

Email Encryption User Guide

1. Click the **Secure Messaging** link within the secure email message you received.



lee.rodriquez@aetna.com sent you a secure message

You can only view it in our [Secure Messaging service](#).

If you've not received a secure message from lee.rodriquez@aetna.com before, a password has been sent to you separately. If you don't receive it, you can [request a new one](#).

2. At the Log In page, **enter your email address** and **click Next**.



Log In

Next

3. At the "password" screen, **enter your Aetna Secure Messaging password** and click "Log In". If this is the first time receiving a secure message from us, **enter the temporary password provided in the "Secure Messaging password reminder" email** you should have received and click "Log In". **Otherwise, skip to step 6.**

Log In

aetacct@yahoo.com

Log In

[Log in as a different user.](#)
[Forgot your password?](#)

Email Encryption User Guide

4. Please **re-enter the temporary password**, in the **“current password”** field.

Then **type a new password**, which will be used for subsequent secure messages from Aetna. Click “Confirm” to continue.

NOTE: Password requirements are indicated below the password fields.

Reset Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

5. You will now be **prompted to enter the password you set in Step 4** and click “Log In”.

The **next time** you receive a secure email message, **you will only be prompted for your email address and password.**

Log In

aetacct@yahoo.com

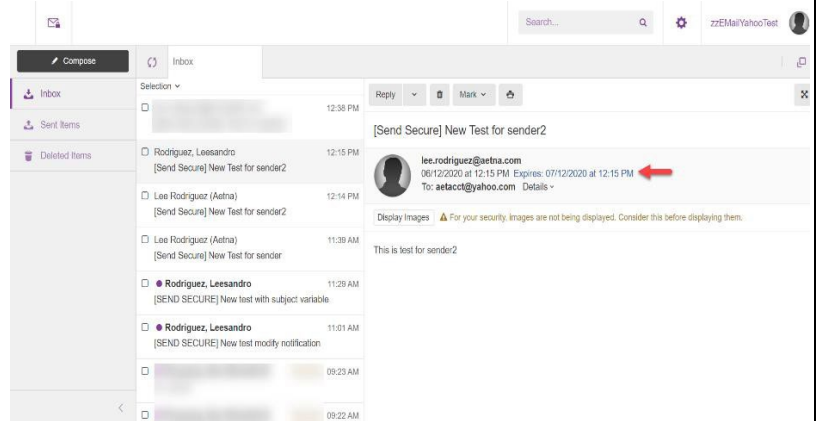
The password has been saved

Log in as a different user.
Forgot your password?

Email Encryption User Guide

6. At this point, **you are now in the Secure Messaging portal**, which provides you the ability to perform the following:

- View received secure messages in “Inbox”
- View secure messages you responded to in “Sent Items”
- View message expiration
- Reply/Reply All
- Download received attachments and upload attachments to emails you’re responding to
- Print



7. When you’re finished and ready to sign out, **click your account name in the top-right of the screen and choose “Log Out”**.

<https://aetna.unily.com/document/686122/email-encryption-user-guide>

