

NEW ENCRYPTED EMAIL METHOD – SOPHOS SPX

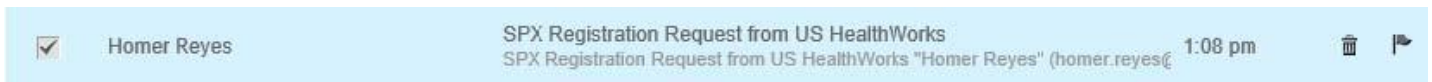
U.S. HealthWorks is striving to provide better and more secure solutions for our clients. Consequently, encrypted emails from U.S. HealthWorks containing HIPAA-protected or PHI data are sent with the word secure/secured/encrypt inside parenthesis in the subject line, and look like this: [secure], [secured], [encrypt].

You will now receive these encrypted emails from U.S. HealthWorks using a **NEW** encryption method, **Sophos SPX**, as opposed to the old Cisco IronPort method you are accustomed to. The features of the new method are better equipped to handle encryption. **NOTE:** As the two encryption methods are not connected, you will be **REQUIRED** to register for a **Sophos SPX** account upon first receipt of an encoded email from U.S. HealthWorks using this **NEW** method. If you do not register for a Sophos account, you will not receive your encrypted emails.

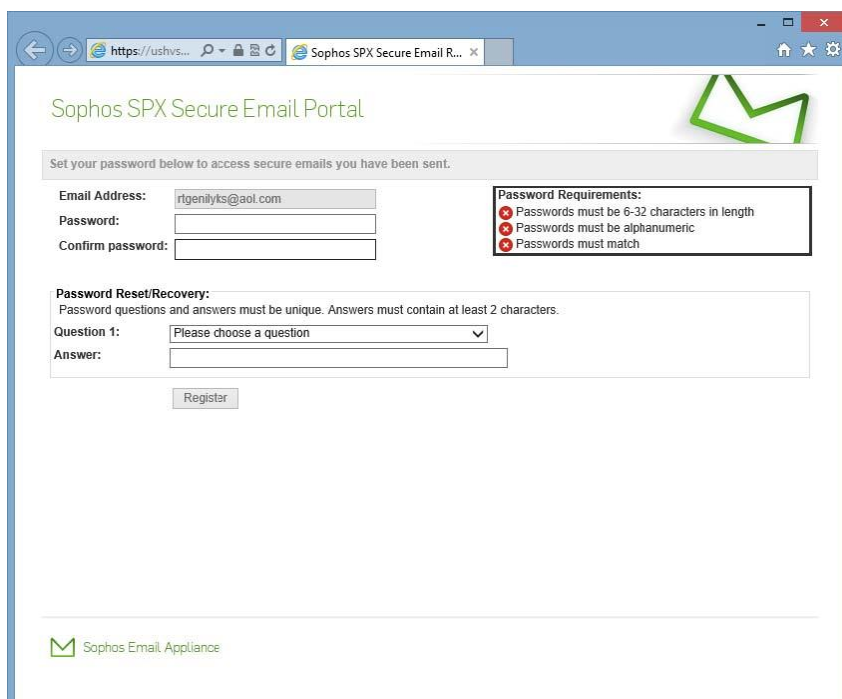
Additionally, since you may still have emails in your inbox that were sent through the prior Cisco IronPort method (will be clearly marked as such) you will still have to use the password for that system to open them. The new Sophos password that you will set below **WILL NOT** open old Cisco IronPort emails.

PLEASE FOLLOW THE DIRECTIONS BELOW TO COMPLETE THE **REQUIRED, ONE-TIME ONLY REGISTRATION PROCESS**

1. Your first email from U.S. HealthWorks using the new Sophos SPX encryption method will be received at your inbox as an SPX Registration Request (see below example).



2. To complete the registration, click on the provided link in the email which will lead you to the Sophos SPX Secure Email Portal page.



The screenshot shows a web browser window with the URL 'https://ushvs...' and a tab titled 'Sophos SPX Secure Email R...'. The page title is 'Sophos SPX Secure Email Portal'. Below the title is a green envelope icon. The main content area has a heading 'Set your password below to access secure emails you have been sent.' and contains the following fields and instructions:

- Email Address:**
- Password:**
- Confirm password:**
- Password Requirements:**
 - Passwords must be 6-32 characters in length
 - Passwords must be alphanumeric
 - Passwords must match
- Password Reset/Recovery:**

Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1:

Answer:
- Register** button

At the bottom left, there is a logo for 'Sophos Email Appliance'.

3. Create a password adhering to the requirements, and choose a security question to assist with its recovery should you need to in the future. Next, click on Register. **NOTE:** Please take the necessary steps which will help you remember this password. In the future should you forget it and have to set a NEW one, to access any previously Sophos encrypted email, you will need to contact the person/clinic to have them resend it again so you can open it using your NEW password. Remembering your password will help you avoid this issue.

4. Shortly after the password is set, you will receive another encrypted email.



5. Open up the email and you'll now have the ability to open the original encrypted message and ALL future Sophos encrypted messages through a PDF file.

Encrypted Email Message



Encrypted email notification from US HealthWorks
Encrypted email message from "Donna Carson" (donna.carson@ushworks.com)

This email contains a message that has been sent as an encrypted PDF document in order to ensure the secure delivery of its contents.

Open the encrypted PDF attachment to view your secure message.

To access this message, you should open the attached PDF using Adobe Acrobat Reader version 7.0 or higher. In order to view its contents, you must enter the password that you should have already set during the registration process.

If you've forgotten your password, you can reset or recover it [here](#).

Note: if your mail program does not support active links, reset or recover your password by copying and pasting the text below into your internet browser:

https://ushvsophosvea01.ushworks.com/portal/U2FsdGVhX193zqxCHSZk86URe5YRhw_WuM6AibC_aGaPYmcyUvh94pLR0hC1cCNe1Cl1l1Mk1iITD8yUo2EkdBPJ-5o-Gc6/

Click [here](#) to change your password.

Note: if your mail program does not support active links, change your password by copying and pasting the text below into your internet browser:

https://ushvsophosvea01.ushworks.com/portal/U2FsdGVhX19Htqb2NtpXFVcFoWyoVA42iReITw_typahC87Y8s3xbOJnoY16NNiRKzZv4FKG3qExP25J7iIQYxZ_HO15/

Note that Adobe Acrobat may restrict access to certain attachment types. If this is the case, you will need to inform the original sender and make alternative arrangements.

If you have any problems viewing the encrypted message or do not know your password, please contact the sender of the message.

6. Open the PDF using your Sophos password. If the pdf file is not appearing, it is most likely due to a spam filter. Please contact your IT department to whitelist the following (depending on your system):

Domain: @ushworks.com

Server: mail.ushworks.com and smtp.ushworks.com

IP address: 12.191.247.165



7. Once you open your pdf, you will find your attachments in the upper left pane. If you do not see the attachments, we recommend you install Adobe Reader 10.0 or higher.

In addition, we suggest copying the PDF to the desktop to ensure the document is opened using the correct PDF reader.

At this time, smart phones do not support these file capabilities. We are currently researching a work around for the future and will keep you updated.



If you experience issues, first contact your company IT department to make sure access to the Sophos portal are allowed. If you should need help from U.S. HealthWorks, we are here to assist at helpdesk@ushworks.com.

Thank you!