



Secure Mail

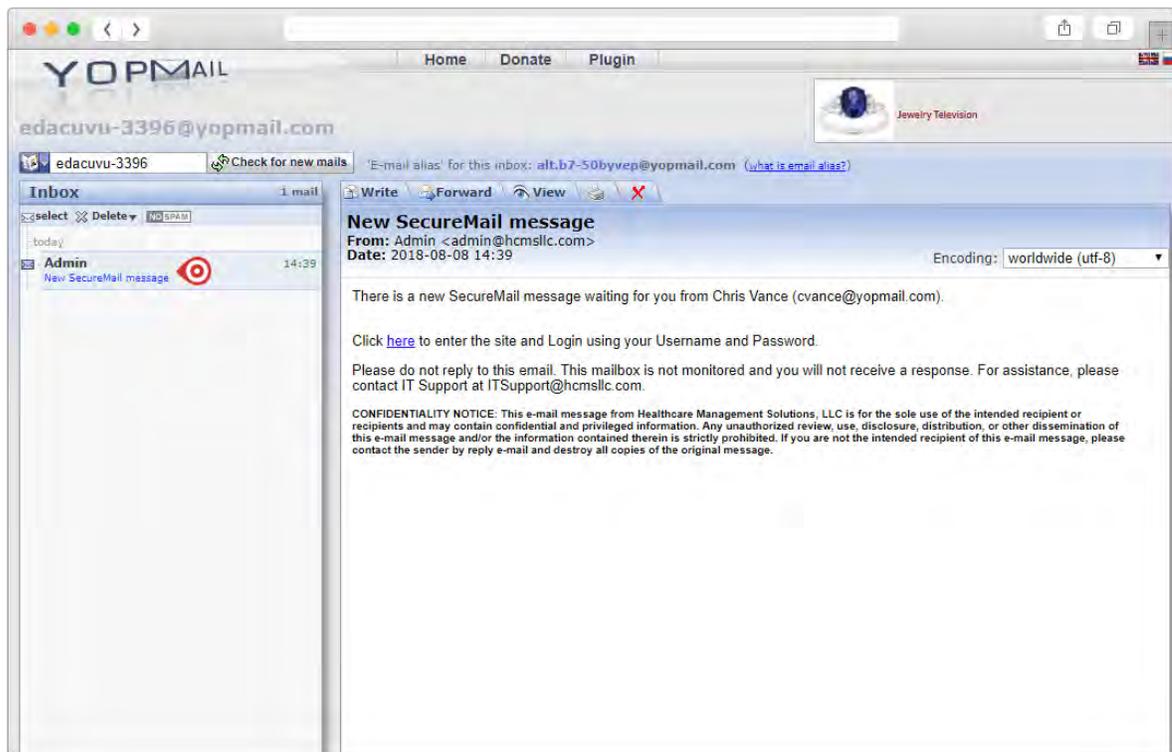
EXISTING NON-HMS USER GUIDE

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

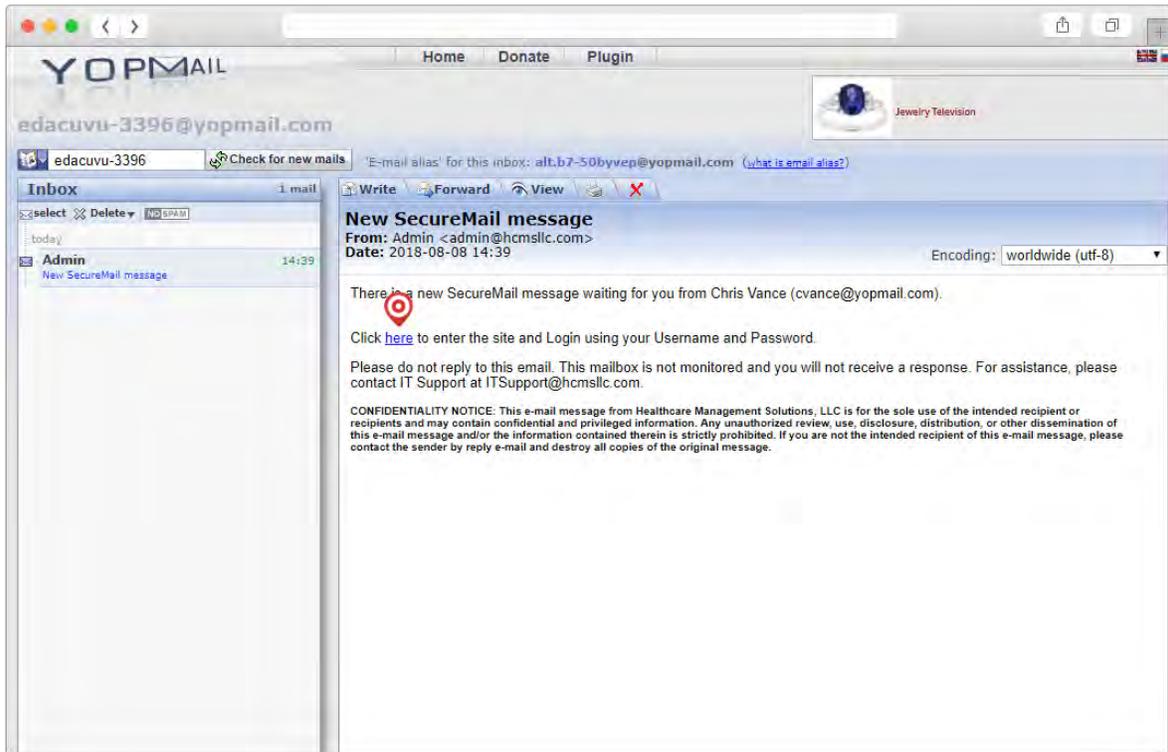
Logging into Secure Mail.

