

# Provider Secure Email



*Torch*  
AWARD  
2010 WINNER



# [ Receiving Secure Email ]

- When you receive a secure email from a COA employee you should receive an email similar to this. You will need to click on Open Message or copy and paste the link to your browser.

**New ZixCorp secure email message from Council on Aging of Southwestern Ohio**

Open Message

To view the secure message, click Open Message.

The secure message expires on Mar 28, 2016 @ 02:34 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.

<https://web1.zixmail.net/s/e?b=help4seniors&>

Want to send and receive your secure messages transparently?

[Click here](#) to learn more.

# [ Logging In ]

- Next you will need to create/register for an account.



## Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:	<input type="text" value="jmwallman@"/>
Password:	<input type="password"/>
Re-enter Password:	<input type="password"/>
<input type="button" value="Cancel"/> <input type="button" value="Register"/>	

## Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

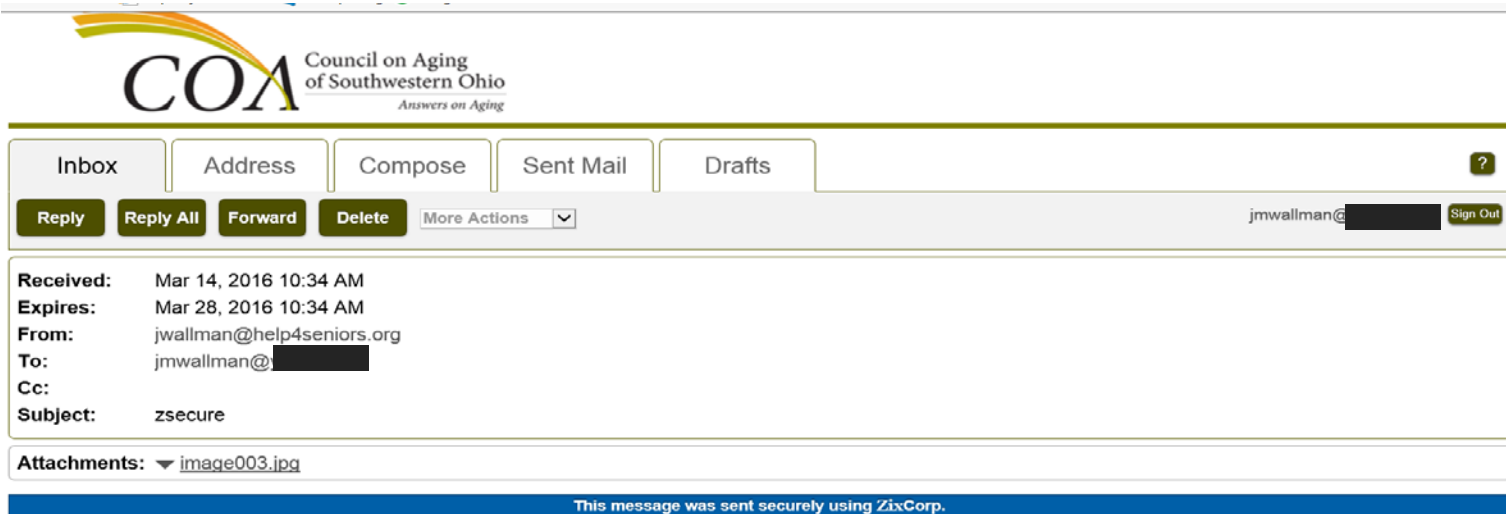
Passwords cannot match email address.

Want to receive your secure messages directly in your inbox? [Learn more.](#)

For Customer Support, send an email message to: [help@shelton.com](mailto:help@shelton.com)

# Responding

- Once you have registered you will be able to view any messages that have been sent to you, Reply, as well as Compose any new messages.

