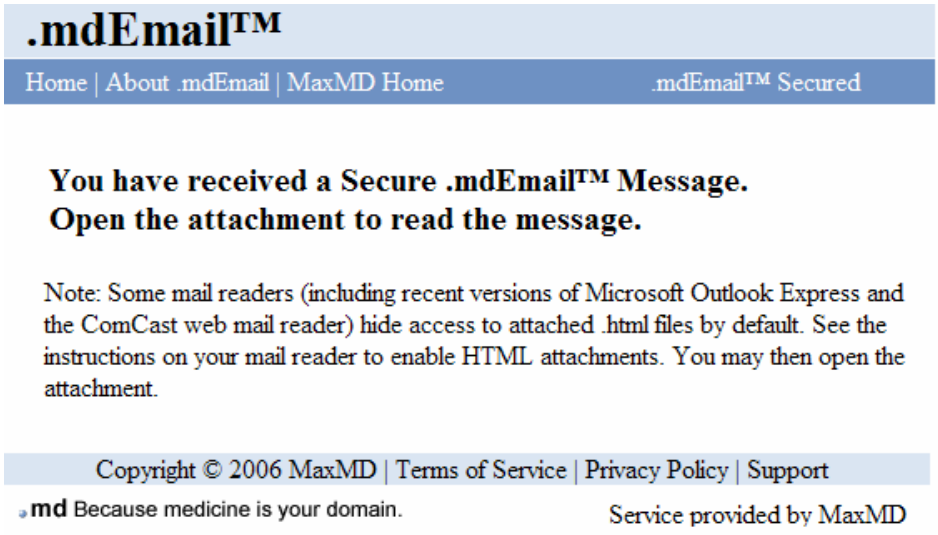
Non-.mdEmail™ Recipient Tutorial

The following tutorial outlines the process for receiving a secure SendAnywhere **.md**Email™. Registration will only take recipients a few moments to complete. This is a required process to protect both senders and recipients of sensitive patient health information (PHI). If recipients do not complete this process they will be unable to read the secure message.

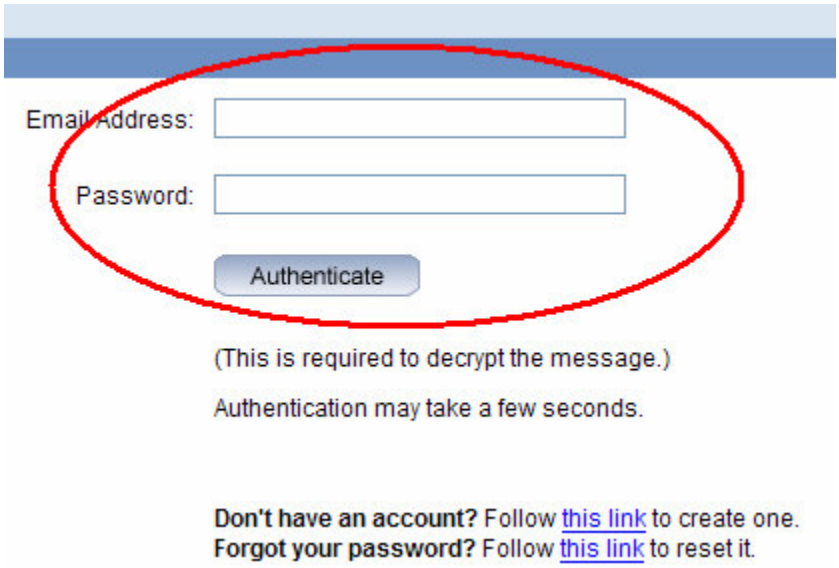
1. A text email is sent to notify the recipient of a secure **.md**Email™ message including instructions on opening the attachment.



