Encrypted Email Message Instructions

1. You will receive an "Encrypted Email Message" from NoReply-TelehealthPacMed@pacmed.org. Click the secure mail hyperlink in the encrypted email.
   a. Please check your junk mail if you do not see the secure email message in your inbox.
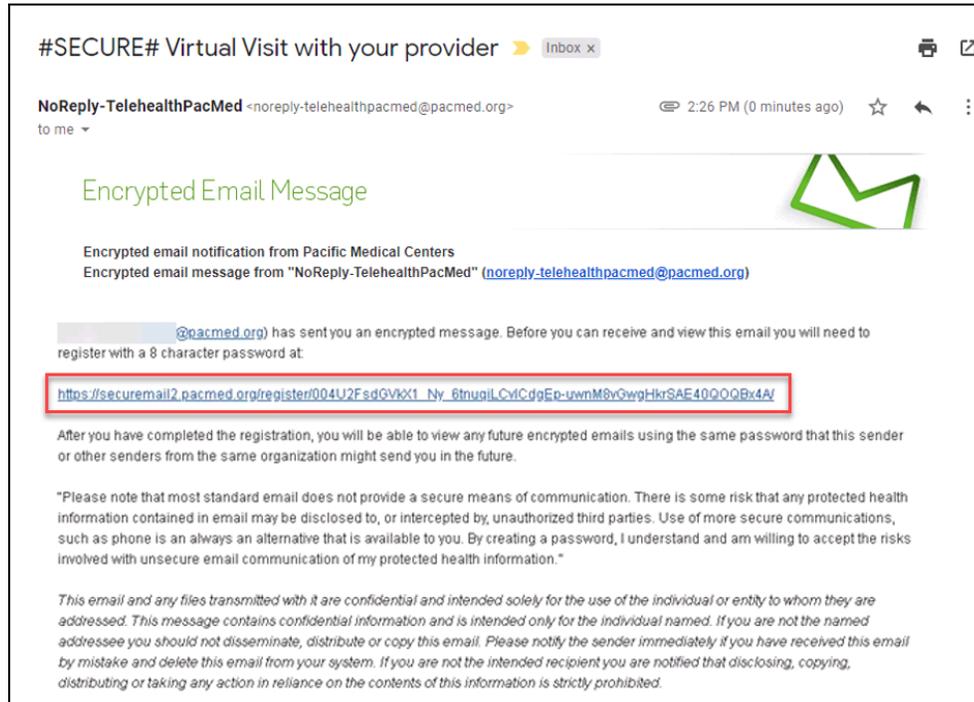
2. After clicking the secure email link, you will see the Sophos SPX Secure Email Portal.
   a. Set your password following the password requirements
   b. Set password recovery questions and answers.
   c. Click Register.

![pacific medical centers logo]

