

Secure Mail

FIRST TIME USER GUIDE

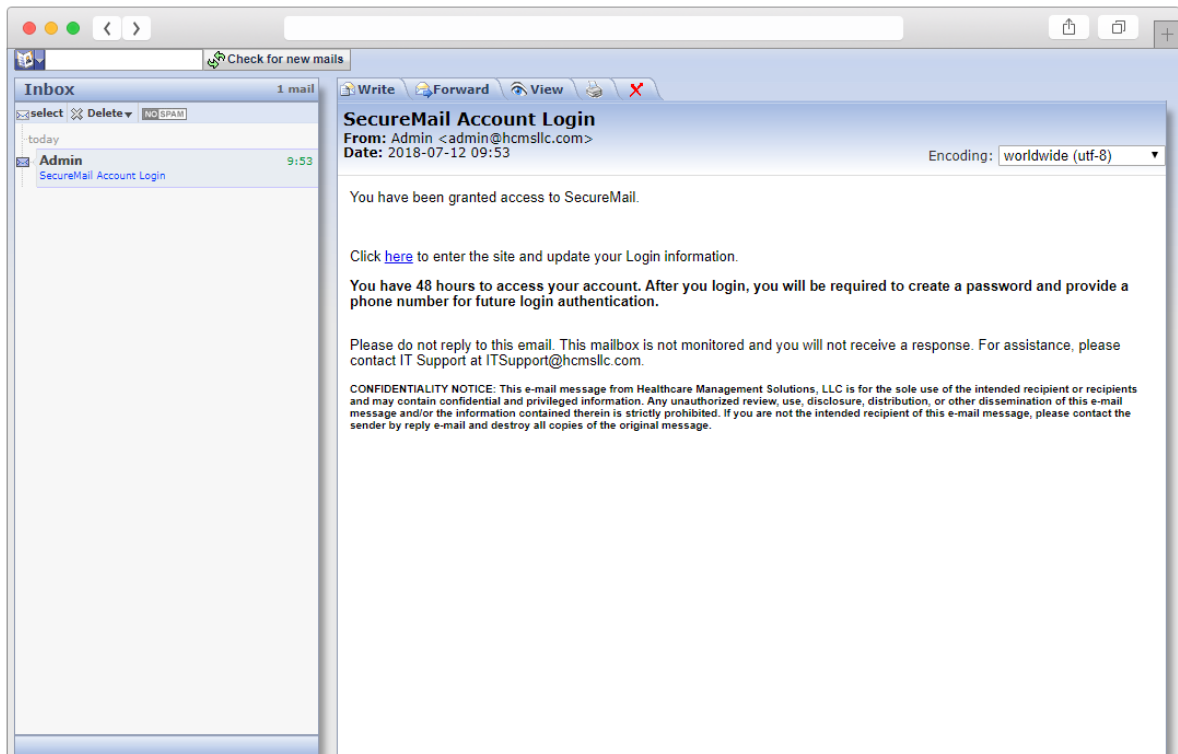
This Users Guide was developed to provide guidance regarding the first time use of the Secure Mail system.

Logging into Secure Mail for First Time Users.

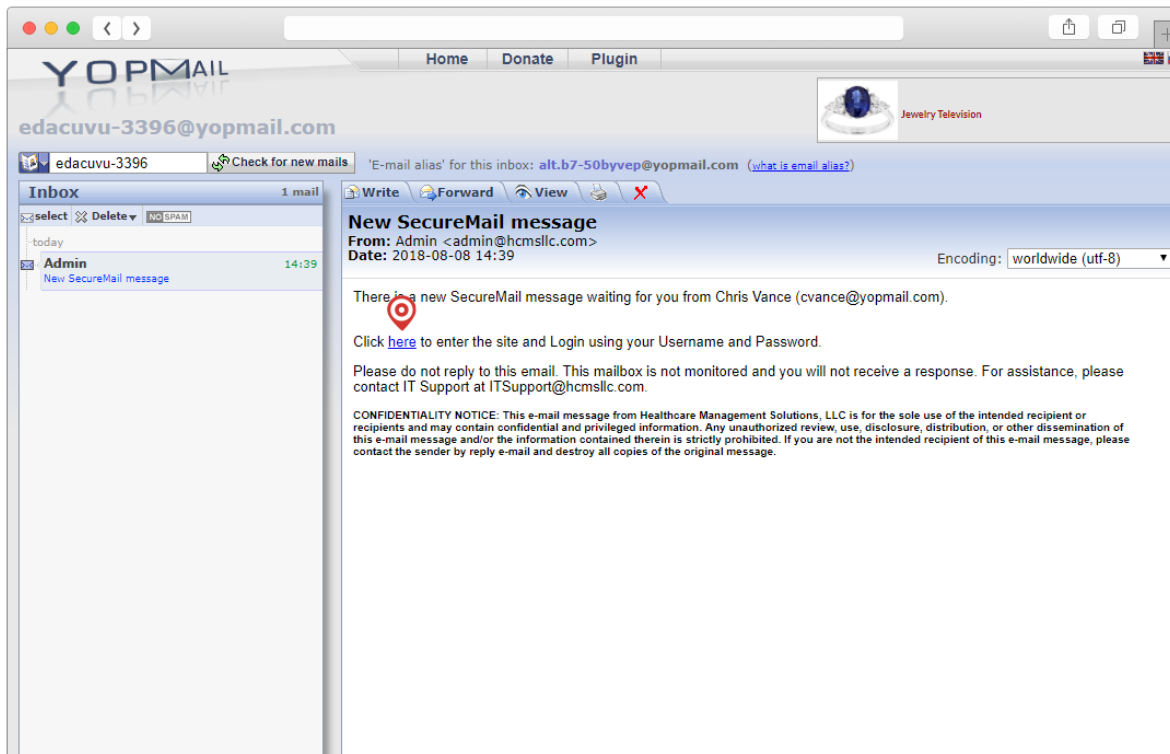
To access your SecureMail message you must have an account. The following instructions are for **first time users** of Secure Mail.

