



HHS Enterprise Portal Opening Encrypted Emails

Identity Access Management

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TEXAS
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Table of Contents

Opening Encrypted Emails from the HHS Enterprise Portal	1
Email Delivery Details.....	1
Enable Attachment Download	1
Download the Attachment	2
Opening the Message	3
Select Access Method	3
Applying Passcode	4
Retrieving Email	5

Opening Encrypted Emails from the HHS Enterprise Portal

The HHS Enterprise Portal notifies you of changes to your account using an encrypted email.

Users with an HHSC email address will receive the email after HHSC's Email Exchange Server automatically decrypts the email, and no further action is needed to view it.

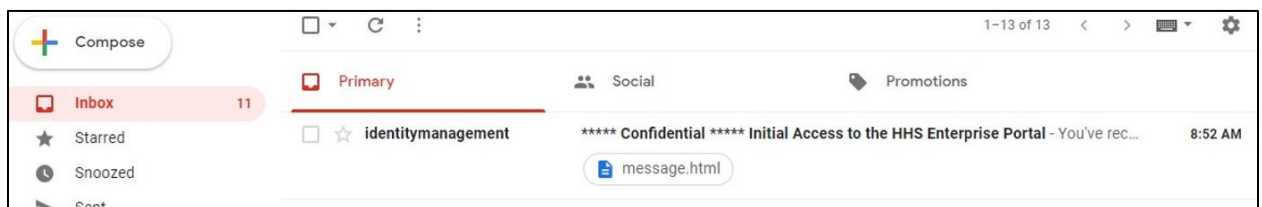
Users with a non-HHSC email address, however, will receive the information in an encrypted email attachment, and extra steps are required to view it.

This document explains how to open your encrypted email—however, steps may vary depending on the type of email server and browser used. The screenshots depicted in this guide were taken from a Gmail account on a Chrome browser.

Email Delivery Details

- The Sender Name is **identitymanagement**.
- The Sender Address is identitymanagement@hhsc.state.tx.us
- The Subject line contains: *******Confidential******* followed by text describing the email in better detail.

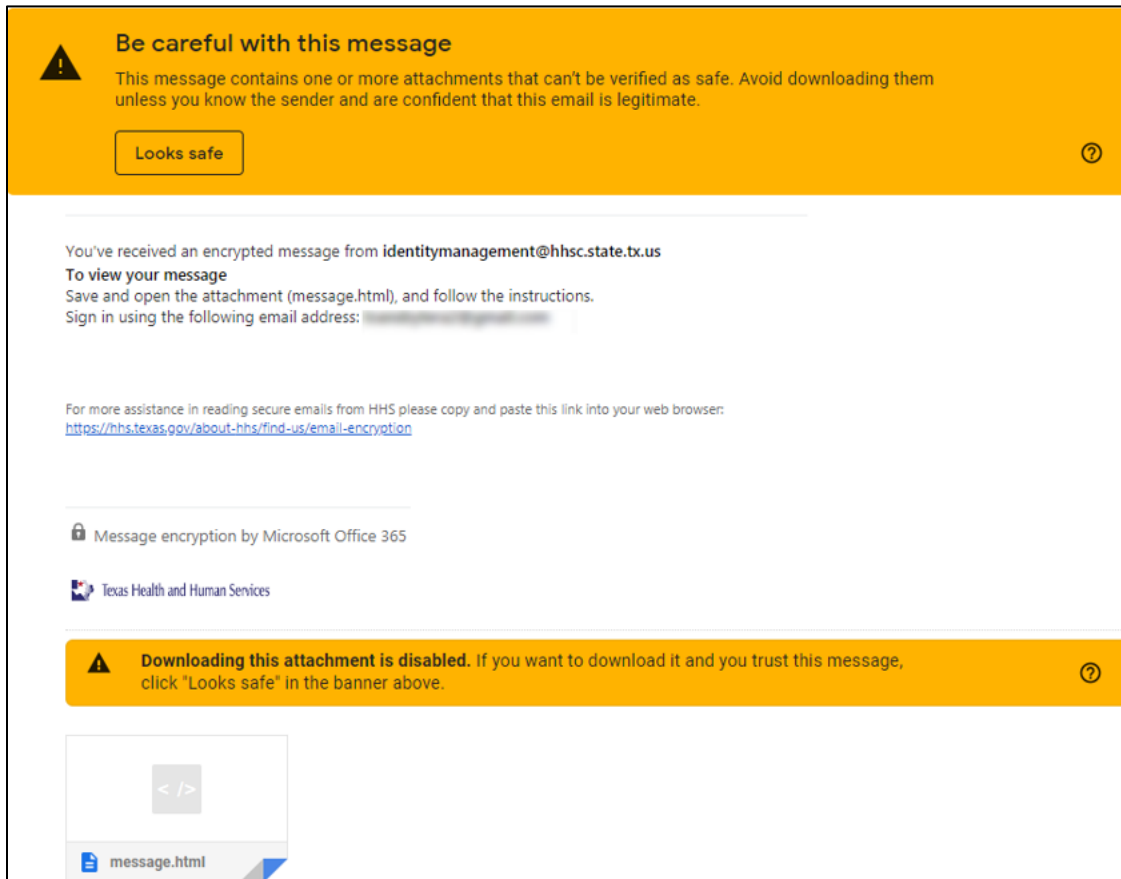
Figure 1. Gmail Inbox



Enable Attachment Download

Click **Looks safe** to enable attachment downloading.

