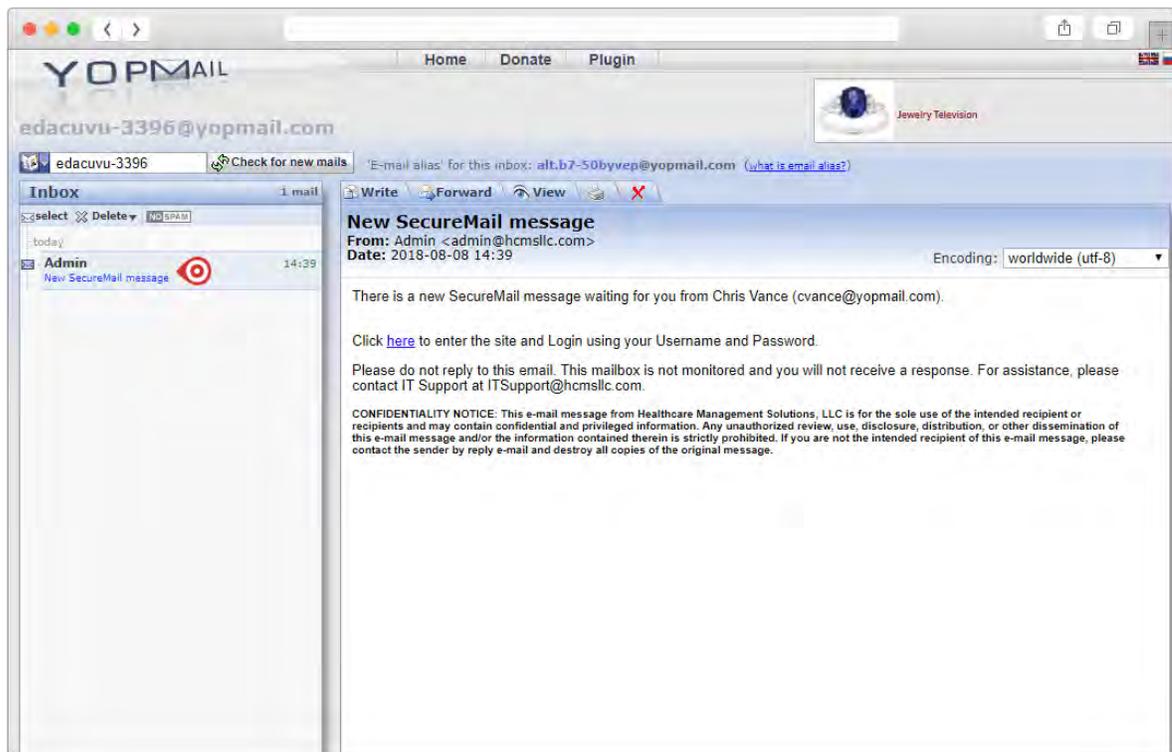# Secure Mail

EXISTING NON-HMS USER GUIDE

This Users Guide was developed to provide guidance regarding the use of the Secure Mail system for existing non-HMS users.
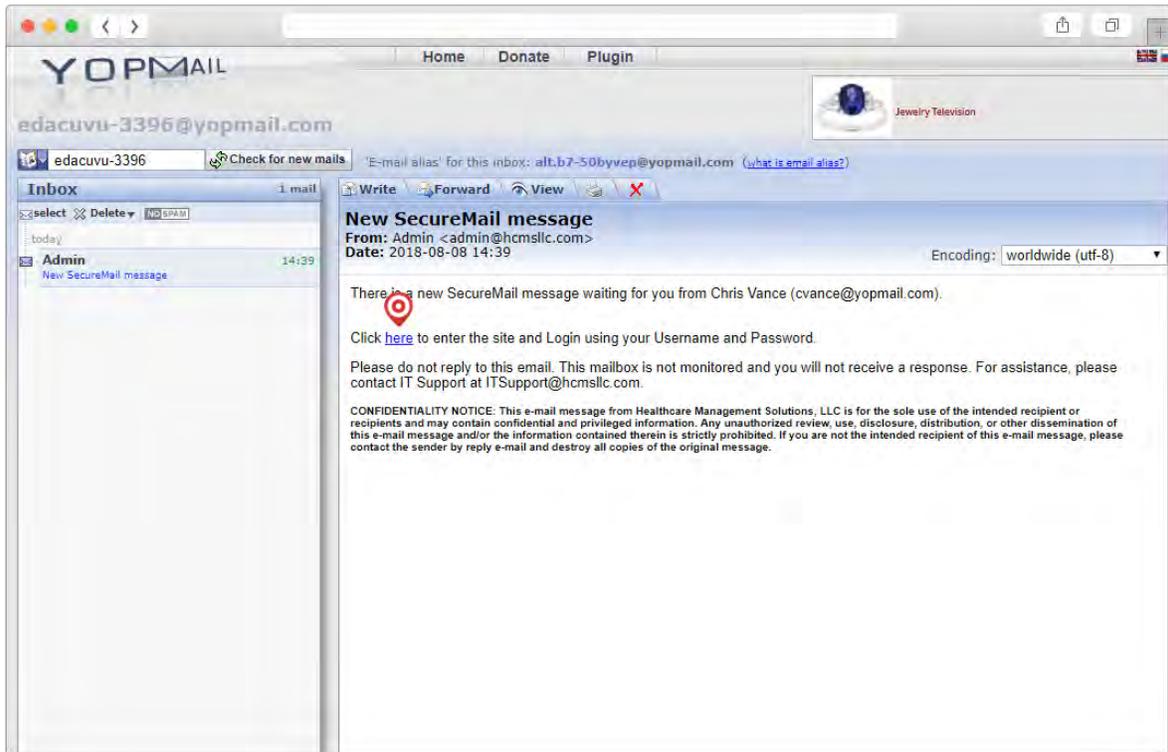
Logging into Secure Mail.

