

## CorVel Secure Messaging:

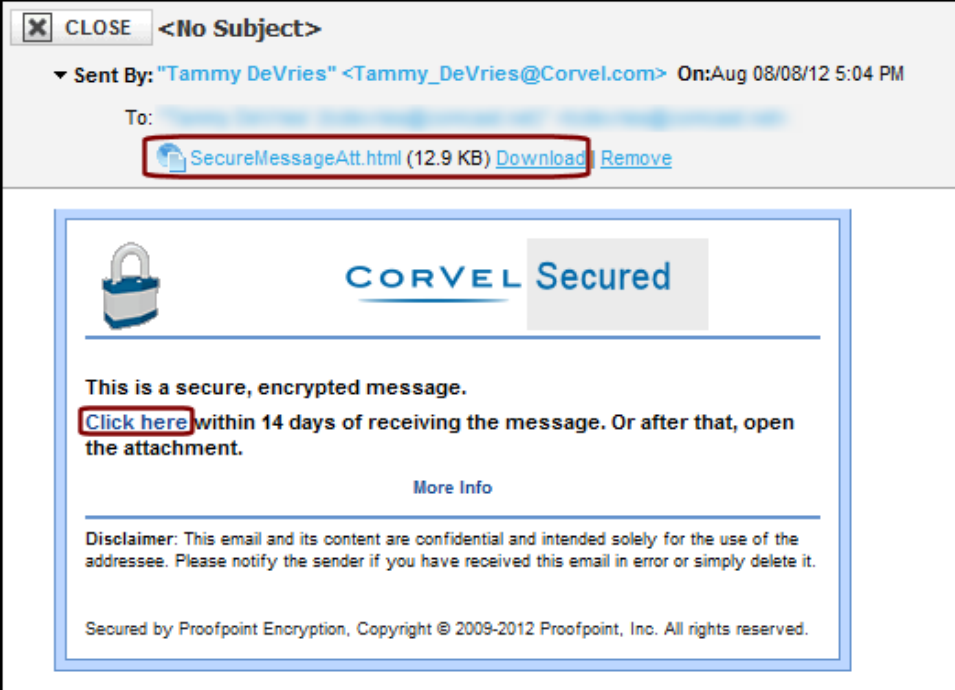
- Email Notification
- Create a Password
- Retrieve Encrypted Messages
- Reset Your Password

**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.



The screenshot shows an email interface with a header bar containing a 'CLOSE' button and the subject '<No Subject>'. Below the header, the sender is identified as 'Tammy DeVries' with the email address 'Tammy\_DeVries@Corvel.com', and the date is 'Aug 08/08/12 5:04 PM'. The recipient field is partially obscured. An attachment named 'SecureMessageAtt.html (12.9 KB)' is listed with 'Download' and 'Remove' links. The main body of the email features a blue padlock icon and the text 'CORVEL Secured'. It states: 'This is a secure, encrypted message. Click here within 14 days of receiving the message. Or after that, open the attachment.' Below this is a 'More Info' link. A disclaimer at the bottom reads: 'Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.' At the very bottom, it says: 'Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved.'

## 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.

The screenshot shows a web browser window titled "Encrypted Email Registration". Inside the window, there is a "Registration" form. At the top of the form, it says "CORVEL Secured". Below this, there are several input fields: "Email Address:" (with a blurred value), "First Name:", "Last Name:", "Password:", and "Confirm Password:". At the bottom right of the form, there is a "Continue" button with a right-pointing arrow.

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:

The screenshot shows a "Password Policy" dialog box with a close button (X) in the top right corner. It contains the following rules:


- ⚠ Passwords must be 7-20 characters long.
- ⚠ At least one digit (0-9) is required.
- ⚠ At least one symbol character is required.
- ✅ Your username may not appear in the password.