2. The recipient must open the attachment and select "Read Message Now".

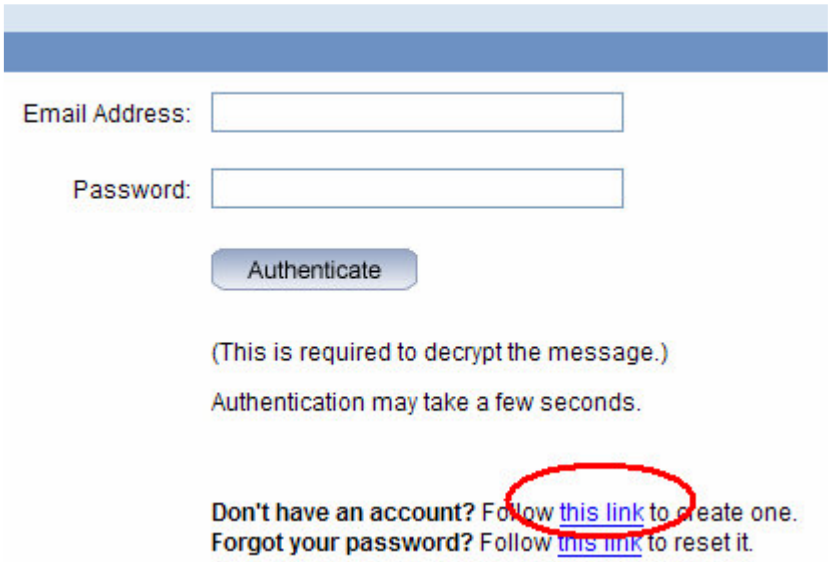
3. n
e recipient is prompted to sign onto **.md**Email™ in order to decrypt (open) and read the secure message.

.mdEmail™ Support Toll Free: (877) 629-6363
Outside of the United States: +1 (201) 963-0005
Email: support@mdemail.md



4. If the recipient has authenticated in the past eight-hours the message will open. If the recipient has an account and password and has not authenticated in the past eight-hours, proceed to step 16.

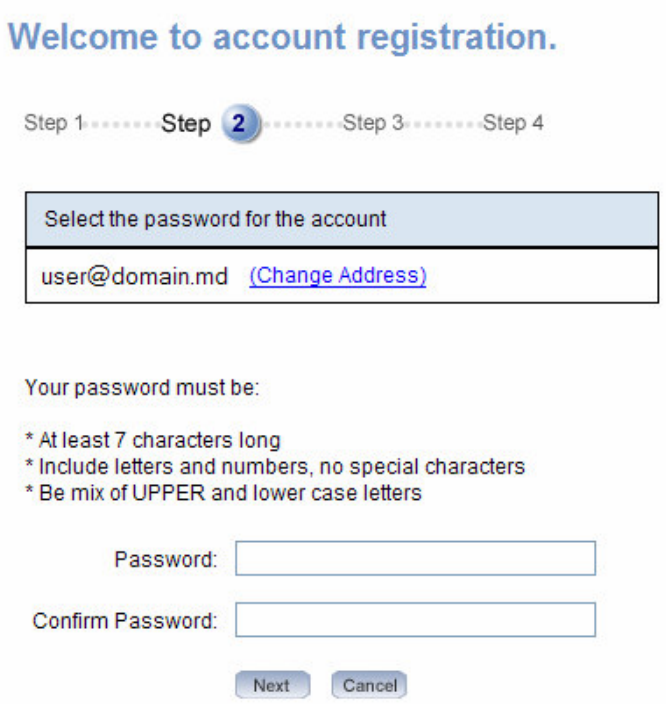
5. If an account has not yet been created, the recipient will have the option to create a **.md**Email™ account by clicking on link next to "Don't have an account".



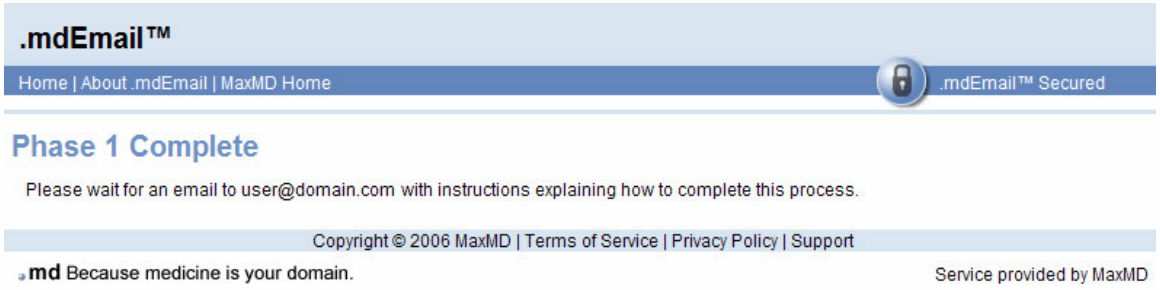
6. The recipient will be asked to confirm their email address.

7. Select "Yes" if the email address was populated correctly. If incorrect, make necessary edits and select "Yes".

8. Enter and confirm a password for the new account and then click "Next".

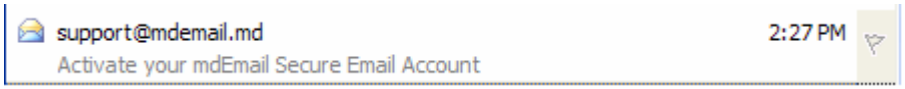


9. The recipient will then receive a confirmation page for the completion of Phase 1. A confirmation email will be sent to the recipient with further instructions.



