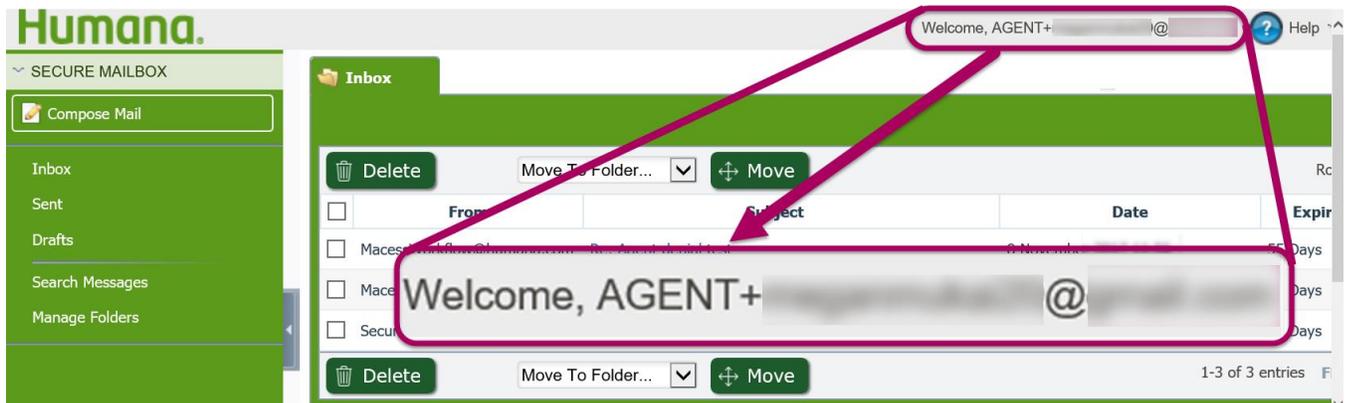




Getting started with Humana Secure Email

PURPOSE: How to get started with Humana Secure Email to register
SCOPE: 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

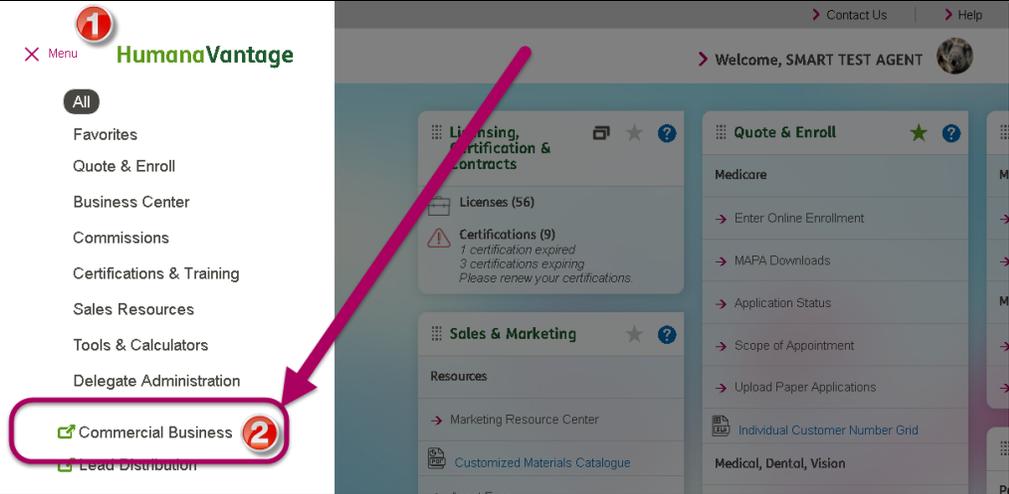
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Getting started with Humana Secure Email

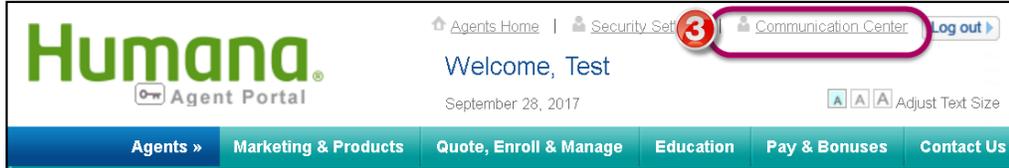
Access the Commercial Business Link > Communication Center and register

In Humana Vantage,
1. Click on Menu in the top left corner, then
2. Commercial Business:

This will open the Legacy (OLD) Agent Portal.

