

UNIVERSITY MEDICAL CENTER

Iron Mail – Message Retrieval Instructions

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Introduction

The UMC Secure Email system provides as a way to exchange sensitive information via email

Notification Messages

As a secure delivery recipient you will receive notification messages that will link you to your secure message. If it is your first secure delivery notification you will be required to create a password and three self service password reset questions.

Subject: UMC Secure Web Delivery Notification
From: "UMC Secure Email" <SecureMail@umcsn.com>
Date: Mon, June 26, 2006 3:10 pm
To: example@bmpts.com
Options: [View Full Header](#) | [View Printable Version](#) | [Whitelist Sender](#) | [View as HTML](#) |

Click the link to view the secure web delivery from brandon.murphy@umcsn.com.

<https://securemail2.umcsn.com/swm/login.do?method=checkMail&id=d5ea2532b223ae7f>
You will be prompted for your email id and password to protect your account.

Click on the link below if you have forgotten your password

<https://securemail2.umcsn.com/swm/login.do?method=forgotPasswd&id=d5ea2532b223ae7f>

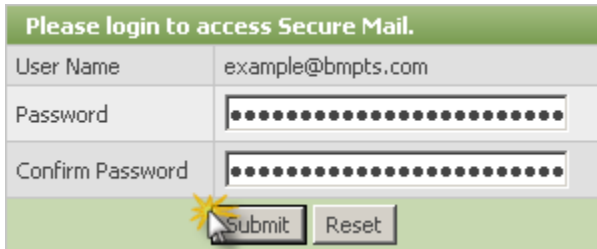
Message Details:
From: brandon.murphy@umcsn.com
To: example@bmpts.com
Subject: [Encrypt Me] RE: Test

If you have a question please call (702) 383-2227

Above is an example of a secure delivery message.

Retrieving the Secure Email

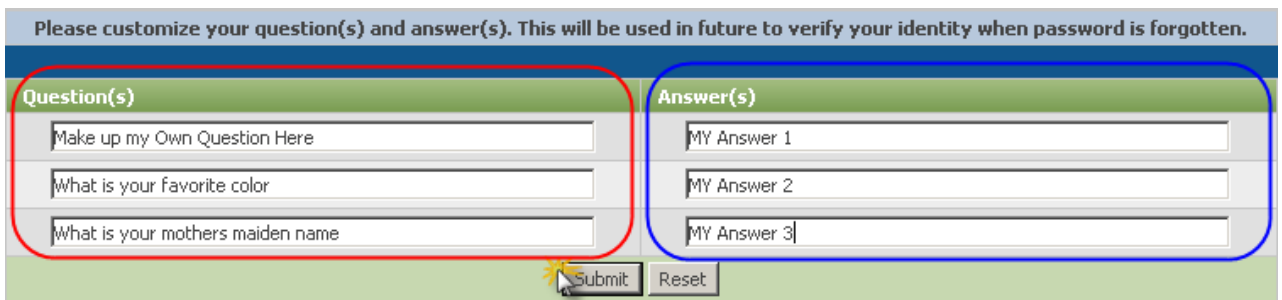
To retrieve the secure email sent to you, click on the link to pickup your email (see dark blue box shown above). You will be prompted for a password, and if it is your first time picking up secure email from UMC, you will also be prompted for three self service questions.



Please login to access Secure Mail.

User Name	example@bmpts.com
Password	<input type="password"/>
Confirm Password	<input type="password"/>

Type and confirm your password, then click Submit



Please customize your question(s) and answer(s). This will be used in future to verify your identity when password is forgotten.

Question(s)	Answer(s)
<input type="text" value="Make up my Own Question Here"/>	<input type="text" value="MY Answer 1"/>
<input type="text" value="What is your favorite color"/>	<input type="text" value="MY Answer 2"/>
<input type="text" value="What is your mothers maiden name"/>	<input type="text" value="MY Answer 3"/>

