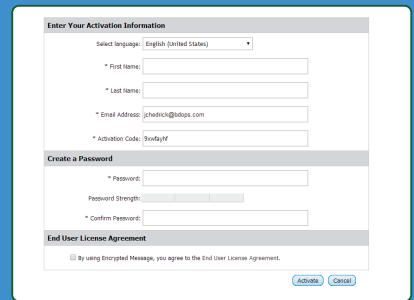
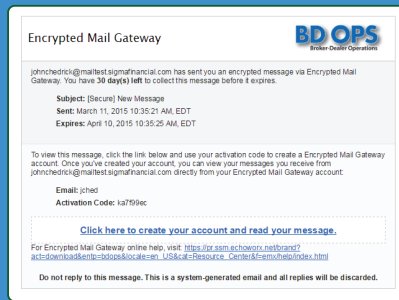




CLIENT ENCRYPTION QUICK REFERENCE

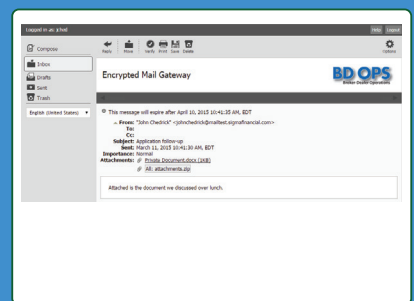
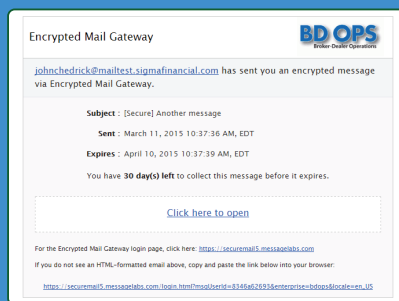
FIRST TIME MESSAGE RETRIEVAL

- Create your password
- Accept user agreement
- Retrieve encrypted message
- Send secure response



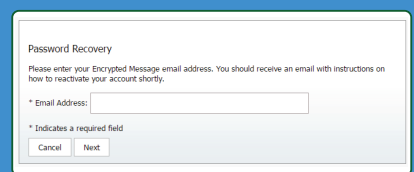
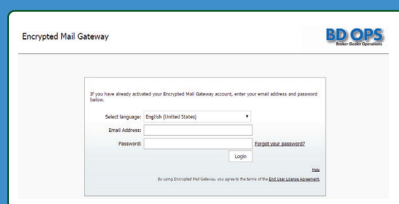
SUBSEQUENT MESSAGES

- Login with portal password
- Retrieve encrypted message
- Send secure response



LOST PASSWORD

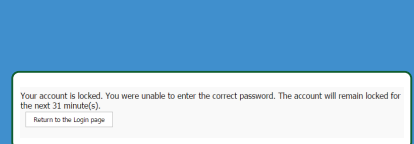
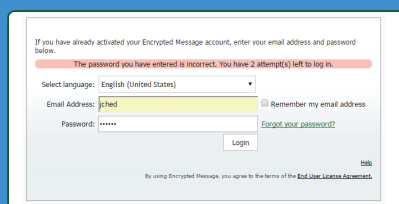
- Client **MUST** use the 'FORGOT YOUR PASSWORD?' Link.



LOCKED ACCOUNTS

LOCKED ACCOUNTS

- Accounts remain locked for 31 minutes after 3 failed login attempts.
- Please use the "FORGOT YOUR PASSWORD?" link, or users will be required to wait 31 minutes to retrieve message.



MESSAGE REMINDERS

MESSAGE REMINDERS

- Message reminders are sent when there are 30, 14, and 1 day remaining to collect a secure message.
- Expired messages **MUST** be re-sent by the sender.

