Pacific Life Secure E-Mail

External Secure E-Mail User Guide

February 2018

Overview:

Using the secure messaging system is much like using any other Internet browser-based e-mail system. The single biggest difference is that all communications using this system are encrypted. The following frequently asked questions should answer almost anything that may come up. If you still experience any problems and need assistance, please email PLSPS@pacificlife.com. (Note: The information in this document pertains to external Secure E-Mail users.)

Using the Pacific Life Secure E-Mail System:

- How do I register in the Secure E-Mail system (first time only)?

- How to change your password?

- How am I notified that I have a secure e-mail?

- How to access the Pacific Life Secure Messaging Portal

- Using the Secure Messaging Portal

- Replying to a Secure Message

- Creating a Secure Message to A Pacific Life User

- Deleting a Secure Message

- Printing a Secure Message

- Viewing a Message in a New Tab

- Marking a Secure Message as Read / Unread

The Secure Messaging Portal allows recipients of a Pacific Life secure message to read it and respond. It requires users to log in with their email address and password before the message(s) can be accessed.

How do I register in the Secure E-Mail system (first time only)?

If this is the first time you have accessed the Secure Messaging Portal, you'll receive a separate email with the log in details required to access the Secure Messaging Portal. This includes the email address to use, and a temporary password. This password must be changed as part of the first log in process. The new password can then be used whenever you access the Secure Messaging Portal in the future.

Secure Messaging
Password Notification

PACIFIC LIFE

This is a password notification message for the Pacific Life Insurance Company Secure Messaging service.

You received this notification for one of the following reasons:

1. You are using this service for the first time.
2. You have been sent a secure message.
3. The system administrator has arranged access to the Secure Messaging service for you.
4. The system administrator has reset your password.
5. You requested a password reminder.

If this the first time you have received an email from the Pacific Life Secure Messaging, please click here. You may be required to change your password immediately following login.

Login Information:

Email Address:

Password:

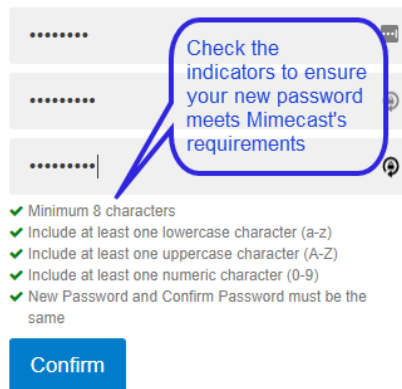The credential that must be used to access the Secure Messaging Portal are displayed here

Powered by **mimecast**

How to change your password:

1. Enter the *Password* displayed in the second email notification in the top field.
   If you use the "copy and paste" feature to copy across the initial password, check this does not add an extra space at the end of the password. If it does, this will create an error preventing you from logging in.
2. Enter a *New Password* in the middle field.
3. Confirm the *New Password* in the bottom field.

4. Ensure the password meets Mimecast's requirements.
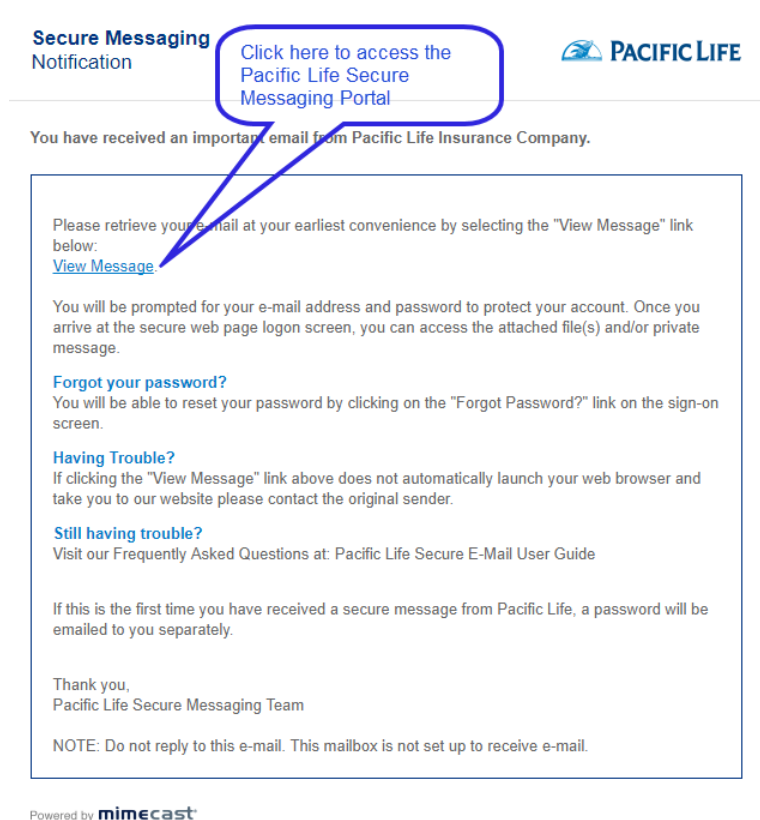
5. Click on the *Confirm* button. The Secure Messaging Portal is displayed.

How am I notified that I have a secure e-mail?

When a secure message is sent to you by a Mimecast user, you'll receive a email notification like the one below:

How to access the Pacific Life Secure Messaging Portal:

1. Click the "View Message" link in the notification message. The Secure Messaging Portal log in dialog is displayed.

2. Enter your *Email Address*.

3. Click the *Next* button. The Password field is displayed.
4. Enter your *Secure Messaging Portal Password*.
5. Click the *Log In* button. The Secure Messaging Portal is displayed.

