



Encrypted Email Troubleshooting Guide

Secure Mail Notification:

Privacy and confidentiality is a hallmark of the Health Care profession and it is of the utmost importance to our client relationships. We are committed to keeping sensitive data confidential which is why we have implemented this email encryption software.

Email that contains sensitive information will require you to enter a password to download the file. This ensures that the confidential data cannot be read by anyone other than the intended recipient. The first time you receive a secure email from us you will be required to setup a password. This will be your password to access future email and attachments.

[Exception: Receiving encrypted information from us will be seamless if TLS or one of the other compatible email encryption mechanisms has been configured for your system. The encrypted email will be automatically unencrypted before you open it. No password is required.]

For our clients and others, there will be a small step to download the encrypted files; however, we believe the added confidentiality benefits far outweigh the few seconds that are required to access the attachment.

This is the first time I received a secure mail notification. Now what?

- **If this is the first time you received a secure email from us you will need to enter your email id and create a password. This password will be used every time you open or read your secure mail.**
 - Secure passwords are made up of a minimum of **8** characters which include upper and lower case, special characters and alpha/numeric characters.
 - Passwords are case and space sensitive
 - **You may also be asked to answer three security questions. The answers to these questions will be important if you forget your password.**
 - It is important to note: **Answers to your security questions are case and space sensitive**
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Viewing the mail in your IronMail inbox?

- After clicking on the notification email and successfully logging in the email for which you received notification (or a file attachment) will be displayed on your screen.
- The recipient may be asked to download, open or save this file.
- The recipient may then be directed to a security message. Press OK to continue.
- The recipient should now be redirected to the secure site and is able to view the message.

Will my response to an encrypted message be secure?

- **Yes**, anytime you reply to an encrypted email the information will be sent back to the sender encrypted.



Are passwords and security question answers case sensitive?

- **Yes**. Please be careful when creating your passwords and answering your security Questions. **They are case and space sensitive.**



What do I do if I forget my password?

- Click on the "forgot password" link on any notification email (it is the second link in the email) and follow the online request.
- You will be asked to answer your challenge questions after which you will be asked to reset your password. (Note: **Your answers to the challenge questions are case and space sensitive.**)

How long will my secure messages be retained?

- All "read" emails will be retained on the secure server for 30 days (from last accessed date) unless deleted by client.
 - All unread emails are retained for 30 days.
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What do I do if I forget the answers to my challenge questions?

- Send an email with your contact information requesting that your password be reset to:
 - securemail@aultman.com (If the email is from someone at Aultman).
 - securemail@aultcare.com (If the email is from someone at Aultcare)
 - securemail@aultragroup.com (If the email is from someone at UltraGroup)
 - securemail@aultcomp.com (If the email is from someone at AultComp)
- Once your password is reset, the system will prompt you to establish a new password.

I cannot login to my secure email account due to message that reads: "your retry count has been exceeded"?



- To protect you and your access to confidential information, your account will lock after **five** unsuccessful **login attempts**. The login screen will display "Your retry count has been exceeded".
- Send an email with your contact information to:
 - securemail@aultman.com (If the email is from someone at Aultman).
 - securemail@aultcare.com (If the email is from someone at Aultcare)
 - securemail@aultragroup.com (If the email is from someone at UltraGroup)
 - securemail@aultcomp.com (If the email is from someone at AultComp)

If you are not receiving Messages/Attachments



- Contact your Help Desk or ISP to verify the email is not being blocked and that you are able to receive encrypted email.
- Check if SPAM blocking is in place and if Message notification emails are being blocked.

Securely Exit from IronMail



- Simply close the browser containing your secure mail by clicking the "X" in the upper right corner of the screen.