To setup an account you will receive an email with a subject line of **“SecureMail Account Login”**. This email will contain a link to access the system and create a password.

Please note that you have 48 hours after receiving the email to enter the system. If you have clicked on the link after the 48 hour period you will get a message saying that the password has expired and you will need to contact HMS IT Support at **1.855.544.7584** to have your account reset.



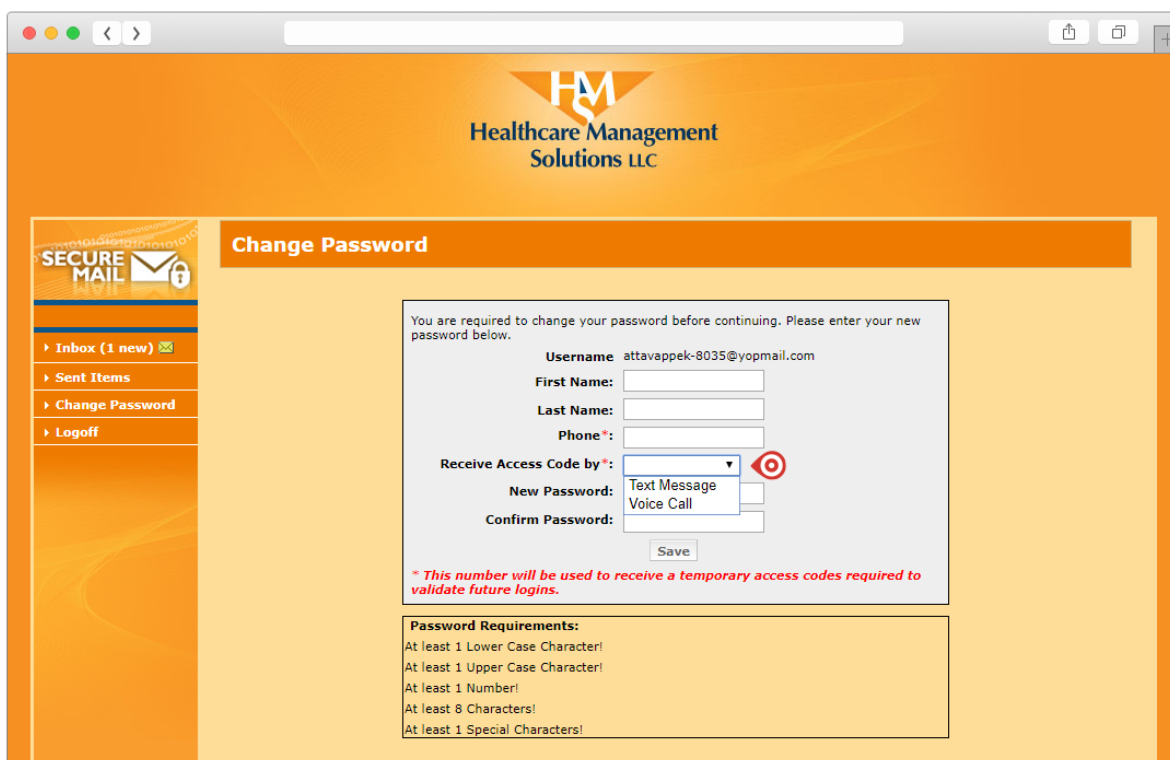
1. Click on the link titled “**here**” to enter the Secure Mail site and update your Login information.



2. Please complete all the fields.

Note that the “Receive Access Code by:” field will be used to receive your temporary access code and is required to validate future logins. To select how you want to receive your access code simply click the drop-down menu and select either the “Text Message” or “Voice Call” option.

After you have completed all the fields click the **“Save”** button.



