WELCOME TO HUSHMAIL: A NEW USER'S GUIDE TO SECURE EMAIL

Your privacy matters.

Because our messages may contain sensitive information, I use Hushmail's secure email service to keep them confidential and meet privacy standards such as HIPAA.

You do not need to pay for a Hushmail account. You will use a secure web page to read and reply to my messages. It only takes a moment to get started.
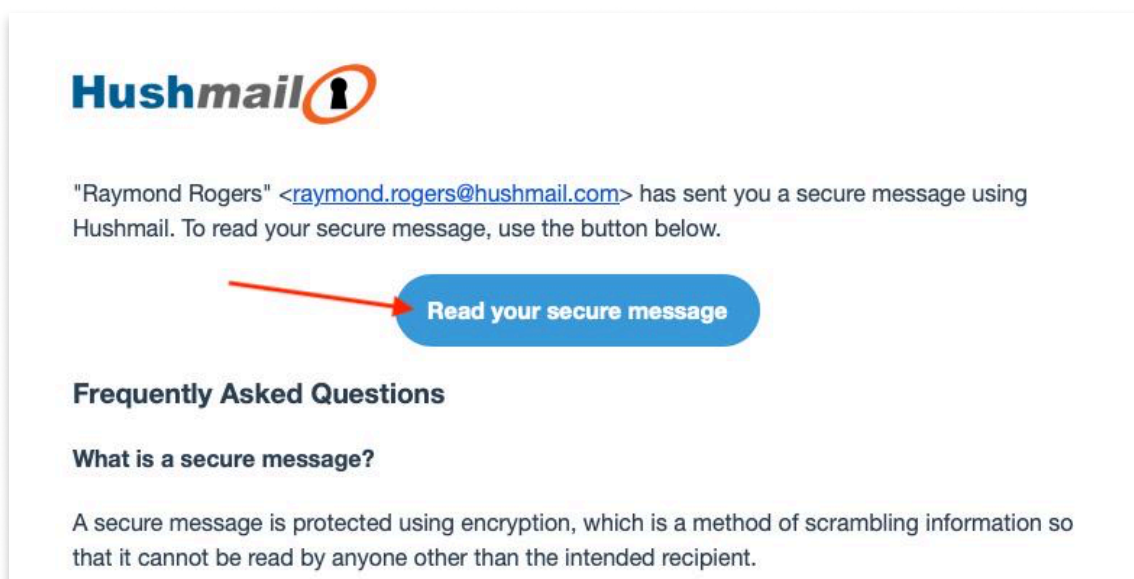
WHY THE EXTRA STEP MATTERS

That one small extra step makes a big difference. It means:

→ Your information stays private. Only you and I can read our messages.

→ You are protected from email risks. Your information cannot be intercepted or read by anyone else.

→ You can reply securely. Anything you send back, such as notes, documents, or forms, is encrypted.

→ You gain peace of mind. You can be confident that you are communicating safely with me.

It is a small step that protects something important: **your privacy**.

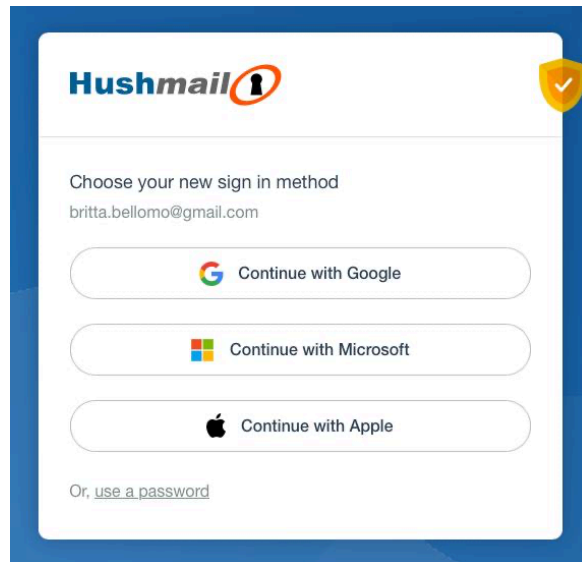## HOW TO OPEN YOUR SECURE MESSAGE

1. **Check your inbox**. You will receive an email from me with a link that says 'Read your secure message.' If you cannot find the email, please check your spam or junk folder.

