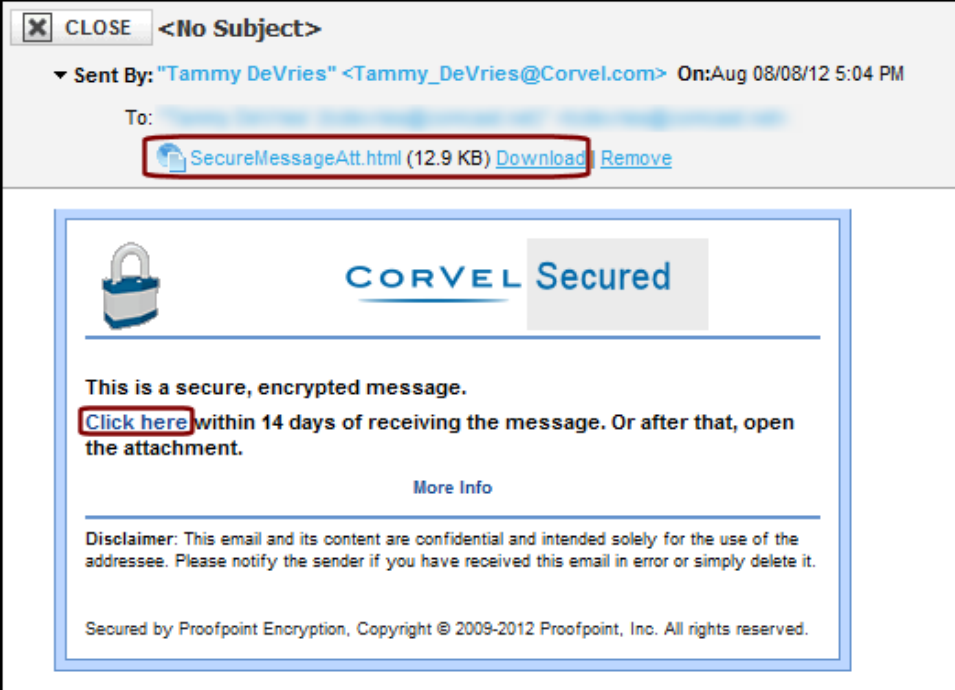# CORVEL

CorVel Secure Messaging:

- Email Notification
- Create a Password
- Retrieve Encrypted Messages
- Reset Your Password

CorVel Secure Messaging protects sensitive information sent outside of the CorVel network and provides compliance with industry regulations such as the Health Insurance Portability and Accountability Act (HIPAA).

Email Notification

Messages sent outside the CorVel Network are encrypted and stored on a secure server. Recipients are notified that a secure message is available for retrieval.

To retrieve the message, click the link in the body of the email or open the **SecureMessageAtt.html** attachment.

Create a Password

The first time you retrieve an encrypted message from CorVel's secure messaging service, you are prompted to register and create a password.

1. The **Email Address** the encrypted message was sent to appears at the top of the form.

2. Enter your **First Name** and **Last Name** in the spaces provided

3. Enter a password of your choice in the **Password** and **Confirm Password** spaces according to the following rules:

4. Click **Continue** to save your password and open your encrypted message.

CORVEL

Retrieve Encrypted Messages

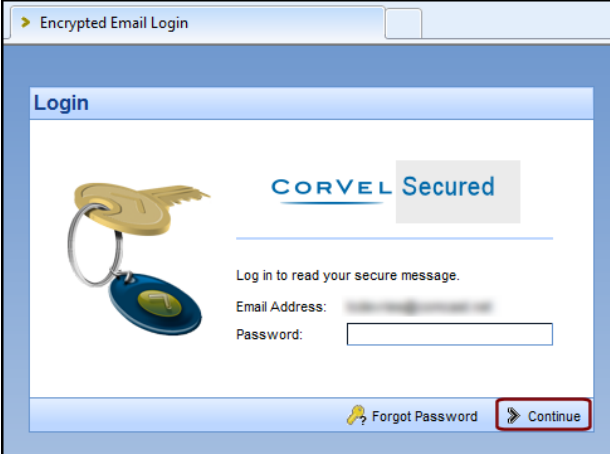Once registered, follow these steps to retrieve encrypted message contents.

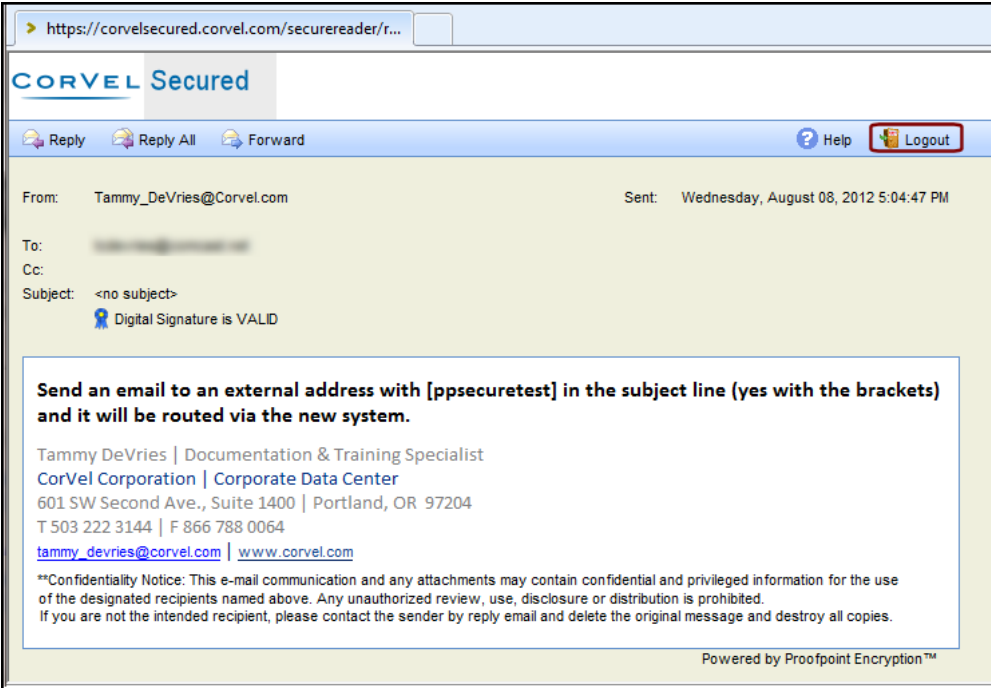1. Click the link or attachment in the notification message.