10. Close the Phase 1 is complete window.

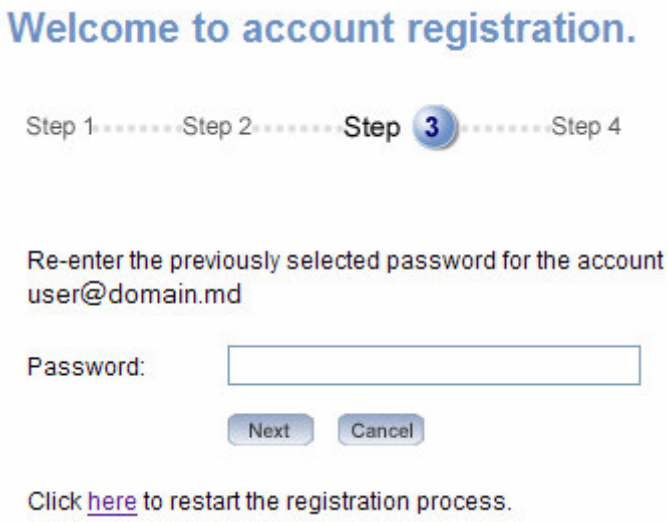
11. Open the confirmation email in email client INBOX entitled "Activate your **.md**Email™ Secure Email Account".



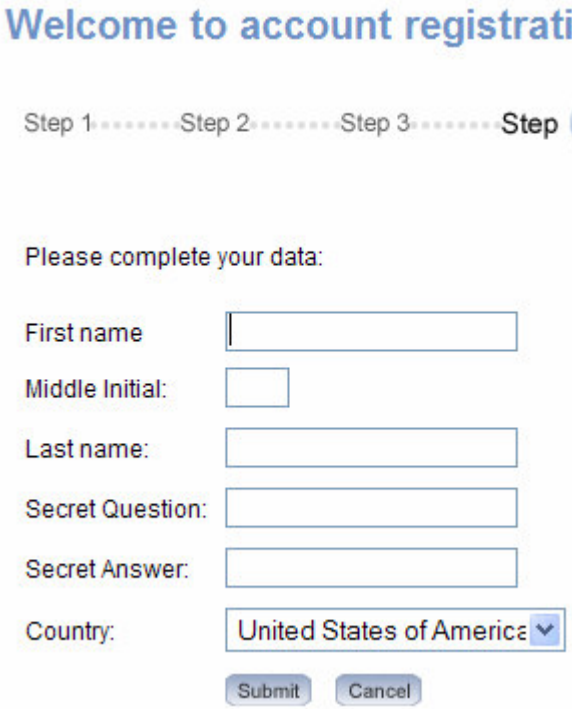
12. The recipient will then click on the link to activate the new account.

.mdEmail™ Support Toll Free: (877) 629-6363
Outside of the United States: +1 (201) 963-0005
Email: support@mdemail.md

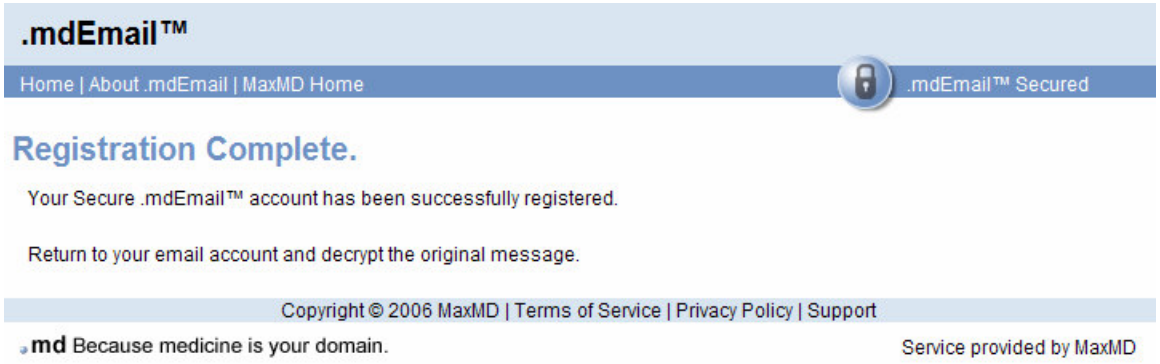
13. The recipient will be prompted to "re-enter their password" and click "Next".



