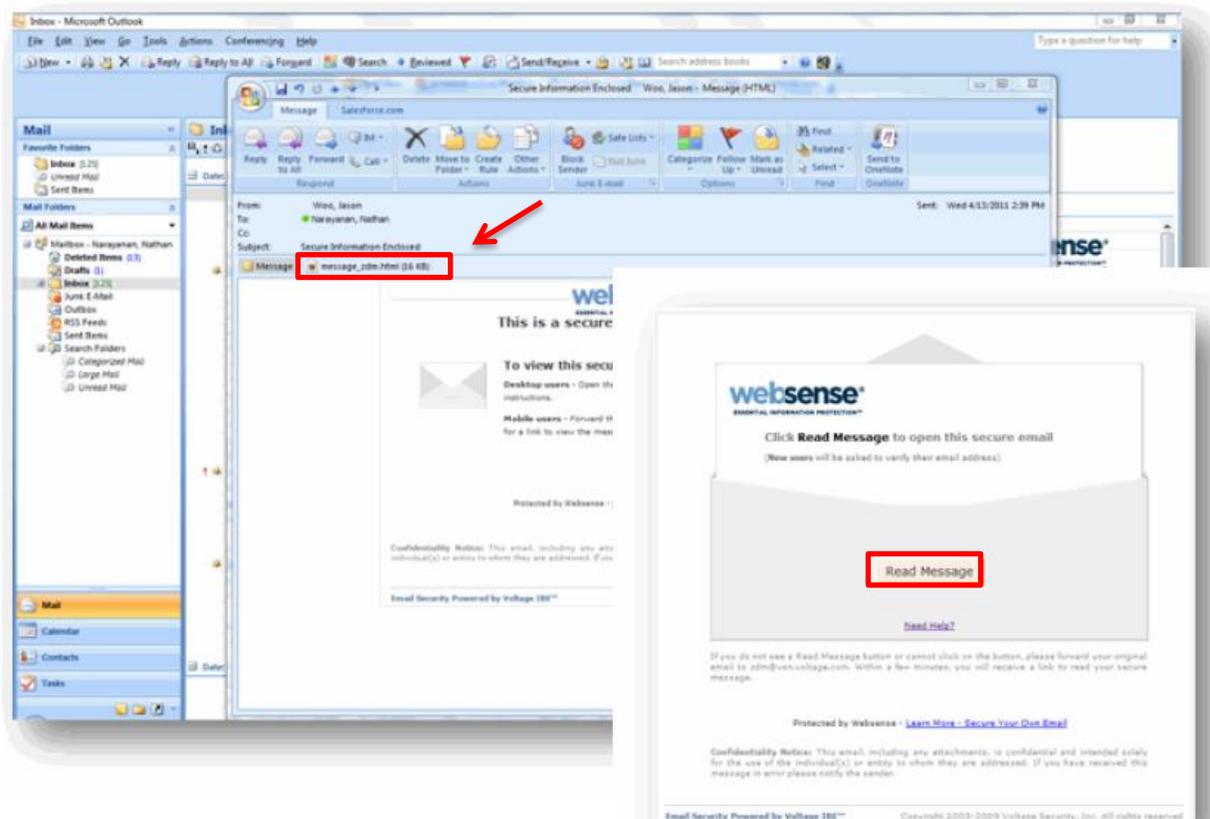


## How to open a secure message?

You can receive a secure message in almost any email client. A secure message is received in your inbox with the encrypted attachment named **message\_zdm.html**. Double click to open the secure message, next click on read message; first time users may have to register.



## How to register for the first time?

You must register the first time to validate that you are the owner of the email. You must provide your name, password, and a security question with the answer to register. Once completed an email will be sent to your inbox and a popup box will appear asking that you check your email; next click the link in your inbox and that will complete the registration process

The image displays two screenshots of the Websense registration process. The first screenshot shows a registration form titled "Complete the following to continue:". The form includes the following fields:

- Name:** Nathan
- Email Address:** Nathan@RecipientCustomer.com
- Password:** (6 letters/numbers recommended) [masked with asterisks]
- Verify Password:** [masked with asterisks]
- Recovery Question:** Your first ca
- Answer:** Mustang

Below the form, there is a disclaimer: "You will be asked for this password p... We value your right to privacy. We will never share your email addre...". At the bottom, it says "Protected by Websense" and "Email Security Powered by Voltage IBE™".

The second screenshot shows a "Check Your Email" popup window. It contains the following text:

- Check Your Email**
- A temporary message has been sent to your email account to verify your email address.
- The subject of the message is: **Identity Verification - Do Not Reply**
- To complete this process:
  1. Open the email message
  2. Click the link in the email within 2 hours
- (Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.)
- You may now close this window.

At the bottom, it says "Protected by Websense" and "Email Security Powered by Voltage IBE™". A red arrow points from the right side of the first screenshot to the second screenshot.

Our Mission: The Heartbeat of HIM is providing easy record access, ensuring privacy, and enhancing the patient experience.

To validate that you are the person the message is intended for, you will need to enter your password and click Sign in. *\*If you forgot your password, please click the link to recover or change it\**

websense®  
ESSENTIAL INFORMATION PROTECTION™

Help

**Identity Verification**

Email Address: Nathan@RecipientDomain.com

Password:

[Forgot your password or need to change it?](#)

Protected by Websense

Email Security Powered by Voltage ISE™

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Once you sign in your secure message will be displayed.

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Sign Out Help  
pam117cb@email.cpc.edu

Print

**From:** [Redacted]  
Authenticated by secure-mailcontrol.com Valid Signature (Help)

**To:** [Redacted]

**Sent:** Mon Jul 31, 2017 1:06 PM (2 days ago)

**Subject:** (encrypt) WMG 230117

**Attached:** WMG REQUEST 230117.pdf (123 kb) - [View](#), [Download](#)

Good Afternoon,

Please find the attached records/images. If you have any issues, please contact our office.

**WestMed Practice Partners**  
2700 Westchester Avenue  
Purchase, New York 10577  
P-914-682-6416  
F-914-682-6415

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