



## E-MAIL ENCRYPTION

Lakeland Care Inc. (LCI) has implemented an e-mail encryption system designed to protect e-mails sent to recipients outside of LCI's e-mail network.

This software will encrypt e-mails and e-mail attachments containing confidential data such as member names and social security numbers, and terms which may indicate the presence of sensitive information protected under HIPAA privacy rules.

When you receive an encrypted email from an LCI employee you will receive notification in your inbox that you have a "secure" message. You'll be required to log onto a website hosted by our vendor, Cisco, in order to retrieve the e-mail. The first time you receive an encrypted email from us, you will be required to set up an account at the website. Please follow the below steps outlined below in order to register and retrieve secure e-mails from LCI. If you already have an account established with Cisco, please skip to step five (5).

### Instructions for opening a secure e-mail

- 1) Click *Download* and then *Open*.
- 2) Click *Register* in the box that comes up, fill out the registration form, and click *Register* at the bottom of the form.
- 3) The next screen will be notification of instructions sent to your e-mail account in order to activate the secure account. Go to your e-mail account to access these instructions.
- 4) When you open that e-mail, click on the link to activate the account (make sure you don't click on the link to *cancel* the account). You will get a message saying your e-mail address has been confirmed. You can now go back to the initial e-mail you received, which notified you that you have a secure e-mail.
- 5) Click the Download link, and open the file. (Note: do not try going into the Cisco envelope in the e-mail itself and putting in your password there).
- 6) Enter your log in information you just created, and you'll be taken to your message.

If you have questions about this process, please contact the sender of the e-mail.

\*NOTE: If your e-mail system is using a secure format that is compatible to LCI's, you will receive secure e-mails from us in the same manner you receive all other e-mails, and you will not be required to go through the steps outlined above.