Email Encryption Overview for External Recipients

ZixMail by zixcorp
On Monday July 2, 2012 Alliance Behavioral Healthcare will deploy ZixMail as the email encryption solution to provide a high level of security in email communications. All email communication you receive from us containing electronic Protected Health Information (ePHI) will be encrypted. You will be able to send, receive and reply to Alliance employees using our encrypted email communications easily, and with the knowledge that others will not be able to access that information.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all communications containing ePHI be secured. Alliance Behavioral Healthcare is using ZixCorp’s services to protect our email communications, ensuring all ePHI remains confidential.

ZixCorp’s services allow us to send encrypted email messages to anyone, whether they are ZixCorp customers or not.

Please note that this is ONLY for providers if you DO NOT have a Zixmail Encryption device on your network. If you DO have a Zixmail Encryption device, then your encrypted e-mails will be automatically decrypted and you will not notice a difference. If you DO NOT have a Zixmail Encryption device, then you will have to follow the instructions provided.
Retrieving a Secure Email Message:

Recipients of encrypted emails sent from Alliance will receive the following email message.

New ZixCorp secure email message from Alliance Behavioral Healthcare

To view the secure message, click Open Message.
The secure message expires on Oct 15, 2012 @ 03:29 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://web1.zixmail.net/s/e?b=alliancebhc&

To retrieve a secure email message:

Click the hyperlink ‘Click Here’ in the email message.

Note: If your email program does not support active links, cut and paste the link into your browser.
A registration page displays with your email address filled in.

Enter a password that follows the Password Rules, re-enter it, then enter a password reminder phrase. Once complete, select Submit Password.
The Secure Message Center opens and displays your email message.

Note: Encrypted emails will expire after 14 days if they are not retrieved. Once an encrypted email expires it is deleted from the secure website and the sender will receive an expiration notification informing them the email was not retrieved.
If you need to send a secure e-mail to an Alliance employee and you are new to ZixCorp click on this link or copy and paste it in your internet browser:

https://web1.zixmail.net/s/login?b=alliancebhc

Just click on “Register” under the “New to secure email?” and type in your information and you will be able to login from there.
Subsequent email messages:
The recipient will return to Alliance Message Center and logon to retrieve messages.

If you have forgotten your password you can click on the “Forgot your password?” link on the web page and you will be emailed the reminder phrase you supplied when you first set up your secure email account.
You may reply to emails received through the Alliance Message Center. All communication through the Message Center is encrypted.