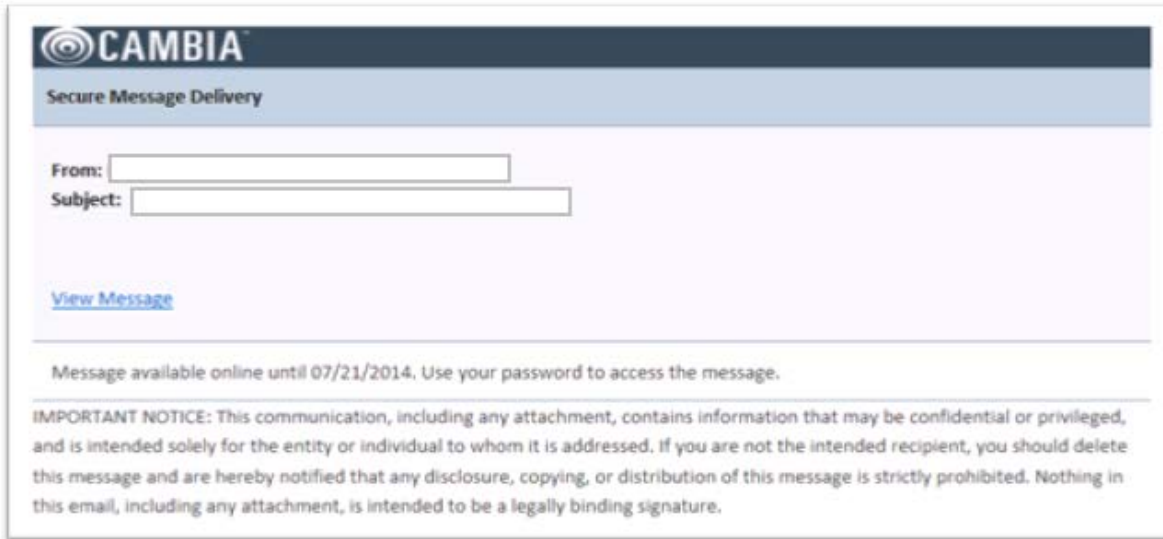


How to use Securemailbox to receive emails and reset your password

Emails from our staff that contain personal information are sent securely through Securemailbox. Please follow the instructions below to create an account in order to receive secure emails and, if needed, to reset your password.

Create an account

When you receive a Securemailbox message from our staff, it will contain a link to access your message:



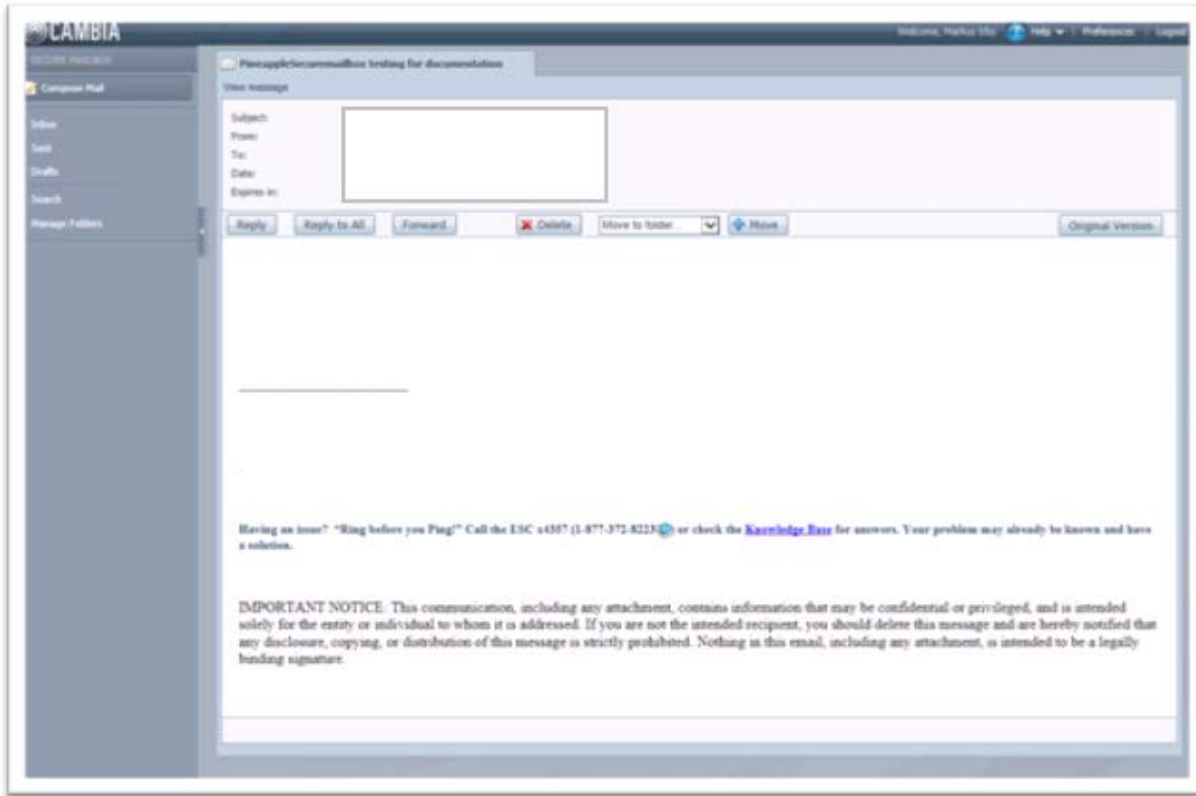
The screenshot shows an email interface with the CAMBIA logo at the top left. Below the logo is a header bar that says "Secure Message Delivery". Underneath, there are two input fields: "From:" and "Subject:". A blue link labeled "View Message" is positioned below the input fields. At the bottom of the email content, there is a line of text: "Message available online until 07/21/2014. Use your password to access the message." Below this is an "IMPORTANT NOTICE" section with a warning about confidentiality and legal binding.

