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# Secure Mail – Message Retrieval Instructions



IT Security

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## Introduction

The UMC Secure Email system provides a safe way to exchange sensitive information via email. All email messages are sent using TLS encryption if available on the receiving email host. Additionally, the email will be sent as an Encrypted & Password-Protected PDF attachment. If this is the first Secure Email received, you will receive a Registration Email to setup a password and 3-Security questions. Once registered, you will receive the email with the secure attachment.

## Registration Messages

The first time you are sent a secure message, you will receive a registration messages that will take you to the UMC Secure Email portal. Here you will register your email address, set a password, and select 3-Security questions.

### Sample of Registration email

#### Encrypted Email Message



##### Secure Email Registration Request from University Medical Center of Southern Nevada

[umcaccountinformation@umcsn.com](mailto:umcaccountinformation@umcsn.com) has sent you an encrypted message. Before you can receive and view this email you will need to register with a password by clicking [here](#).

After you have completed the registration, you will be able to view any future encrypted emails using the same password that this sender or other senders from University Medical Center of Southern Nevada might send you in the future.

*Note: if your mail program does not support active links, you can register by copying and pasting the text below into your internet browser:*

<https://mailx2.umcsn.com:10443/register/001U2FsdGVkX19vIA78cilFG-hqIiAhNKJo8C7nSo-GpEE50ZRGnJHWWg/>

*This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.*





## Sample of Secure Email Portal

### Sophos SPX Secure Email Portal



Set your password below to access secure emails you have been sent.

Email Address:

Password:

Confirm password:

- Password Requirements:**
- ✓ Passwords must be 8-32 characters in length
  - ✓ Passwords must be alphanumeric
  - ✓ At least one special character (-!&%\$@\*) is required
  - ✓ Passwords must match

**Password Recovery:**  
 Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

Question 4:

Answer:

Question 5:

Answer:

Question 6:

Question 7:

Question 8:

## Retrieving the Secure Email

To retrieve the secure email sent to you, it will be a PDF attachment in an email similar to the one below. You will need Adobe PDF Reader to open the message.

### Encrypted Email Message



Encrypted email notification from University Medical Center of Southern Nevada  
 Encrypted email message from [umcaccountinformation@umcsn.com](mailto:umcaccountinformation@umcsn.com)

This email contains a message that has been sent as an encrypted PDF document in order to ensure the secure delivery of its contents.

#### Open the encrypted PDF attachment to view your secure message.

To access this message, you should open the attached PDF using Adobe Acrobat Reader version 7.0 or higher. In order to view its contents, you must enter the password that you should have already set during the registration process.

If you have any problems viewing the encrypted message or do not know your password, please contact the UMC IT Support Center at (702) 383-2227.

Note that Adobe Acrobat may restrict access to certain attachment types. If this is the case, you will need to inform the original sender and make alternative arrangements.

If you've forgotten your password, you can reset or recover it [here](#).

Note: if your mail program does not support active links, reset or recover your password by copying and pasting the text below into your internet browser:

[https://mailx2.umcsn.com:10443/portal/U2FsdGVkX1-VRXA8D4CJGmkB6594eRhlLhs9kfZx46UAWP1b\\_0wHfrvmvkqbeRh8eWv9dEVtoGus47R2kEALeQ3o-TrFR2IS/](https://mailx2.umcsn.com:10443/portal/U2FsdGVkX1-VRXA8D4CJGmkB6594eRhlLhs9kfZx46UAWP1b_0wHfrvmvkqbeRh8eWv9dEVtoGus47R2kEALeQ3o-TrFR2IS/)

Click [here](#) to change your password.

Note: if your mail program does not support active links, change your password by copying and pasting the text below into your internet browser:

[https://mailx2.umcsn.com:10443/portal/U2FsdGVkX1-1XikHuP1mEFoWPby-wAdSrtwzthFwvcE7PLV625u4hHnMsXil\\_krOQ-EUjhn1Axx3vNIAOYTPvrsCJ7BcHLE/](https://mailx2.umcsn.com:10443/portal/U2FsdGVkX1-1XikHuP1mEFoWPby-wAdSrtwzthFwvcE7PLV625u4hHnMsXil_krOQ-EUjhn1Axx3vNIAOYTPvrsCJ7BcHLE/)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.





## Secure Message

Once open, the email will start on the 2<sup>nd</sup> page of the PDF file. It will show the same as any other email; From, To, Subject, Attachments.

