

Accessing a Secure Email

Consumer Direct uses a secure messaging system to send protected health information. Below is an example of a secure message. This is not spam so do not delete.

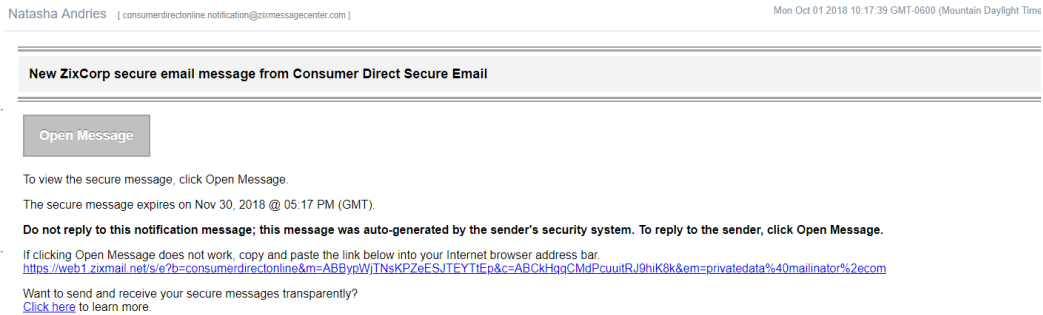
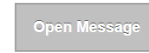


Figure 1: New secure email message from ZixCorp.

Step by Step

1 Click the **Open Message** button (Figure 1) or use a web browser to navigate to: <https://web1.zixmail.net/s/e?b=consumerdirectonline>



2 If this is your first time viewing a secure email from Consumer Direct, you will need **to register**. This is different than your web portal login. Create a password. Passwords must meet the password rules. Enter your password and click the register button (Figure 2).

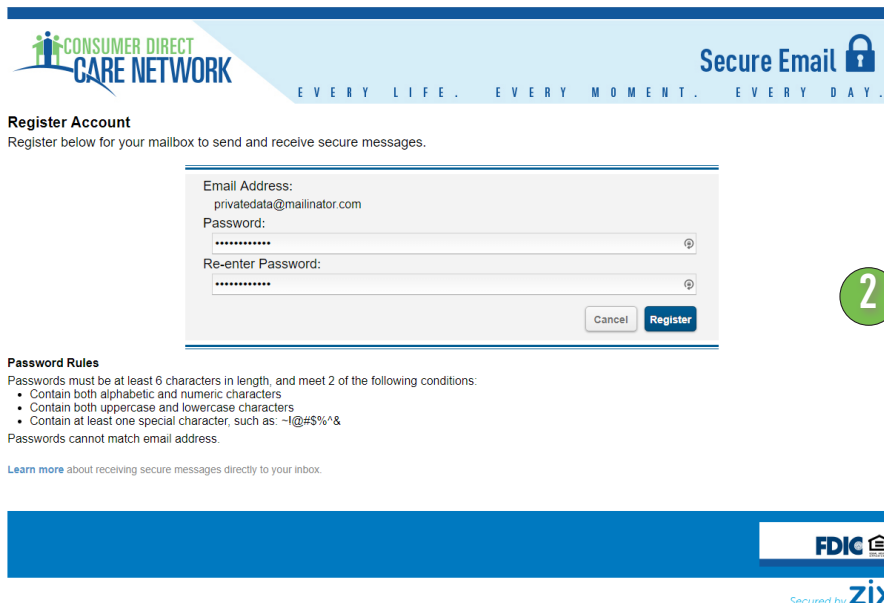


Figure 2: Registration screen for receiving secure email messages.

Accessing Secure Email, cont.

2 (Cont.) If you've registered before, you will get the login screen below. Enter your password and click the sign in button (Figure 3).

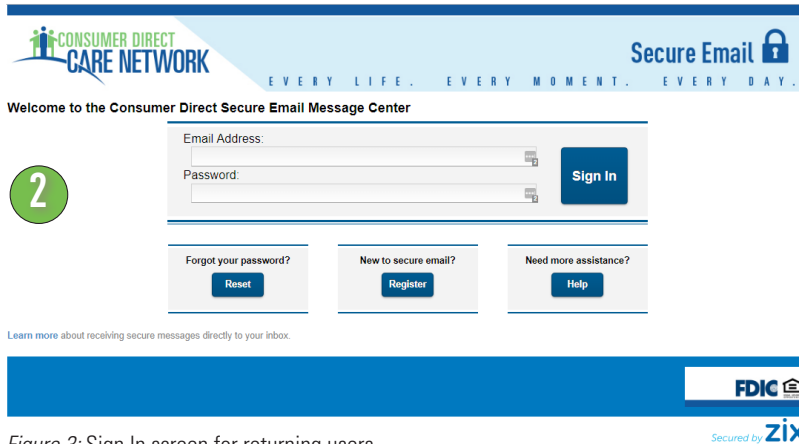


Figure 3: Sign In screen for returning users.