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

## Retrieve Encrypted Messages

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

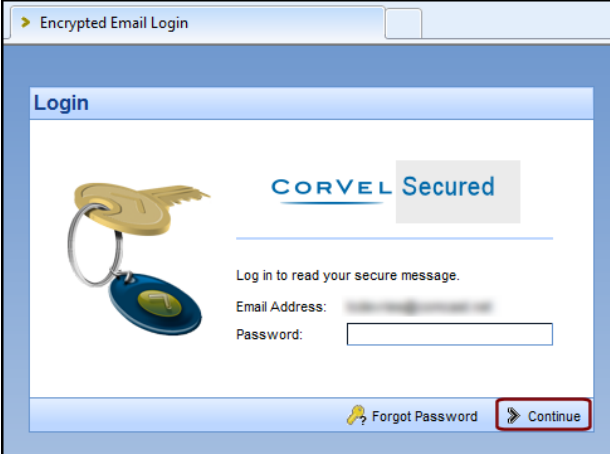
1. Click the link or attachment in the notification message.



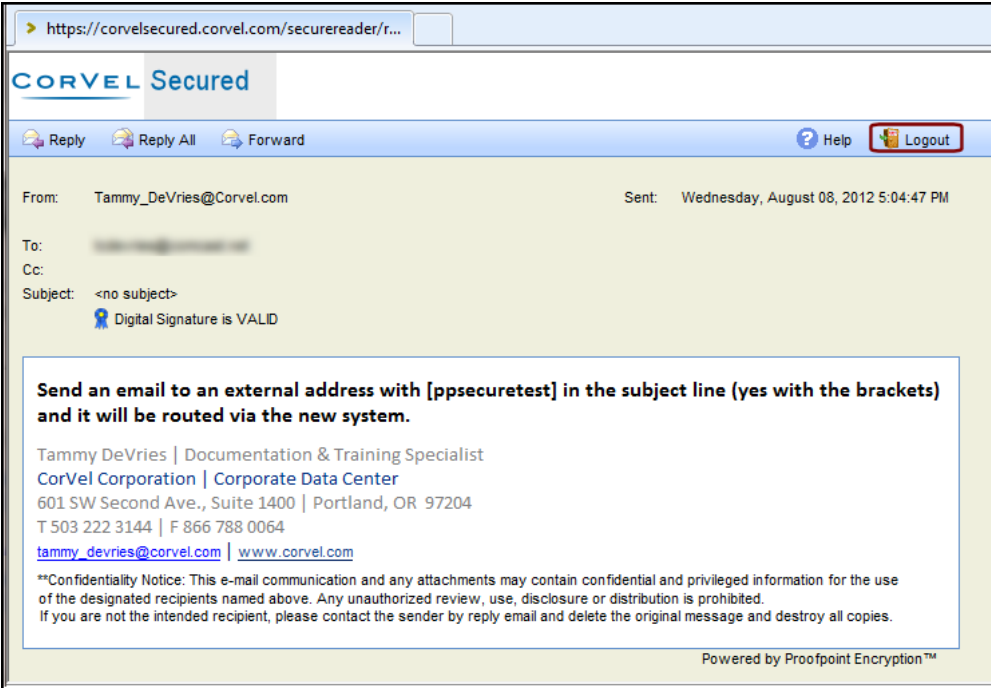
### Warning

Do not delete the notification message until decryption is complete and you have read the message.

