

Secure Mail

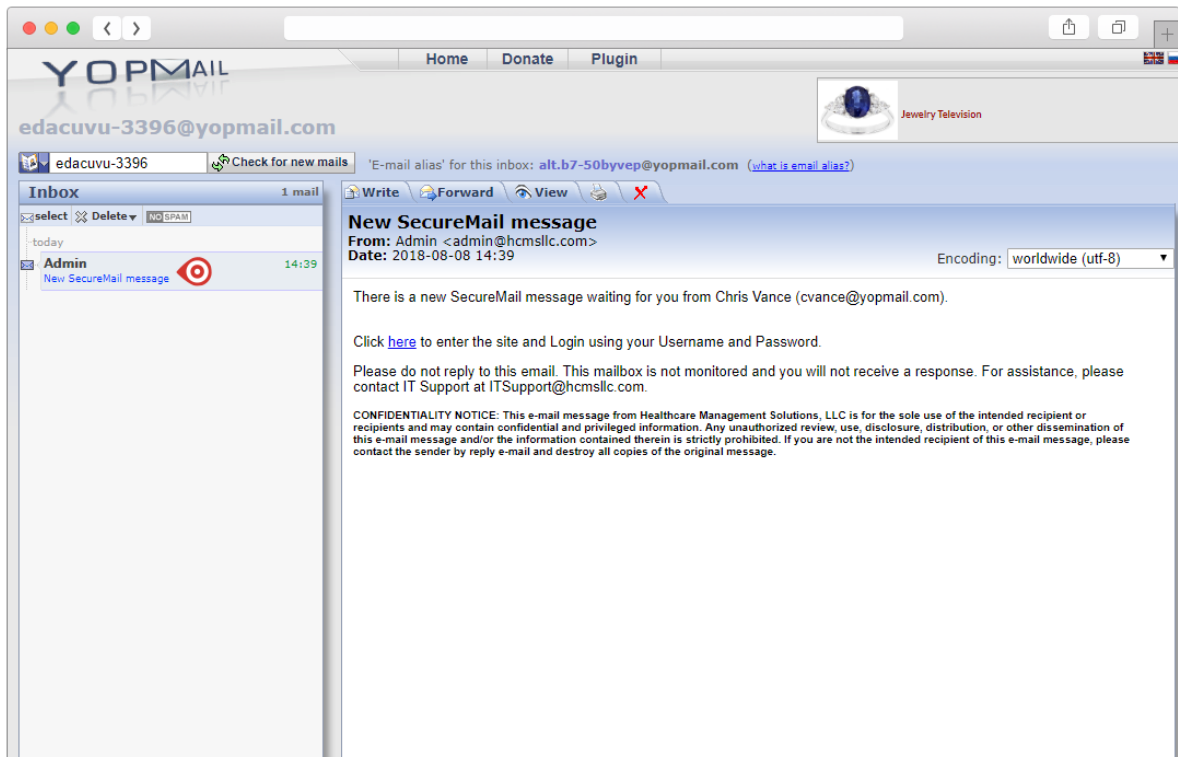
EXISTING NON-HMS USER GUIDE

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

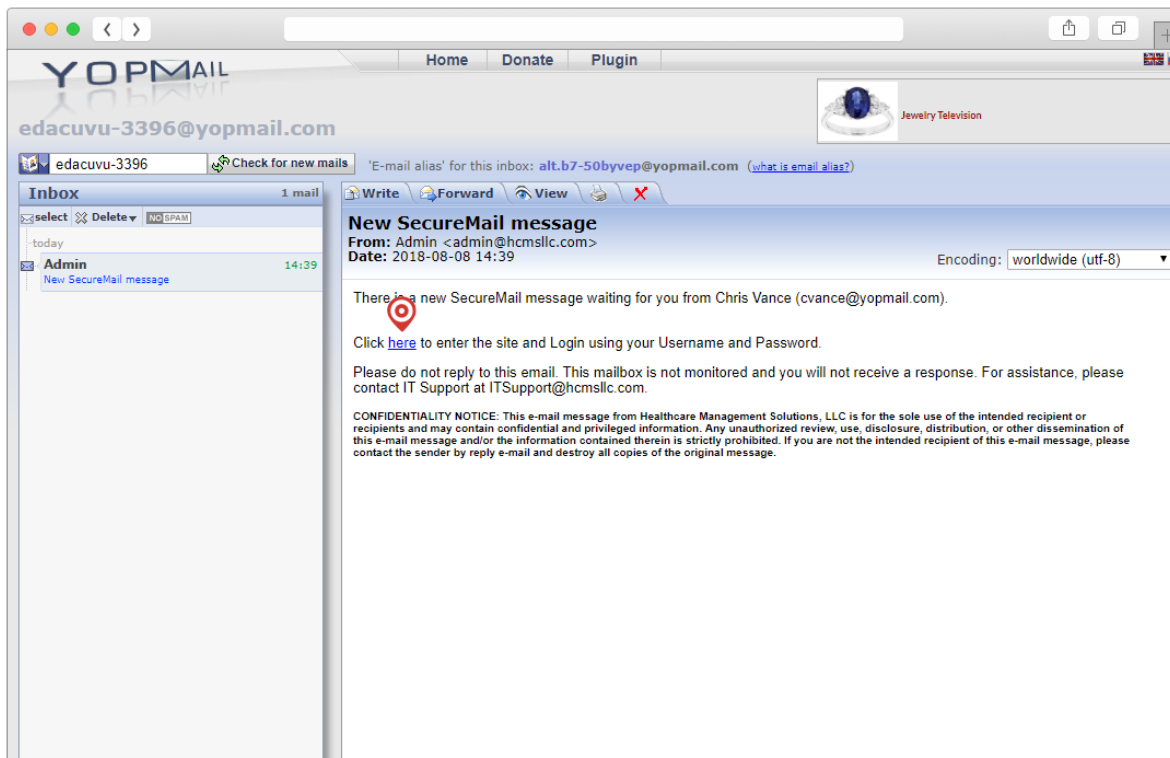
Logging into Secure Mail.