The first time you attempt to retrieve an email, you will be prompted to create an account. At a minimum, you will need to enter your first and last name and create a password. You can also add a password hint to help you remember your password in the future. If you already have an account, you will be prompted to sign in.

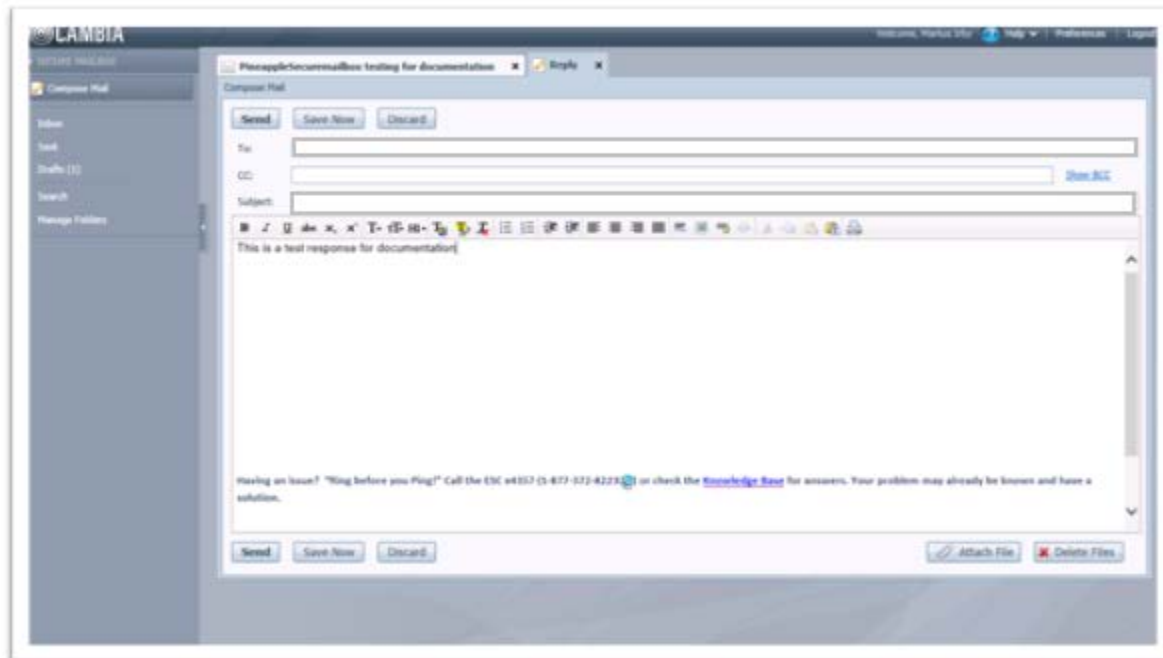


The screenshot shows a "User Registration" form with the CAMBIA logo at the top left. The form contains several input fields: "First Name:", "Last Name:", "Email Address:", "Enter Password:", "Confirm Password:", and "Password Hint Phrase:". There are red asterisks next to the "Enter Password:" and "Confirm Password:" fields, indicating required information. A "Save" button is located at the bottom left of the form.

Once you're registered (or logged in with your password), you should see the Securemailbox message you were sent:



By selecting reply, reply to all or forward, your message will display in compose mode and you will be able to type your response.



Once you send your reply, the message should appear in your sent folder.

Reset your password

If you forget your password, select the **Forgot Password?** link in the Login box. You will see the following two options: **Password Hint** or **Reset Password**.



