



Using Veridian's Secure Messaging System

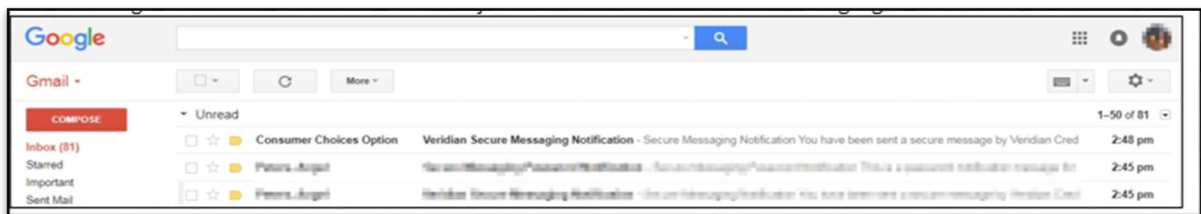
As the Financial Management Service (FMS) for the Consumer Choices Option Program, Veridian is committed to keeping our member's Protected Health Information (PHI) secure. One of the ways we do so is by sending our email communication through a secure messaging system. This user guide will go through registering an account and logging in to the Veridian secure messaging system, as well as the use of this system.

Registering in the Secure Messaging System

To access an email within the secure messaging system, you will first need to register an account. To do so, take the following steps when receiving your first secure email from Veridian.

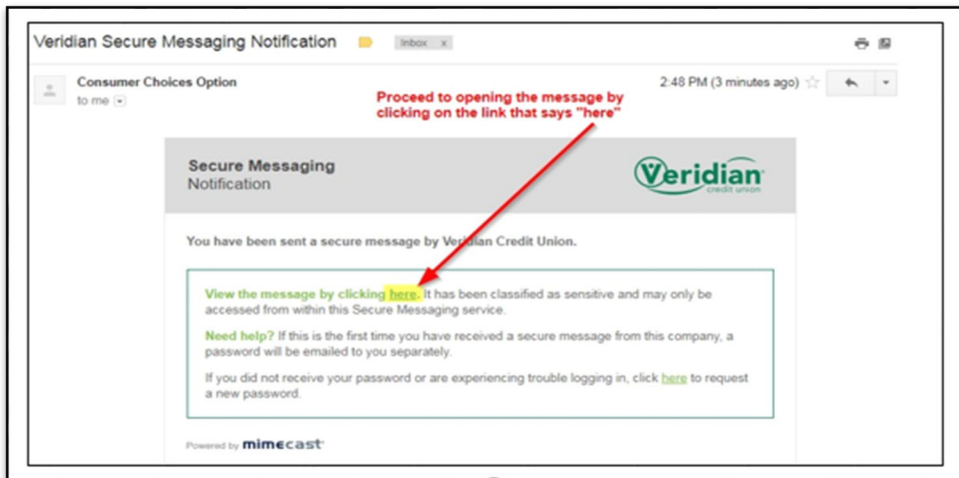
1. Locate the secure message notification in your inbox. It will have the subject line "Veridian Secure Messaging Notification"

An example of this notification is pictured below

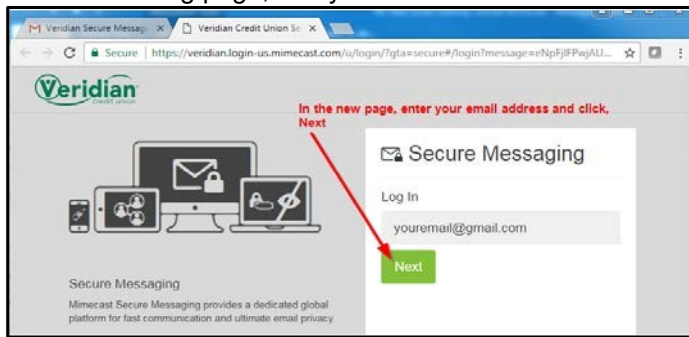


Note, the exact appearance of this notification may differ from one email service to another.

