

OPWDD SECURE E-MAIL POWERED BY ZIX



ENCRYPTED EMAIL AWARENESS FOR EXTERNAL USERS

INTRODUCTION

The protection of confidential communication is important to us and we want to ensure your information stays private. To ensure the confidentiality of private information that our Office sends you via email and to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations, we are implementing a new email encryption service through Zix Corporation.

ZixCorp's easy-to-use email encryption makes it easy for you to receive, read and reply to encrypted email communication we send you. If you are a ZixCorp customer, you most likely are already aware of what your agency requires you to do to communicate securely with OPWDD. If you are not currently a ZixCorp customer and your organization does not support TLS encryption, we can still communicate securely through the **Zix Secure Message Portal**.

The following explanation is a brief overview of how to access the **Secure Message Portal** when you receive a notification message from Zix. For more details about the portal, please refer to the online help, which can be accessed at: [Secure Message Portal Online Help](#)

When we send you an encrypted message that goes to the secure portal, you will receive a notification email from Zix with instructions on how to open the encrypted message. The notification message will arrive in your email **Inbox** (check your SPAM folder if you are expecting a notification and it is not in your inbox). You need to select **Open Message** in the notification to go to the **Secure Message Portal** and view your message.



New ZixCorp secure email message from NYS Office for People with Developmental Disabilities

Open Message

To view the secure message, click Open Message.

The secure message expires on Dec 13, 2012 @ 07:49 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.
<https://zixport-preview2.zixcorp.com/s/e?b=opwdd&m=ABBK3K32Ry4KTt9oEJ27S0cp&em=jportz%40zixport%2ezixtest%2ecom>

Want to send and receive your secure messages transparently?
[Click here to learn more.](#)



The first time you access the portal, you must go through a one-time registration process, which is nothing more than providing a password for you to use whenever you receive encrypted mail from OPWDD. When you are creating your password, please pay close attention to the password format. The guidelines are below under **Password Rules**.

Putting People First
NYS Office For People With Developmental Disabilities

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:

Password:

Re-enter Password:

Password Rules

Passwords must be at least 8 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$%^&

After you register and sign in, your message opens and you can view the message content and reply securely if you wish.

Putting People First
NYS Office For People With Developmental Disabilities

Inbox | Address | Compose | Sent Mail | Drafts

Reply | Reply All | Forward | Delete | More Actions

pop@netzero.com Sign Out

Received: Aug 9, 2012 12:48 PM
Expires: Aug 9, 2013 12:48 PM
From: anthony.kesseling@opwdd.ny.gq
To: pop@netzero.com
Cc:
Subject: SMC information secure:

[This message has been delivered securely.](#)

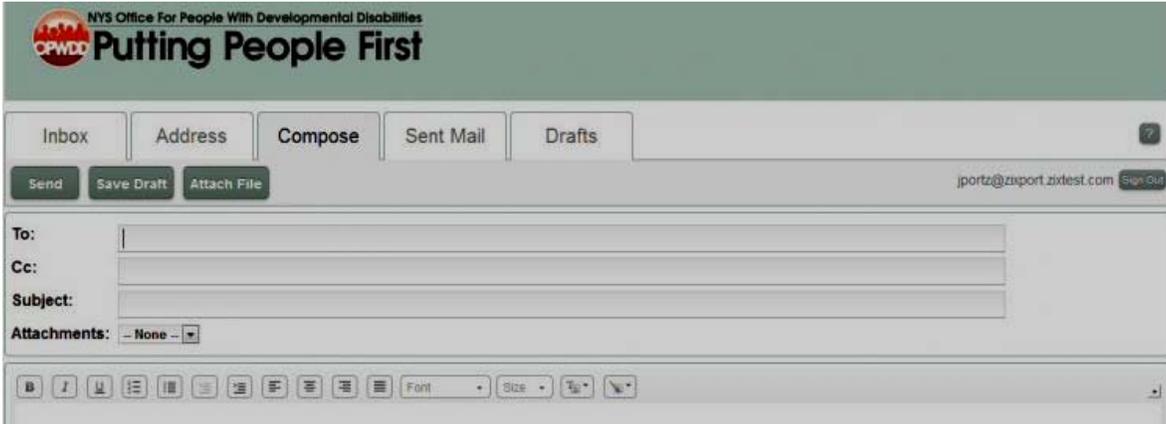
Testing the release of secure email



SENDING ENCRYPTED EMAIL



Once you have logged in to the portal, you can also send an encrypted email to any recipient at OPWDD. Just access the **Compose** tab within the **Secure Message Portal** and create a message as you would in any other web based email system.



FREQUENTLY ASKED QUESTIONS



What Internet browsers are recommended to use with the Zix Secure Message Portal?

Most Internet browsers function with the **Secure Message Portal**, including Microsoft® Internet Explorer®, Mozilla® Firefox® and Apple® Safari™.

What mobile devices are recommended to use with the Secure Message Portal?

Most major mobile platforms function properly with the **Zix Secure Message Portal**, including Apple® iPhone® and iPad®, BlackBerry® devices and Android® devices.

How long do I have to read my message?

Messages you receive will expire from the Zix Secure Message Portal 365 days from when they were sent to you.

Where can I get more information?

For additional help reading your message, access the online help within the **Zix Secure Message Portal**.

How can I ensure the secure delivery of the email that is sent from my own organization?

For more information about the secure delivery of your specific organization or Employer's email system, you must contact the IT Department or Service Provider of your organization.

