

EASTPOINTE SECURE E-MAIL SYSTEM SETUP INSTRUCTIONS

In order to send and receive protected health information (PHI) on consumers between Eastpointe and your provider agency you will need to do the following.

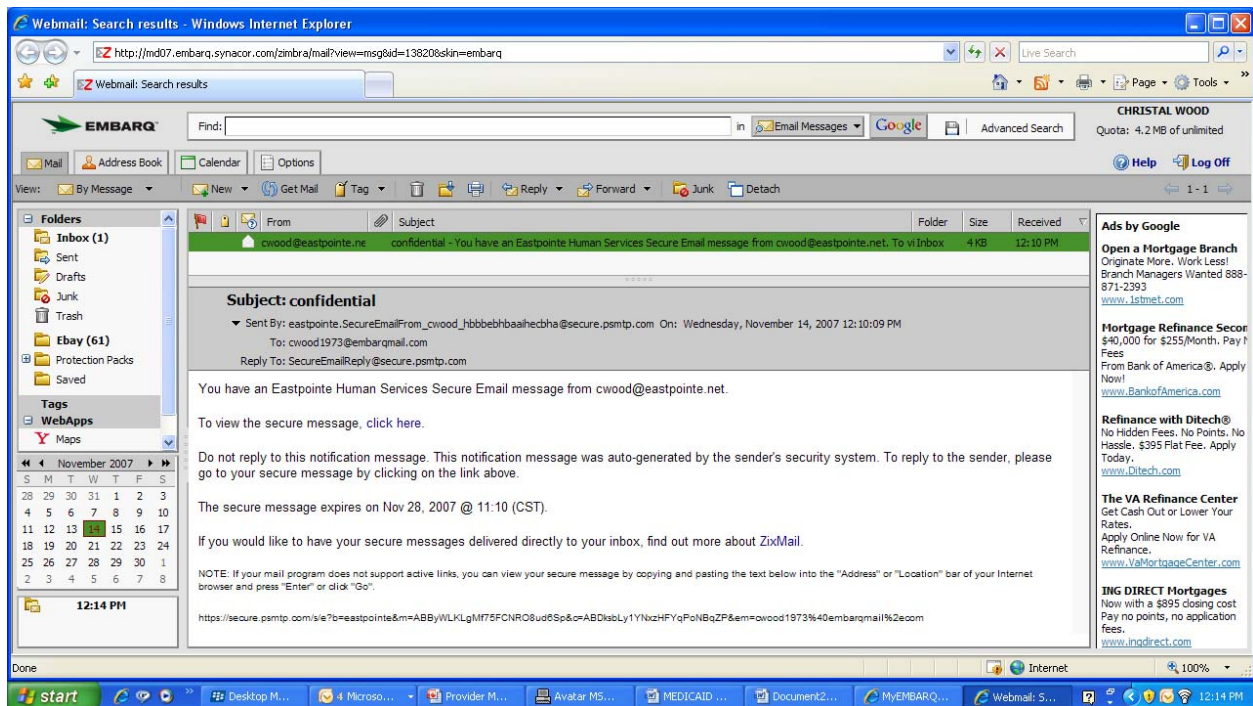
Retrieving a secure message (New Users)

Step 1: Eastpointe will be submitting a secure e-mail to the provider e-mail addresses that are currently on file within our Eastpointe provider network database.