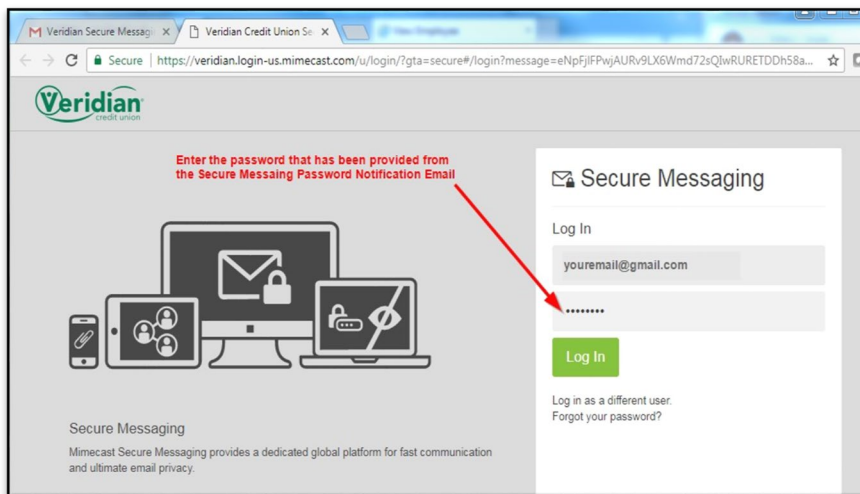
2. Click the "here" hyperlink as pictured below



- 3. On the following page, add your email address then click Next



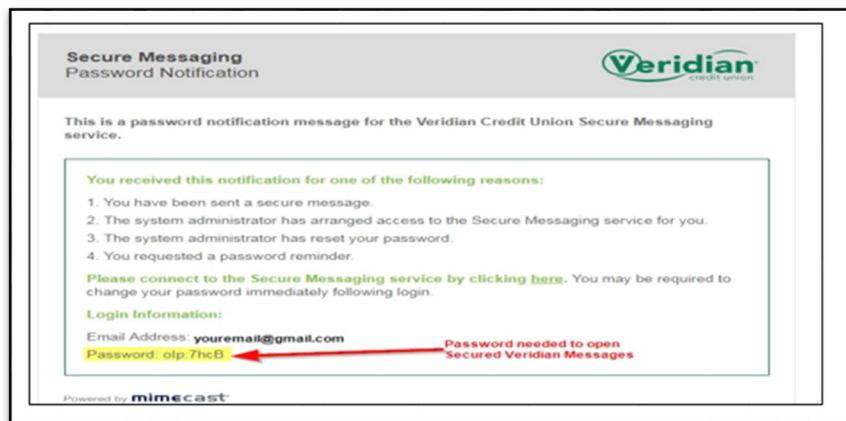
- 4. You will then be directed to the following screen requesting a Password



- To locate this password, return to your inbox. There will be a new message with the subject title of "Secure Messaging Password Notification"

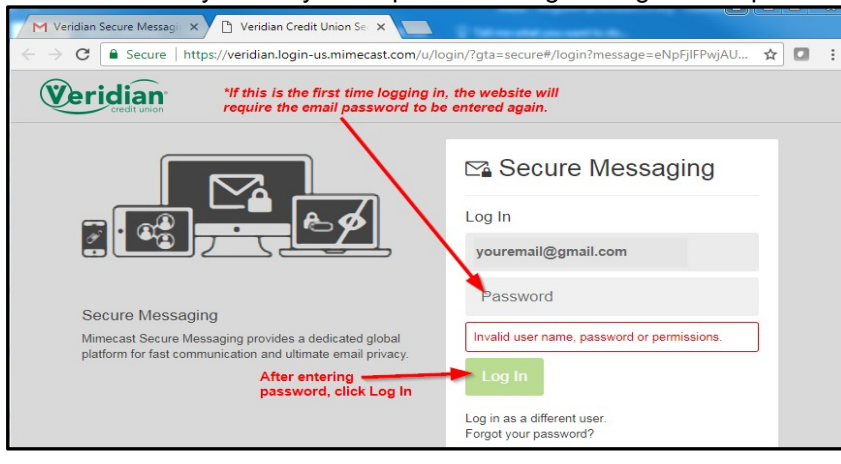


- Within this email, there will be a temporary password. Example highlighted in the image

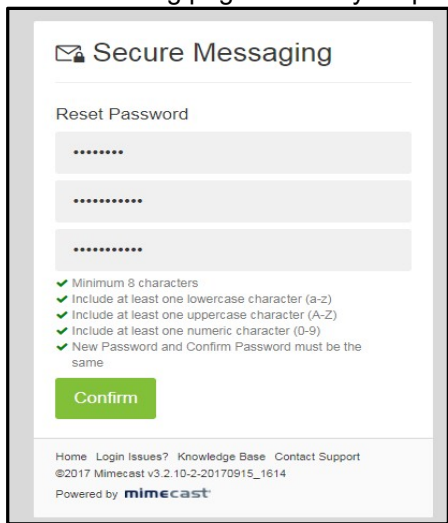


- Copy this email and enter it into the Log In screen pictured in Step 4.