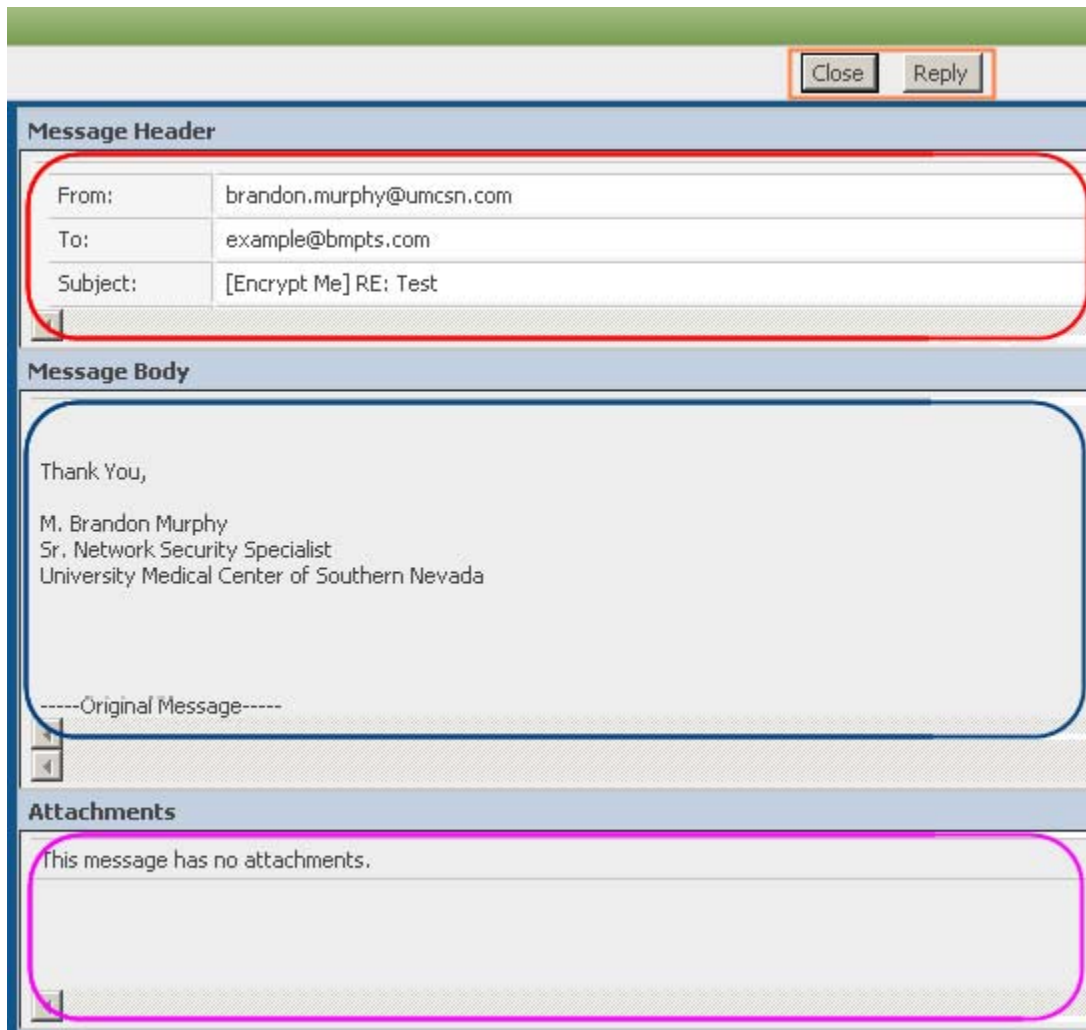
Set your own questions (red box) or answer the pre-set questions, then click Submit. After you setup your account you will be taken to the message.

If you have previously setup your account you will be taken straight to your message after login.

***Important Note* All Answers are case sensitive. “Blue” is not the same as “blue.”**

Secure Message

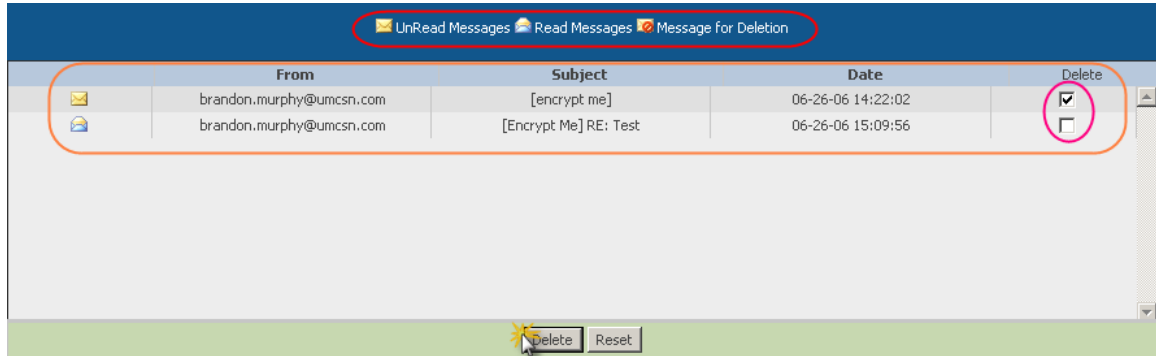
The secure message can be replied to and sent with attachments; however it cannot be forwarded.



