

# Email Encryption User Guide

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



[lee.rodriquez@aetna.com](mailto: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](mailto: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?

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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

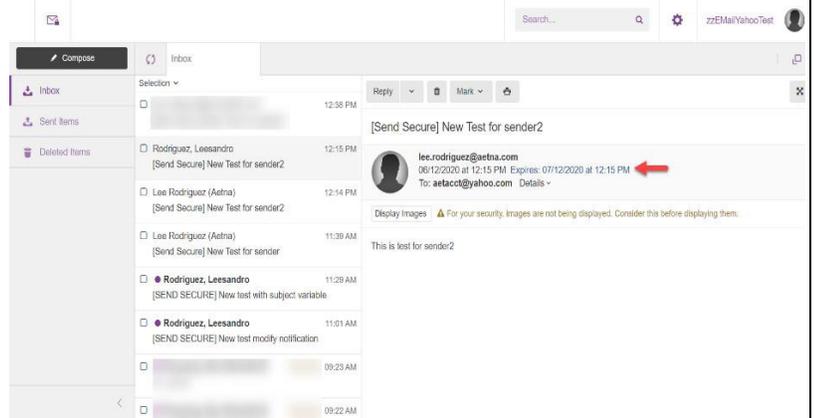
The password has been saved

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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>

