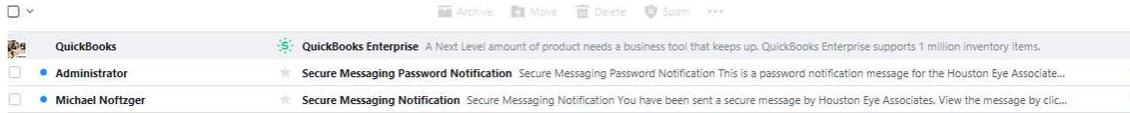


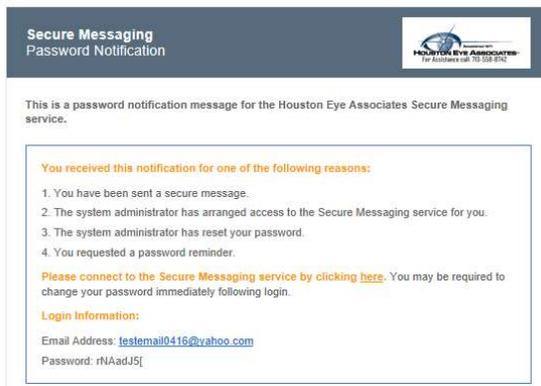


## OPENING A SECURE EMAIL FROM YOUR DOCTOR'S OFFICE

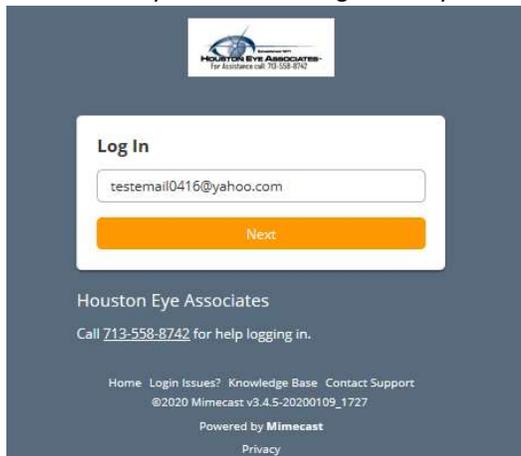
1. If you have received an email from your doctor's office, the email will be encrypted in order to protect your information.



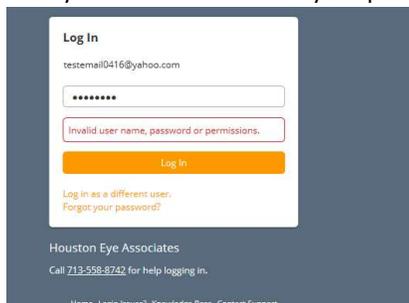
2. First open the email with title "Secure Messaging Password Notification". This email will have the temporary password to use to open your message. Copy the password or write it down so you remember it. Click on where it says "here" to open your message



3. This will take you to the message. Enter your email address then hit next.



4. The system will then ask for your password.





- The system will ask you to enter the current password and then a new password. Once you have selected a new password, make sure to document it somewhere as any future messages will require it. Once done, select Confirm

**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

**Confirm**

Houston Eye Associates  
Call 713-558-8742 for help logging in.

- You can then login with the new password to see the message.

For Assistance call: 713-558-8742

**Log In**

testemail0416@yahoo.com

••••••••

**Log In**

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

- You can then open the email and respond back.

**Compose** | **Inbox**

**Inbox**

Sent Items  
Deleted Items

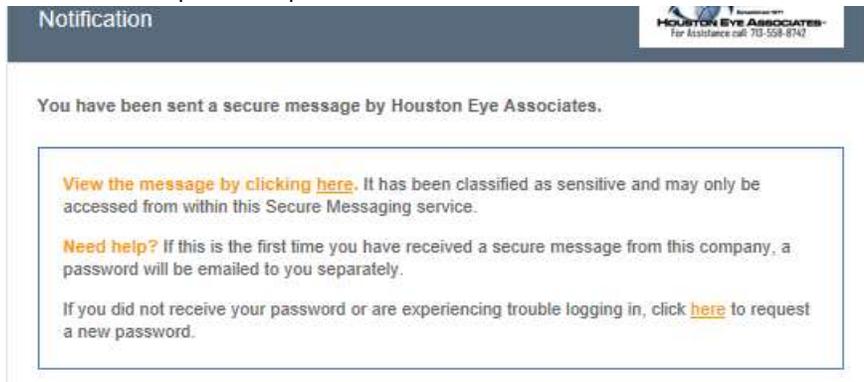
Selection

□ **mnoftzger@houstoneye.com** 01:01 PM

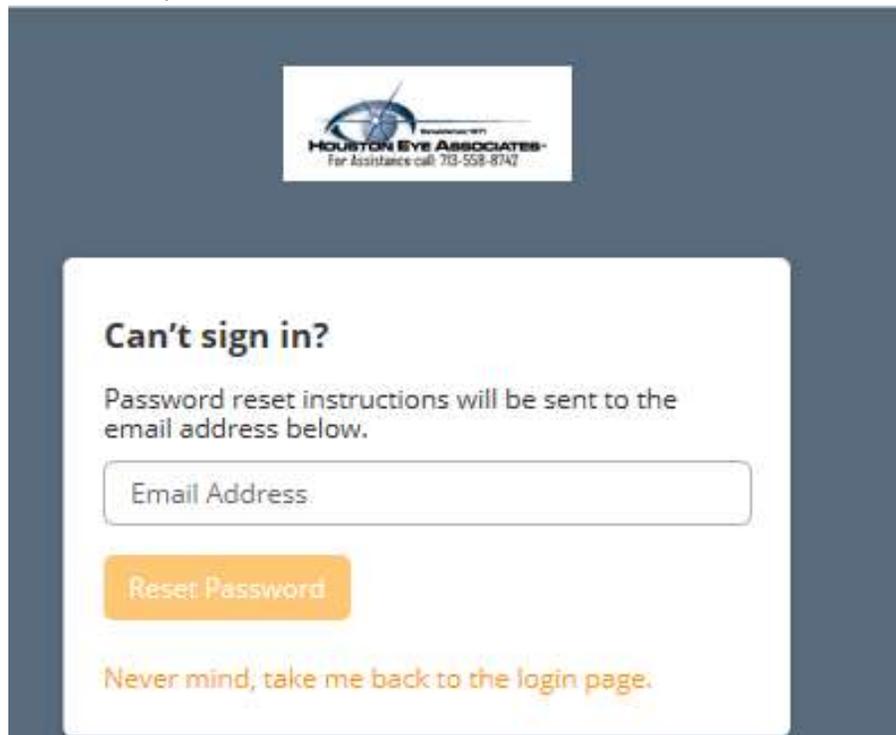
**Test**



8. If you receive future emails but do not remember your password, in the email you receive you can click the link to request new password.



9. You will enter your email address then select the Reset Password button. A new password will then be emailed to you.



10. If you are still unable to access the email, you can call the IT Helpdesk at (713)558-8742