Welcome to Hushmail: A new user's guide to secure email

To protect my clients' personal information, I use Hushmail's secure email. This enables me to comply with the HIPAA provisions requiring healthcare providers to protect health information.

You don't need to pay for a Hushmail account to receive my encrypted emails and respond securely. Hushmail will handle all our online communications. However, there are a few things I'd like you to know before we start communicating:

- When I send you an encrypted email, you will receive a message in your regular email inbox with a link to read your secure message. Check your spam folder if you're expecting a message that doesn't arrive.

"Raymond Rogers" <raymond.rogers@hushmail.com> has sent you a secure message using Hushmail. To read your secure message, use the button below.

Read your secure message

Frequently Asked Questions

What is a secure message?

A secure message is protected using encryption, which is a method of scrambling information so that it cannot be read by anyone other than the intended recipient.

- Once you click the link, you'll be asked to sign in using an existing email account, such as Google (Gmail), Apple, or Microsoft. You can create a unique password if you don't want to use an existing email account.
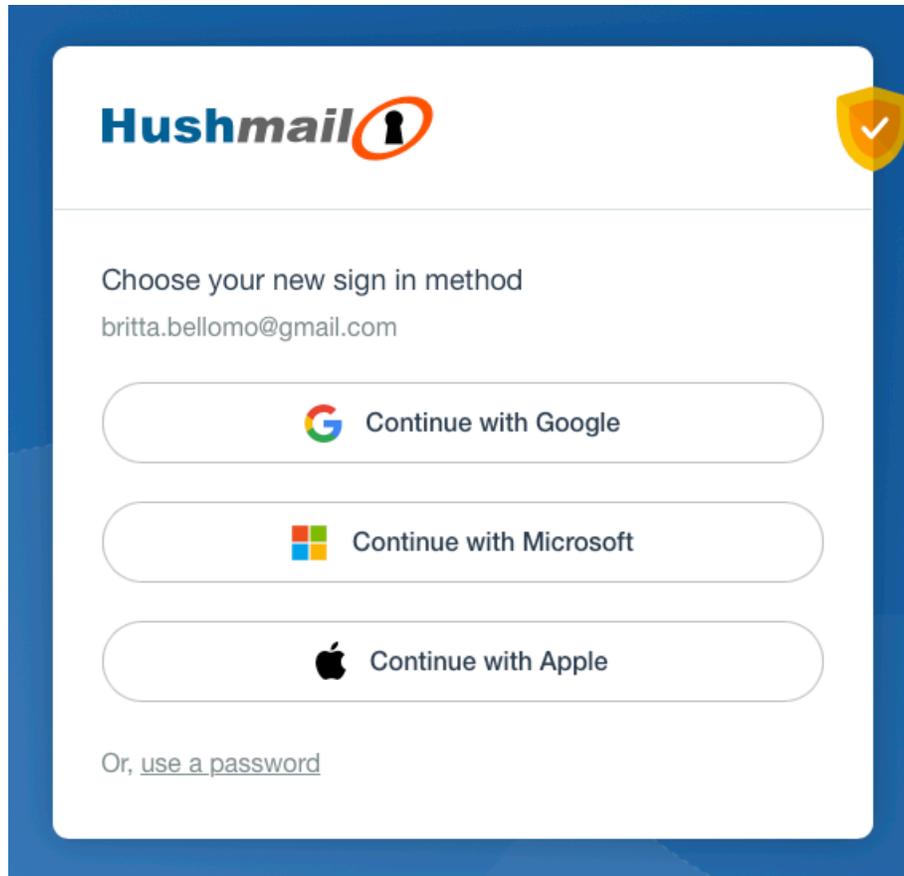
NOTE: If you choose to create a password instead, it is your responsibility to remember it. You can reset it if you forget it, but previous messages will no longer be accessible unless I resend them.

- Hushmail will ask you to read and agree to their privacy policy the first time you sign in.
- Once logged in, you'll see a webpage, similar to a regular email inbox, with two tabs: Conversations and Contacts.

Conversations

On the Conversations tab, you can read my emails, respond to them, and compose new messages.

When you sign in after clicking the **Read your secure message** link, you'll see the email I sent you on the right-hand side of the screen, with older messages in the same conversation displayed underneath.