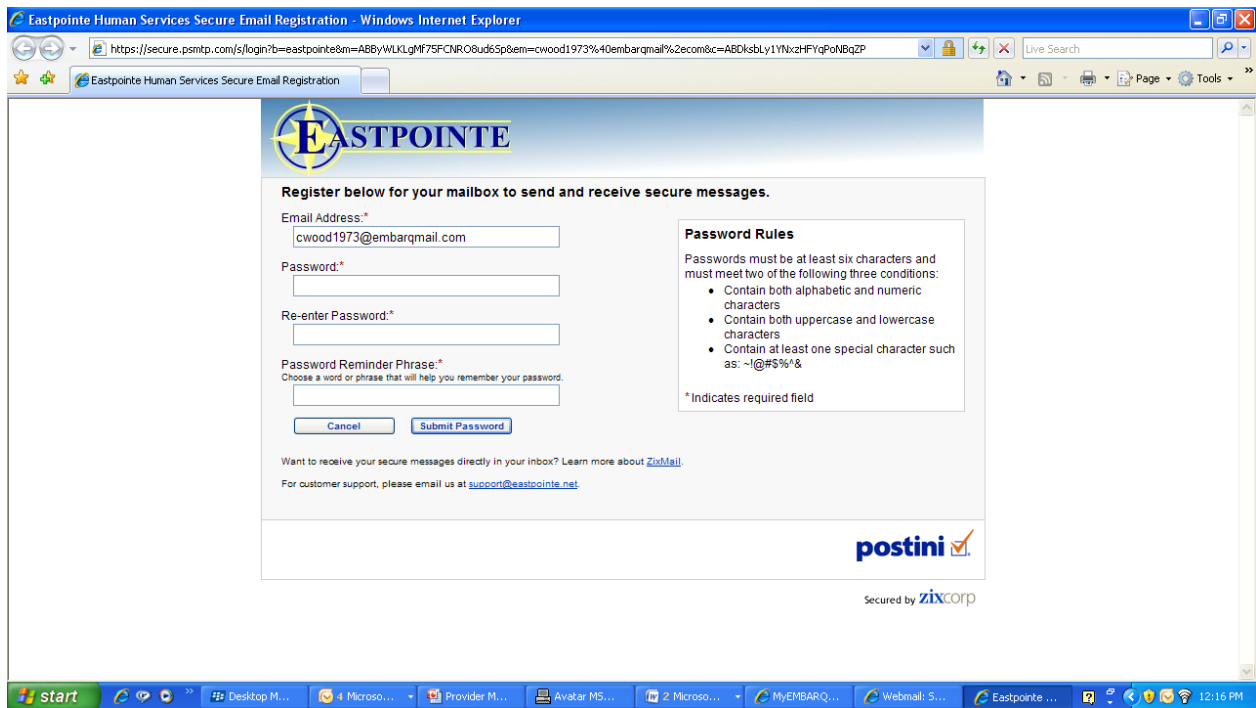
****Note:** If we do not have your e-mail address and you wish to open a secure e-mail account you can create your own account by going to our Secure E-mail login portal

<https://secure.psmtp.com/s/login?b=eastpointe> and following the instructions for first time users.

Step 2: When you receive the secure e-mail from Eastpointe it should look something like this:

