SANDHILLS CENTER

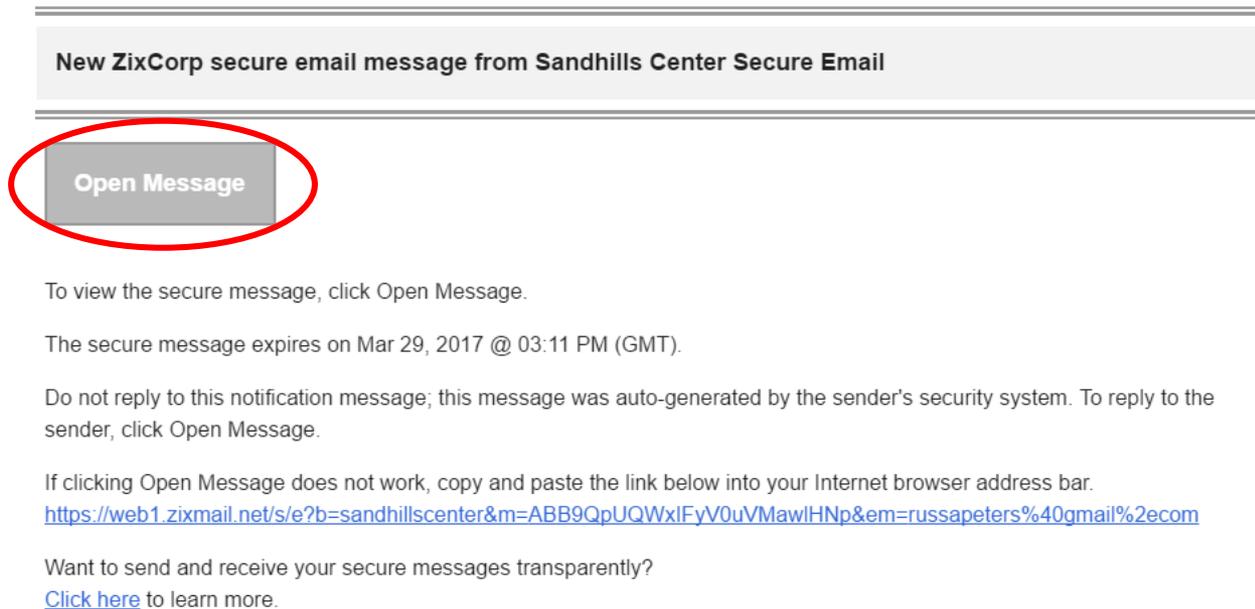# Email Encryption Overview for External Recipients

ZixMail by

- On Monday January 10, 2011 Sandhills Center for MH/DD/SAS deployed ZixMail as the email encryption solution to provide a high level of security in email communications. All email communication you receive from us containing electronic Protected Health Information (ePHI) will be encrypted. You will be able to receive and reply to our encrypted email communications easily, and with the knowledge that others will not be able to access that information.

- Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all communications containing ePHI be secured. Sandhills Center is using ZixCorp's services to protect our email communications, ensuring all ePHI remains confidential.

- ZixCorp's services allow us to send encrypted email messages to anyone, whether they are ZixCorp customers or not.

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- Retrieving a Secure Email Message

- Recipients of encrypted emails sent from Sandhills Center will receive the following email message.

New ZixCorp secure email message from Sandhills Center Secure Email

Open Message

To view the secure message, click Open Message.

The secure message expires on Mar 29, 2017 @ 03:11 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.
https://web1.zixmail.net/s/e?b=sandhillscenter&m=ABB9QpUQWxlFyV0uVMawlHNp&em=russapeters%40gmail%2ecom

Want to send and receive your secure messages transparently?
Click here to learn more.

To retrieve a secure email message:

Click the hyperlink 'Open Message' in the email message.

Note: If your email program does not support active links, cut and paste the link into your browser.

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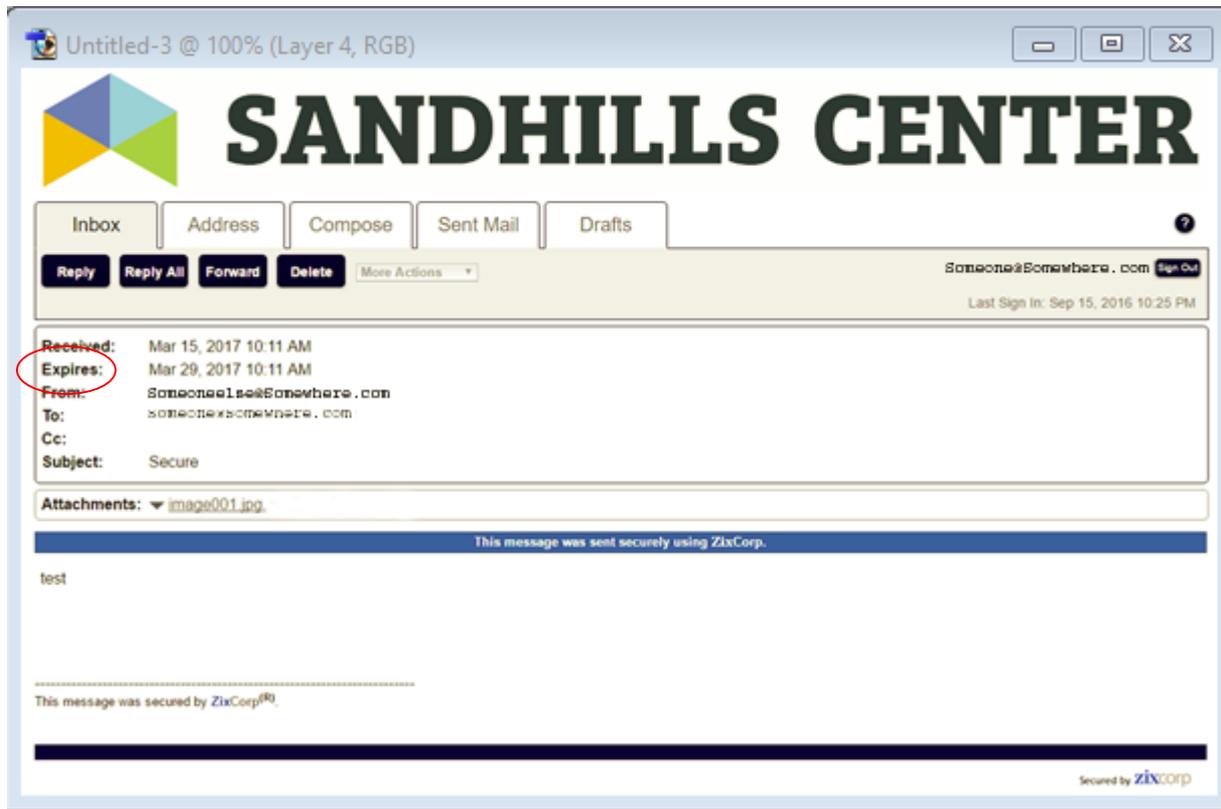A registration page displays with your email address filled in.

