



## Welcome to Hushmail: A new user's guide to Hushmail's secure message center

To better protect your personal information, your practitioner will be communicating with you using Hushmail encrypted email.



Hushmail has been providing secure, private, and encrypted webmail solutions since 1999. It's easy to use and enables your practitioner to comply with the HIPAA provisions requiring healthcare providers to protect your health information.

You don't need to pay for a Hushmail account to receive encrypted email and respond securely. All of your online communications with your practitioner can be handled in Hushmail's secure message center. However, there are a few things we'd like you to know before you receive your first email.

- When your practitioner sends you the first encrypted email, you'll receive a message in your inbox with a link to the message center. If you're expecting a message, and it doesn't arrive, be sure to check your spam folder.
- Once you click on the link, you'll be asked to create a passphrase. Be sure to remember your passphrase or save it with a password manager. If you forget it, you'll be able to create a new one, but you won't be able to access previous emails.
- You can read your practitioner's emails and respond to them in the secure message center where your communications are encrypted and private.
- You can opt to stay signed in for one week at a time. You won't have to enter your passphrase every time if you choose this option.
- You can access your messages in an inbox that shows all new and past messages (as long as they haven't expired).
- Messages will expire after a preset length of time. You can find the expiration date and time to the right of your message.

If you want to read more about Hushmail, visit [Hushmail.com](https://www.hushmail.com), and feel free to reach out to the Hushmail [Customer Care team](https://www.hushmail.com/contact) at [www.hushmail.com/contact](https://www.hushmail.com/contact) if you have any questions.





Sign in to read your message

Sender: raymond.rogers@hushmail.com

To: matthew.watson.lcsw@gmail.com

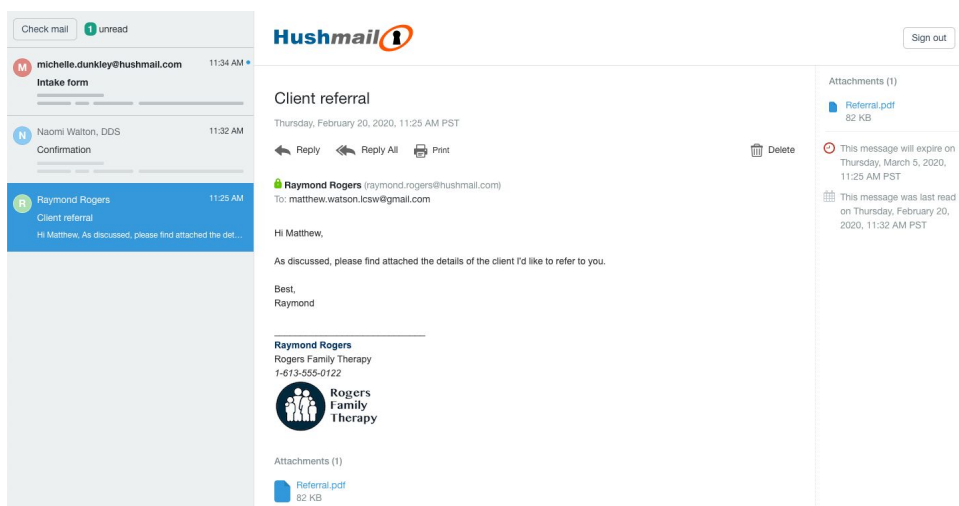
Passphrase \*

Stay signed in for one week

[Continue](#) [Reset your passphrase](#)

By clicking Continue, you acknowledge that you have read and agree to abide by the [Hushmail Terms of Service](#).

*Check the box to stay signed in for one week.*



The screenshot shows the Hushmail interface. On the left is an inbox with three messages: one from michelle.dunkley@hushmail.com (unread), one from Naomi Walton, DDS, and one from Raymond Rogers (read). The main area shows the email content from Raymond Rogers, titled 'Client referral', dated Thursday, February 20, 2020, 11:25 AM PST. The email body includes a greeting, a reference to an attached 'Referral.pdf' (82 KB), and contact information for Rogers Family Therapy. On the right, there are attachment details and expiration notices: 'This message will expire on Thursday, March 5, 2020, 11:25 AM PST' and 'This message was last read on Thursday, February 20, 2020, 11:32 AM PST'.

*Your message center inbox displays your opened and unopened messages. You can find the expiration date to the right of the email you're viewing.*