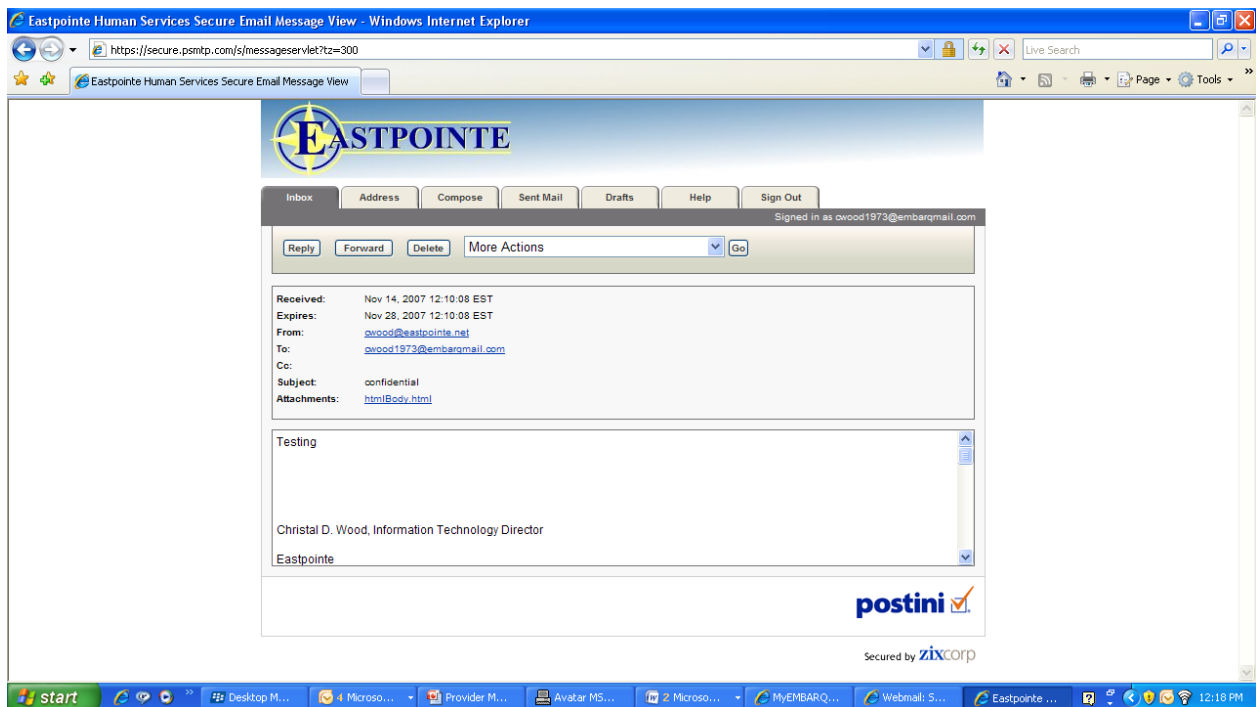


Step 3: Click on the link in the email to view your secure message. The actual line of text in the email reads, "To view the secure message, click here". Clicking this link will take you to the registration page for the secure email system. The screen should look like the following image.



Step 4: Complete the registration form as indicated. Note that all the form fields are required. In order to successfully create a password for your account, you must follow the "Password Rules" listed to the right of the form fields, as shown in the above image. Once you have completed filling out the form, click Submit Password to continue.

Step 5: Your account has been successfully created. You will then be able to see the e-mail that was sent to you by Eastpointe. See screen shot below:



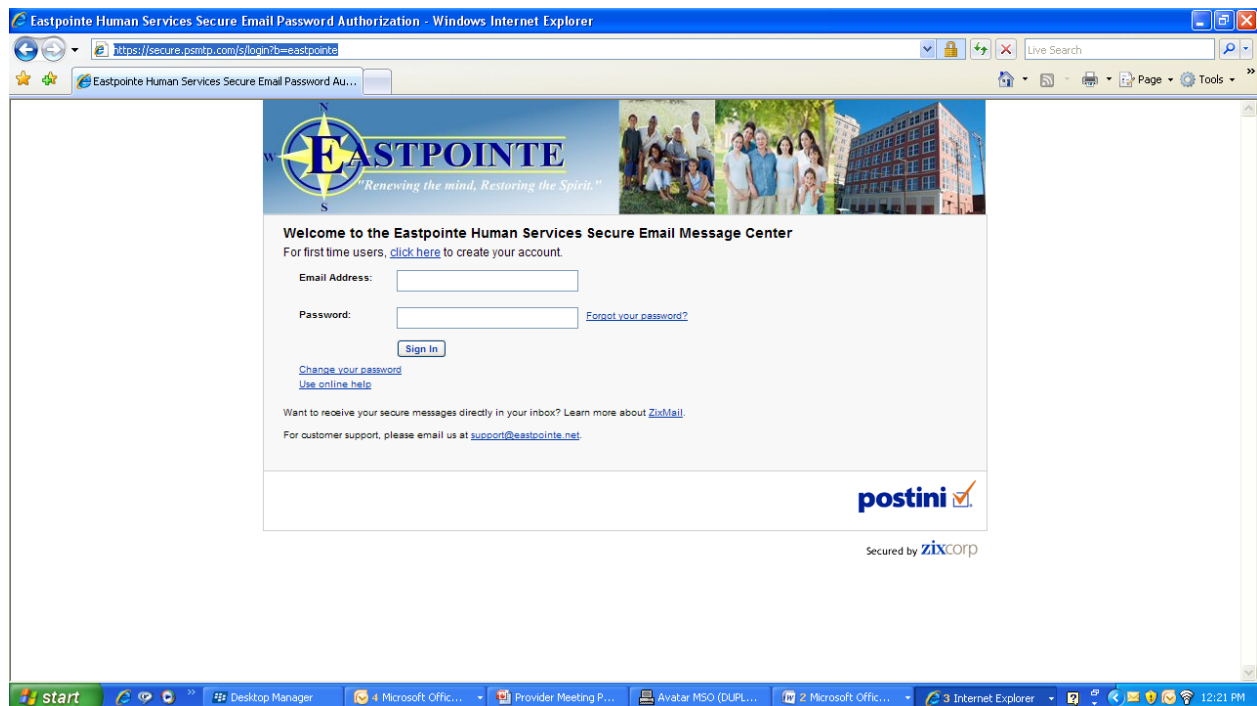
Step 6: At this point, you can then reply to the message, compose a new message, etc.