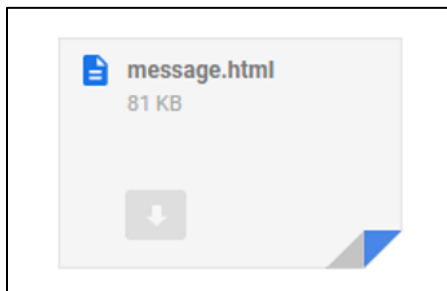
Figure 2. Looks Safe Encrypted Message



Download the Attachment

Download the attachment by clicking on the arrow in the file.

Figure 3. Download the Attachment



Note for Users on Non-PC Devices

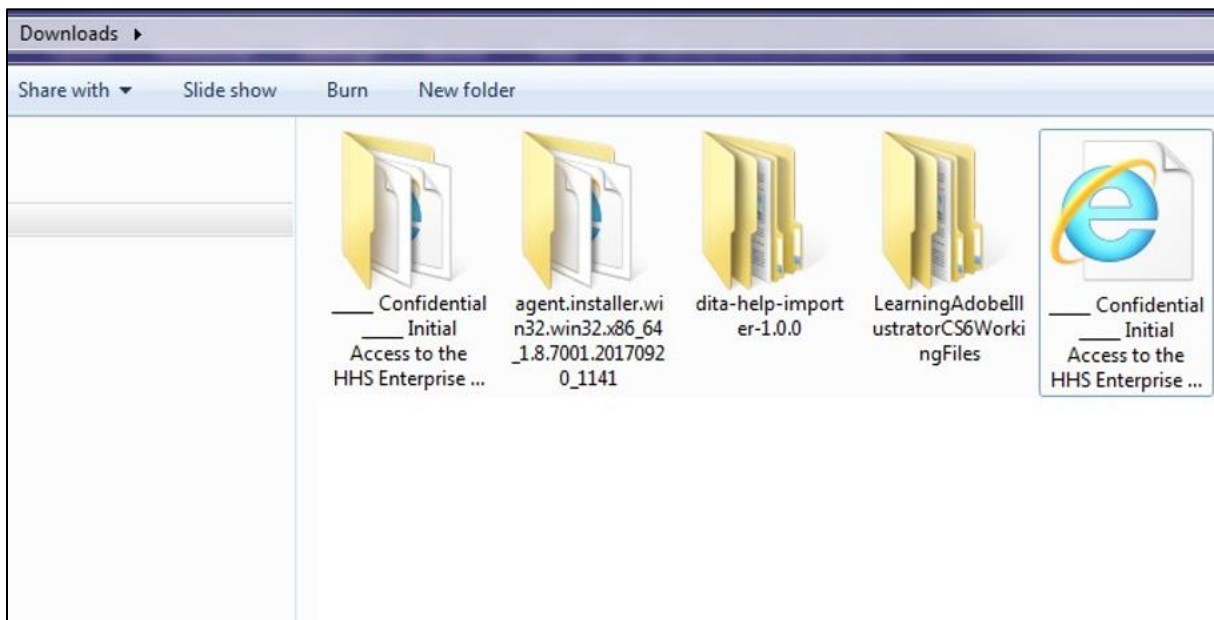
- **For iPhone and iPad Users...**

- ▶ Open the message, tap, and hold the attachment, and select Open in OME Viewer. If you don't have the OME Viewer app, download it here.
- **For Android Users...**
 - ▶ Open the message again, tap the attachment, and select OME Viewer. If you don't have the OME Viewer app, download it here.

Opening the Message

Double-click on the message from your download folder. The file should open in your default browser.

