



Welcome to Hushmail: A new user's guide to Hushmail's secure message center

To better protect your personal information, your practitioner will be communicating with you using Hushmail encrypted email.

Hushmail has been providing secure, private, and encrypted webmail solutions since 1999. It's easy to use and enables your practitioner to comply with the HIPAA provisions requiring healthcare providers to protect your health information.

You don't need to pay for a Hushmail account to receive encrypted email and respond securely. All of your online communications with your practitioner can be handled in Hushmail's secure message center. However, there are a few things we'd like you to know before you receive your first email.

- When your practitioner sends you the first encrypted email, you'll receive a message in your inbox with a link to the message center. If you're expecting a message, and it doesn't arrive, be sure to check your spam folder.
- Once you click on the link, you'll be asked to create a passphrase. Be sure to remember your passphrase or save it with a password manager. If you forget it, you'll be able to create a new one, but you won't be able to access previous emails.
- You can read your practitioner's emails and respond to them in the secure message center where your communications are encrypted and private.
- You can opt to stay signed in for one week at a time. You won't have to enter your passphrase every time if you choose this option.
- You can access your messages in an inbox that shows all new and past messages (as long as they haven't expired).
- Messages will expire after a preset length of time. You can find the expiration date and time to the right of your message.

If you want to read more about Hushmail, visit [Hushmail.com](https://www.hushmail.com), and feel free to reach out to the Hushmail [Customer Care team](https://www.hushmail.com/contact) at www.hushmail.com/contact if you have any questions.

Hushmail Terms of Service.'"/>

Check the box to stay signed in for one week.

Your message center inbox displays your opened and unopened messages. You can find the expiration date to the right of the email you're viewing.