
ZIX Email Encryption

User Guide



COMMUNITY MENTAL HEALTH
CLINTON • EATON • INGHAM

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CEI Staff Section

This section of the user guide applies to CEI Staff only.

Protected Health Information Data Usage

It is important to note that the use of ZIX Encryption software does not relieve CEI Staff from following proper procedures when sending electronic communications that contain Protected Health Information (PHI) data. The list below, although not all inclusive, contains procedures that were put in place by CEI governing the communication of PHI including important information related to consumer privacy.

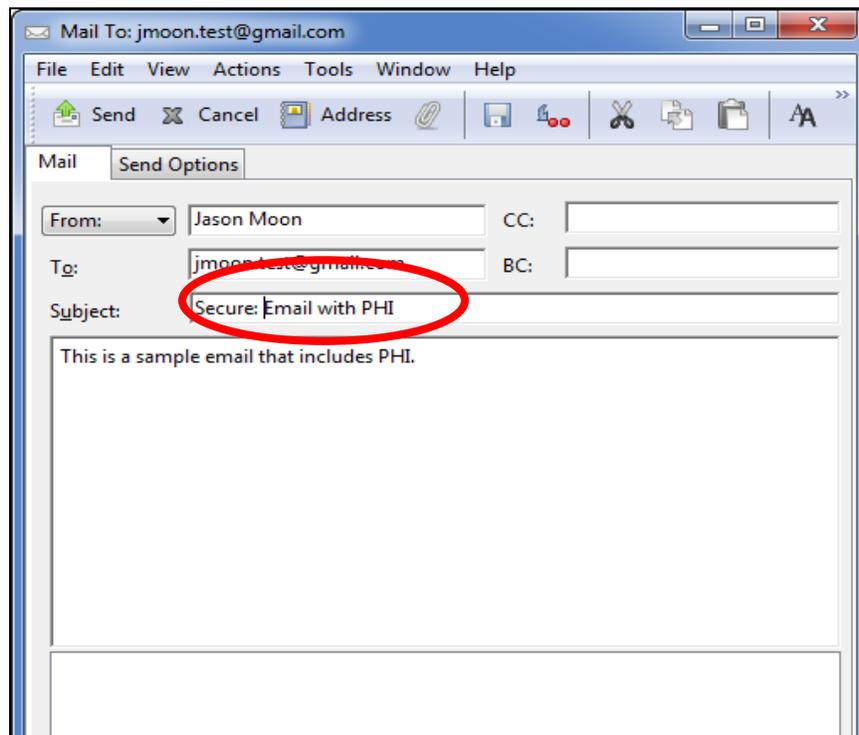
- Policy 1.5.1 – Computer and Network Use Policy
- Policy 3.3.10 - Confidentiality and Privileged Communication

Sending an Encrypted Email

The process for sending an encrypted email message is very similar to sending a non-encrypted message. The only difference is the addition of the word “secure” to the subject of the message.

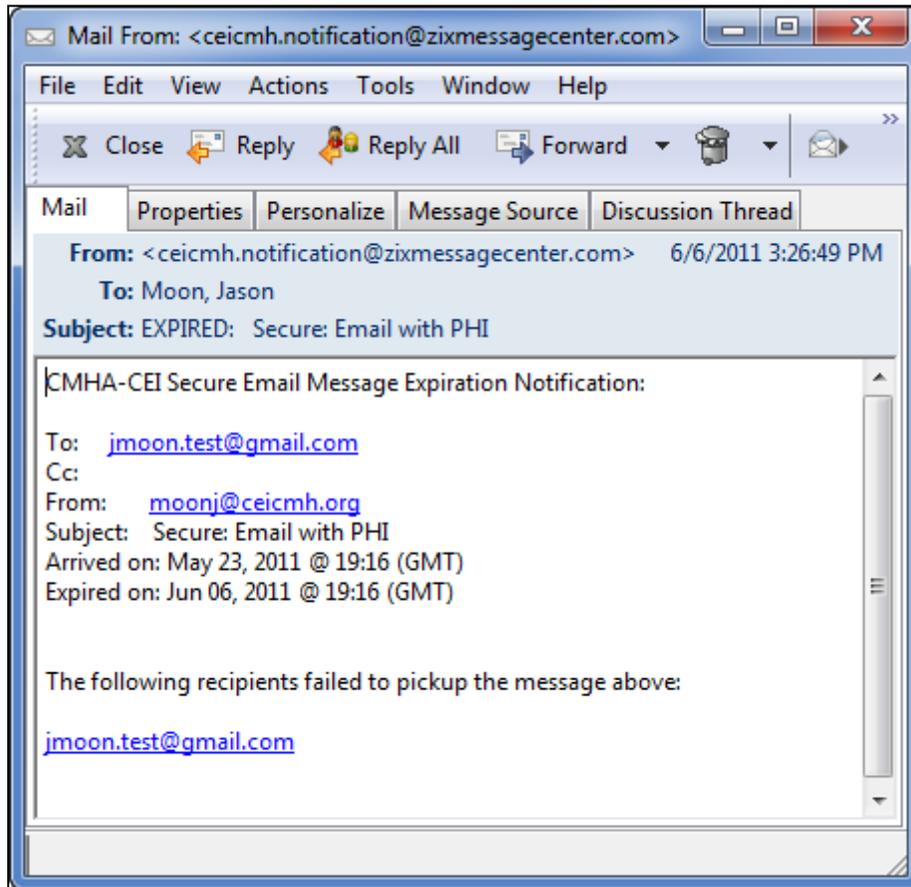
Any message with the word “secure” anywhere in the subject will be encrypted, but the recommendation from IS is to enter “Secure:” at the beginning of the subject, as depicted in the example below.