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3. You will receive a Registration Success email.
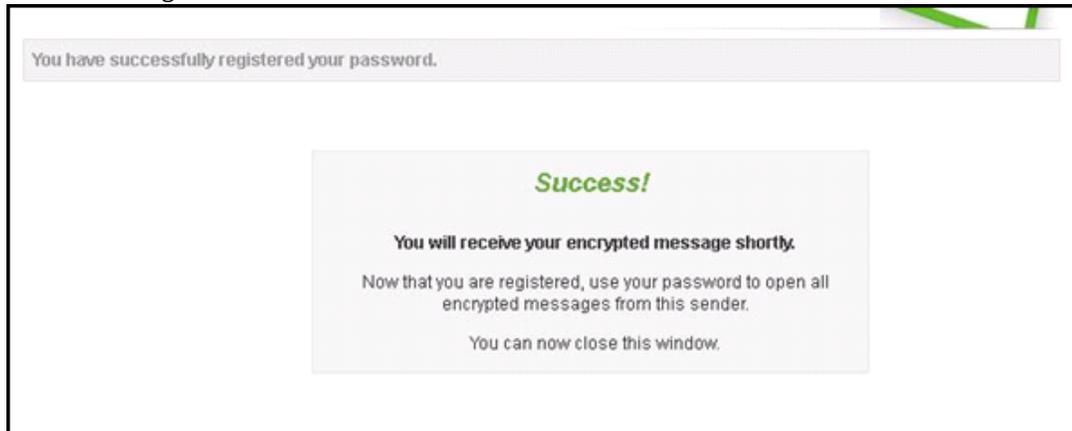
4. You will receive an email with encrypted attachment and password reset links.
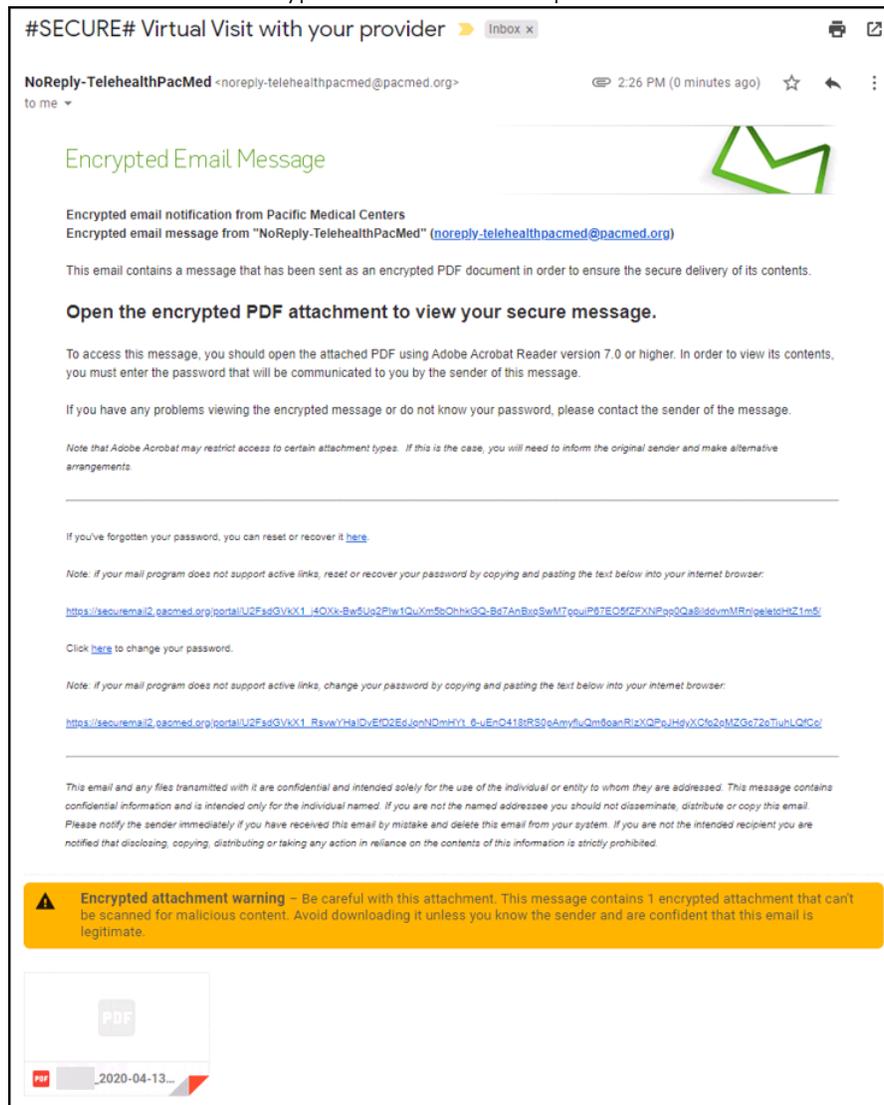
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5. Place your cursor over the PDF at the end of the email and click on the down arrow ⬇ to download the PDF.

> ⚠ **Encrypted attachment warning** – Be careful with this attachment. This message contains 1 encrypted attachment that can't be scanned for malicious content. Avoid downloading it unless you know the sender and are confident that this email is legitimate.
>
> 📄 _____2020-04-13-212949.pdf
> 57 KB
>
> [⬇] [△]
> Download
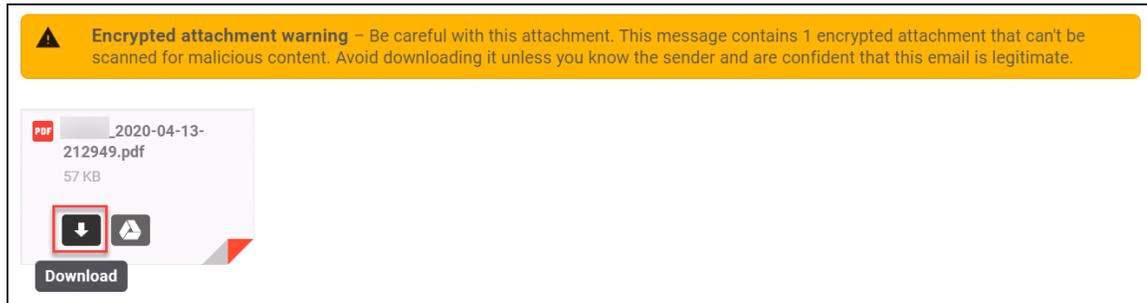
6. Enter your password to open the secure message.
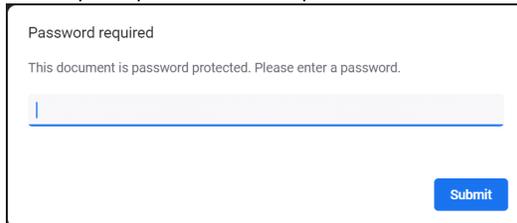
> **Password required**
>
> This document is password protected. Please enter a password.
>
> |
>
> Submit