**Note: You can only use this system to send secure documents to Eastpointe staff.

Step 7: Make sure to click the “sign out” tab when you are finished in the system.

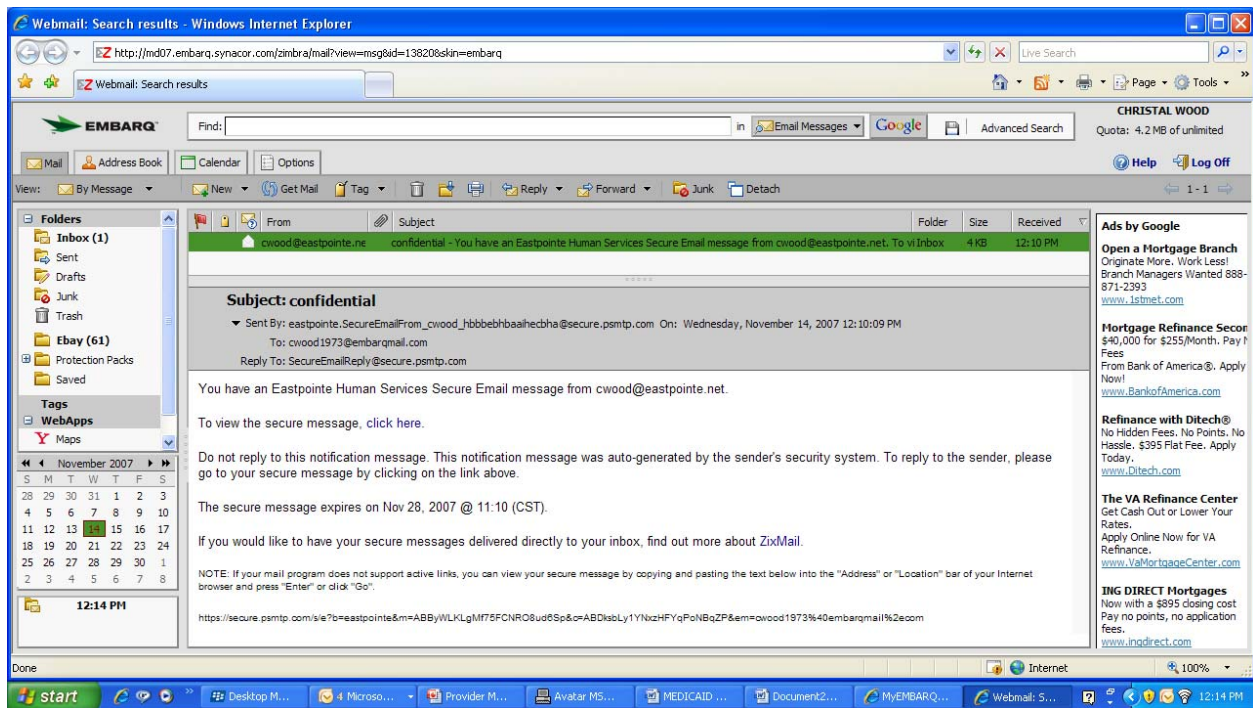
Step 8: When you sign out you will be sent to the main page (see screen shot below). This page will be where you will need to go to sign back in to the system to send more e-mails in the future to Eastpointe. Make sure to bookmark the link so that you will be able to get back to it easily.

