PROSITES SECURE MAIL 3.0

Setup Guide

PROSITES®

Website Design and Marketing

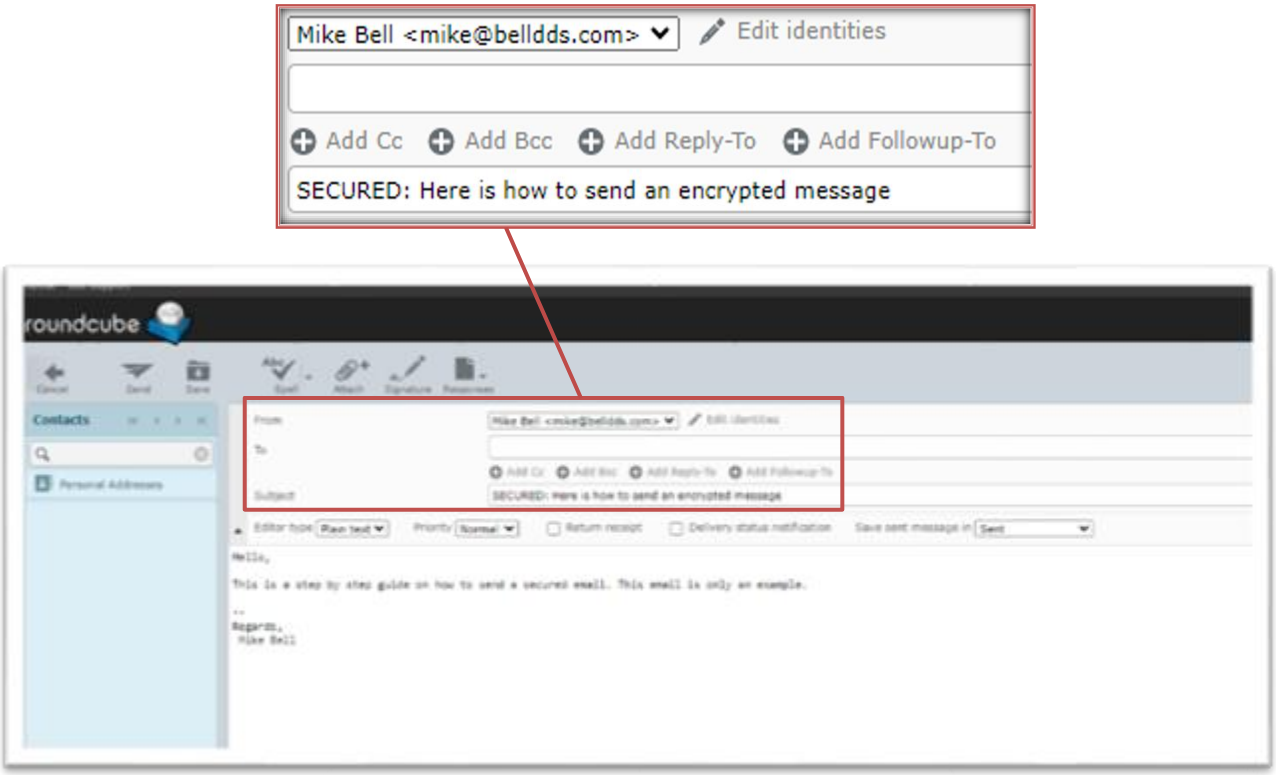
Jump to Section

HOW TO SEND A SECURED EMAIL

To send a secure email to a recipient (client/patient), add the word **SECURED:** (including the colon at the end) to the email subject using either the Roundcube Webmail Client (pictured below in FIGURE A) or any other IMAP Mail Client you may use today.

Prepending **SECURED:** to your subject line will encrypt the email during the send process (in transit) and keep it that way while stored in the email database (at rest).

IMPORTANT NOTE: THE FORMAT OF THE WORD "SECURED:" IS CRITICAL TO THE ENCRYPTION PROCESS. THE WORD MUST BE CAPITALIZED AND END WITH A COLON TO SUCCESSFULLY SECURE THE EMAIL. IF IT IS NOT FORMATTED CORRECTLY OR MISSPELLED, THE EMAIL WILL NOT BE SECURE.



From: Mike Bell <mike@belldds.com>

To:

Subject: SECURED: Here is how to send an encrypted message

Editor type: Plain text Priority: Normal Save sent message in: Sent

Hello,

This is a step by step guide on how to send a secured email. This email is only an example.

