



USER GUIDE

EBMS SECURE EMAIL
MailGate



The Benefit of Balance



USER REGISTRATION

When a secure email is sent to a new user, Secure Mailbox generates a notification and sends it to their email account. The notification contains a unique URL for the message, which they can see after successful authentication into their Secure Mailbox account. The actual message never leaves the MailGate server. The user will first be prompted to “View Message” to retrieve the secure email. Then the User Registration process begins.

Secure Message Delivery

From:
Subject: Secure Email Test

[View Message](#)

Message available online until 09/09/2042. Use your password to access the message.

mailgate.ebms.com made the following annotations

HIPAA Confidentiality Notice -Protected Health Information

This electronic transmission and any attachments are intended solely for the use of the person/entity to which it is addressed and may contain Protected Health Information (PHI). PHI is individually identifiable health information related to a person's past, present or future physical or mental health; a provision of health care to that person; or the past, present, or future payment for that person's health care. To the extent the information in this e-mail contains PHI, you are obligated to maintain PHI in a secure and confidential manner in accordance with applicable law. If you have received this communication in error, please notify me immediately by telephone, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure, or failure to maintain confidentiality of PHI may subject you to penalties under applicable state and federal laws.

This message has been content scanned by the Axway MailGate. MailGate uses policy enforcement to scan for known viruses, spam, undesirable content and malicious code. For more information on Axway products please visit www.axway.com.

When the “View Message” link is selected, the new user is directed to the User Registration page. Here, the new user will enter their first and last names. The Email Address will be pre-populated with the email address from the secure email. The user will then need to enter their password, confirm it, and add a Password Hint Phrase in case the password is forgotten. Password requirements are the following:

- 8 Characters
- 2 Letters
- 2 Digits
- 1 Non-Alphanumeric symbol

Select “Save” to continue to the Secure Mailbox.

User Registration

First Name:

Last Name:

Email Address:

Enter Password:

Confirm Password:

Password Hint Phrase:

Password must have at least:
8 characters
2 letters
2 digits
1 non-alphanumeric symbol



USE SECURE MAILBOX

Use Secure Mailbox to send and receive messages and files that require security. With Secure Mailbox, you can be sure that your email correspondence is kept confidential. You can also create and manage folders and use various search filters to find specific messages that you have sent or received. A draft functionality is also available. When you compose a message, it will be saved at regular intervals in the Drafts folder and remain there until you send it.

PREFERENCES

When you first log into the Secure Mailbox, you can set your preferences by selecting the Preferences link in the upper right corner. You can adjust the following Preferences:

- Language
- Change password
- What type of notifications should be sent (HTML or text)
- What to do with the message after sending
- Whether you want to be notified when recipients view a message

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Help Preferences Logout

SECURE MAILBOX

Compose Mail

Inbox
Sent
Drafts
Outbox
Search Messages
Manage Folders

Secure Email Test x Preferences x

Change your preferences

Global Preferences

First Name:
Last Name:
Language: English (English) v

Change Password

Current Password:
New Password:
Confirm Password:
Password Hint Phrase:

Secure Collaboration Preferences

Email Message Notification Options

HTML Email Message
 Text Email Message

After Sending Message

Display Sent Confirmation Page
 Display Sent Folder

Notify me when message is viewed by Recipients.