3 After signing in you will be able to read and respond to your message(s), (Figure 4). Messages do expire so print or save the email if you wish to keep it. Remember to check your spam/junk folder often.

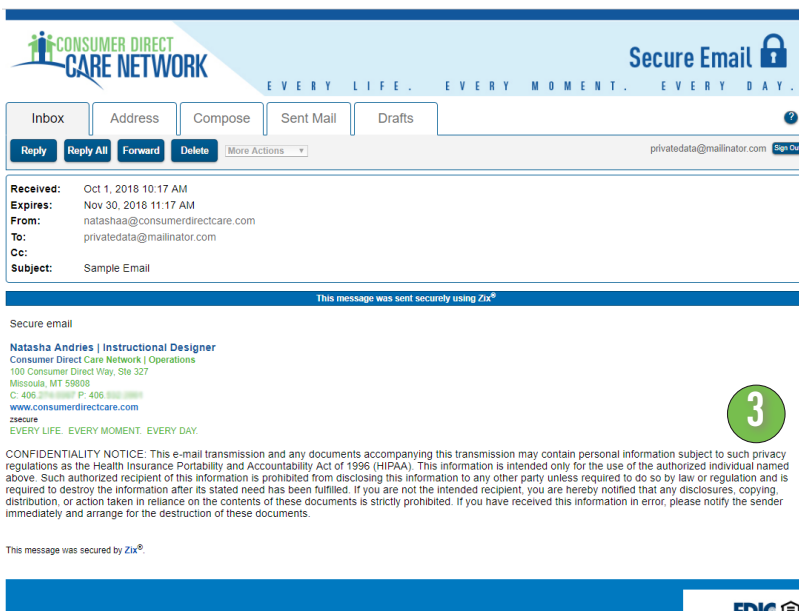


Figure 4: Sample secure email.

Changing Your Secure Email Password

- 1 From the secure email login screen, click the Reset button under the **Forgot Your Password** section (Figure 3).
- 2 Enter your e-mail address and new password. Click the reset button (Figure 5).
- 3 You will see a notification that a reset confirmation has been sent to your email address (Figure 6).
- 4 From your email, click the link to activate or decline your new password (Figure 7).
- 5 Click the activate button to accept your new password (Figure 8).
- 6 You will receive a confirmation message after clicking the activation link. Click the continue button to proceed to the login screen (Figure 9).

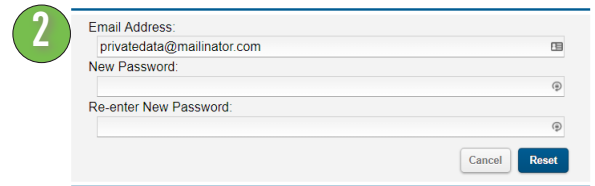


Figure 5: Password Reset Fields.

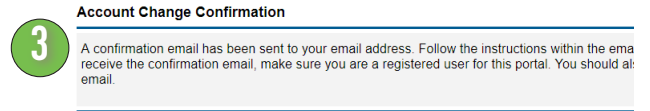


Figure 6: Account Change Confirmation.

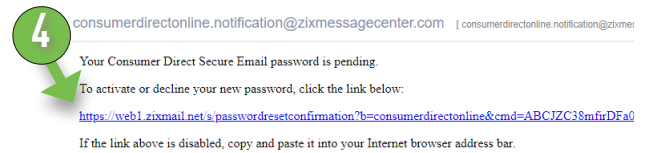


Figure 7: Secure Email Password change pending notification.

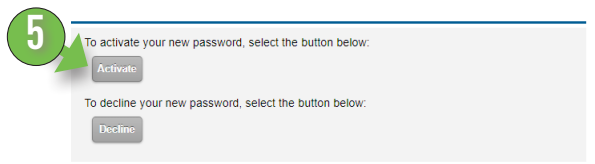


Figure 8: Activate or Decline buttons.

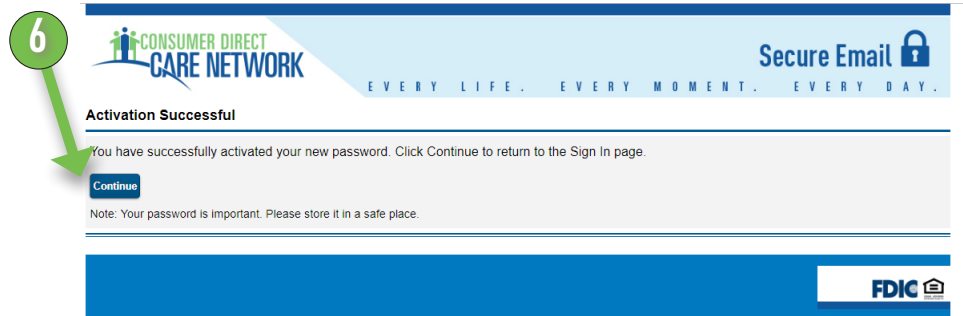


Figure 9: Successful activation continue button.