Note: Attachments are also encrypted when using the CMHA-CEI Secure Mail system.



Expired Messages

If you send an encrypted message and the recipient never retrieves the message from the CEI Secure Mail Center, you will receive an email similar to the one below letting you know the message has expired. Expired messages are automatically removed from the recipient's Secure Mail Center.



ZIX/Encryption Notification Templates

The following templates were provided to staff so they could email members of the community letting them know about the CMHA-CEI Secure Mail system and what to expect when they receive an encrypted message from CEI staff.

A general announcement, intended for agencies/people that you may be coordinating care with:

In order to maintain the confidentiality of private information and ensure compliance with privacy regulations, CEI is implementing a new email encryption service through Zix Corporation. Electronic communications which contain confidential data will be encrypted.

You will receive a generic email informing you a secure email is waiting within the CMHA-CEI Secure Mail Message Center. You will be asked to click on a link in the email, which will connect you to our secure mail center. As a first time user you will register a private password to retrieve and reply to our secure messages. Once registered you can easily retrieve and reply to all future encrypted communications securely.

A specific announcement to send to someone that you are about to send a secure email to:

You will soon be receiving an email from the CMHA-CEI Secure Mail system (Zix email encryption service). An email containing private health information has been encrypted and is waiting within the CMHA-CEI Secure Mail Message Center. You will be asked to click on a link in the email, which will connect you to our secure mail center. As a first time user you will register a private password to retrieve and reply to our secure messages. Once registered you can easily retrieve and reply to all future encrypted communications securely.