<https://secure.psmtpt.com/s/login?b=eastpointe>



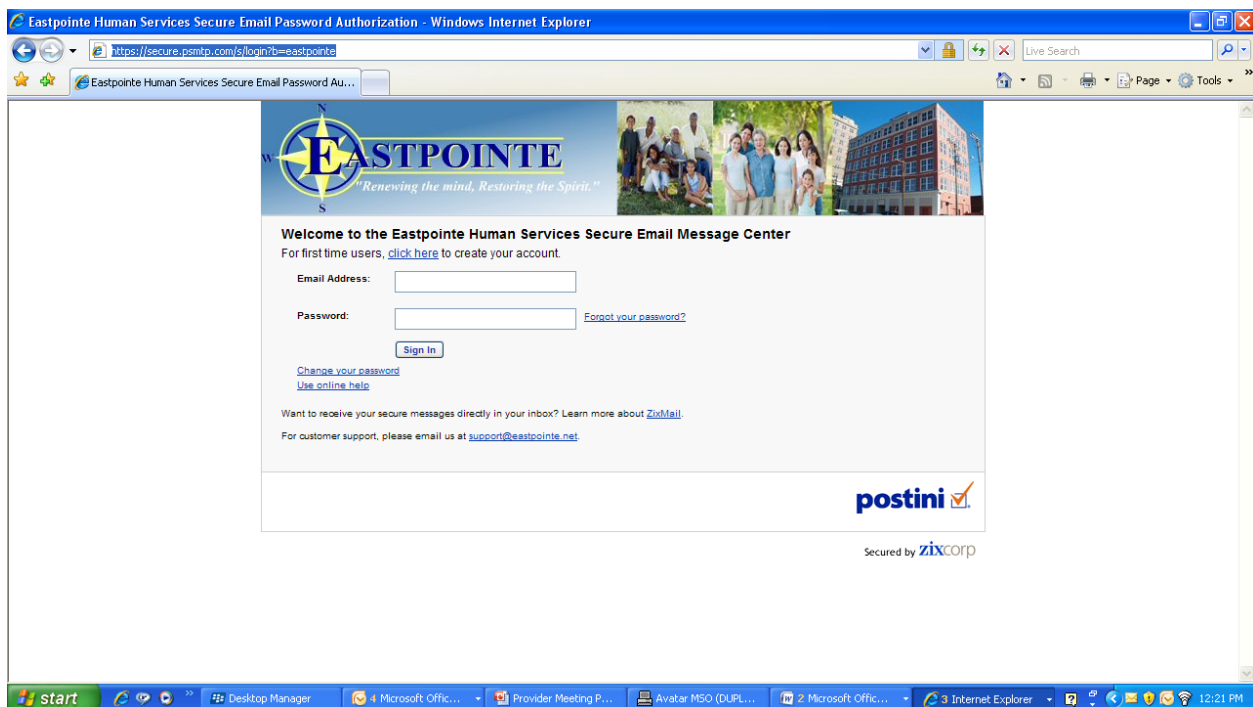
Retrieving a secure message(Existing Users)

The following instructions outline the steps you should follow to retrieve a secure email message, if you have already completed the above steps and have a user account for our system.



Step1: Click on the link in the notification email to retrieve your secure message, see image above for email example. When you click the link, you will be taken to the login screen for our secure email system, see image below. Here you need to enter the password that you created for your account. Once you have entered your password, click the sign-in button to continue.

****Note:** Your email address should be filled in for you automatically. If it is not, then you should enter the email address at which you received the notification email.



Step 2: At this point, you can then reply to the message, compose a new message, etc.