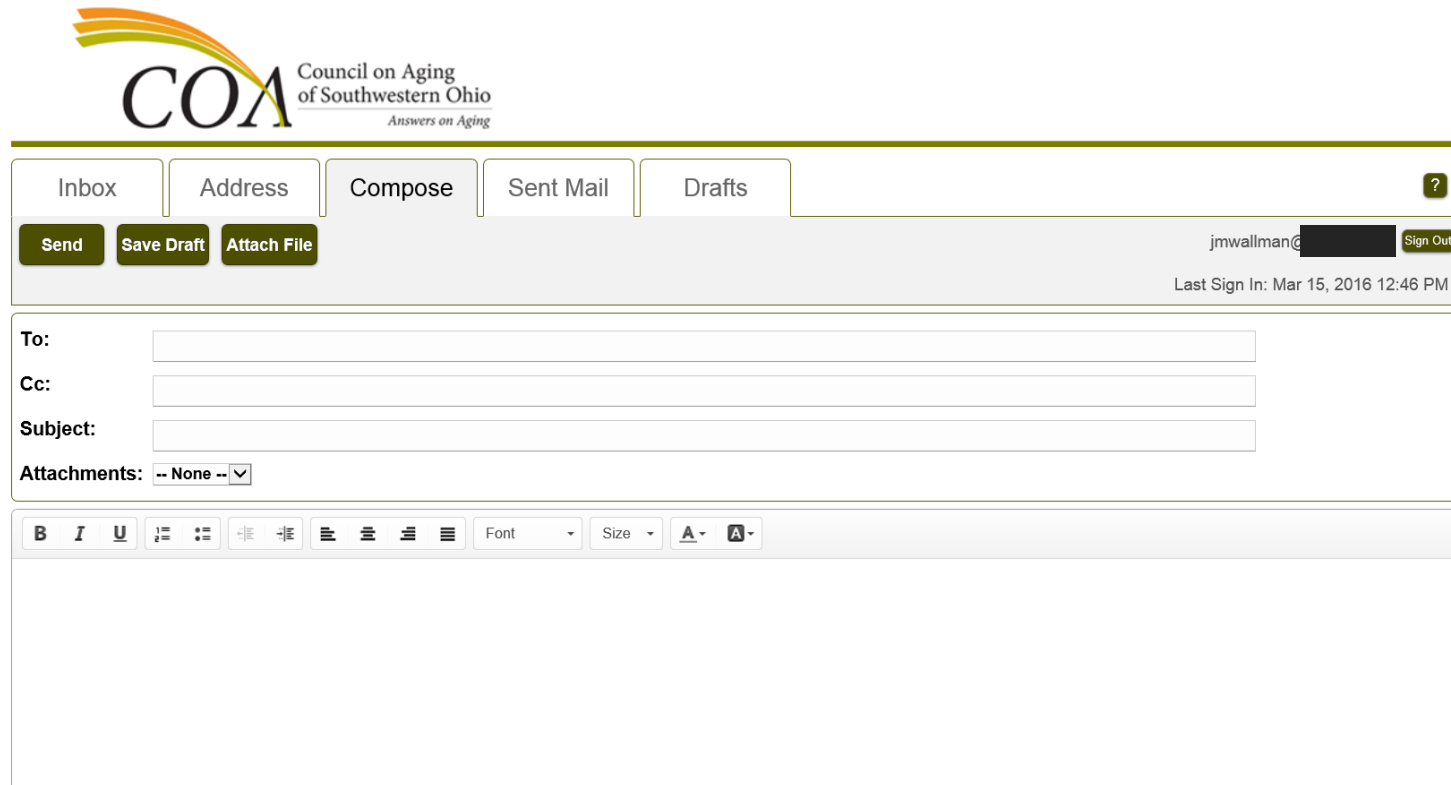


Test secure email

**Jeanne M. Wallman, LSW**  
Manager, Provider Services and Information Technology  
Council on Aging of Southwestern OH  
513-345-3321 (main)  
513-616-9189 (cell)  
513-824-7712 (fax)  
[www.help4seniors.org](http://www.help4seniors.org)

# [ Composing ]

- Enter the address of the COA employee you want to send an email to.



The screenshot displays the email composing interface for the Council on Aging of Southwestern Ohio. At the top left is the COA logo, featuring a stylized rainbow arch over the letters 'COA', with the text 'Council on Aging of Southwestern Ohio' and 'Answers on Aging' below it. A horizontal navigation bar contains five tabs: 'Inbox', 'Address', 'Compose' (which is the active tab), 'Sent Mail', and 'Drafts'. Below the navigation bar is a row of three buttons: 'Send', 'Save Draft', and 'Attach File'. On the right side of this row, the user's email address 'jmwallman@' is visible, followed by a 'Sign Out' button. Below the navigation bar, the 'To:' field is empty. Below the 'To:' field is the 'Cc:' field, which is also empty. Below the 'Cc:' field is the 'Subject:' field, which is empty. Below the 'Subject:' field is the 'Attachments:' field, which shows '-- None --' with a dropdown arrow. At the bottom of the interface is a rich text editor toolbar with icons for bold, italic, underline, bulleted list, numbered list, link, unlink, text color, and background color. The toolbar also includes 'Font' and 'Size' dropdown menus. The main body of the email is a large, empty text area.