    Note: If this is your first time logging in to the Secure Messaging Portal, see the First Time Users section below.

Using the Secure Messaging Portal
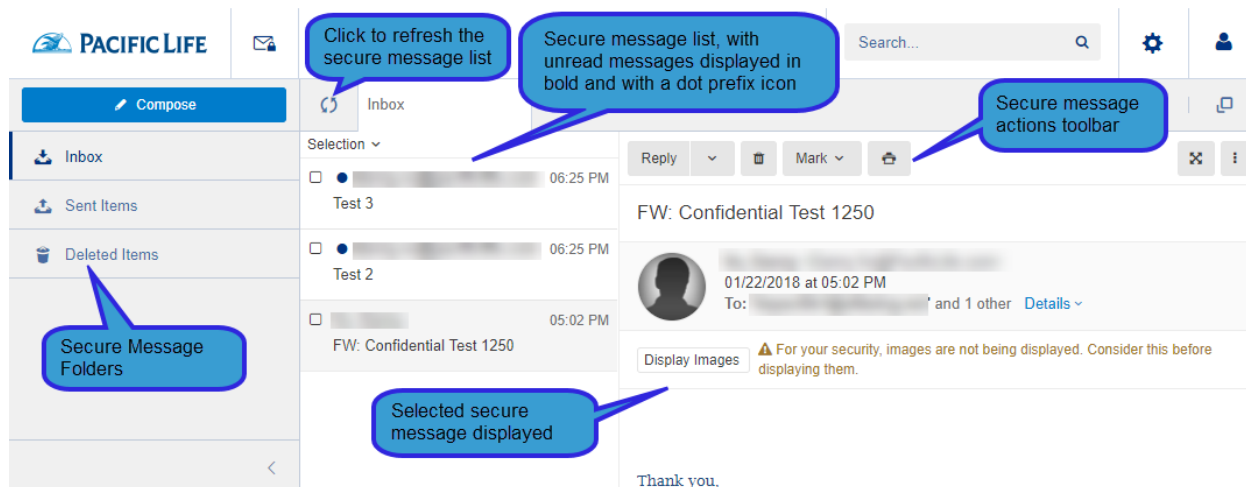
With a message open, you can perform a variety of actions from the message's toolbar. Whilst all the possible actions are listed below, some may be restricted by the sender of the secure message. See the individual actions below for full details.

Reading a Secure Message

To read a secure message:
1. Select a *Folder*. The Inbox folder is selected by default. Your secure messages are displayed.
2. Click on a *Secure Message*. The message contents are displayed.

Replying to a Secure Message

Replying to a secure message will be unavailable if the sender has specified this as a restricted action when creating it.
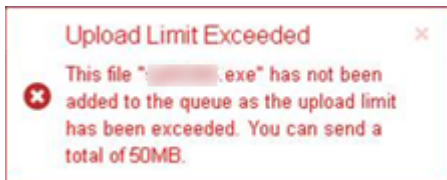To reply to a secure message:
1. Either click on the:

    Reply button

    button. This displays a menu allowing you to "Reply" or "Reply All".
2. Type your response.
3. Click the *Attach* button to add any attachments. A total file size limit of 50 MB is allowed. If the attached file size exceeds this limit, the following error is displayed.

Upload Limit Exceeded

This file "_____.exe" has not been added to the queue as the upload limit has been exceeded. You can send a total of 50MB.

4. Click the *Send* button

Creating a Secure Message to a Pacific Life user

To create a secure message to another Pacific Life user:

1. Click the *Compose* button.
2. Specify the recipients by either clicking the:
3. *To* field to display a list of contacts from which you can select one.
   icon to display a list of contacts from which you can:

   - Add more than one.

   - Add contacts to either the To or CC list.

   - Filter the contacts displays by your most used contacts, or your global addresses.

4. Type your secure message.
5. Click the *Attach* button to add any attachments. A total file size limit of 50 MB is allowed. If the attached file size exceeds this limit, the following error is displayed.
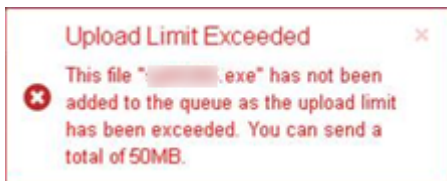

Upload Limit Exceeded

This file "_____.exe" has not been added to the queue as the upload limit has been exceeded. You can send a total of 50MB.

6. Click the *Send* button.

Deleting a Secure Message

To delete a secure message:

1. Click the 🗑 icon with the message displayed. A confirmation message is displayed.
2. Click the *OK* button. The secure message is deleted.

Printing a Secure Message

To print a secure message:

1. Click the 🖶 icon with the message displayed. A printable version of the message is displayed in a new browser tab.
2. Change the *Printer Properties* as required.
3. Click the *Print* button. The message is sent to your printer.
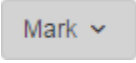4. Close the browser tab displaying the printable version.

Viewing a Message in a New Tab

To display a secure message is a new browser tab:

5. Click the [icon] icon with the message displayed. The message is displayed in a new tab.

Marking a Secure Message as Read / Unread

To mark a secure message as read / unread:

1. Click the [Mark ∨] button with the message displayed. A popup menu is displayed.
2. Click either:

Mark as Read
Mark as Unread