How do you access a UCMC encrypted email?

When UCMC personnel send outbound mail (for example: to Hotmail, gmail, aol, etc.) with sensitive data, the message is encrypted by the UCMC email systems and a notification is sent to the recipient.

1. The notification to external recipients is displayed below:

![Notification Screenshot]

2. To open the message, you must open the “SecureMessageAtt.html” attachment or click on “Click here” link as shown in the above screenshot. “Click this link…” link takes 1-2 min to generate after the message is sent. In case you get a session timeout message, wait for few minutes and click again.

3. If you have not done so already, you will be asked to register to the secure email portal and will be asked to provide a password. Click “Continue” after populating the registration fields.
4. Using the newly created account you will be able to authenticate, as shown below.

5. The secure email portal decrypts the message and the message can be viewed.
6. Click Logout when you are done.
Please note –

- You are not permitted to forward the email to any contact other than those included in the original email.
- You can reply to the sender and others in the email.
- The email link (Click here) will expire in 7 days. To open the email after the link expires, download the attachment “SecureMessageAtt.html” and open the attachment using a browser such as Internet Explorer (IE) or Firefox.
Additional information on Secure Email

1. The secure email portal allows 8 attempts before the account is locked. If your account is locked out you will receive the following message. Your account will remain locked for 1 minute.

2. If you forgot your password, you can reset the password by clicking on the “Forgot Password” button.
3. A hyperlink will be emailed to you, assisting in the resetting of your password.

4. You will then create a new password. A new browser window will be displayed to enter the new password.

5. If for any reason the password reset option does not work, please send an email to UCMC Service Desk at help@bsd.uchicago.edu from the email account that the secure message was received.