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”**.



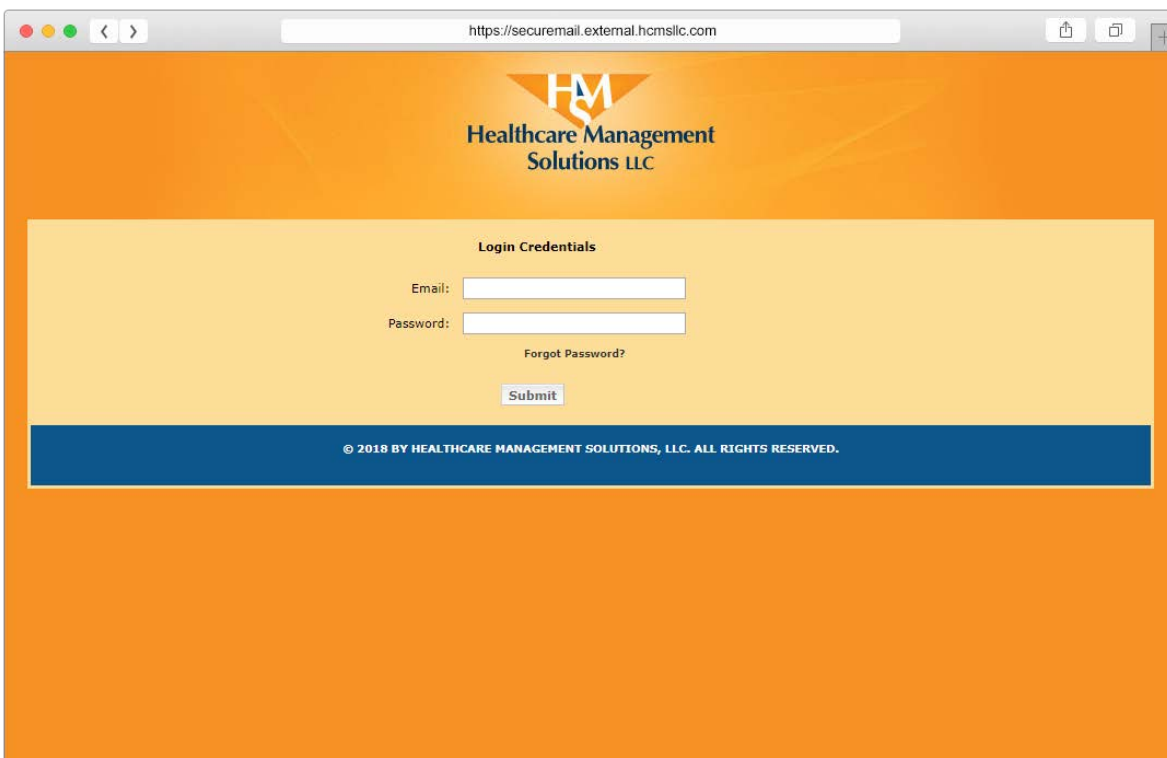
1. Click on the link titled “**here**” to enter the Secure Mail site.



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.