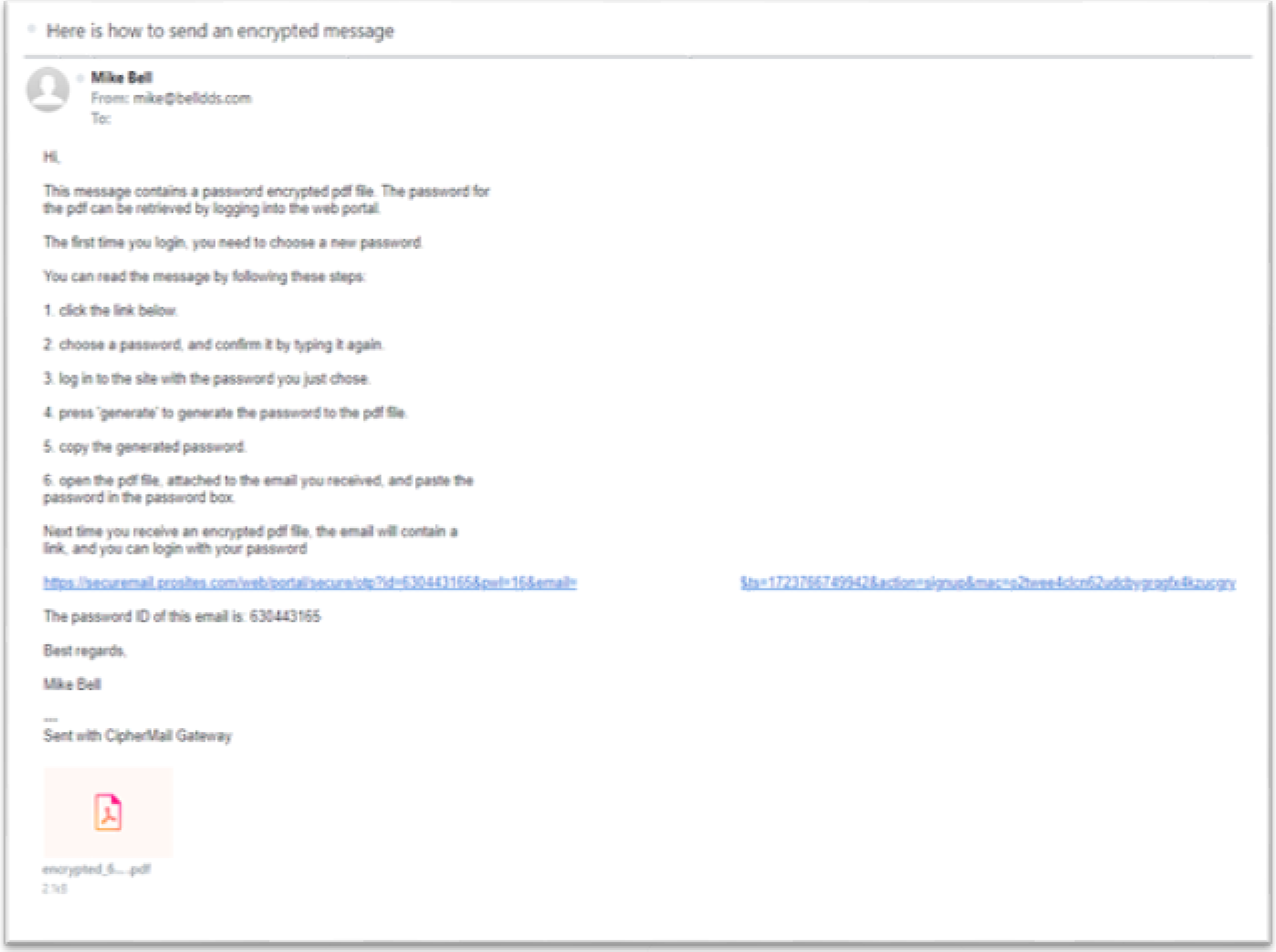
--
Regards,
Mike Bell

FIGURE A

INSTRUCTIONS FOR CLIENTS/PATIENTS

HOW TO OPEN A SECURE EMAIL

The first time a recipient (this is typically the client or patient but is not limited to exclusively to them) receives a secure email from you (the email originator), they (the recipient) will need to register with ProSites Secure Mail to access their secure message account. Access to the system will be the same for each secure message you send, the recipient will start with following the link to **securemail.prosites.com** received in their inbox from you (FIGURE B; showing Mike Bell as "you").



Here is how to send an encrypted message

Mike Bell
From: mike@belldds.com
To:

Hi,

This message contains a password encrypted pdf file. The password for the pdf can be retrieved by logging into the web portal.

The first time you login, you need to choose a new password.

You can read the message by following these steps:

1. click the link below.

2. choose a password, and confirm it by typing it again.

3. log in to the site with the password you just chose.