2. Your web browser opens a Login screen.

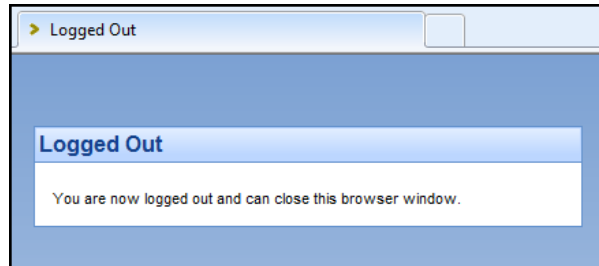


3. Enter your **Password** and click **Continue**.
4. Your secure message opens.



### Retrieve Encrypted Messages (Continued)

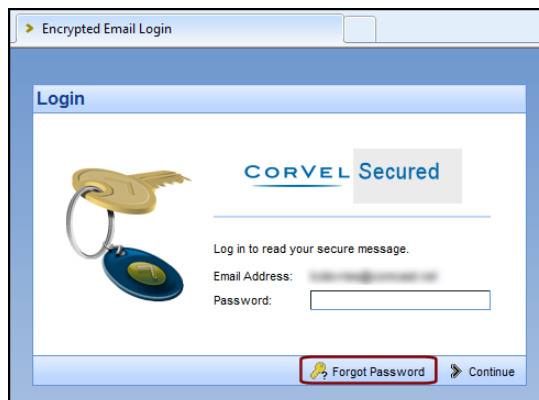
5. You can **Reply**, **Reply All**, or **Forward** the message.
6. Click **Help** to view instructions about managing the message.
7. Click **Log Out** to leave the secure messaging system.



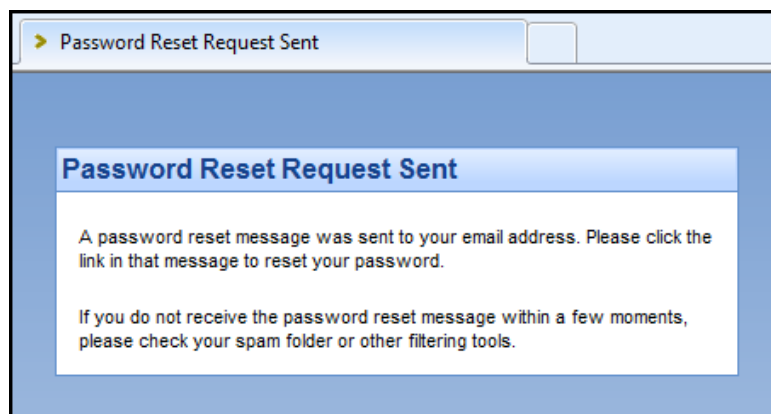
## Reset Your Password

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.

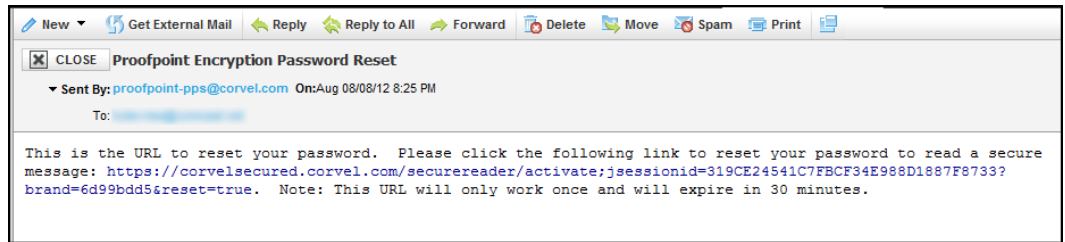


3. A notice appears indicating reset instructions have been sent to your email account.



## 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.



Enter New Password

**CORVEL Secured**

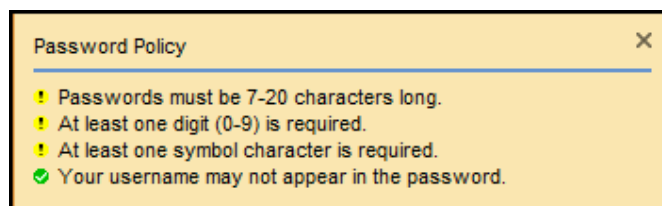
Enter a new password.

Email Address:

New password:

Confirm password:

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



Password Policy

- ! Passwords must be 7-20 characters long.
- ! At least one digit (0-9) is required.
- ! At least one symbol character is required.
- ✓ Your username may not appear in the password.

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