

# HHS Enterprise Portal Opening Encrypted Emails

**Identity Access Management** 

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## **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

4	Compose		□ - C :				1-13 of 13	<	>	•	\$
<u> </u>			Primary	Social		Promotions					
	Inbox	11									
*	Starred		🗌 😭 identitymanagement	***** Confidential *****	Initial Access to t	he HHS Enterp	rise Portal - '	/ou've	rec	8:	52 AM
C	Snoozed			e message.html							
>	Sent										

### **Enable Attachment Download**

Click Looks safe to enable attachment downloading.

#### Figure 2. Looks Safe Encrypted Message

Be careful with this message This message contains one or more attachments that can't be verified as safe. Avoid downloading them unless you know the sender and are confident that this email is legitimate.	
Looks safe	0
You've received an encrypted message from <b>identitymanagement@hhsc.state.tx.us</b> To view your message Save and open the attachment (message.html), and follow the instructions. Sign in using the following email address:	
For more assistance in reading secure emails from HHS please copy and paste this link into your web browser: https://hhs.texas.gov/about-hhs/find-us/email-encryption	
Message encryption by Microsoft Office 365	
Texas Health and Human Services	
<b>Downloading this attachment is disabled.</b> If you want to download it and you trust this message, click "Looks safe" in the banner above.	0
< /> message.html	
- messageman	

#### **Download the Attachment**

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

Figure 3. Download the Attachment

<b>message.html</b> 81 KB	

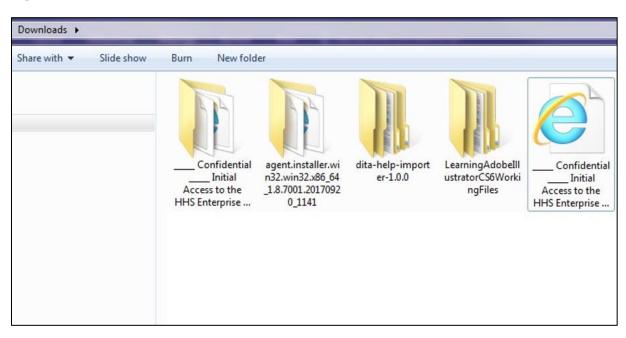
Note for Users on Non-PC Devices

• 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 massage 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.

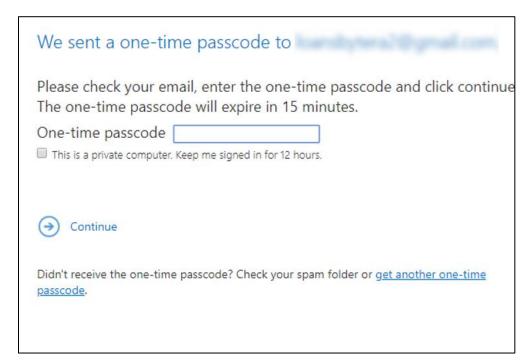
#### Figure 5. Encrypted Message

Encrypted message
From identitymanagement@hhsc.state.tx.us
То
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.
→ Sign in
Ose a one-time passcode
Message encryption by Microsoft Office 365
Texas Health and Human Services

## **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