Save



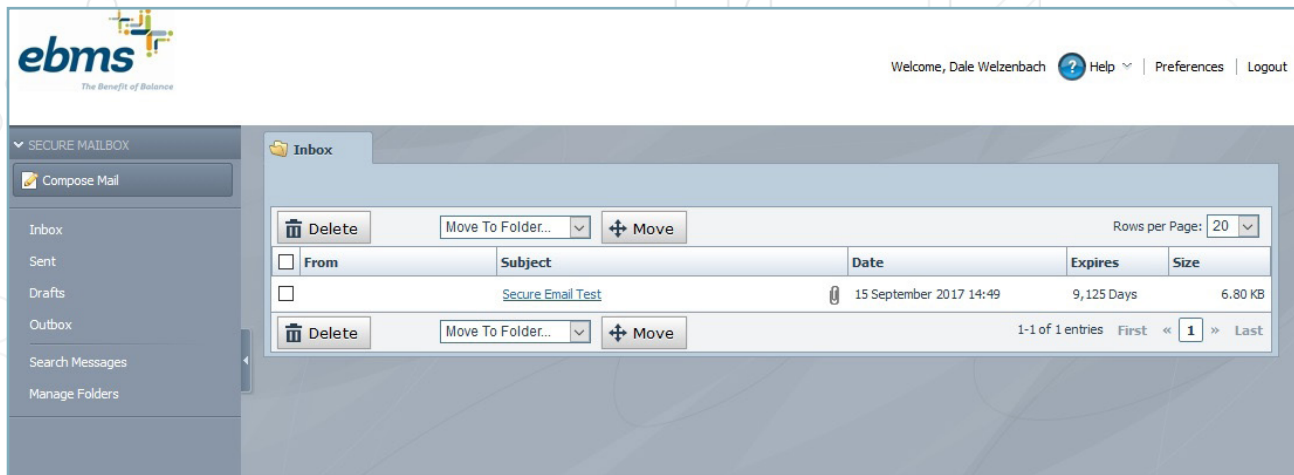
SECURE NOTIFICATION

Use the following procedure to view the message:

1. Click the secure URL contained inside the notification.
2. Enter your password on the newly opened page.
3. Click **Reply**, **Reply to All**, or **Forward** to reply to or forward the message. Depending on how your administrator has set up MailGate, the **Reply**, **Reply to All**, and/or **Forward** options may not be available.

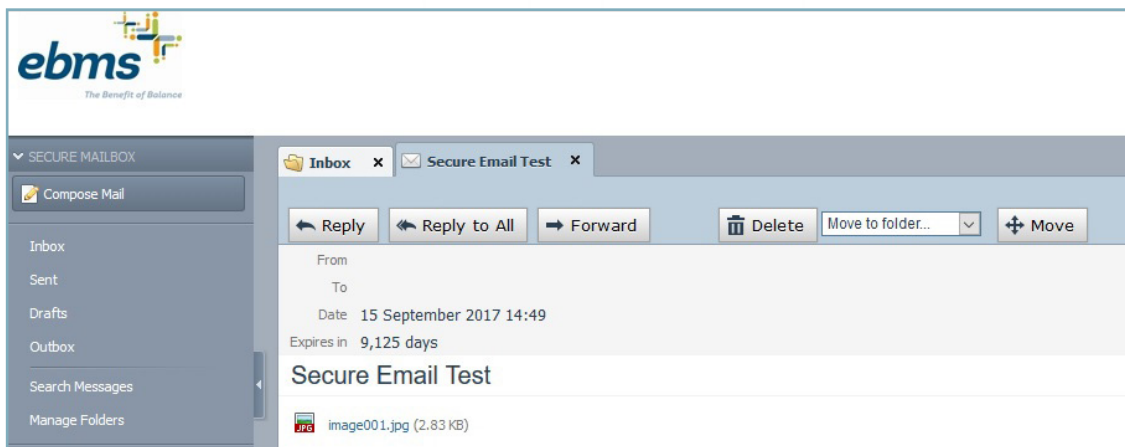
INBOX

Select Inbox on the left side of the screen to show your message list and allow the viewing and downloading of attachments. The Inbox is where new messages will be delivered and where previous messages reside, if they have not been moved to another location. The paperclip indicates an attachment is included.



