



## Welcome to Hushmail: A new user's guide to encrypted email

To better protect your personal information, we will be communicating with you using Hushmail encrypted email.

Hushmail has been providing secure, private, and encrypted webmail solutions since 1999. It's easy to use and complies with federal regulations that require healthcare providers to protect your health information.

You don't need to have a Hushmail account to receive secure email from us and to respond securely. However, there are several points you'll want to keep in mind when you receive and respond to your **first** encrypted email.

- When we send you the first encrypted email, you will receive a message in your inbox with a link to a secure web page. Be sure to click on that link so you can read your message.
- Once you click on the link, you'll be asked to create a passphrase. Passphrases are more secure than passwords and easier to remember. A passphrase consists of three to five random words instead of a string of characters and numbers. An example of a good passphrase is *sparkle dog grass bowl*.
- Once you establish your passphrase, you'll be able to use it to access future encrypted messages from us.
- Be sure to remember your passphrase or write it down in a safe place. If you forget it, you'll be able to create a new one, but you won't be able to access emails you received using the old passphrase.
- You might also be asked a security question. If this is the case, the answer will be one only you and us know. If you don't know the answer, call us.
- You will read your encrypted emails and respond to them on a secure web page. Your responses will also be encrypted.
- To access past email messages, return to the initial notification email and follow the link. Keep in mind that messages will expire after a period of time, so if you're concerned about being able to access past emails, ask us.
- If you're using a public computer to access your encrypted email, don't forget to sign out of the message center when you're finished.

We're delighted to be able to communicate confidentially with you about your care using encrypted email. If you want to read more about Hushmail, visit [hushmail.com](https://hushmail.com), and feel free to reach out to their Customer Care team at [www.hushmail.com/contact](https://www.hushmail.com/contact) if you have questions. They are very responsive and will be happy to help.