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”**.



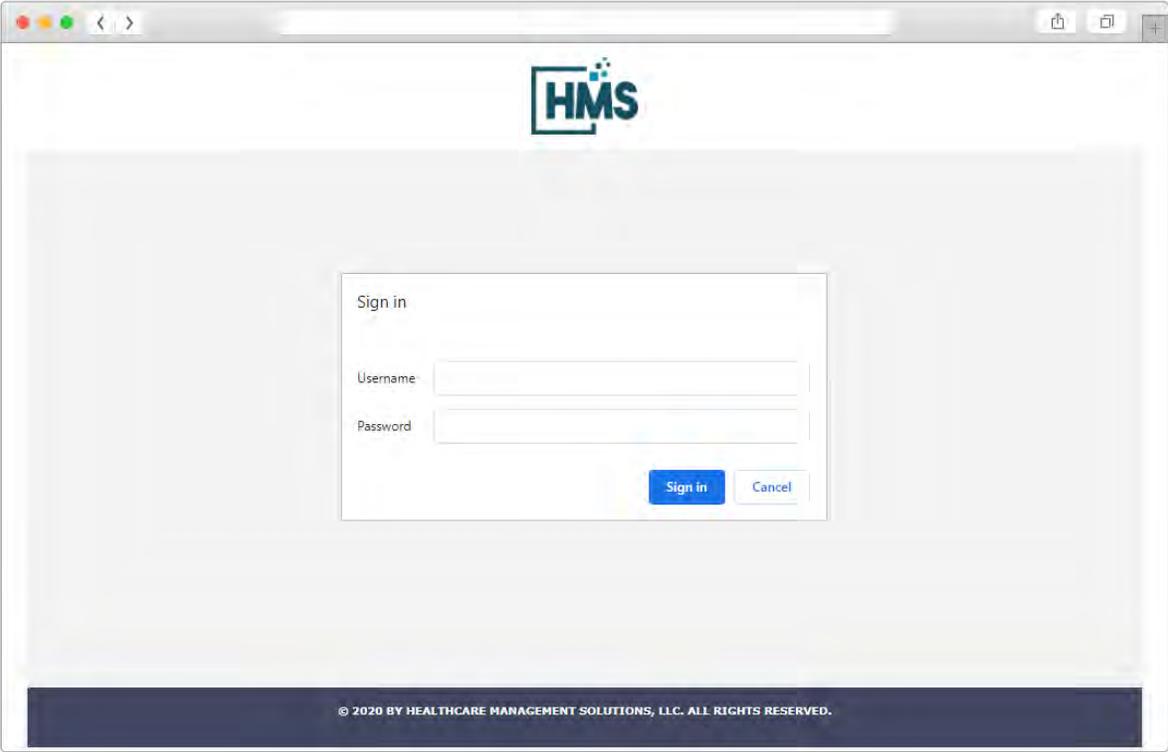
1. Click on the link titled **“here”** to enter the Secure Mail site.



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.

