

## **FAQs Regarding UnitedHealth Group's Secure I-Mail System (For External Use)**

### **What is Secure I-Mail?**

Secure I-Mail is a secure e-mail server that UnitedHealth Group uses to house encrypted messages that contain confidential, sensitive or protected information.

### **How does Secure I-Mail work?**

When a person sends an e-mail using secure delivery, the message is encrypted and is sent to the Secure I-Mail server for retrieval by the recipient. The recipient will receive an e-mail telling them they have received a secure e-mail and they can access the message by following the link provided in the e-mail notification.

### **How do I log in?**

After clicking on the link in the e-mail notification, the recipient must log in to Secure I-Mail to access the encrypted message. *First-time users* must register for the site by clicking the "Register Now" button on the Secure I-Mail login page. After clicking the button, the user should complete the New User Registration form, then click the **Submit** button at the bottom of the screen. *Returning users* must enter their login information (e.g., their e-mail address and the password they created when setting up their account) each time they access the site.

### **Can I reply to an encrypted e-mail message?**

Yes. However, to forward an encrypted e-mail to another person, you must download the message to your computer, create a new message in your e-mail system, then copy and paste or attach the message and send it.

### **What if I cannot access the Web site or I experience other technical difficulties?**

Please contact your company's IT support area for assistance and inform the support team that you are trying to make an SSL or HTTPS connection to [i-mail.corpmailsvcs.com](mailto:i-mail.corpmailsvcs.com). If your company has a firewall preventing access you will need to allow access to 198.203.174.25 over TCP port 443.