

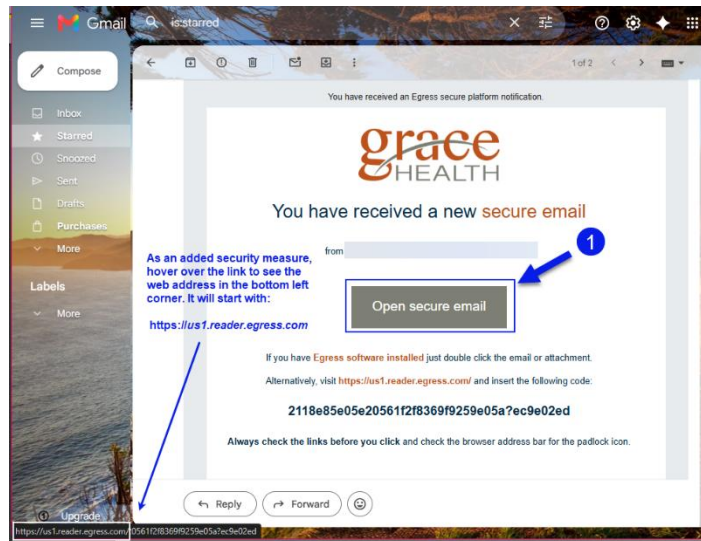


Guide to Accessing Your Secure Grace Health Messages

To protect your personal health information, some of our e-mails are encrypted, meaning they are sent in a secure format that helps keep your information private and safe. This tip sheet will show you what to expect and how to quickly and confidently access your message so you can get the information you need without any confusion.

Step 1: Open the notification email

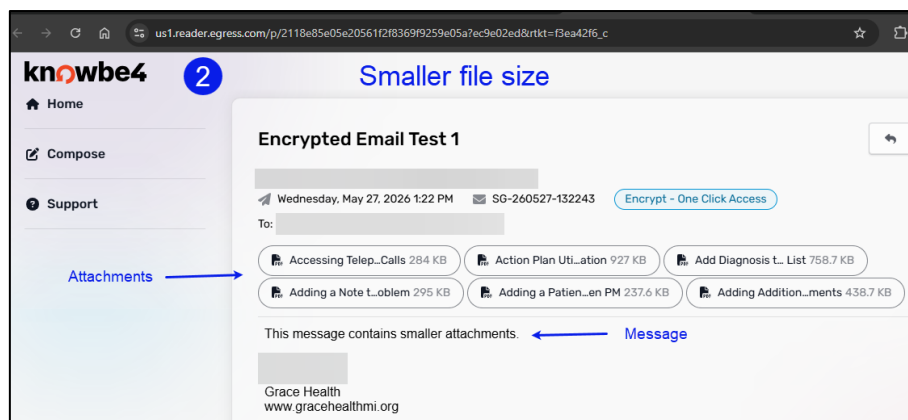
- Locate the email from Grace Health in your regular inbox.
- Open the message and click the grey button labeled "Open secure email" or "Open secure files".



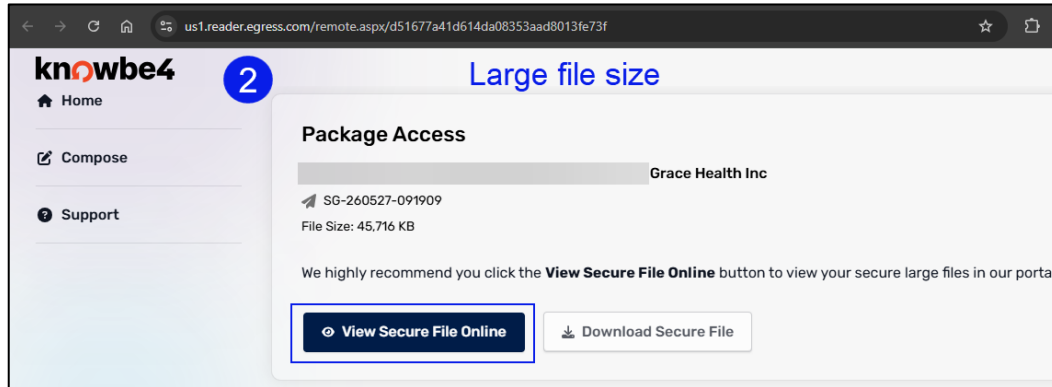
Step 2: Access the secure portal

Once opened, you will see one of two possible screens

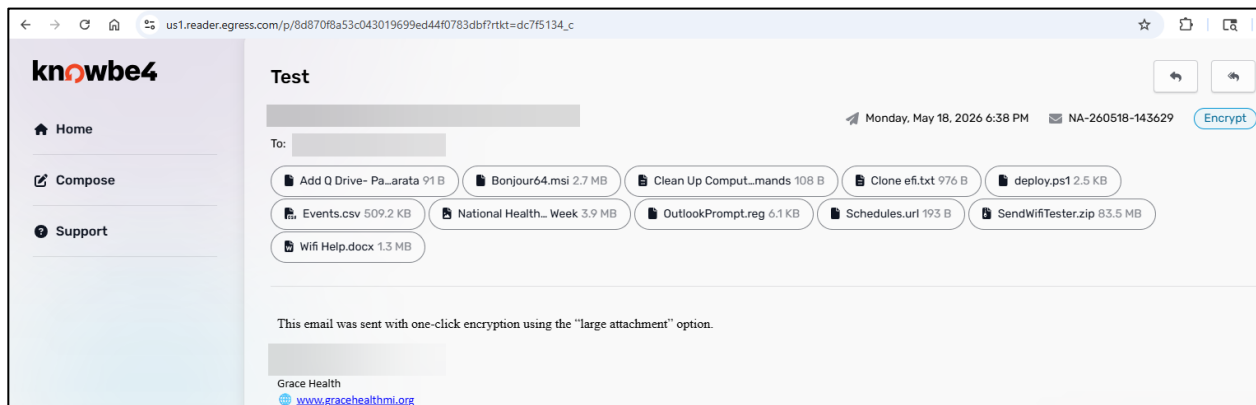
- If the message has **no attachments or the attachments are smaller**, your message will open directly and you can read your message and/or open your files.



- If the message has attachments with a **large file size**, you will see an intermediate screen giving you the option to *View Secure File Online* or *Download Secure File* to open your document(s). We recommend viewing online, however, downloading files to your device is also safe.



You can now read your secure message and access your file(s).



Important:

Encrypted emails cannot be forwarded to another e-mail address. If you need to share the attached documents with someone else, you must first download the attachments and then send them in a new email.

Need Assistance?

If you have any questions or experience issues opening your files, please contact our office at (269) 965-8866.