The following instructions are for **existing non-HMS users** of Secure Mail. To access your Secure Mail message, you must have an account.

To open your Secure Mail message, click on the email from **"Admin"** with the subject line of **"New SecureMail message".**
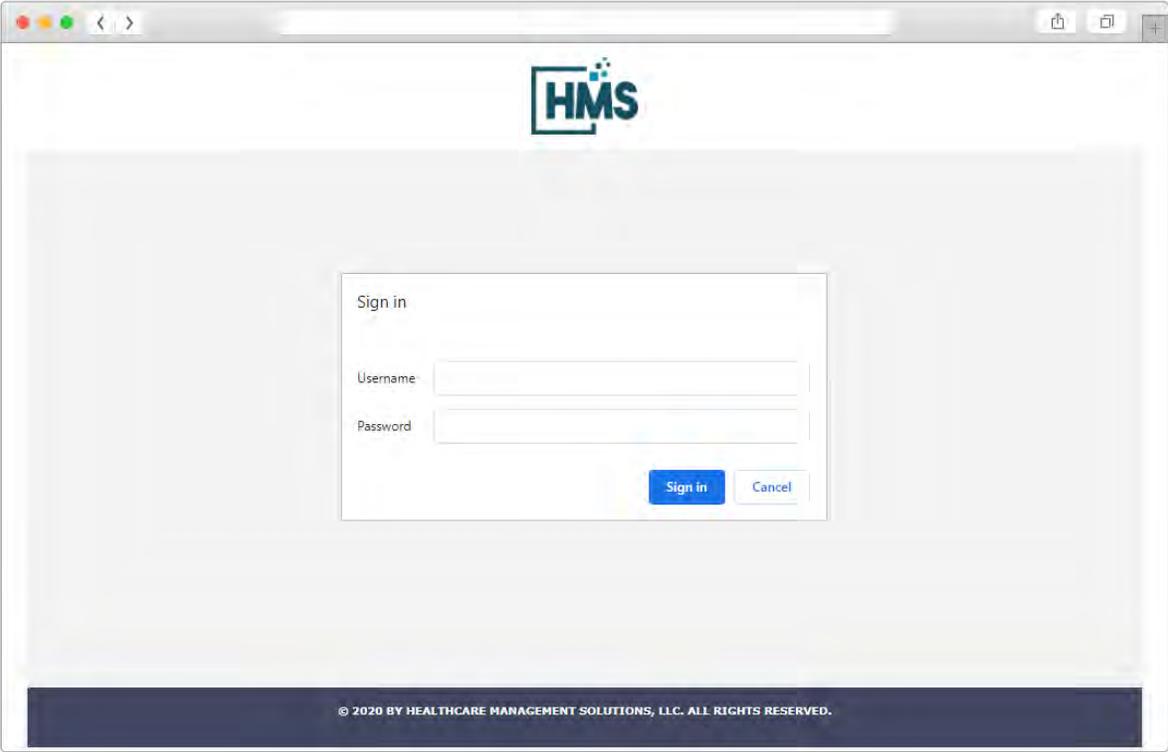
1. Click on the link titled **"here"** to enter the Secure Mail site.

2. Please enter your email address and password. Once completed click the **"Submit"** button.

   For users who have had an account before the new security changes were implemented, the next time you log in to the system, you will be asked to enter a phone number.

   Note that if you forgot your password you can use the **"Forgot Password?"** link to reset your password.

3. Once you have completed the account information page you will receive a verification code that will be provided to you via the option you chose in the **"Receive Access Code by:"** field.

