

Secure Message User Guide

1. If you have never received a secure message from CVS Health or Aetna, the initial notification requests that you create a password. Click the **create a password** link.

****NOTE****

If the secure message was sent to a shared mailbox you and others manage, please be sure to create a password for that account and only share with those required.

"User, Test " <test.user@cvshealth.com>
 sent you a secure message

The first time you access it you'll be asked to enter your email address and [create a password](#).

You can view your message at any time afterwards in our [Secure Messaging Portal](#). (login with username [temailtest@yahoo.com](#))

2. Type a new password and confirm it, which will be used for subsequent secure messages from CVS Health. Click "**Confirm**" to continue.

Password requirements are indicated below the password fields.

**** Do not use common passwords, as it may display an error indicating requirements have not been met, even if all green check marks are shown next to each requirement listed. If the error is received, try again using a unique password. ****

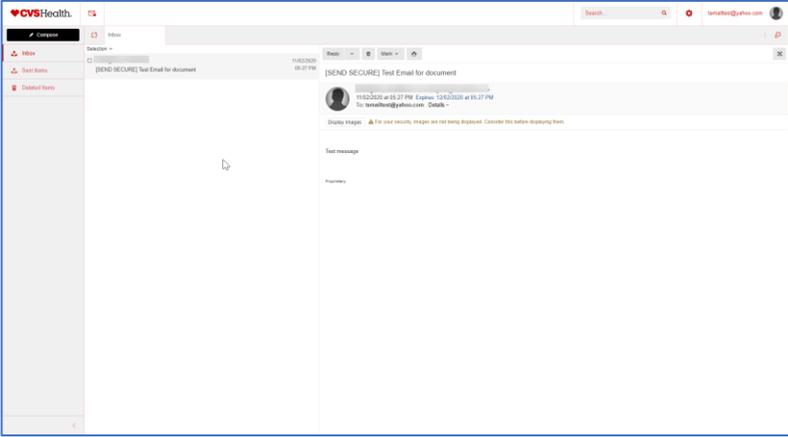
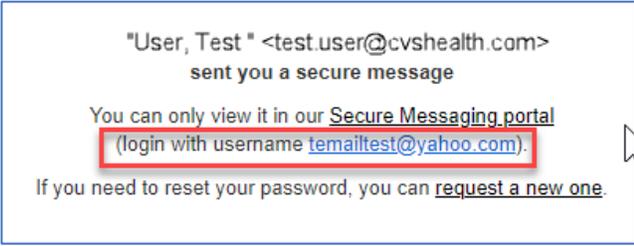
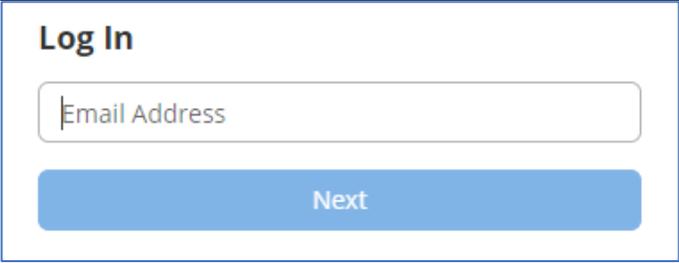
Create Your Password

- 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

3. The log in screen will appear after the password has been set. Sign in using the address the email was sent to. If you are not sure which email address to use, refer to the notification and use the address next to "**login with username**". After entering the email address, you will be prompted to enter the password you created.

The login address may be your individual address, a shared mailbox address or distribution list address, depending on which the email was sent to.

Log In

<p>4. At this point, you are now in the Secure Messaging portal, which provides you the ability to perform the following:</p> <ul style="list-style-type: none"> • View received secure messages in “Inbox” (only available for 30 days from the date/time sent before auto-expiring) • View secure messages you responded to in “Sent Items” • View message expiration • Reply/Reply All • Download received attachments and upload attachments to emails you’re responding to • Print messages to file (pdf) or a printer • Forward, CC, BCC or adding any new recipient to your reply is prohibited. 	
<p>5. The next time you receive a secure message, simply click on the Secure Messaging portal link to access the email, making note of the email address indicated in the notification. This is the address you will use to log into the portal.</p>	
<p>6. At the login prompt, enter the email address as indicated in Step 5. If you have recently visited the portal, your session will still be active, and no login will be required.</p> <p>**When responding to a secure message, be sure to respond from within the portal, to include the subject in the response back to the original sender**</p>	

Known issues or considerations:

I'm unable to access the Mimecast Secure Messaging Portal when using Internet Explorer

- While Internet Explorer may work in some versions, it is not a supported browser with any Mimecast portals and is no longer supported by Microsoft.
- For the best experience, recipients should proceed to use Mimecast recommended browsers to access secure messages via their secure portal
 - Google Chrome
 - Microsoft Edge
 - Safari (MAC OS version 8 or later)
 - Firefox (version 3 or later)
 - Safari iOS (iPhone, iPad)

I'm logging into the Secure Messaging Portal, but I don't see the emails your company sent to me

- When logging into the Mimecast Personal portal for a message received from CVS Health, be sure to log in with the email address for the mailbox receiving the email.
 - For example, if the email was sent to a share mailbox, be sure to log into the secure portal with the shared mailbox's email address and password created. Once the password is set, be sure to store the password based on your organizations policy. Only share the password with those necessary to access the mailbox, based on their job function/role.

I received an email indicating a secure message was sent to me, but I don't remember my password and I didn't receive my password reset request email

- If the password reset request are not received, it's possible the email is in your Junk/Spam Email folder in your mail client (e.g., Outlook) or your IT email policies are blocking the email. Check with your Email IT team to determine if the email was blocked as SPAM. ***Request that your IT safelist/permit email from emailsupport@cvshealth.com.***
- *Password reset emails could also take up to 15 minutes to receive, depending on your IT email policies and filter scanning process.*

I've tried the reset password I created, but I still can't log in

- After 5 failed login attempts, you will be locked out of your secure messaging account. After 15 minutes of being locked out, Mimecast will automatically unlock your account. Do not attempt to request a new password, as it will not result in your account being unlocked. Please allow up to 15 minutes for your account to auto-unlock. After allowing the time, retry the reset password once or request a new one if that fails.

I've tried all the suggestions above, but I'm still unable to login and I'm unsure if my account is locked out. Who can I call for further support?

If you experience any problems, please contact 1-800-237-7476. When prompted, choose option 3, then 4 (Secure Email) during normal business hours; 8AM to 6PM E.S.T.