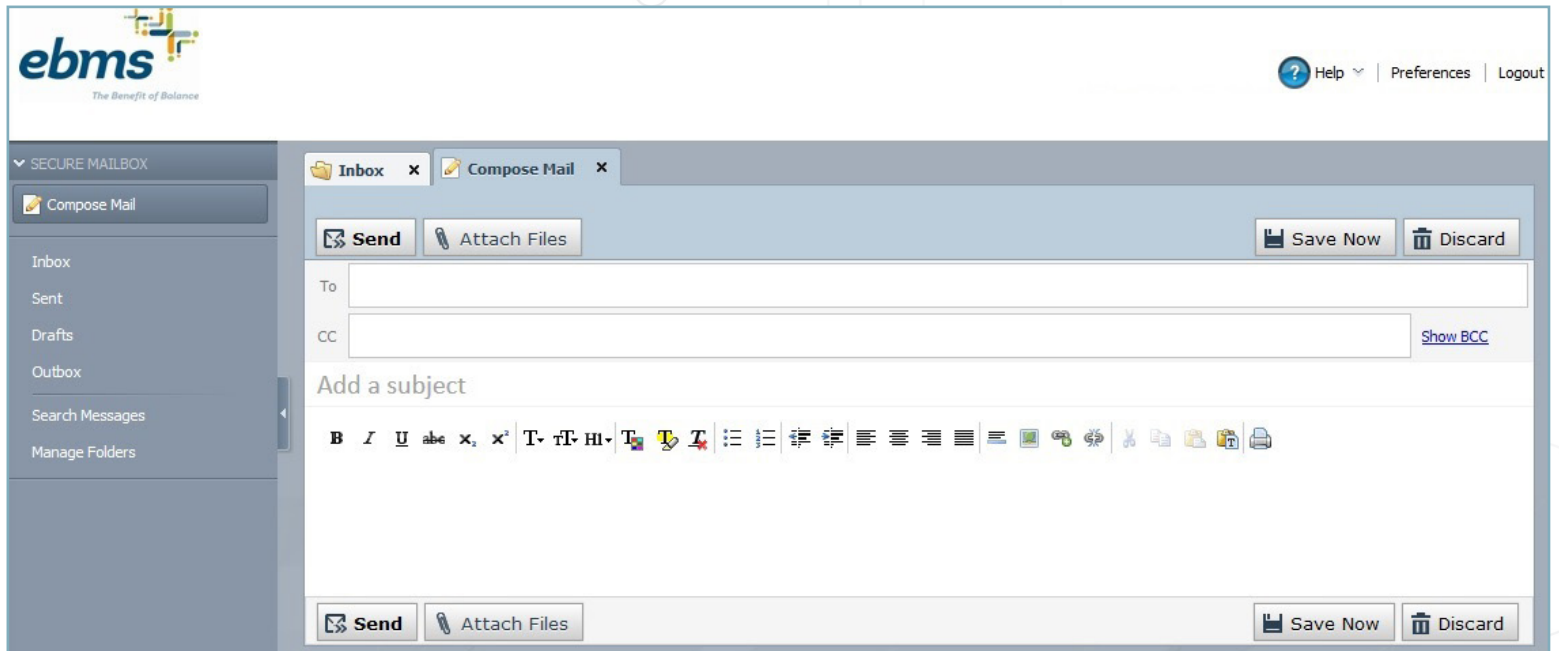
VIEW MESSAGES AND ATTACHMENTS

1. Click on the folder where the message is located, which is usually your Inbox folder.
2. Click on the message Subject. The message is opened in a new tab.
3. To download attachments, click on the name of the attachment. The download behavior at this point will depend upon the browser you are using. Follow your usual browser download process. Viewing is supported only for non-password-protected document formats and images. Each attachment is viewed in a new dialog window.
4. Click **Reply**, **Reply to All**, or **Forward** to reply to or forward the message.





COMPOSE AND SEND EMAIL



1. Click **Compose Mail**.
2. In the **To** field, enter the email address of the recipient. If you want to send the message to multiple recipients, their addresses must be separated by commas.
3. (Optional) In the **CC** field, enter the email address to which you want to send a copy of the message. If you want to send a copy of the message to multiple recipients, their addresses must be separated by commas.
4. (Optional) In the **BCC** field, enter the email address to which you want to blind-copy the message. If you want to blind-copy the message to multiple recipients, their addresses must be separated by commas.
The BCC recipient address will not be visible to either the main recipient or the other copied recipients.
5. Type a descriptive title for your email in the Subject line, and enter your message in the text area.
6. To attach a file, click **Attach File** at the top of the page, select the file in the Choose File dialog box, and click **Open**.
Alternatively, you can drag-and-drop attachments directly to the message section.
The file will start uploading. Wait until the upload finishes before sending the message.
7. Click **Send** to send the message.
If you click **Discard**, the message you composed will be deleted.