   Please note that if you ever need to update the phone number for which you receive text messages from the system. Please contact HMS IT Support at **304.513.3397**.
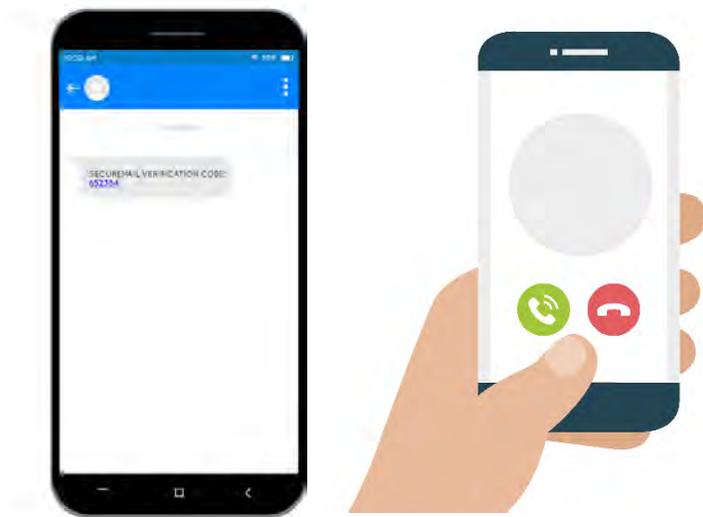
1. Enter the code you received on your phone in the **"Phone Verification Code"** field. You will be required to enter that code before you can access your account. Upon entering the code click the **"Verify"** button.

   Please note that if you did not get the code the first time, you can click on **"Resend Code"** button to get a new code. You will have 5 attempts to enter the correct verification code before your account is locked. In the event that your account has been locked, you will need to contact HMS IT Support at **304.513.3397** to have your account reset.
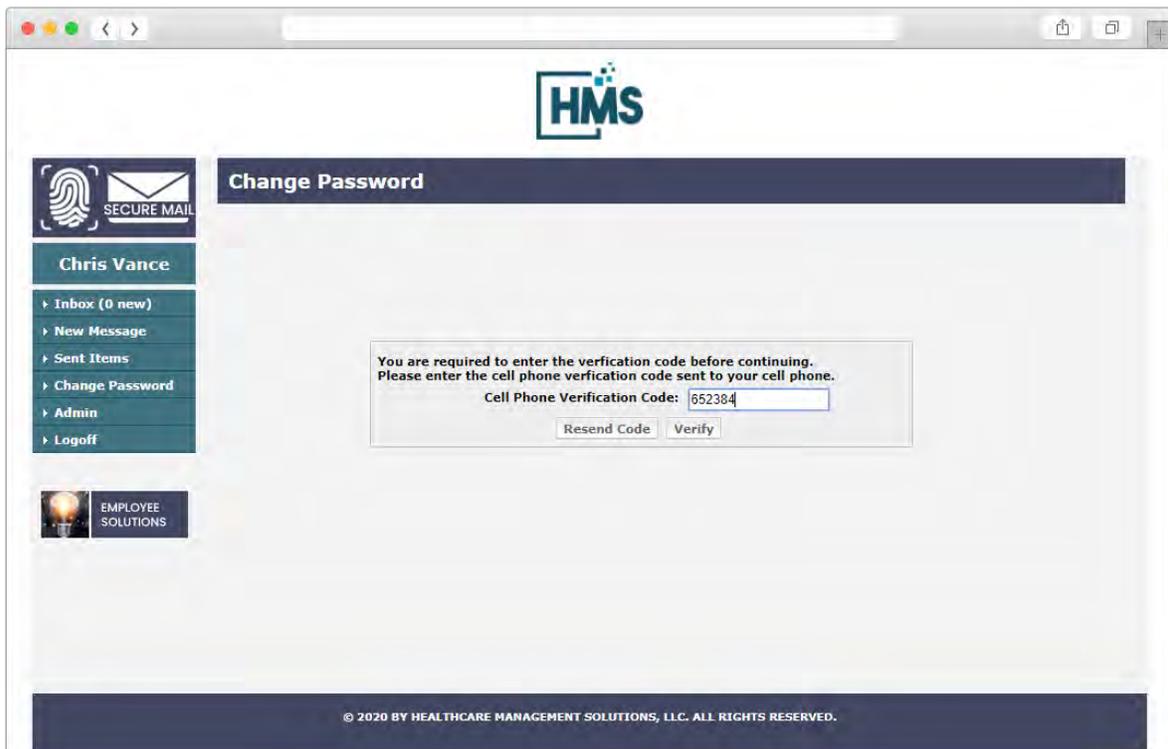
2. Upon clicking the **"Verify"** button, you will be redirected to your Secure Mail inbox.