4. press 'generate' to generate the password to the pdf file.

5. copy the generated password.

6. open the pdf file, attached to the email you received, and paste the password in the password box.

Next time you receive an encrypted pdf file, the email will contain a link, and you can login with your password.

https://securemail.prosites.com/web/portal/secure/otp?id=630443165&pwl=16&email= &ts=1723766749942&action=signup&mac=o2hwee4clcn62udcbygrqgfx4kzucgry

The password ID of this email is: 630443165

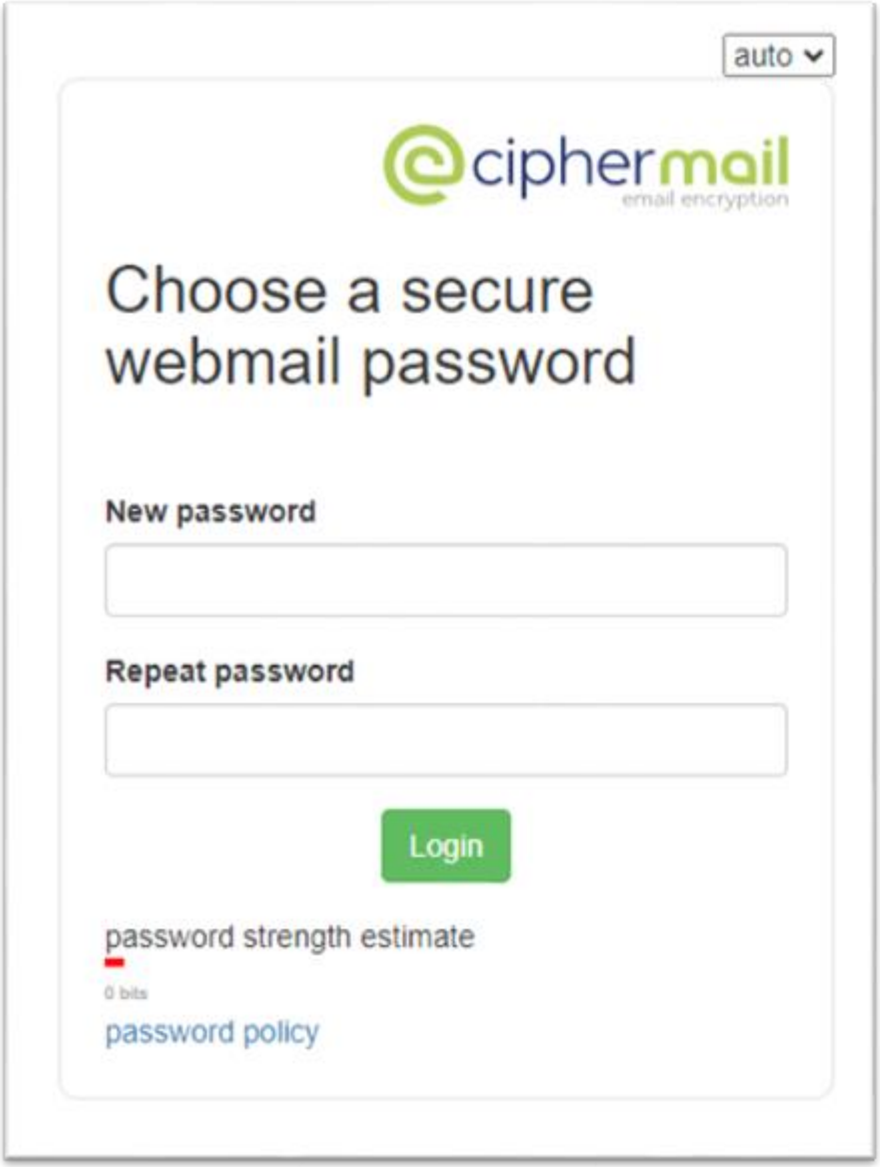
Best regards,

Mike Bell

--
Sent with CipherMail Gateway

FIGURE B

After clicking the link, the email recipient (typically client or patient) will be asked to generate a password. This password is the email recipient's own password, and not the one provided in the email. The email recipient will use this password to access the portal in the future. Once the email recipient has created a password and input it into the new password and repeat password text boxes, please left click login. (See FIGURE C below for the login process requesting a new password to be created.)

