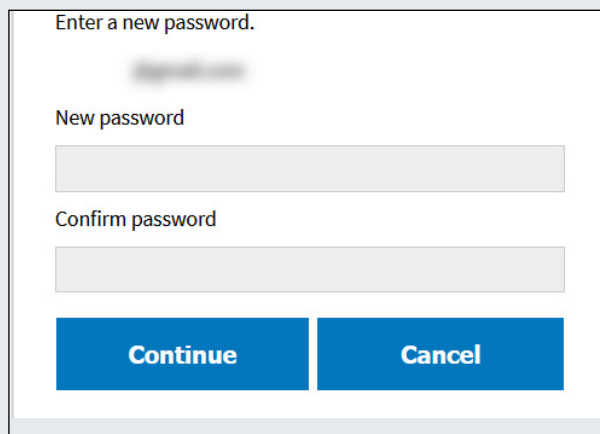


Fig. 11