Microsoft Forefront is the encryption application used to encrypt outgoing messages containing protected health information. If a message is flagged and encrypted, the customer will need to follow these guidelines to retrieve and read the message.

ACCOUNT CREATION PROCESS FOR FIRST TIME RECIPIENTS:

1. The recipient will see a message similar to the one pictured below if a message is encrypted by Microsoft Forefront. Have them open the attachment to the email.

   [Image of encrypted message]

2. This will take them to the screen shown below. They will now need to click the Read Message button.

   [Image of screen with 'Read Message' button]
3. If this is their first time receiving an encrypted message sent to their email address they will need to fill out and submit the information requested on the screen shown below. Have them click the **Submit** button after filling out the required fields.

![Screen showing the password setup process](image)

4. Once the information is submitted, the customer will see the screen below. It advises them to check their email to complete the enrollment process.

![Screen showing the verification email](image)
The customer will now have a new message from Microsoft Hosted Encryption in their inbox. Have then open the message and click the link to complete the account creation process.

Hello Rusty Riels,

To complete the account creation process, you must click on the link below:

https://enroll.encryption.messaging.microsoft.com/enverallback/enroll.php?abcmwQehEkfBTGq5VF

IMPORTANT: For security reasons, this is a one-time use link that works only on the same browser and machine you used to enroll. It is advised that you delete this email after you have clicked on the link above.

Thank you for using Microsoft Exchange Hosted Encryption.

5. Once they click the link they will be directed to the Microsoft Exchange Hosted Encryption page and their secure message will be displayed.
ENCYPETING AN OUTBOU ND EMAIL MESSAGE:

1. In order to ensure that an email message going out to an external email address is encrypted, the customer can simply add any of the following words to the Subject line of the message:
   a. Zixencrypt
   b. Zixololrmc
   c. Zixfmolhs
   d. Zixsteh
   e. Zixlourdes
   f. Zixstfran

VIEWING ENCRYPTED MESSAGES AFTER ACCOUNT HAS BEEN CREATED:

1. The customer will see the message below. They will need to open the attachment.

2. They will then see this screen and will need to click the Read Message button.
3. They will then see this screen which indicates they already have an account registered using the email address shown in the message. They will need to enter their password and click the **Continue** button.  
**Note:** This is NOT a password controlled, reset or in any way administered by FMOLHS IS or any facility personnel.

4. After clicking the **Continue** button the encrypted message will then be displayed for the customer.
CUSTOMER HAS FORGOTTEN PASSWORD:

1. If the customer does not remember their password when attempting to view an encrypted message, they will need to click the link that says “You may reset it by clicking here.”

![Password reset link](image1.png)

2. Once the link is clicked, an email is sent to their inbox that will allow them to reset the password. They will see the screen below advising them of this and they can close out this window.

![Password reset email](image2.png)
3. An email entitled “Microsoft Exchange Hosted Encryption Password Recovery” will be in their inbox. Have them open the message then click the link in it.

Note: This link only works for resetting the password one time.

Hello Rusty Riels,

To complete the password reset process, you must click on the link below:

https://enroll.encryption.messaging.microsoft.com/answerback/enroll.php?aех=ZhsTFy18H8wF1TAFT

IMPORTANT: For security reasons, this is a one-time use link that works only on the same browser and machine you used to request a password reset. It is advised that you delete this email after you have clicked on the link above.

Thank you for using Microsoft Exchange Hosted Encryption.

4. After clicking the link they will see the screen below. They will need to type in a new password then re-type it in the bottom box. After this is complete they need to click the Continue button.
5. After clicking **Continue** they will see the encrypted message AND their password is reset to whatever they entered.

**EXPIRED MESSAGES:**

If an encrypted message is not accessed/viewed by the recipient within 14 days, the sender will receive a message similar to the one below. If they get this notification they will need to resend the original message in order for the recipient to view it.

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**Franciscan Missionaries of Our Lady Secure Email Message Expiration Notification:**

To: rustyriels508@yahoo.com
Cc: rustyriels508@yahoo.com
Subject: encrypt
Arrived on: Mar 31, 2010 @ 14:50 (GMT)
Expired on: Apr 14, 2010 @ 14:50 (GMT)

The following recipients failed to pick up the message above:
rustyriels508@yahoo.com