

PURPOSE:How to get started with Humana Secure Email to registerSCOPE:All Agents

## Humana Secure Email





You cannot register an INTERNAL Humana email (username@HUMANA.com) with Humana Secure Mail because it is already secure.

External or contracted agents should ensure their email address is updated and accurate in Humana Vantage Agent Portal.

Your Agent Profile can be updated from the your Profile in the top right corner in Humana Vantage

### **Register for Humana Secure Email Address**

To register an unsecure email address to send and receive SECURE email, there are four steps:

- 1. First you must access the Legacy (OLD) Agent Portal through the Commercial Business Link in the Vantage Menu and register
- 2. You will receive an email to Activate your account once registered
- 3. The FIRST time after successfully activating the secure email, go back to the Legacy (OLD) Agent Portal (repeat step 1-3 in these Register Unsecure Email Address instructions). On the Communication Center click **Access my messages** 
  - a. This will initiate the single sign on process to ensure it works through Humana Vantage
- 4. Once registered and the single sign on has been initiated, you will access you Secure Email through the link on the Contact Us page to send and receive all secure email

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### **Getting started with Humana Secure Email**

### Access the Commercial Business Link > Communication Center and register



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### **Getting started with Humana Secure Email**

A welcome screen will open.	Humana.
To register your private email address, please enter it in the box provided and click Submit.	Secure E-Mail Access Secure Message Portal Access Mumana's Secure Message Center Wekcome to your Secure Message Center. The Secure Message Center will enable you to communicate in a secure and private fashion with Humana associates for all your Healthcare needs. The system is designed to work with a personal e-mail address of your choosing. All communications will be managed using the same advanced security techniques used for Internet banking and other secure programs. To register your private e-mail address, please enter it in the box provided below. Once you submit, the registration process will send an 'Activation' e-mail to this address. This is a security technique to ensure that you are the one who owns this e-mail address. To complete the activation process, please open the activation e-mail and click on the link indicated. Once completed, return to the 'Communication Center' page to begin securely communicating with Humana. Personal E-Mail Address : Cancel Submit
A message informing you that an email has been sent for activation.	Humana.
Please activate your account using the link in the email sent to your email address.	Secure E-Mail Access Secure Message Portal Access Humana's Secure Message Center Welcome to your Secure Message Center. An e-mail has been sent for Secure Mail account activation to your personal e-mail address at Please activate your account using the link in the e-mail. You can visit the 'Secure Message Center' for all your e-mail communications with Humana once your account is activated. This process is going to help us to provide you secure e-mail communications. To return to the portal page, please click on the link below or simply close out of this window. Return to Humana's website
In your email box you will have received an email regarding the subject "Humana Secure E-Mail Confirmation" from SecureEmail@humana.co m	If there are problems with how this message is displayed, dick here to view it in a web browser. From: Secure E-Mail Confirmation Subject: Humana Secure E-Mail Confirmation Good newsl Your Secure Message System is ready for Activation. Please use the link below to activate the account:
In that email, click the link Humana Secure Message Activation.	Humana Secure Messace Activation Thanks! Humana Secure Messace Stream Humana Plans are offered by the Humana Family of Insurance and Health Plan companies. Humana Inc 500 West Main Street Louisville, Kentucky 40202

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# The FIRST time after successfully activating your Humana Secure Email, go back to the Legacy (OLD) Agent Portal (repeat step 1-3 in these Register Unsecure Email Address instructions)



#### Once registered and the single sign on has been initiated, you will access you Secure Email through the link on the Contact Us page to send and receive all secure email.

Click Contact Us in the top right corner of the	< Contact Us	×
Humana Vantage site.	Send Secure Mail Questions about Commissions related issues?	
Send and receive secure email through the Send secure mail link.	Pre-enrollment Questions and Assistance Please contact your MSA or Sales Manager.	

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✓ SECURE MAILBOX	 Inbox				
🧭 Compose Mail					
Inbox	Delete	Move To	Folder 🗸	🕀 Move	
Sent	Fr	om		Subject	
Drafts	MacessWorkflo	w@humana.com	Re: Agent denia	test	
Search Messages	MacessWorkflo	w@humana.com	Re: Enrollment	test - agent	
Manage Folders	SecureEmail@h	numana.com	Humana Secure	Welcome Messag	e

Process Complete

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