Enter a password that follows the Password Rules, re-enter it, then enter a password reminder phrase. Once complete, select Submit Password.

The Secure Message Center opens and displays your email message.

Note: Encrypted emails will expire after 14 days if they are not retrieved. Once an encrypted email expires it is deleted from the secure website and the sender will receive an expiration notification informing them the email was not retrieved.

Subsequent email messages:

The recipient will return to Sandhills Center's Message Center and logon to retrieve messages.

If you have forgotten your password click on the "*Forgot your password?*" Reset link on the web page and This will allow you to supply a new password for your account. The Zix server will then send you an email with an "ACTIVATE" link to confirm that you are indeed changing your password, and once you click that link to confirm the change it will set what you have chosen as your new password. **If you are not receiving the confirmation emails from Zix please have your mail administrator verify that they are not getting blocked.**

You may reply to emails received through the Sandhills Center Message Center. All communication through the Message Center is encrypted.
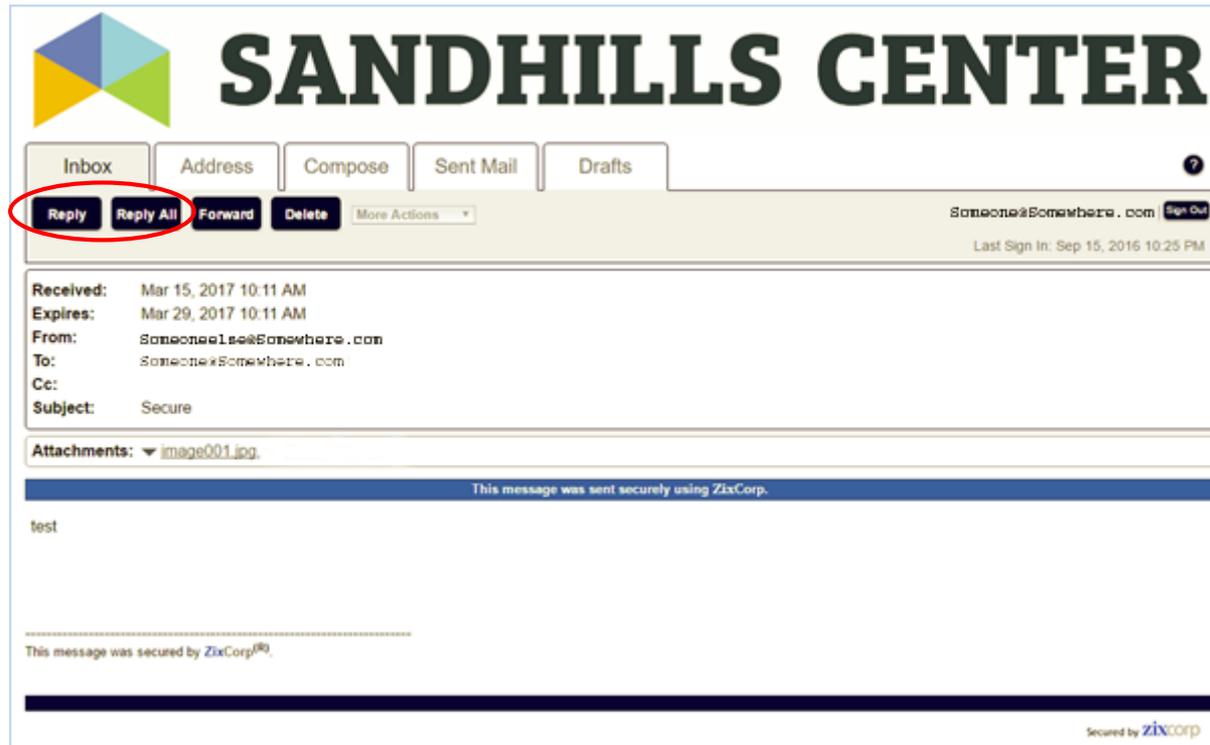
Thank you for helping Sandhills Center ensure electronic Protected Health Information (ePHI) remains confidential.