



Receiving Secure Emails from Blue Cross of Idaho

Blue Cross of Idaho's secure email system scans all outgoing emails and encrypts the message if it identifies sensitive information. The recipient's secure email message contains an attachment and a unique link – opening the attachment or clicking on the link will open the secure email login screen. The preferred method of accessing the login screen is opening the attachment. Successfully logging in allows the email recipient to unencrypt and view the email and any attachments.



After registering a specific email address, recipients need only enter a password to view secured material.

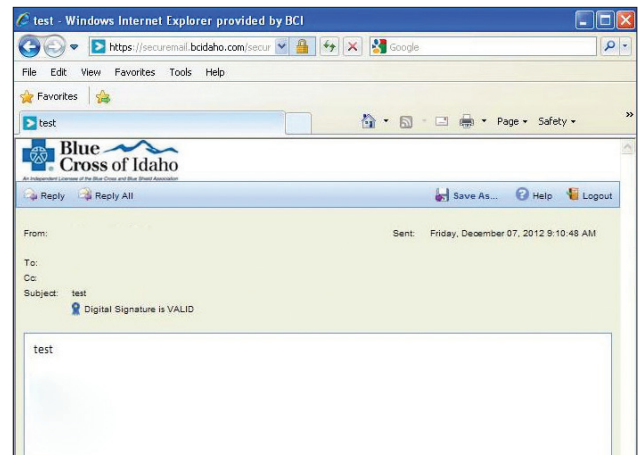
Please note, the new secure email system is not an additional email account or a repository—each secure email resides in the recipient's inbox in an encrypted state.



After successfully logging in, the message will be unencrypted and the user will be able to view email content and any attachments.

First-time users must register their email as the username, enter their name, and create a password before viewing the message.

- Passwords must be 8 to 30 characters long
- Passwords must contain one digit (0-9)
- Passwords must have one uppercase character
- Usernames must not appear in the password



If someone forgets a password, select **Forgot Password** at the bottom of the login menu and the system will send an email that contains an embedded link to the related account. Selecting the link allows users to enter a new password. **PLEASE NOTE:** The link may only be used once and expires after 30 minutes if unused. If you need to reset your password again, simply select **Forgot Password** at the bottom of the login menu to restart the process.