2. Follow the link. The link will open a secure Hushmail web page where you can read my message.
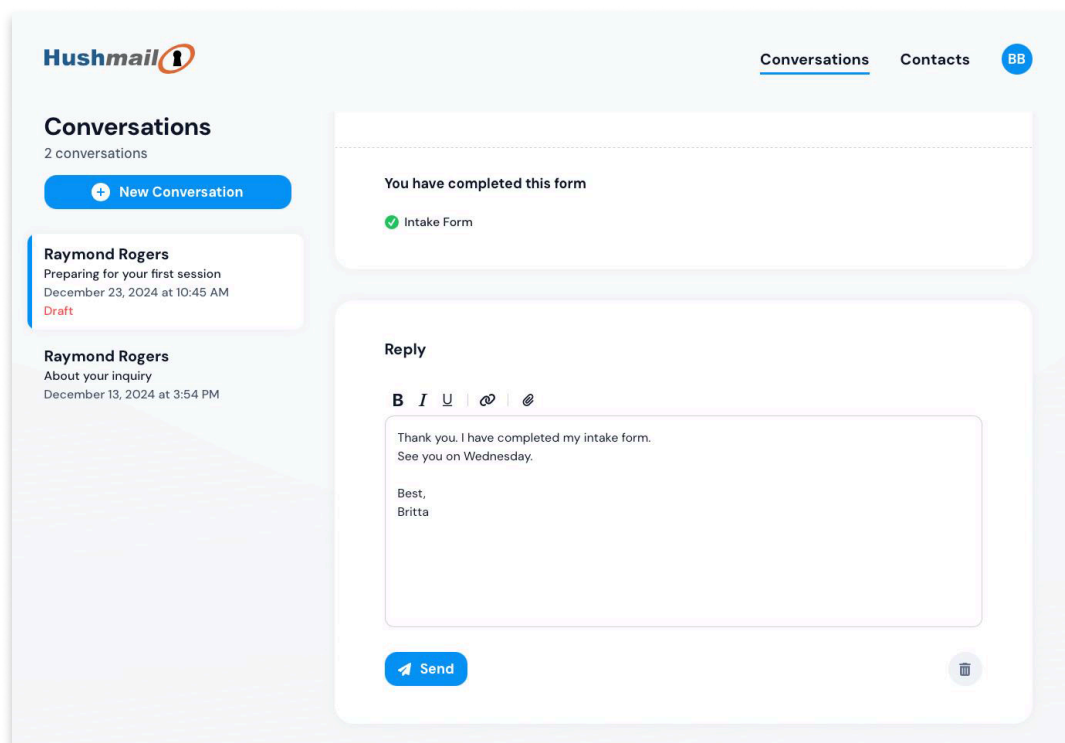
3. Sign in to view your message. You can sign in using one of these options:

- Your Google (Gmail), Apple, or Microsoft account, or
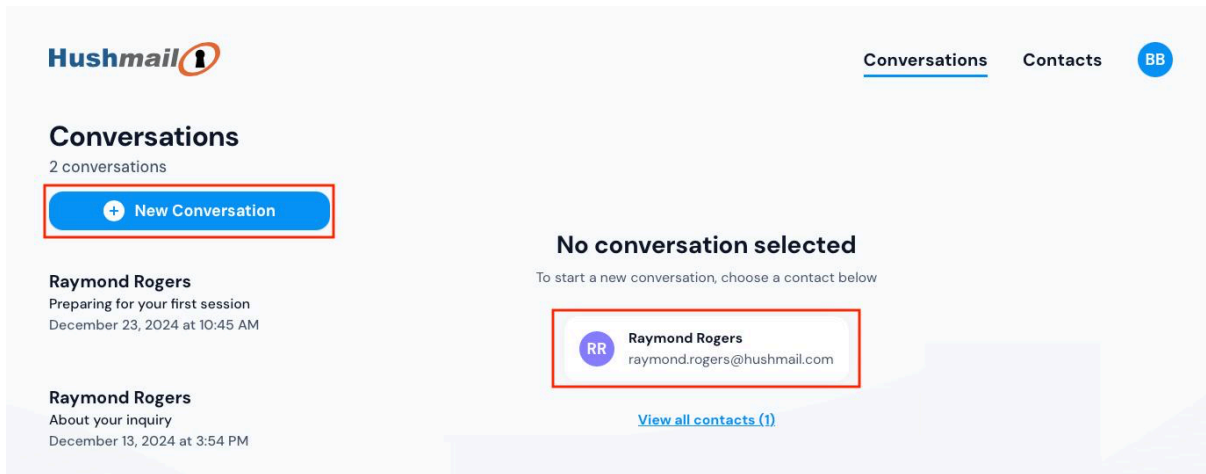- A unique password that you create for Hushmail.