The screenshot shows the Cambia Login page. At the top left is the Cambia logo. Below it is the word "Login". There are two input fields: "Email Address:" and "Password:". Below the "Password:" field is a blue link that says "Forgot Your Password?". Below this link is a text box containing the instruction: "If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password." Below the text box are two buttons: "Password Hint" and "Reset Password". At the bottom right of the form is a "Log In" button.

If you select the **Password Hint** option, a confirmation will appear (in green) indicating that a hint has been emailed to you (same email address used by our staff to send the original email message). *Note:* The email address needs to be in the 'Email Address' field before pressing the **Password Hint** button.



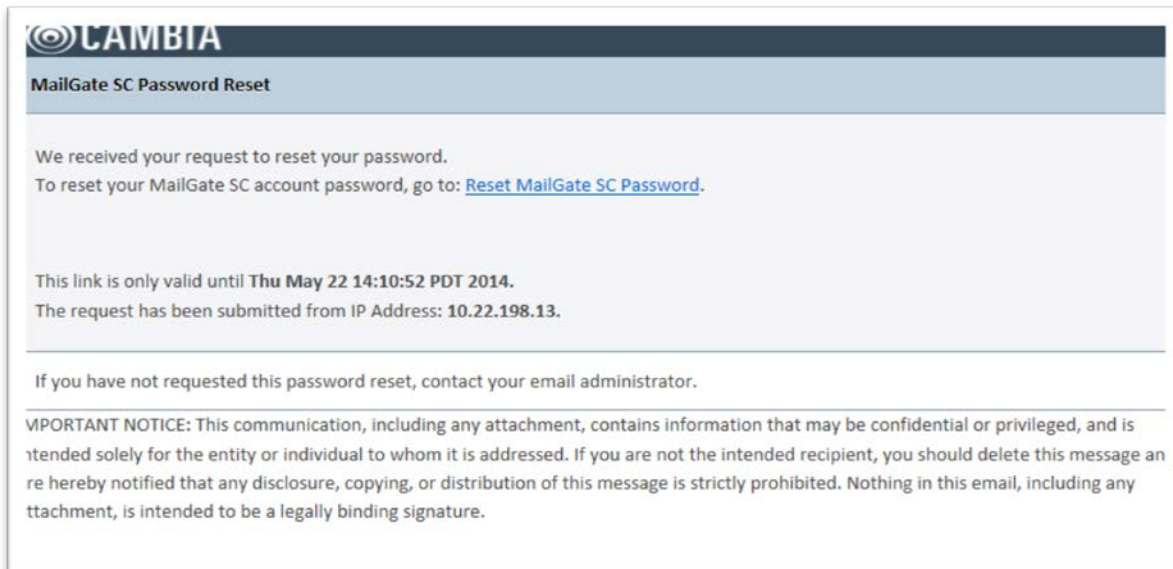
The screenshot shows the Cambia Login page after the "Password Hint" button was clicked. A green confirmation message box is displayed at the top, containing a green checkmark icon and the text: "Your request is now submitted. Please check your email for password hint phrase." Below the message box are the "Email Address:" and "Password:" input fields, the "Forgot Your Password?" link, the instruction text box, and the "Password Hint" and "Reset Password" buttons. The "Log In" button is still visible at the bottom right.

If you select **Reset Password**, you will see a confirmation that the request was submitted and you need to check your email in box.



The screenshot shows the Cambia login interface. At the top left is the Cambia logo. Below it is the word "Login". A green notification box with a checkmark icon contains the text: "Your request is now submitted. Please check your email for password reset instructions." Below the notification are two input fields labeled "Email Address:" and "Password:". A link "Forgot Your Password?" is positioned below the password field. A text box below that contains instructions: "If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password." Below this text are two buttons: "Password Hint" and "Reset Password". At the bottom right of the login area is a "Log In" button.

This is an example of the email you will receive for your **Password Reset**. *Note:* The "**Reset Secure Mailbox Password**" link is only valid for 15 minutes.



The screenshot shows an email from Cambia. The header includes the Cambia logo and the subject line "MailGate SC Password Reset". The main body of the email contains the following text: "We received your request to reset your password. To reset your MailGate SC account password, go to: [Reset MailGate SC Password](#)." Below this, it states: "This link is only valid until **Thu May 22 14:10:52 PDT 2014**. The request has been submitted from IP Address: **10.22.198.13**." A horizontal line separates this from the next paragraph: "If you have not requested this password reset, contact your email administrator." Another horizontal line follows, leading to a "IMPORTANT NOTICE" section: "IMPORTANT NOTICE: This communication, including any attachment, contains information that may be confidential or privileged, and is intended solely for the entity or individual to whom it is addressed. If you are not the intended recipient, you should delete this message and are hereby notified that any disclosure, copying, or distribution of this message is strictly prohibited. Nothing in this email, including any attachment, is intended to be a legally binding signature."

If you are unable to resolve the issue after following these instructions, please contact Enterprise Support Center at 1 (877) 372-8223.