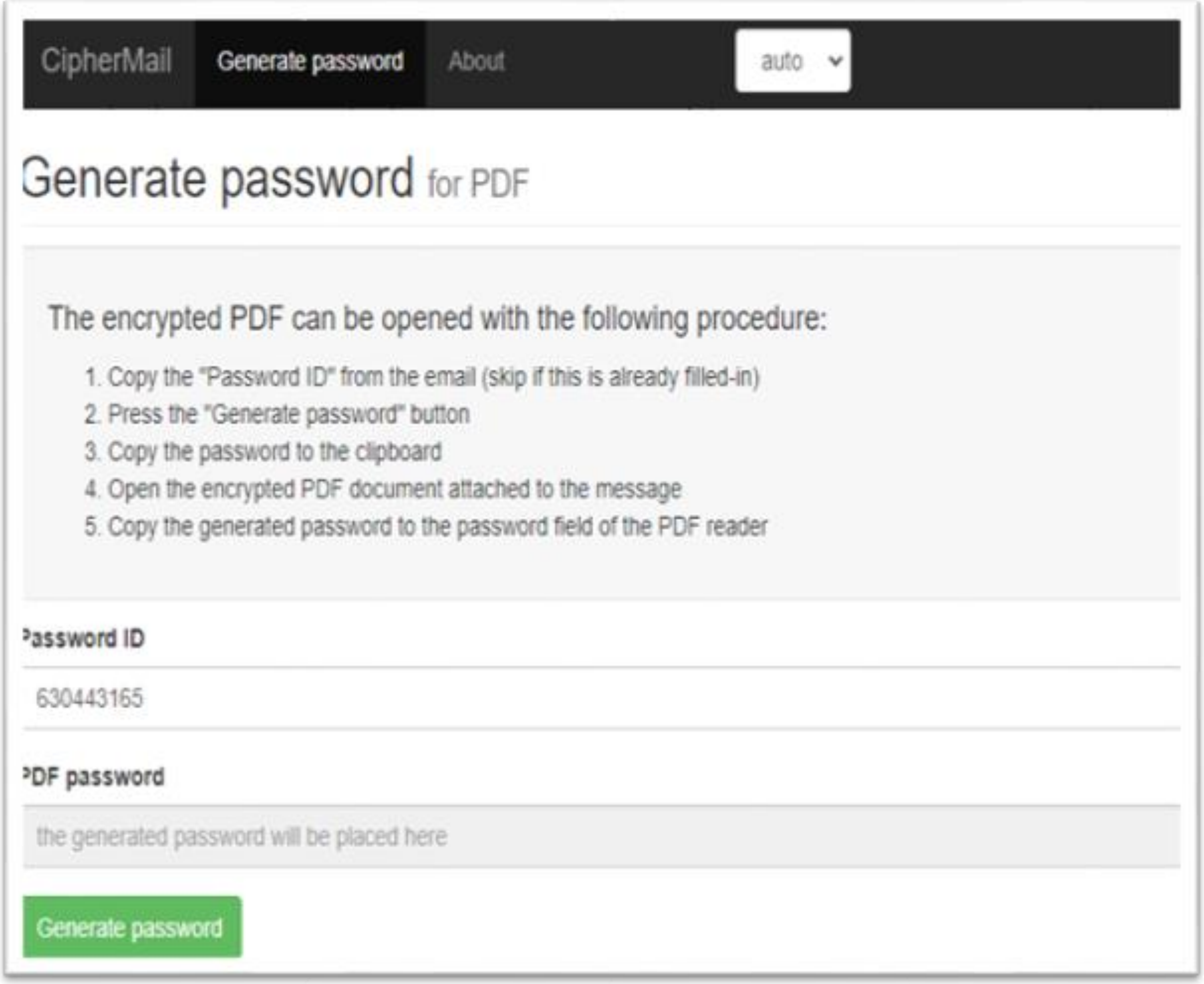


Choose a secure webmail password

FIGURE C

There is a password ID below the link in the email (FIGURE B) the end-user (this is the email recipient; patient or client typically) receives. The password ID will generate a separate password to access the PDF (Portable Document Format), which contains the secured email (FIGURE A) sent. Using the password ID from the email sent to the client or patient (the email recipient) (FIGURE B), input this into the PDF password" section and then left click "Generate password." (FIGURE D; shows where the password from FIGURE B should be placed)

A generated password is required to access the PDF which contains the email sent to the end-user (not limited but to include the patient or client.) Although it is not required, we recommend saving this generated password, as it can be used to access the PDF again. If this password is lost, a new one can be generated by repeating the step(s) above.