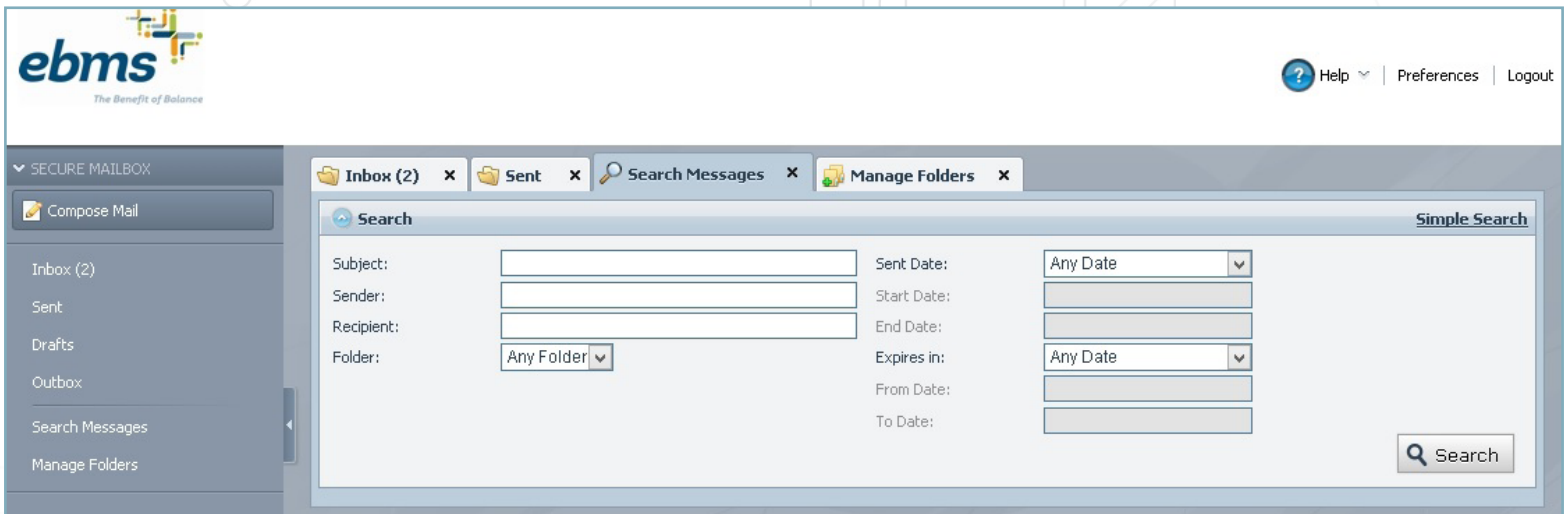
TRACK MESSAGES

You can track the status of any message you have sent.

1. To view the status of a message, go to the Sent Folder. The Tracking column displays the current status of the messages.
2. Click on the Tracking link next to a message to display the detailed delivery status for that message.

SEARCH MESSAGES

You can search for messages in a specific folder or in any folder, based on specific criteria as explained below.



1. Click **Search Messages** under SECURE MAILBOX. Click **Advanced Search** for more options.
2. Specify the Sent date, the Expiration date, or both:
 - a. Select **Today, Yesterday, Last, Week, Last Month, or Last Year** from the Any Date drop-down list.
 - b. Enter the date in MM/DD/YYYY or MM/DD/YY format. Alternatively, click the **Calendar** icon to select the date.
3. Enter the Subject line of the message or messages you want to retrieve.
4. Specify the Sender's email address or the Recipient's email address, or both.
5. Specify the Sent date, the Expiration date, or both:
 - a. Select **Today, Yesterday, Last, Week, Last Month, or Last Year** from the Any Date drop-down list.
 - b. Enter the date in MM/DD/YYYY or MM/DD/YY format. Alternatively, click the **Calendar** icon to select the date.
6. Enter the Recipient Email.
7. Click **Search**.
Search results are displayed in the Search Results section of the page, providing options to Delete or Move any message.



MOVE MESSAGES

Use the following procedure to view the message:

1. Select the check boxes beside the messages you want to move. You can also move an open message.
2. From the drop-down list, select the folder where you want to move the message(s) to.
3. Click **Move**.

DELETE MESSAGES

Select the check box or boxes beside the message or messages you want to delete, and then click **Delete**.

MANAGE FOLDERS

The Inbox, Sent, and Draft folders are created for you by default. These folders cannot be deleted or renamed. You can create, rename, and delete the folders you have created by clicking **Manage Folders** under **SECURE MAILBOX**.

You can sort the messages in any folder in:

- Ascending or descending order of the date the message was sent.
- Ascending or descending order of the date the message expires.
- Alphabetical order of the subject line.

CREATE FOLDERS

1. Go to Manage Folders.
2. Enter the name of the folder in the form field and click Create. A new folder is created and listed in the Mail section.

RENAME FOLDERS

1. Go to Manage Folders.
2. Select the check box next to the folder you want to rename.
3. Enter the new name of the folder in the newly opened pop-up window and click OK. The folder is renamed.

DELETE FOLDERS

1. Go to Manage Folders.
2. Select the check box next to the folder you want to delete.
3. Click Delete.