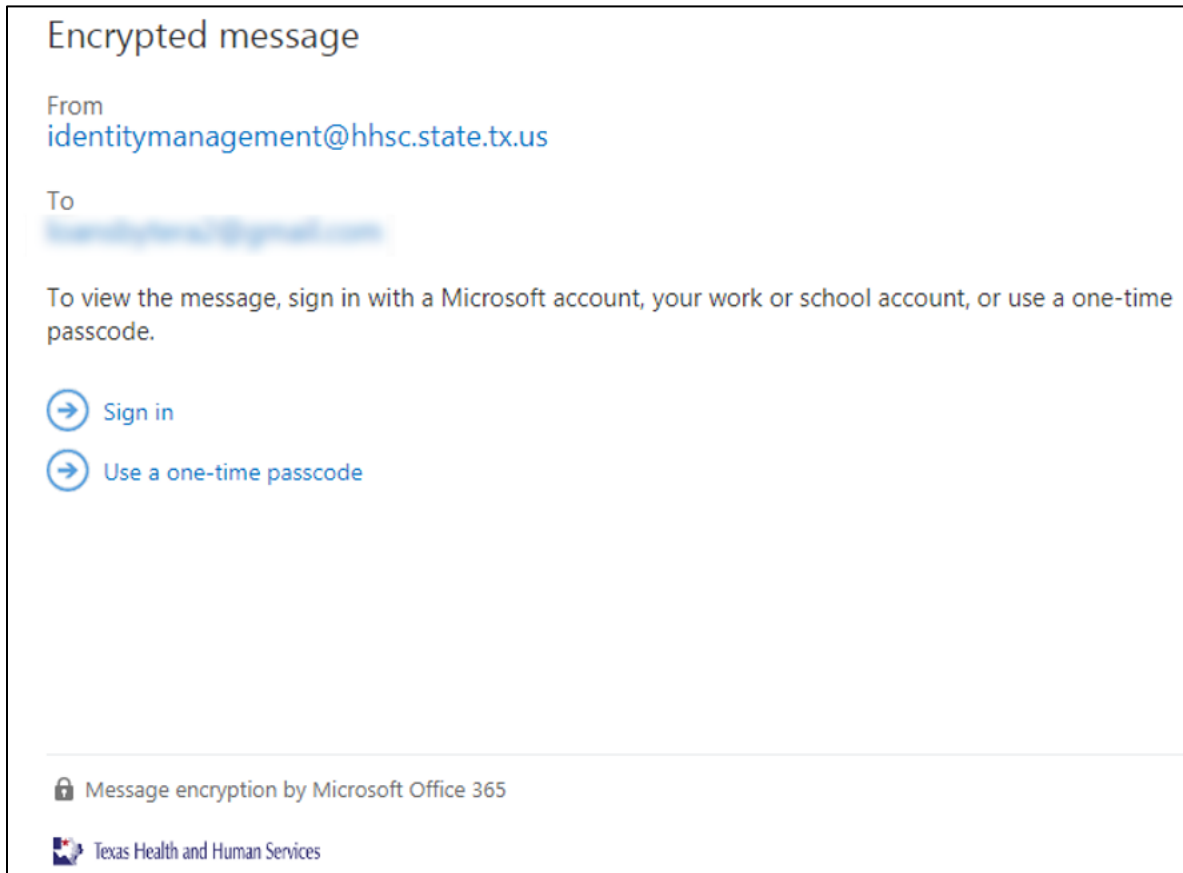
Figure 4. Windows Download folder



Select Access Method

The message gives you two options for retrieving the information. We recommend selecting the second option.

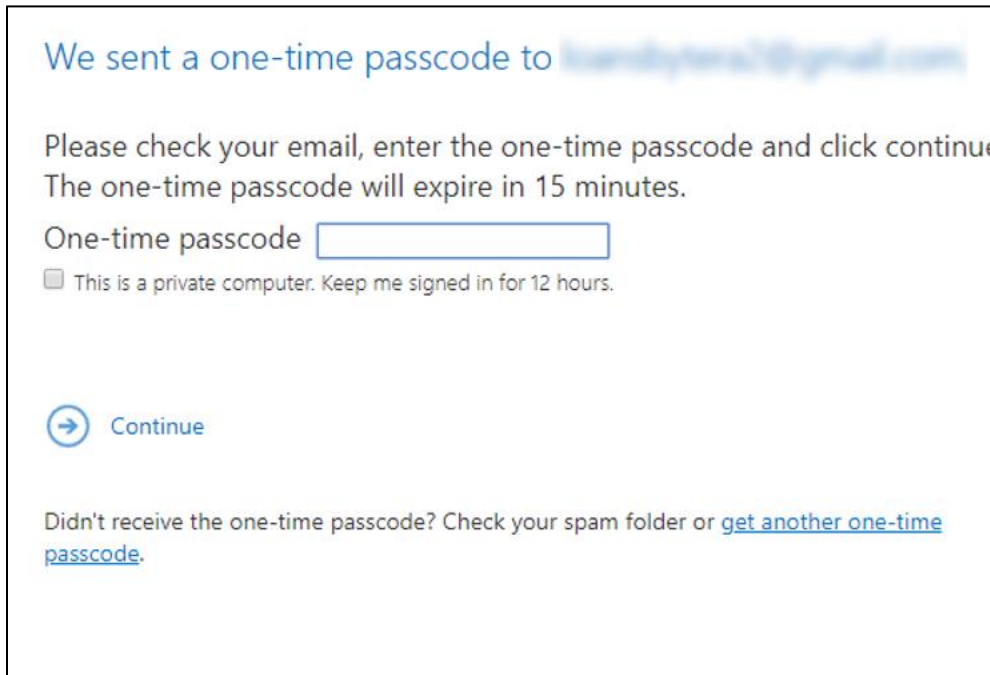
Figure 5. Encrypted Message



Applying Passcode

Check your email for a passcode, then copy/paste it into the field provided and select **Continue**.

Figure 6. One-Time Passcode



Retrieving Email

Your encrypted email should now open.

Figure 7. Confidential Email