7. If you forgot your password, use these links for Forgot Password and Password Reset in the email
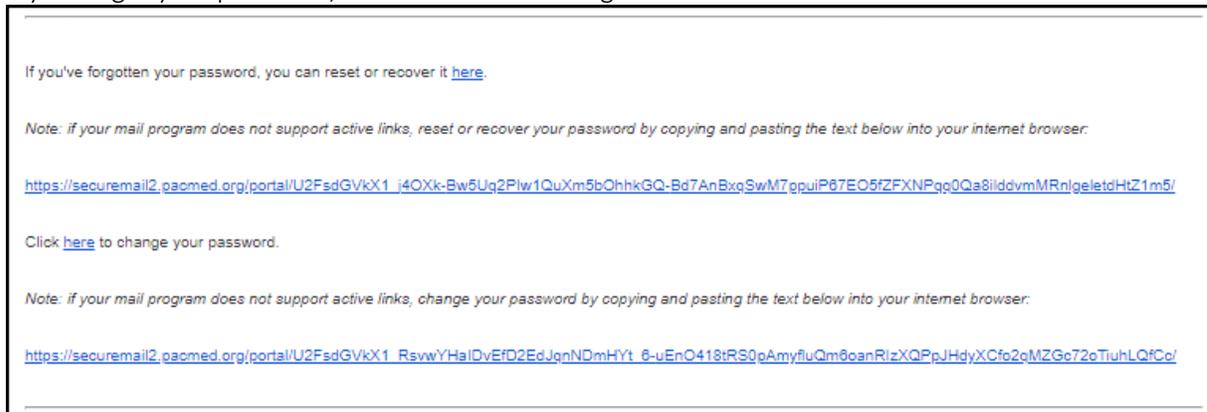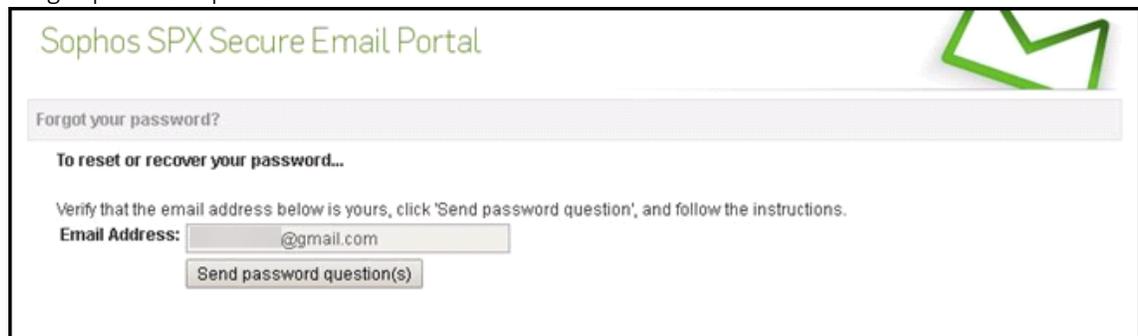
> If you've forgotten your password, you can reset or recover it here.
>
> Note: if your mail program does not support active links, reset or recover your password by copying and pasting the text below into your internet browser:
>
> https://securemail2.pacmed.org/portal/U2FsdGVkX1_j4OXk-Bw5Uq2Plw1QuXm5bOhhkGQ-Bd7AnBxqSwM7ppuiP67EO5fZFXNPqq0Qa8ilddvmMRnlgeletdHtZ1m5/
>
> Click here to change your password.
>
> Note: if your mail program does not support active links, change your password by copying and pasting the text below into your internet browser:
>
> https://securemail2.pacmed.org/portal/U2FsdGVkX1_RsvwYHaIDvEfD2EdJqnNDmHYt_6-uEnO418tRS0pAmyfluQm6oanRIzXQPpJHdyXCfo2qMZGc72oTiuhLQfCo/

    a. Forgot password portal

> **Sophos SPX Secure Email Portal**
>
> **Forgot your password?**
>
> **To reset or recover your password...**
>
> Verify that the email address below is yours, click 'Send password question', and follow the instructions.
>
> **Email Address:** _____@gmail.com
>
> Send password question(s)

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b. Password reset portal