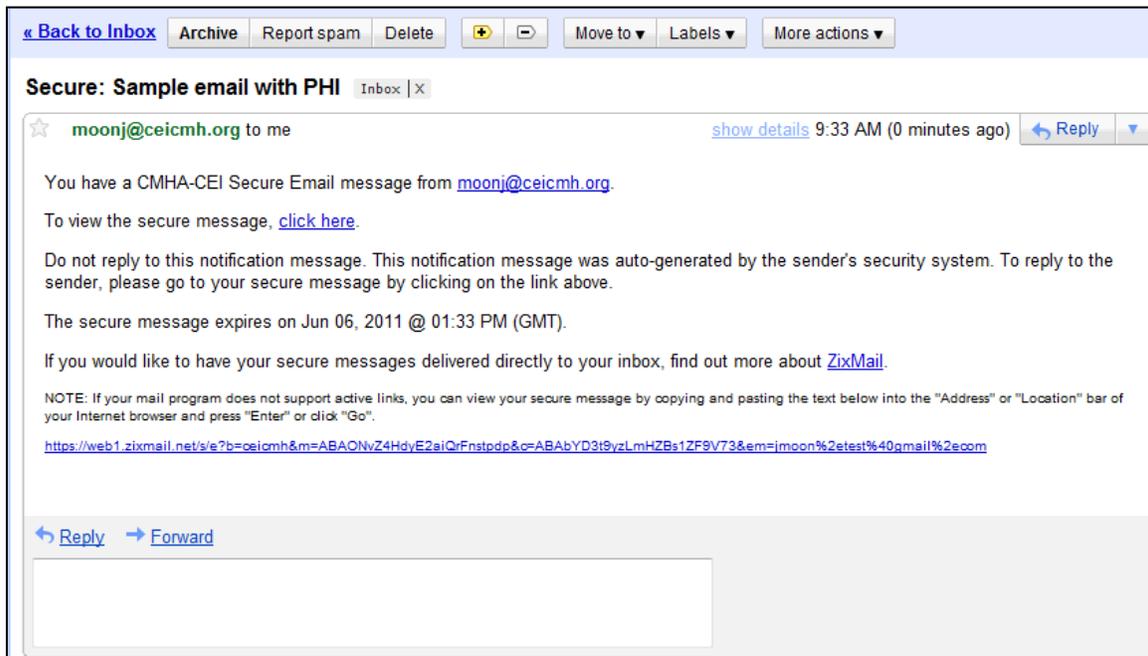
Non-CEI Staff Section

This section of the user guide applies to Non-CEI Staff only.

Receiving an Encrypted Email

When CEI Staff email secure messages to non-CEI Staff the secure message is delivered to a mailbox within the CMHA-CEI Secure Mail Message Center (CEI Secure Mail Center) instead of the intended recipient's inbox.

The recipient receives message notifying them a message is in their inbox in the CEI Secure Mail Center. The message will include a link for the recipient to click and they will be brought to the CEI Secure Mail Center. An example of the message is listed below.



Checking CMHA-CEI Secure Mail Messages

When the recipient clicks on the link within the notification message to go to the CEI Secure Mail Center they will be brought to a web page similar to the one below. First-time users need to create an account on the CEI Secure Mail Center; users that have already created an account should sign-in and will be redirected to their CEI Secure Mail Center Inbox.

First Time Users

To create an account clicking the link highlighted below redirects the recipient to the account create page.

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Welcome to the CMHA-CEI Secure Email Message Center

Email Address:

Password: [Forgot your password?](#)

[Sign In](#)

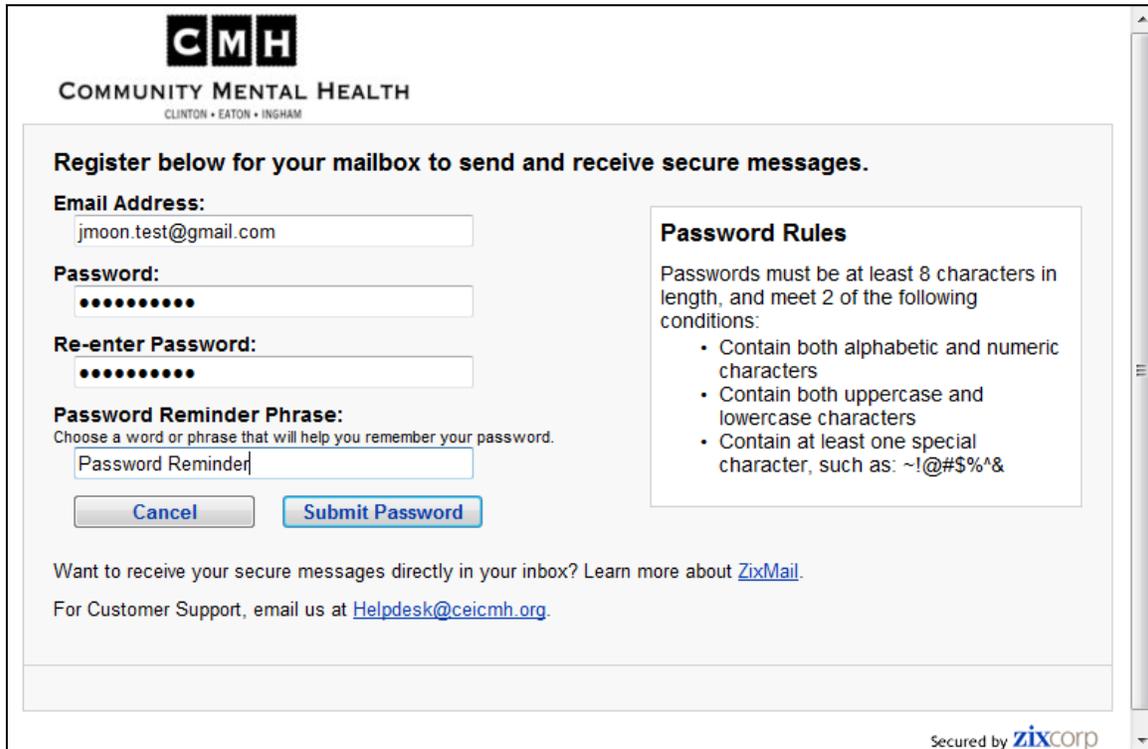
[Change your password](#)
[Use online help](#)

Want to receive your secure messages directly in your inbox? Learn more about [ZixMail](#).