COA Council on Aging of Southwestern Ohio  
Answers on Aging

Inbox Address **Compose** Sent Mail Drafts

Send Save Draft Attach File jmwallman@ Sign Out

Last Sign In: Mar 15, 2016 12:46 PM

To:

Cc:

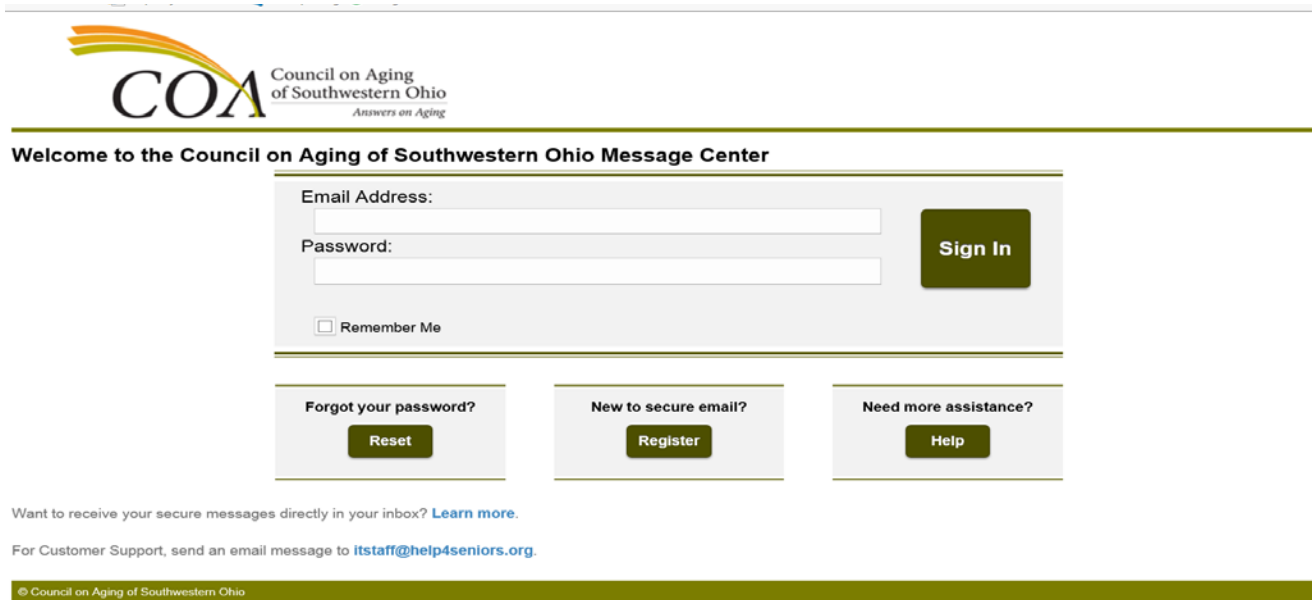
Subject:

Attachments: -- None --

B I U Font Size

# No Previous Emails Recieved

- In order to send a secure email to a COA employee without first receiving one, please use the following link.  
<https://web1.zixmail.net/s/e?b=help4seniors&>
- You will need to Create an Account (if you have not used the secure site before) or Sign In. Once you sign in you will have all the same features mentioned above.



The screenshot shows the login page for the Council on Aging of Southwestern Ohio. At the top is the COA logo with the tagline "Answers on Aging". Below the logo is the heading "Welcome to the Council on Aging of Southwestern Ohio Message Center". The main login area contains fields for "Email Address:" and "Password:", a "Remember Me" checkbox, and a "Sign In" button. Below the login area are three links: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button. At the bottom, there is a link to "Learn more" for receiving secure messages and an email address "ltstaff@help4seniors.org" for customer support.

**COA** Council on Aging  
of Southwestern Ohio  
*Answers on Aging*

**Welcome to the Council on Aging of Southwestern Ohio Message Center**

Email Address:

Password:

☐ Remember Me

**Sign In**

**Forgot your password?**  
**Reset**

**New to secure email?**  
**Register**

**Need more assistance?**  
**Help**

Want to receive your secure messages directly in your inbox? [Learn more.](#)

For Customer Support, send an email message to [ltstaff@help4seniors.org](mailto:ltstaff@help4seniors.org).

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