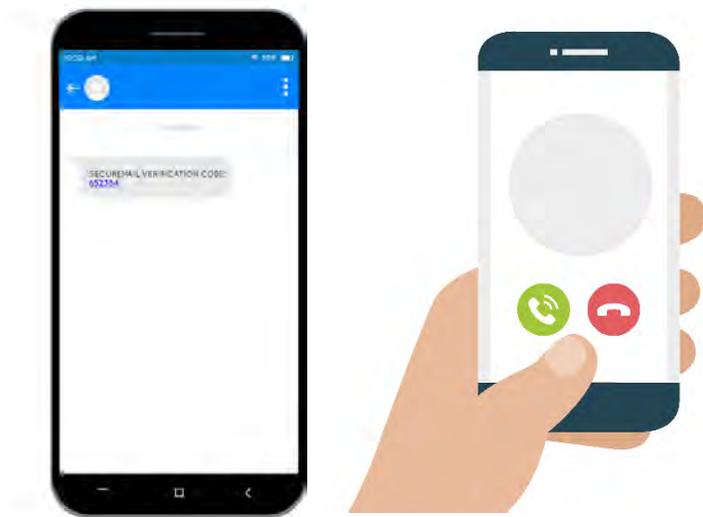
Note that if you forgot your password you can use the **“Forgot Password?”** link to reset your password.



The image shows a screenshot of a web browser window displaying the HMS Sign in page. The browser's address bar is empty, and the page features the HMS logo at the top center. Below the logo is a large, light gray rectangular area containing a white sign-in form. The form is titled "Sign in" and includes two input fields: "Username" and "Password". Below the input fields are two buttons: a blue "Sign in" button and a white "Cancel" button. At the bottom of the browser window, a dark blue footer bar contains the text "© 2020 BY HEALTHCARE MANAGEMENT SOLUTIONS, LLC. ALL RIGHTS RESERVED."

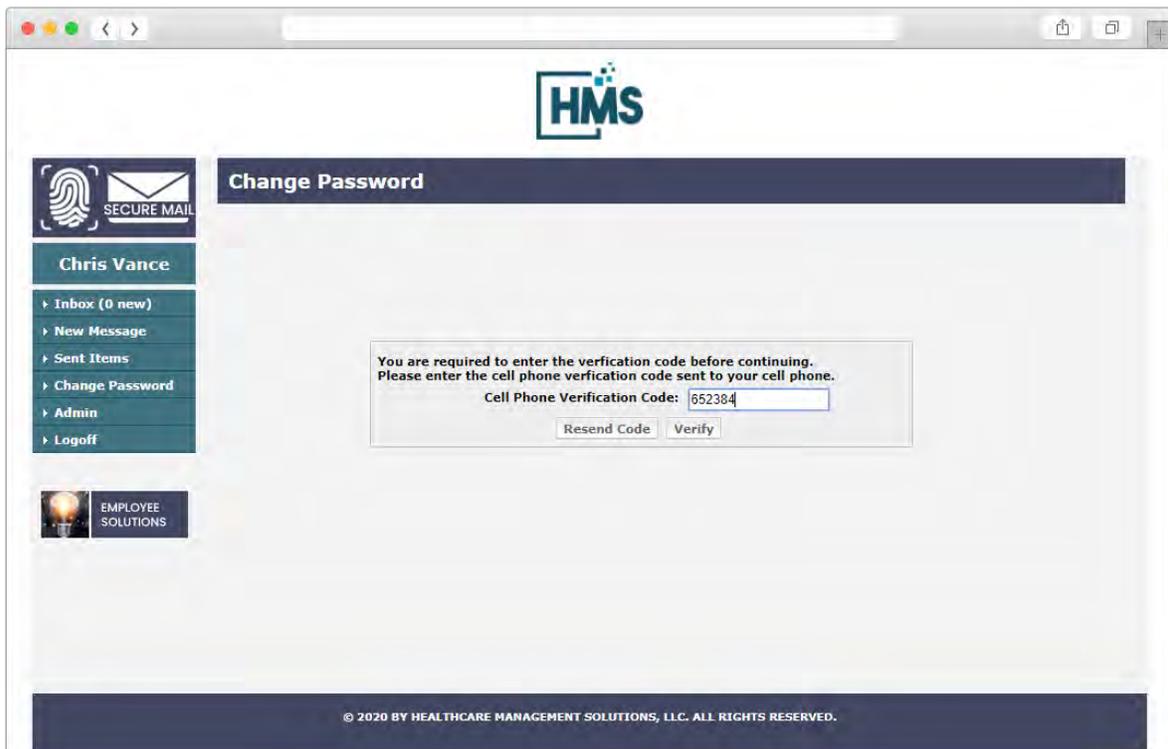
3. Once you have completed the account information page you will receive a verification code that will be provided to you via the option you chose in the **“Receive Access Code by:”** field.

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.

