

OPENING A SECURE EMAIL FROM YOUR DOCTOR'S OFFICE

1. If you have received an email from your doctor's office, the email will be encrypted in order to protect your information.

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2. First open the email with title "Secure Messaging Password Notification". This email will have the temporary password to use to open your message. Copy the password or write it down so you remember it. Click on where it says "here" to open your message

assword Notification	HOURIDE EVE Association
is is a password notification message for the H vice.	ouston Eye Associates Secure Messaging
You received this notification for one of the fol	lowing reasons:
1. You have been sent a secure message.	
2. The system administrator has arranged access	to the Secure Messaging service for you.
3. The system administrator has reset your passw	ord.
You requested a password reminder.	
Please connect to the Secure Messaging servic change your password immediately following login	<mark>ce by clicking <u>here</u>. You may be required to n.</mark>
Login Information:	
Email Address: testemail0416@yahoo.com	

3. This will take you to the message. Enter your email address then hit next.

	House For American
	For Assistance coll 702-558-8742
	Log In
l	testemail0416@yahoo.com
	Next
	louston Eye Associates
C	all <u>713-558-8742</u> for help logging in.
	Home Login Issues: Knowledge Base Contact Support ©2020 Mimecast v3.4.5-20200109_1727
	Powered by Mimecast
	Drivery

4. The system will then ask for your password.

•••••	
Invalid user name, password o	r permissions.
Log In	
og in as a different user. orgot your password?	



5. The system will ask you to enter the current password and then a new password. Once you have selected a new password, make sure to document it somewhere as any future messages will require it. Once done, select Confirm

Reset Pass	word	
•••••		
•••••		
•••••		
 Minimum 8 ch Include at leas Include at leas Include at leas New Password same 	aracters t one lowercase character (a-z) t one uppercase character (A-2 t one numeric character (0-9) and Confirm Password must I) be the
Confirm		

6. You can then login with the new password to see the message.

testemail0416@yahoo.com	Log In	
•••••	æstema <mark>i</mark> l0416@yahoo.com	
a contraction of the second	•••••	
Log in	Log in	
og in as a different user.	og in as a different user. orgot your password?	

7. You can then open the email and respond back.

HOLISTON EVE ASSOCIATES	<u> </u>	
/ Compose	C) Inbox	
+ Inhov	Selection ~	
- mbox	mnoftzger@houstoneye.com 01:01 PM	
🕹 Sent Items	Test	
Deleted Items		



8. If you receive future emails but do not remember your password, in the email you receive you can click the link to request new password.



9. You will enter your email address then select the Reset Password button. A new password will then be emailed to you.

	HOURTON EVE ABBOCIAT	-	
Can't sigr	n in?		
Password re email addres	set instructions will b ss below.	e sent to the	
Email Add	ress		
Reset Pass			

10. If you are still unable to access the email, you can call the IT Helpdesk at (713)558-8742