For Customer Support, email us at Helpdesk@ceicmh.org.

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To create an account, the recipient enters their Email Address, Password, and a Password Reminder phrase. If there are any issues with the information entered a warning message will be displayed and the recipient will need to correct the problem before they can proceed.



CMH
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Register below for your mailbox to send and receive secure messages.

Email Address:

Password:

Re-enter Password:

Password Reminder Phrase:
Choose a word or phrase that will help you remember your 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: ~!@#\$\$%^&

Want to receive your secure messages directly in your inbox? Learn more about [ZixMail](#).

For Customer Support, email us at Helpdesk@ceicmh.org.

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Returning Users

Returning users are directed to the page below when clicking on the link in notification message they received. To proceed to their inbox, they enter their email address and password created previously and click the “Sign In” button.

CMH
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Welcome to the CMHA-CEI Secure Email Message Center

Email Address:

Password: [Forgot your password?](#) 

[Sign In](#)

[Change your password](#)
[Use online help](#)

Want to receive your secure messages directly in your inbox? Learn more about [ZixMail](#).

For Customer Support, email us at Helpdesk@ceicmh.org.

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Forgotten Passwords

If a recipient has forgotten their password, they need to click on the “Forgot your password?” link highlighted above. The system will walk them through the password recovery process:

1. The message recipient enters their email address they entered during the registration process.
2. The system will send the message recipient an email containing their password reminder phrase that was entered during the registration process.

CMHA-CEI Secure Mail Web Address

The direct address to the CEI Secure Mail Center is <https://web1.zixmail.net/s/login?b=ceicmh>.

Navigation of the CMHA-CEI Secure Mail Center

Inbox

Once the message recipient has signed in they are taken to their CEI Secure Mail Center Inbox. They are presented with a list of secure messages that have been sent to them. Clicking on the subject of the message will open the email and it will be displayed like the one below.

By clicking **Reply** from within the CMHA-CEI Secure Mail Center the response and any attachments are encrypted and securely delivered to CEI staff.

The screenshot displays the web interface of the Community Mental Health Authority of Clinton, Eaton, and Ingham Counties. At the top left is the CMH logo and the text "COMMUNITY MENTAL HEALTH CLINTON • EATON • INGHAM". A navigation bar contains buttons for "Inbox", "Address", "Compose", "Sent Mail", "Drafts", "Help", and "Sign Out". The user is signed in as "jmoon.test@gmail.com". Below the navigation bar are action buttons: "Reply", "Reply to All", "Forward", "Delete", "More Actions" (with a dropdown arrow), and "Go".

The email header information is as follows:

- Received:** Jun 14, 2011 03:11:00 PM
- Expires:** Jun 28, 2011 03:11:00 PM
- From:** moonj@ceicmh.org
- To:** jmoon.test@gmail.com
- Cc:**
- Subject:** Secure: Email with PHI

The email body contains the following text:

This is a sample email that includes PHI.

Jason Moon
Business Analyst
Community Mental Health Authority of Clinton, Eaton, and Ingham Counties
517-346-8250
moonj@ceicmh.org

This message was secured by ZixCorp(R).

At the bottom right of the interface, it says "Secured by [zixcorp](#)".

The additional tabs within the CEI Secure Mail Center are described below.

Tab Name	Description
Address	Address Book within the CEI Secure Mail Center for users to store email addresses of CEI contacts they exchange secure information with. There is no global address book; each user must create entries individually.
Compose	See the section "Sending an Encrypted Email (Non-CEI Staff Section)" for more details.
Sent Mail	Contains copies of any message(s) the recipient has sent to CEI Staff via the CEI Secure Mail Center.
Drafts	Messages the recipient has started writing and chosen to save in draft form and not yet send.
Help	Launches a help system provided by ZIX in the web browser.
Sign Out	Signs the user out of the CEI Secure Mail Center.

Sending an Encrypted Email

Any user who has created an account on the CEI Secure Mail Center can send secure email to any CEI staff person. All they need to do is sign into the message center and address the email to a CEI staff person. If they attempt to use the message center to send email to a non-CEI email address, they will receive the following error.