5. After entering the password, you will be prompted to enter the temporary password a second time. This second entry will only be requested during the registration process.



6. Entering the temporary password the second time during the registration process will then direct you to the following page to reset your password.



7. After clicking Confirm, your password is updated and will be used for logging in to the secure messaging system.

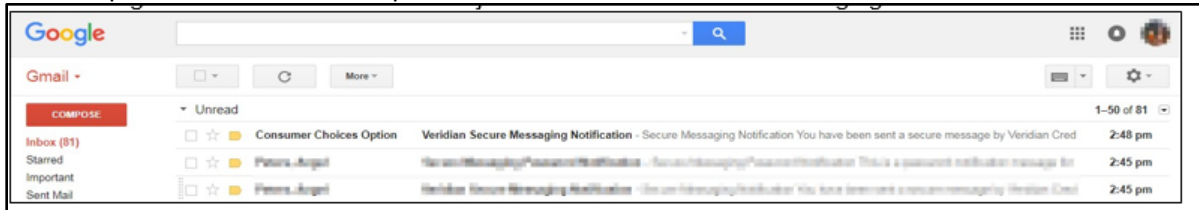
Logging in to the Secure Messaging System

After you have registered your account, you will now be able to log in and access your emails in the secure messaging system.

To log in, take the following steps

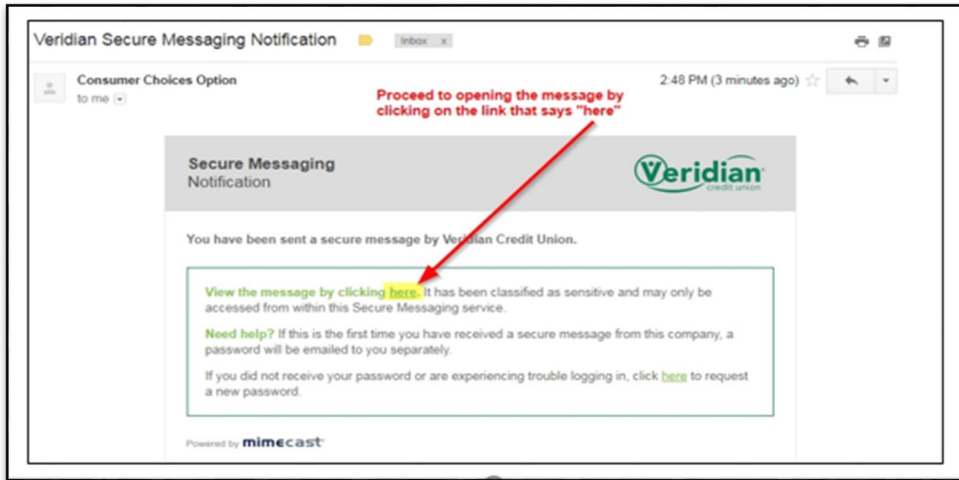
1. Locate the secure message notification in your inbox. It will have the subject line "Veridian Secure Messaging Notification"

An example of this notification is pictured below

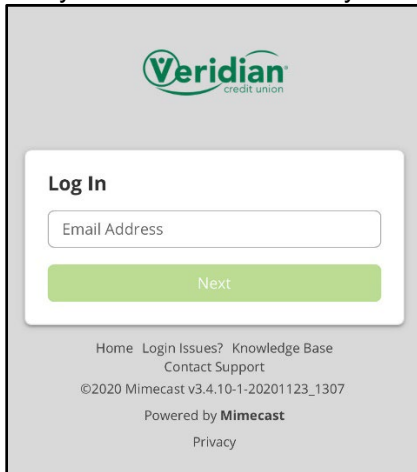


Note, the exact appearance of this notification may differ from one email service to another.

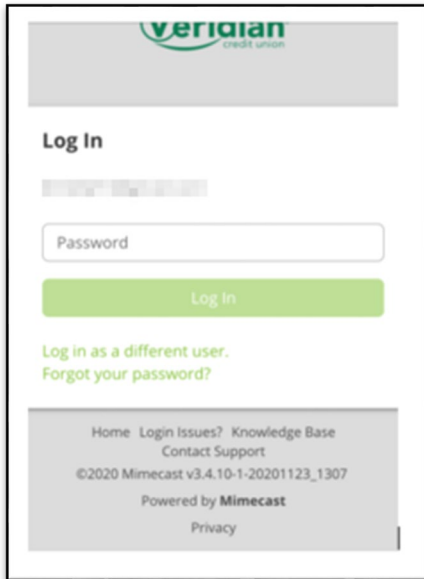
2. Click the "here" hyperlink as pictured below