****Note:** You can only use this system to send secure documents to Eastpointe staff.

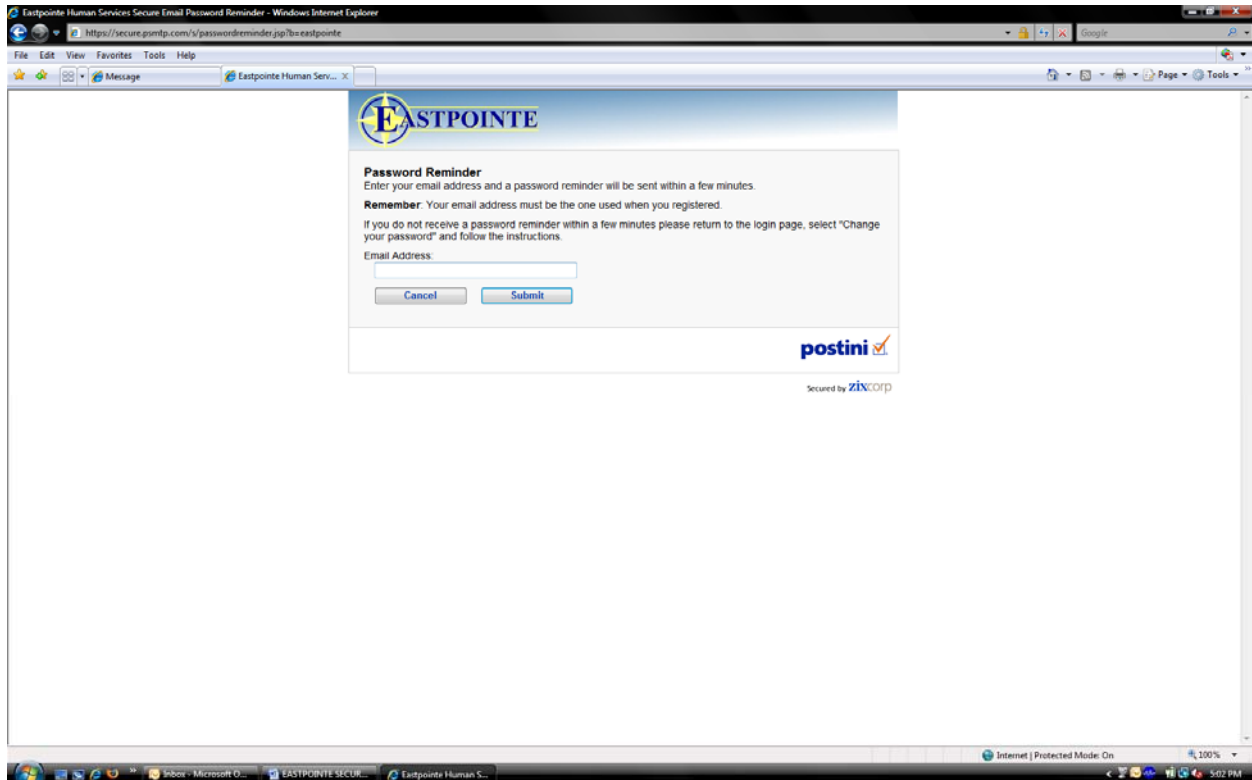
Step 3: Make sure to click the "sign out" tab when you are finished in the system.

Step 4: When you sign out you will be sent to the main page (see screen shot below). This page will be where you will need to go to sign back in to the system to send more e-mails in the future to Eastpointe. Make sure to bookmark the link so that you will be able to get back to it easily.