4. Read and reply safely. Once you are signed in, you can:

- Read my message on the right-hand side of the page
- Type your reply in the box below
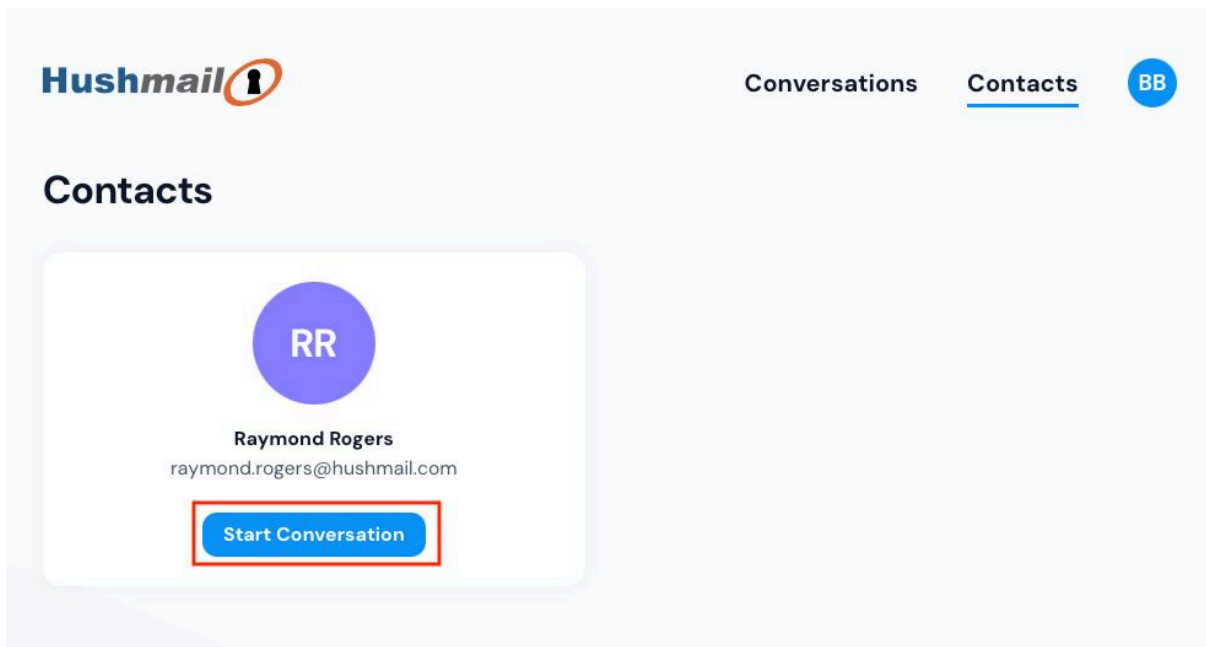- Click Send to reply securely.

You can also start a new conversation by selecting **New Conversation** in the top left corner.

MANAGING YOUR MESSAGES

- Use the Conversations tab to read or reply to messages.
- Use the Contacts tab to see or message any Hushmail users you have communicated with before.

- To delete a message, click the three dots next to the date and select Delete conversation.

IF YOU EVER NEED TO RESET YOUR PASSWORD

Most people sign in using their Google, Apple, or Microsoft account. If you chose to create a password instead, you can reset it at any time. You will keep access to all your previous secure messages.

To reset your password:

1. Open a new secure message from me in your regular email inbox.
2. Click **Read your secure message** to go to the sign-in page.
3. Select **Having trouble signing in?**
4. You will receive an email with a confirmation link.
5. Click **Confirm** this request in that email.
6. Choose how you want to sign in. You can continue with your Google, Apple, or Microsoft account, or you can create a new password.

After you finish, you will go straight to your secure inbox.

GOT QUESTIONS?

To read more about Hushmail, visit www.hushmail.com, or feel free to reach out to the Hushmail Customer Care team if you have any questions.

You can sign in to Hushmail at any time by clicking the button below or visiting https://secure.hushmail.com/inbox/

→ **Sign in to Hushmail**