3. Use your email address that you used to register for the Veridian Secure Email System.



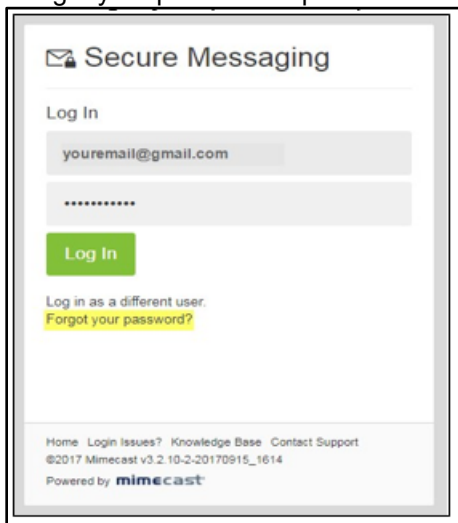
4. Enter your Veridian Secure Email System password. Note: This is not linked to the Veridian Fiscal Solutions Website.



The screenshot shows the login page for Veridian credit union. At the top is the Veridian credit union logo. Below it is a "Log In" heading. There are two input fields: one for the username (partially obscured) and one for the password. A green "Log In" button is positioned below the password field. Below the button, there are links for "Log in as a different user." and "Forgot your password?". At the bottom of the page, there is a footer with links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support". It also includes the copyright notice "©2020 Mimecast v3.4.10-1-20201123_1307" and the text "Powered by Mimecast" with a "Privacy" link.

Important Information

- Password should be kept secure. If password is lost or forgotten, follow the steps provided using the "Forgot your password" option.

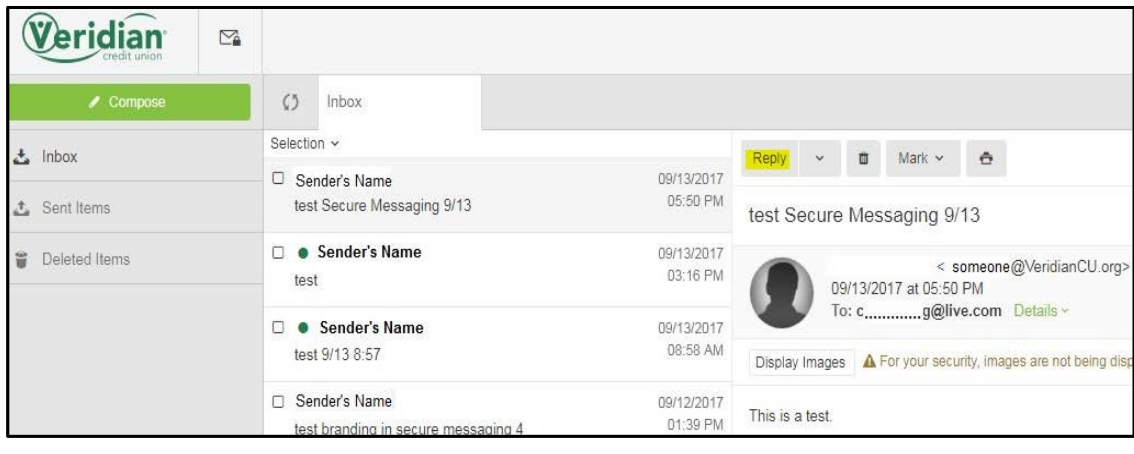


The screenshot shows the login page for the Secure Messaging system. At the top is the "Secure Messaging" heading with a lock icon. Below it is a "Log In" heading. There are two input fields: one for the email address (containing "youremail@gmail.com") and one for the password (masked with dots). A green "Log In" button is positioned below the password field. Below the button, there are links for "Log in as a different user." and "Forgot your password?". At the bottom of the page, there is a footer with links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support". It also includes the copyright notice "©2017 Mimecast v3.2.10-2-20170915_1614" and the text "Powered by mimecast".

- The account registered for the secure messaging system is not linked to the account on the Veridian Fiscal Solutions Website.

Using the Secure Messaging System

When you have logged in to the secure messaging system, emails from Veridian will appear in the Inbox.



From within the secure messaging system, you have the ability to

- Read emails
- Reply
- Reply-To-All
- Mark As Read
- Print
- Delete
- Retain past email threads
- Include Attachments
- Review Sent and Deleted Items
- Compose new secured messages to Veridian