<https://secure.psmtp.com/s/login?b=eastpointe>

What to do if you forget your password

Step 1: Click on the “Forgot your password?” link to the right of the password box on the login page, see image above. When you click this link, you will be taken to a page and asked to enter your password. See image below:

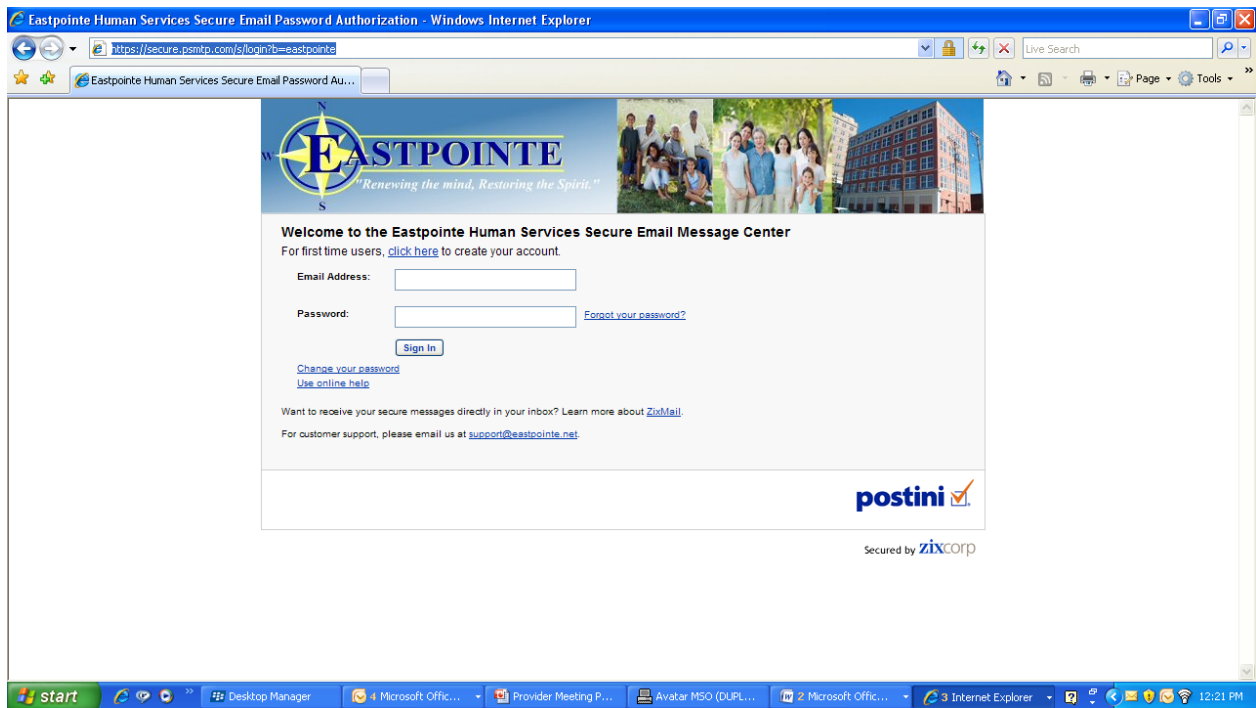


Step 2: Enter your email address in the box provided and click the Submit button.

After a short period of time, you should receive an email, at the address you provided, which contains the password reminder that you entered when you created your account. Hopefully, this will refresh your memory and allow you to access your secure message. If not then you need to follow the instructions below.