14. The recipient will then complete the data fields to register the new account.



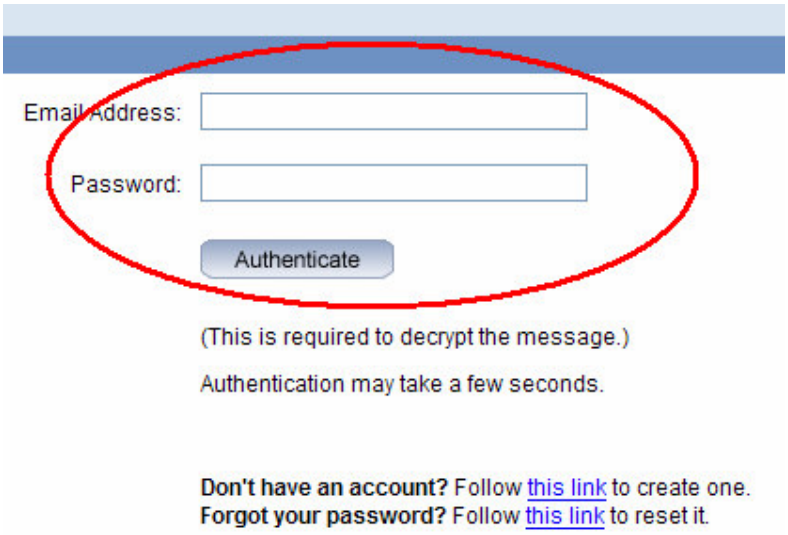
15. A confirmation page will follow (upon successful completion) instructing the recipient to return to the original email to decrypt (open) and read the message.



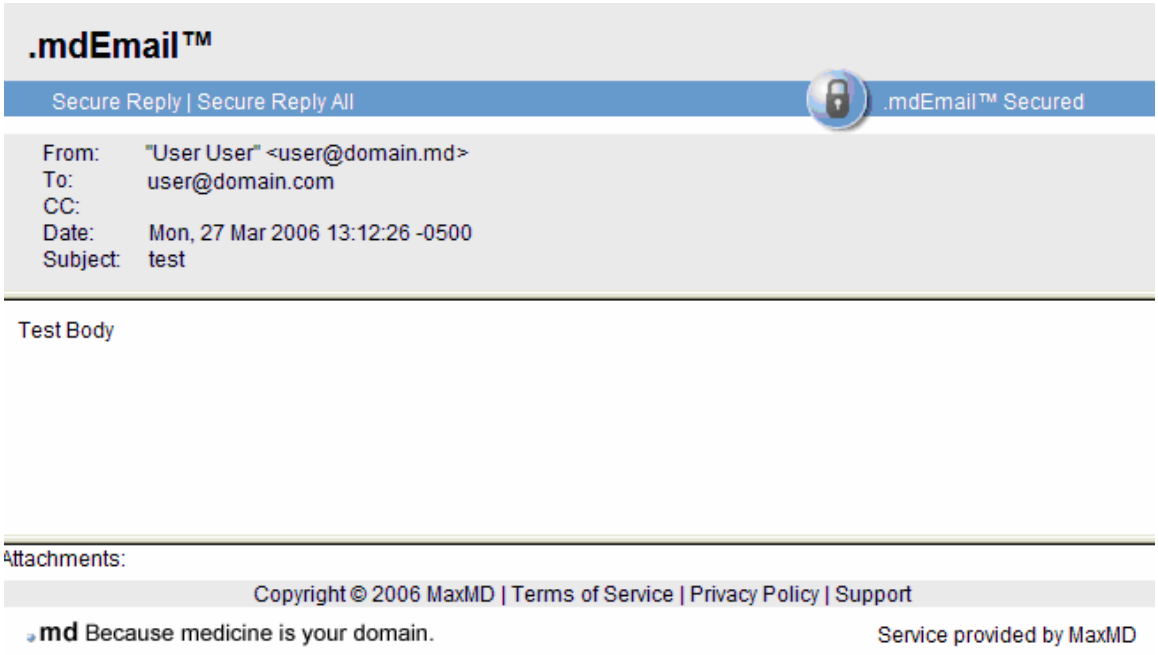
16. Open the attachment and select "Read Message Now".

17. Recipients will be prompted to authenticate by logging into **.md**Email™.

    Note: Recipients are only required to authenticate once in any eight-hour period in order to read all secure messages. There are no costs to the recipient.



18. Attachment will open.



.mdEmail™ Support Toll Free: (877) 629-6363
Outside of the United States: +1 (201) 963-0005
Email: support@mdemail.md