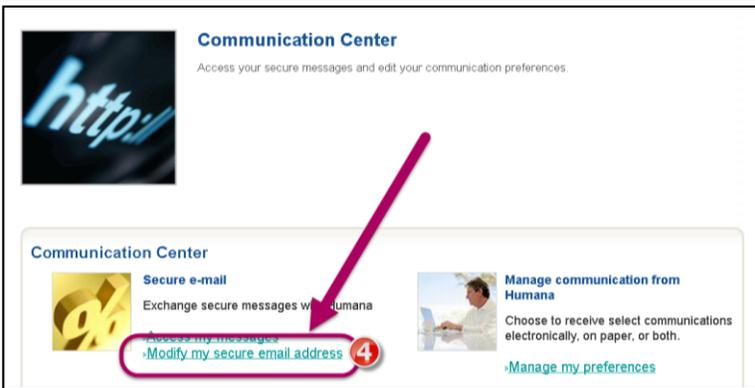


On the Legacy (OLD) Portal,
3. Click on **Communication Center** in the top right corner.



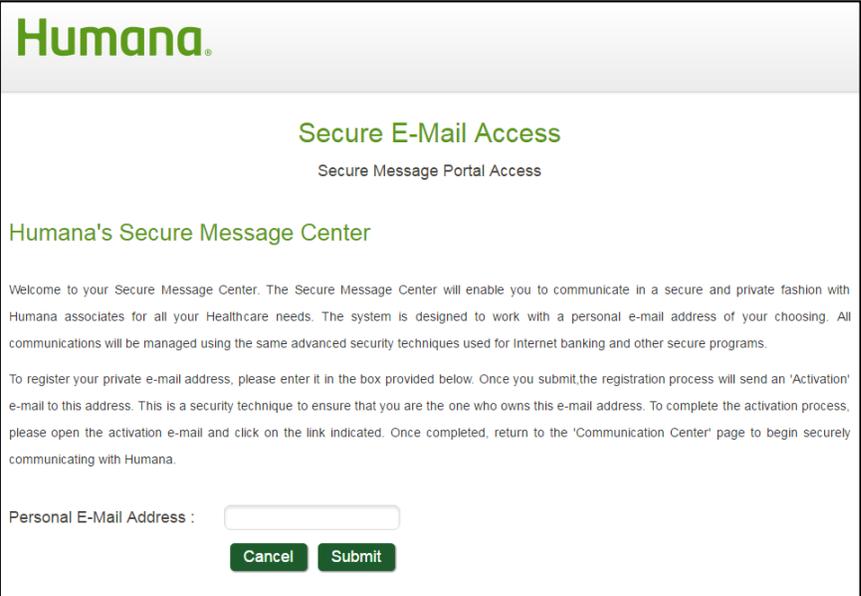
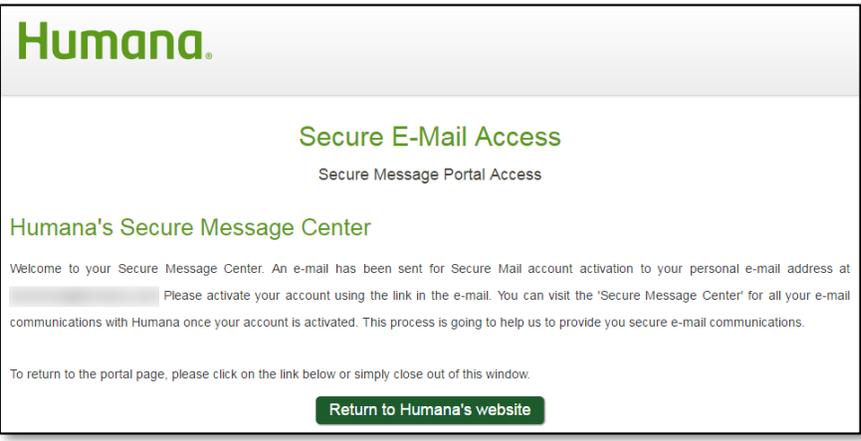
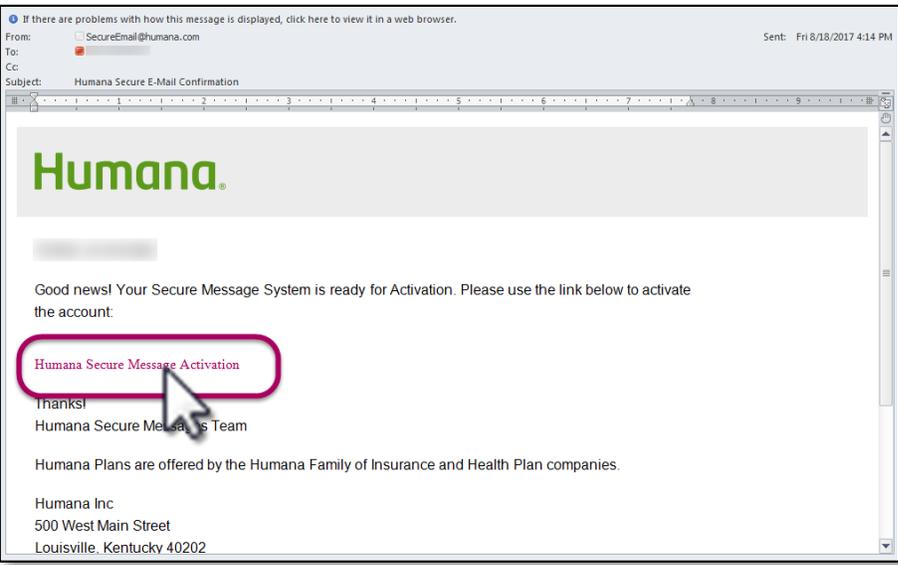
Once in the Communication Center in the Legacy (OLD) Agent Portal, continue registration process by clicking the **Modify my secure email address**.