> 💣 **Warning**
>
> Do not delete the notification message until decryption is complete and you have read the message.
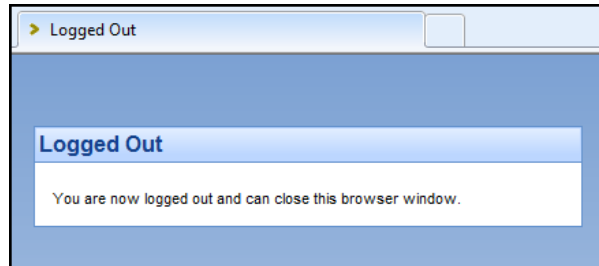
2. Your web browser opens a Login screen.

3. Enter your **Password** and click **Continue**.

4. Your secure message opens.

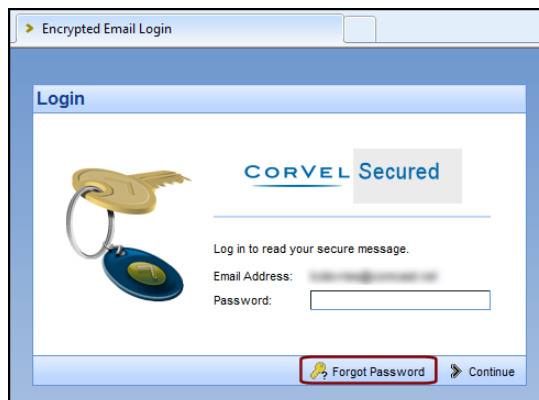**CORVEL**

Retrieve Encrypted Messages (Continued)

5. You can **Reply**, **Reply All**, or **Forward** the message.

6. Click **Help** to view instructions about managing the message.

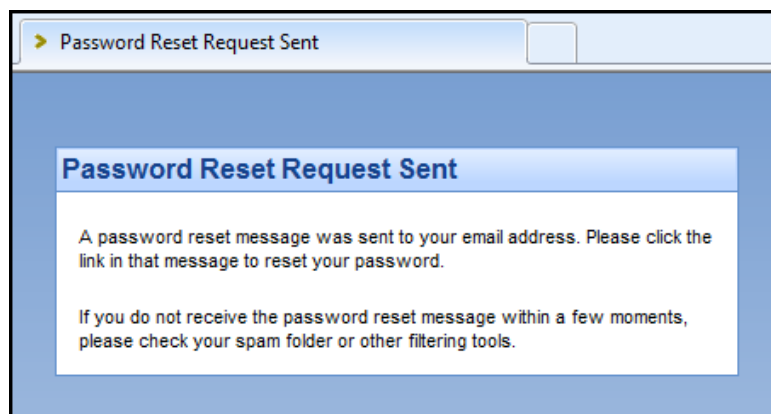7. Click **Log Out** to leave the secure messaging system.

Reset Your Password

If you forget your CorVel Secure Mail password, you can reset it from the **Login** screen.

1. Click the link or attachment in the notification message.
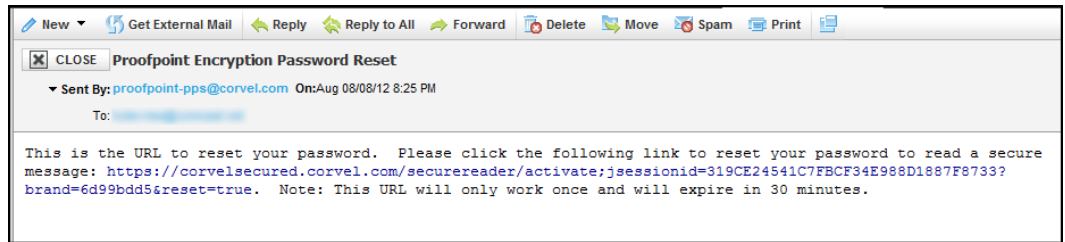
2. Click **Forgot Password** on the Login screen.

3. A notice appears indicating reset instructions have been sent to your email account.

Reset Your Password (Continued)

4. Look for a message sent from **proofpoint-pps@corvel.com**

5. When you click the link in the email, a screen opens in your browser.
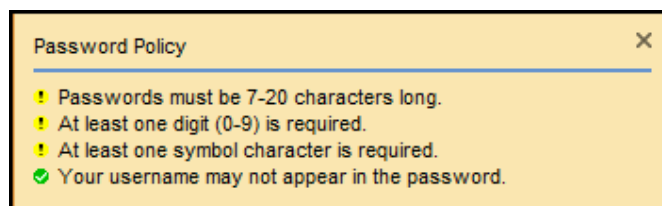

6. Enter a new password in the **New password** and **Confirm password** spaces according to the following rules:

7. Click **Continue** to save your new password.

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