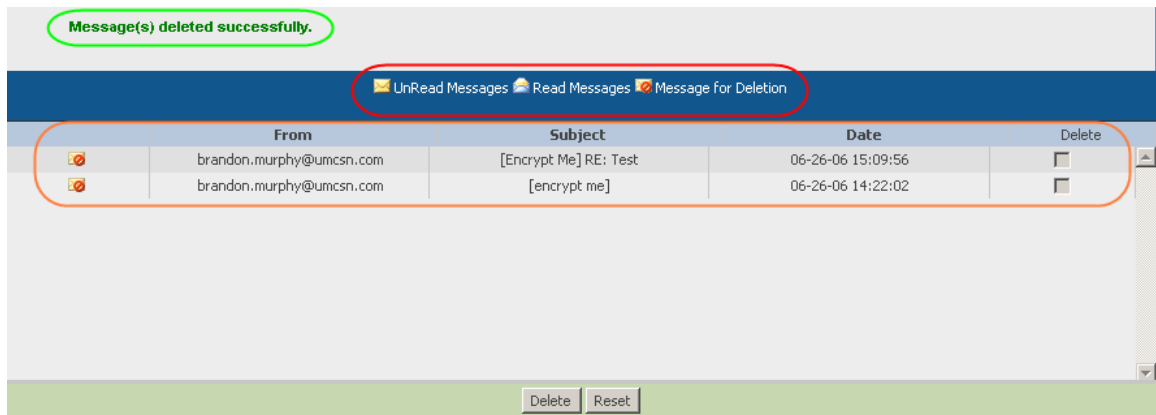
Like normal email messages, you will find a header, a body, and an attachment section. The buttons at the top of the message allow you to either close the message and return you to your inbox, or reply to the sender.

Inbox

After you close your secure delivery message you will be returned to your inbox. From here you can read other secure delivery messages or perform mailbox cleanup.



To read a message simply click on it. To delete a message, select the delete box in line with the message and click the Delete button. After you have deleted a message you will receive a success message at the top of your inbox.



The “Message(s) Deleted successfully” information box will appear at the top of your inbox when you have succeeded in deleting a message. Notice how the message icon changes to a message set for deletion.

Forgotten Passwords

If you forget your password, you can reset it by clicking on the forgotten password link (see light blue box shown below).

Subject: UMC Secure Web Delivery Notification
From: "UMC Secure Email" <SecureMail@umcsn.com>
Date: Mon, June 26, 2006 3:10 pm
To: example@bmpts.com
Options: [View Full Header](#) | [View Printable Version](#) | [Whitelist Sender](#) | [View as HTML](#) |

Click the link to view the secure web delivery from brandon.murphy@umcsn.com.

<https://securemail2.umcsn.com/swm/login.do?method=checkMail&id=d5ea2532b223ae7>
 You will be prompted for your email id and password to protect your account.

Click on the link below if you have forgotten your password

<https://securemail2.umcsn.com/swm/login.do?method=forgotPasswd&id=d5ea2532b223ae7>

 Message Details:
 From: brandon.murphy@umcsn.com
 To: example@bmpts.com
 Subject: [Encrypt Me] RE: Test

If you have a question please call (702) 383-2227

Clicking on the forgotten password link will bring you to a self service password reset screen. At this screen you must correctly answer the three questions you previously created.

Please provide the answer(s) for the question(s).	
Question(s)	Answer(s)
Make up my Own Question Here	<input type="text" value="My Answer 1"/>
What is your Favorite color	<input type="text" value="My Answer 2"/>
What is your mothers maiden name	<input type="text" value="My Answer 3"/>

Upon answering the three questions, you will be prompted for a new password. If you are unable to answer the self service questions please see the section of this document entitled "[Self Service Failures](#)"

*** Important Note * All Answers are case sensitive. "Blue" is not the same as "blue."**

Self Service Password Reset Failures

If in the event you are unable to self reset your password, you will need to contact the **UMC Information Services Support Center at 702.383.2227.**

After your password has been reset, click the link in the secure delivery message and you will be prompted for a new password.