On the Communication Center
4. Click **Modify my secure email address**.



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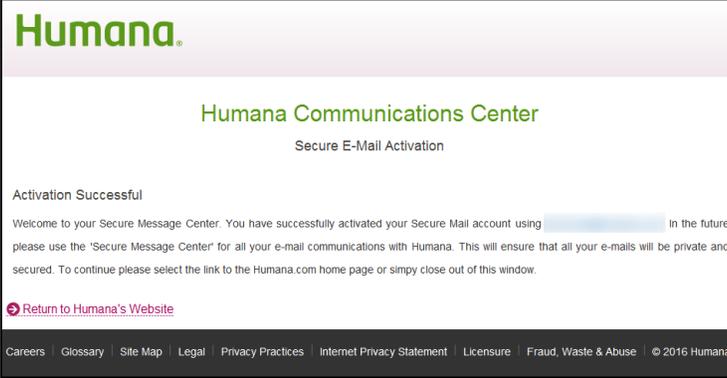
Getting started with Humana Secure Email

<p>A welcome screen will open.</p> <p>To register your private email address, please enter it in the box provided and click Submit.</p>	
<p>A message informing you that an email has been sent for activation.</p> <p>Please activate your account using the link in the email sent to your email address.</p>	
<p>In your email box you will have received an email regarding the subject "Humana Secure E-Mail Confirmation" from SecureEmail@humana.com</p> <p>In that email, click the link Humana Secure Message Activation.</p>	

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Getting started with Humana Secure Email

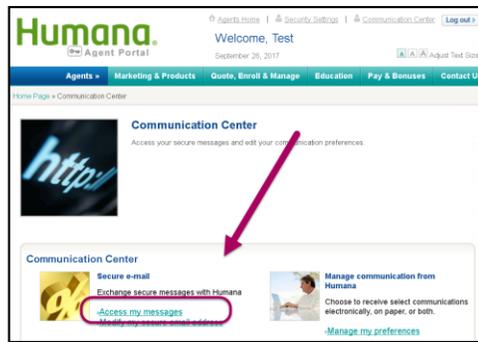
This will open a window informing you that the activation has been successful!



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)

On the Communication Center click **Access my messages**

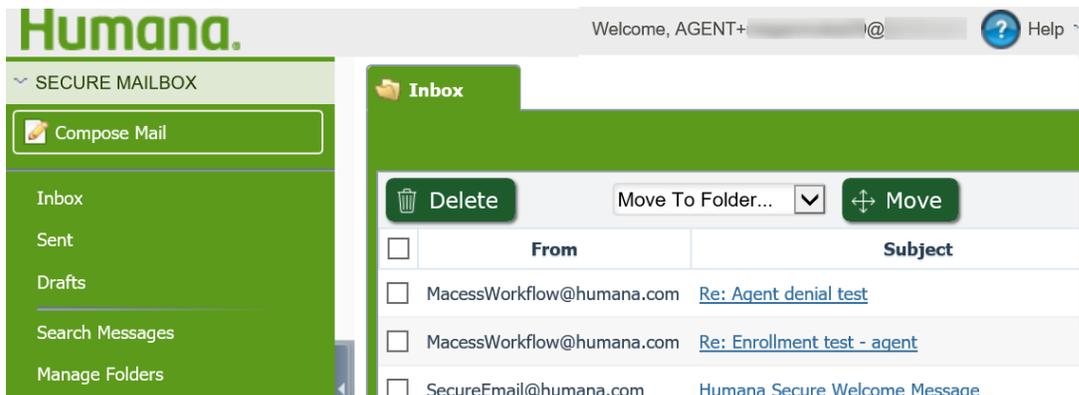
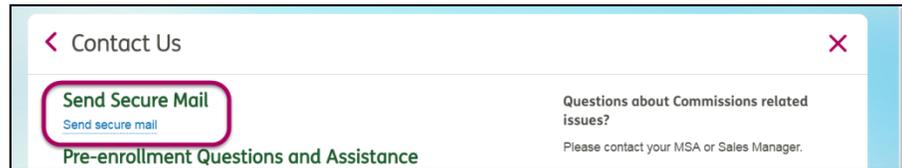
This will initiate the single sign on process to ensure it works through Humana Vantage.



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 Humana Vantage site.

Send and receive secure email through the Send secure mail link.



Process Complete

MarketPOINT Retail Sales Learning and Development

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For Training Purposes ONLY (Not CMS Approved)

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