The screenshot shows a web browser window displaying the 'Change Password' page for Healthcare Management Solutions LLC. The page has an orange header with the company logo. On the left, there is a sidebar with a 'SECURE MAIL' icon and a navigation menu with items: 'Inbox (1 new)', 'Sent Items', 'Change Password', and 'Logoff'. The main content area is titled 'Change Password' and contains a form with the following fields and options:

- A message: "You are required to change your password before continuing. Please enter your new password below."
- Username: attavappek-8035@yopmail.com
- First Name:
- Last Name:
- Phone #:
- Receive Access Code by*: (dropdown menu with options: Text Message, Voice Call)
- New Password:
- Confirm Password:
- Save button

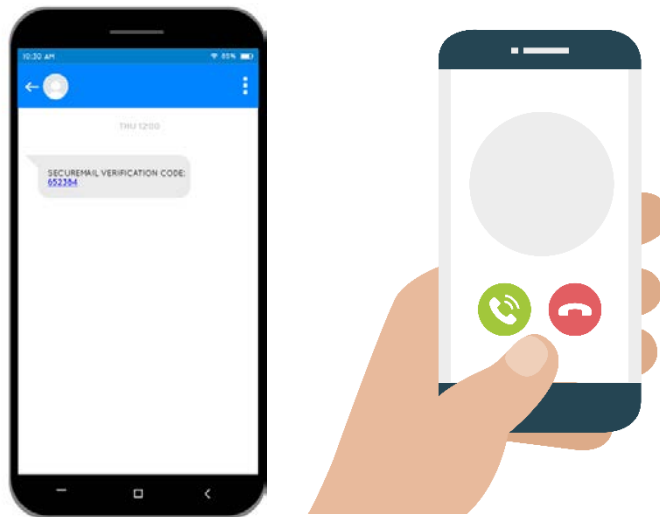
Below the form, there is a red asterisk note: ** This number will be used to receive a temporary access codes required to validate future logins.*

At the bottom, there is a section for 'Password Requirements':

- At least 1 Lower Case Character!
- At least 1 Upper Case Character!
- At least 1 Number!
- At least 8 Characters!
- At least 1 Special Characters!

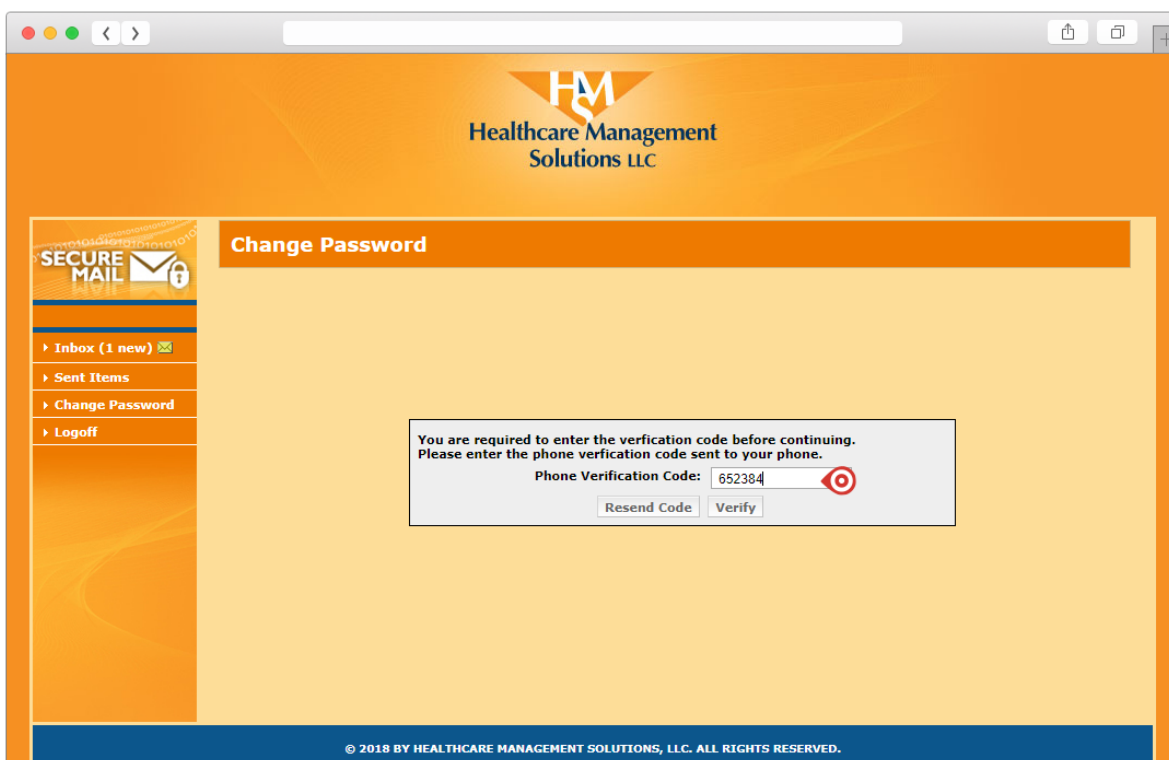
3. Once you have completed the account information page you will receive a verification code that will be provided to you via the option you chose in the **“Receive Access Code by:”** field.

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**.



4. 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.



5. Upon clicking the “**Verify**” button. You will see a message display notifying your that your password has been successfully changed. Click the link labeled “**Click here to continue to your inbox.**”