Generate password for PDF

The encrypted PDF can be opened with the following procedure:

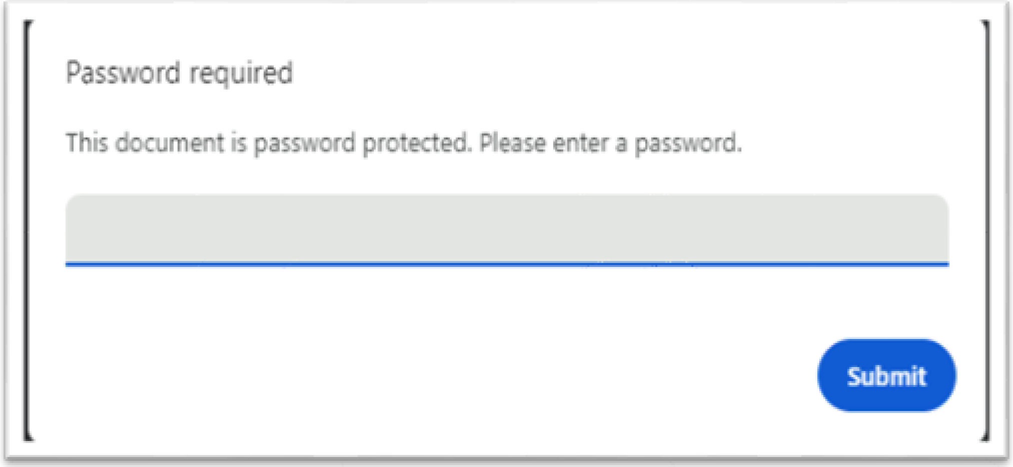
1. Copy the "Password ID" from the email (skip if this is already filled-in)
2. Press the "Generate password" button
3. Copy the password to the clipboard
4. Open the encrypted PDF document attached to the message
5. Copy the generated password to the password field of the PDF reader

Password ID: 630443165

PDF password: the generated password will be placed here

FIGURE D

In the recipient email (FIGURE B), there is a PDF attached. Please click the PDF. You will be prompted to input a password and press submit. At this time, the generated password (FIGURE D) from the aforementioned step will be used to grant access to the PDF that contains the secured email (FIGURE A) sent to the email recipient (patient or client.) Input the generated password created from the previous step into the text box and left click submit. (FIGURE E; displays where the password from FIGURE D should be added)

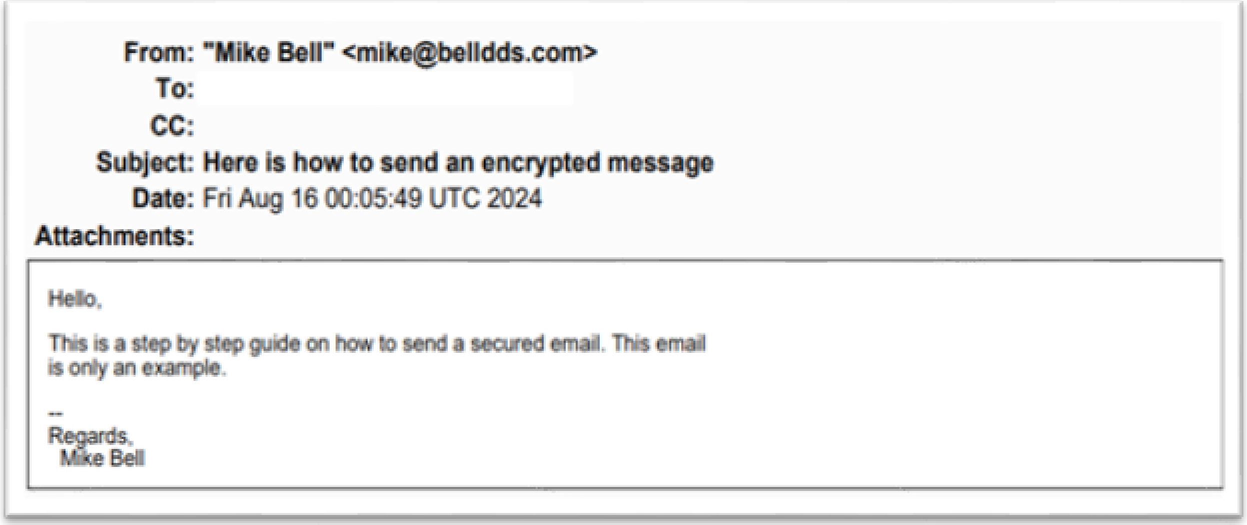


Password required

This document is password protected. Please enter a password.

FIGURE E

At this point, the email recipient (patient or client) will have access to view the encrypted email (FIGURE F).



From: "Mike Bell" <mike@belldds.com>
To:
CC:
Subject: Here is how to send an encrypted message
Date: Fri Aug 16 00:05:49 UTC 2024
Attachments:

Hello,

This is a step by step guide on how to send a secured email. This email is only an example.

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Regards,
Mike Bell

FIGURE F