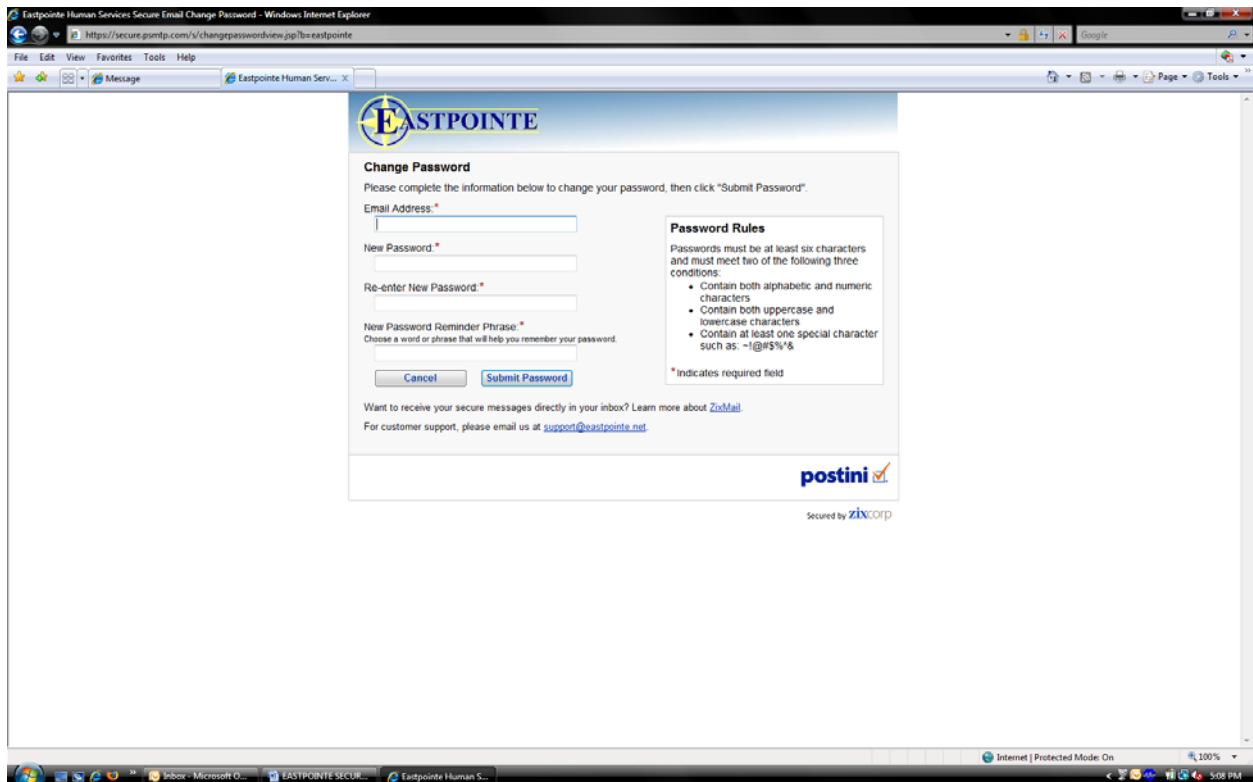
Changing your password

Step 1: Click on the “Change your password” link below the Sign-in button on the login page. See image below.



Step 2: You should now be looking at the screen shown in the image below. You will notice that this screen is very similar to the screen you used to create your account. In order to change your password, you will need to complete all the fields shown on the form. Be sure to follow the “Password Rules” which are listed to the right of the form fields. Once you have completed entering the information, click the Submit Password button. Once you have submitted your password change request, you will see a message indicating that a confirmation email has been sent to your email address. You will need to follow the instructions in the confirmation email in order to complete your password change request.

****Note: This system maintains a history of the last 5 passwords used, so you will need to create an entirely new password.**



Step 3: The password change confirmation message should look like the example in below. You simply need to follow the instructions in the email and click on the indicated link to activate your new password. Once this has been done, you should be able to return to the login screen and login using your new password to retrieve your message.

Sample Email

Your Eastpointe Human Services Secure Email password is pending.

To ACTIVATE your new password, click the link below:

<https://secure.psmtp.com/s/a?b=eastpointe&cmd=ABDA18Enk6voUrBbZAH4mnWV>

This is the last step in this one-time process.

To DECLINE your new password, click the link below:

<https://secure.psmtp.com/s/d?b=eastpointe&cmd=ABDA18Enk6voUrBbZAH4mnWV>

If your email program does not support active links, please copy and paste the link displayed above into the "Address" or "Location" field of your browser and press "Enter" or "Go".

Locked Accounts

Your secure email account is locked after 3 failed login attempts. Once an account has been locked, you will receive an email at the email address associated with your account that indicates that your account has been locked and will remain locked until a certain time. Eastpointe's IT department cannot unlock accounts. If you receive an email indicating that your account has been locked, then you must wait until after the lockout time period has expired and then attempt to login again or change your password.