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From	<UMCAccountInformation@umcsn.com>	
To	<umcitsec@gmail.com>	
Subject	[Encrypt Message Test] Sample of Encrypted message from UMC	
Attachments	1	

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This is a sample of an Encrypted message sent from UMC to an outside user

Thank you,  
UMC Account Information  
IT Security  
Information Technology

University Medical Center of Southern Nevada  
1800 W Charleston Blvd  
Las Vegas, NV 89102  
O: (702) 383-2227

Compassion \* Accountability \* Integrity \* Respect

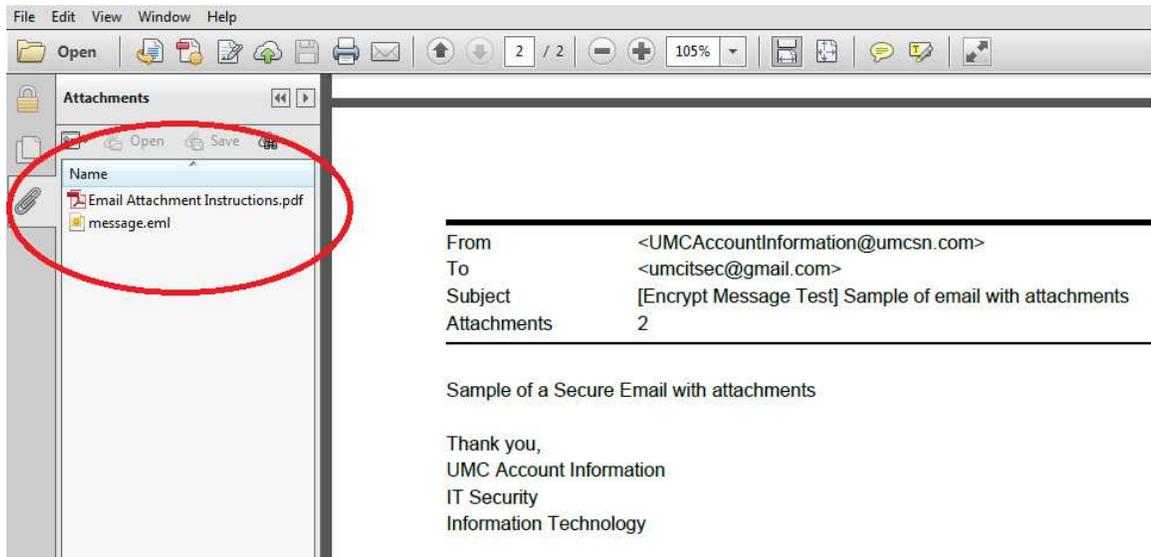
In order to reply to the message securely, you need to reply within UMC's Secure Email Portal by clicking the reply button (circled in red above). You will login to the portal with your email address and the same password used to open the PDF.

**Please note:** Don't reply to the "UMC Secure Web Delivery Notification" email itself. Replies sent that way will not be sent securely. The only way to ensure that your reply is sent securely is to reply from within the email as described above.

## Retrieving Attachments

Your secure email message may have come with attachments included in the email. Like normal email attachments, you are able to open or save those attachments to your local PC. You can do that by following the instructions below.

1. If your message has an attachment, you will see the number of attachments listed on the left side of the Adobe PDF window



2. To retrieve the attachment, simply double-click on the attachment you want to open.



## Frequently Asked Questions:

**Q- I have an Apple Device. Why can't I see the attachments in the PDF?**

A- The default PDF reader for iOS devices is not Adobe Reader. Apple recently released in the iTunes Store a Reader from Adobe. To see the attachments in the PDF, you will need to install the Adobe Reader from the iTunes Store and then change your default reader to use the new Adobe app you installed.

**Q- Can I use any PDF reader I want to open the email?**

A- While any PDF reader can open the PDF, **only** Adobe Reader will display the message with full functionality. We **highly** recommend that you use Adobe Reader 7.0 or higher when opening a Secure Email PDF from UMC.

**Q- Why am I not able to see the attachments in the PDF?**

A- To see the attachments in the PDF, you **must** use Adobe Reader! Any other PDF reader will not be able to display the attachments.

**Q- The email I received looked just like all my other email, was it sent securely?**

A- Our secure email system will send the message over an encrypted TLS. Additionally, if the email was received as a password-protected PDF attachment, documented above, that provides an additional layer of security & encryption.

**Q- Can I send a secure email to UMC by putting [Secure Delivery] in the subject line?**

A- No. The [Secure Delivery] tag only works on outgoing mail from UMC. In order to ensure that your email is sent securely, use the reply button within secure PDF.