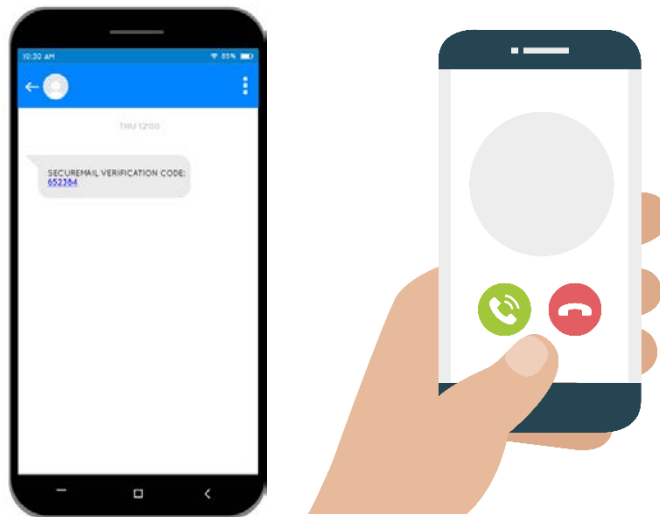
Note that if you forgot your password you can use the **“Forgot Password?”** link to reset your password.



The screenshot shows a web browser window with the URL <https://securemail.external.hcmsllc.com>. The page features the Healthcare Management Solutions LLC logo at the top center. Below the logo, the text "Login Credentials" is displayed. There are two input fields: "Email:" and "Password:". Below the "Password:" field is a link labeled "Forgot Password?". At the bottom of the form is a "Submit" button. A footer at the bottom of the page reads "© 2018 BY HEALTHCARE MANAGEMENT SOLUTIONS, LLC. ALL RIGHTS RESERVED."

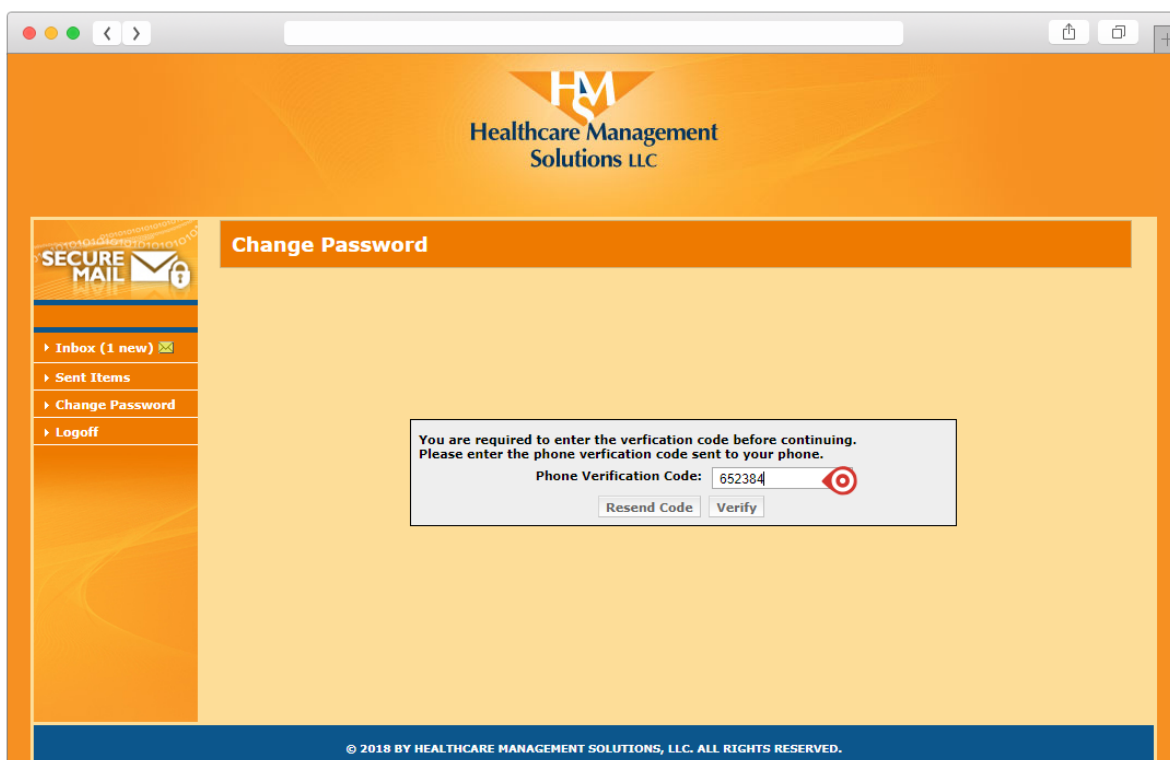
3. Once you have completed the account information page you will receive a verification code that will be provided to you via the option you chose in the **“Receive Access Code by:”** field.

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 **1.855.544.7584**.



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 **1.855.544.7584** to have your account reset.



2. Upon clicking the “**Verify**” button, you will be redirected to your Secure Mail inbox.