- You can respond by filling out the **Reply** field that appears automatically under the email and clicking **Send**.
- You can also write me a new secure email by clicking the **New Conversation** button on the top left of the screen.
- Select a conversation from the left-hand menu if you'd like to read an older email with a different subject.
- To delete an email, click the three buttons to the right of the date and then select the **Delete Conversation** option.
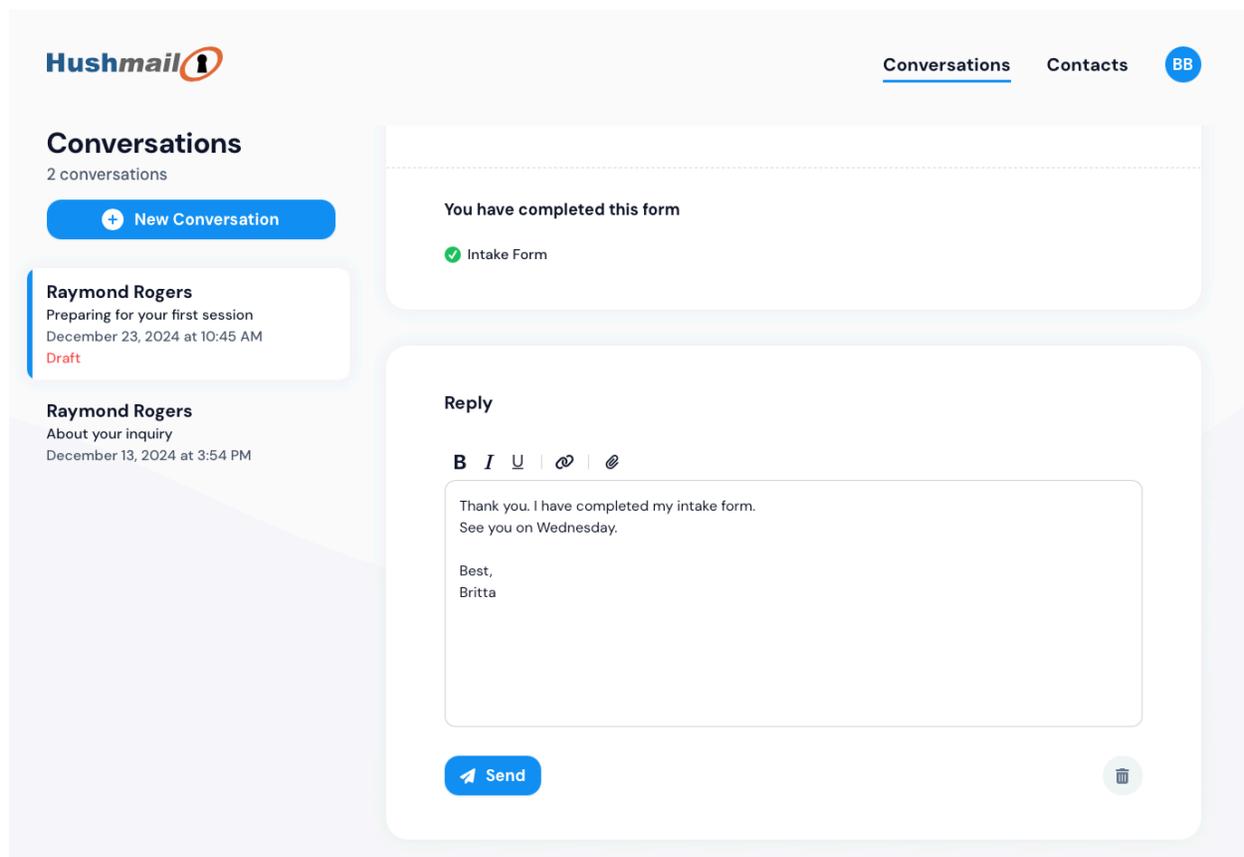
If you sign straight into Hushmail using this link https://secure.hushmail.com/inbox/, you'll see a screen that looks like the one below.
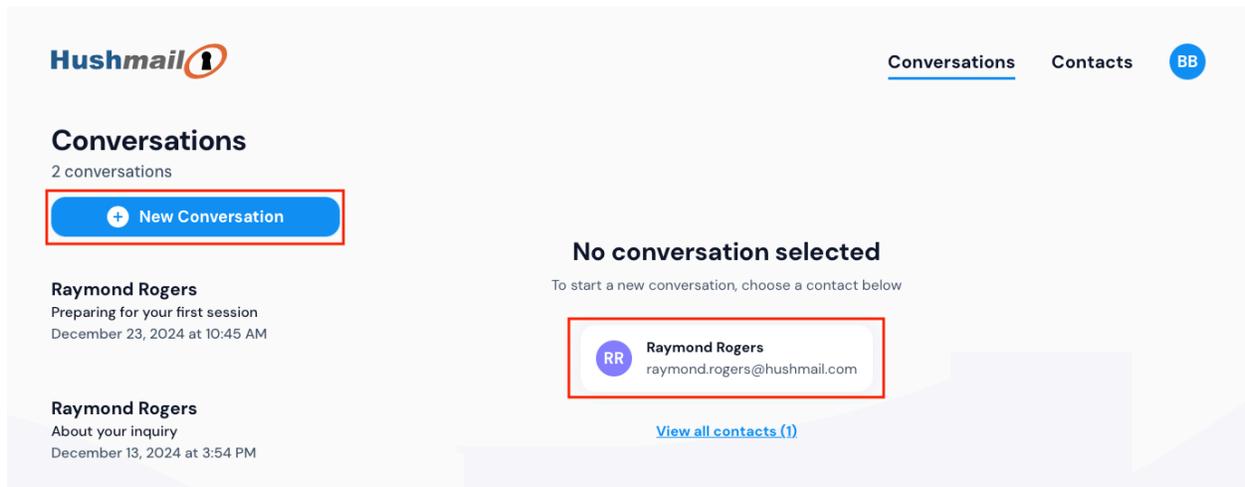

- To read an email, select a conversation from the left-hand menu.
- To draft a new email, choose a contact from the right or click the New Conversation button.

Contacts

The Contacts tab shows all the Hushmail users you interact with. For example, if you work with two healthcare practitioners using Hushmail, they appear on this tab.

- Compose messages to any contact from this screen by clicking on **Start Conversation**
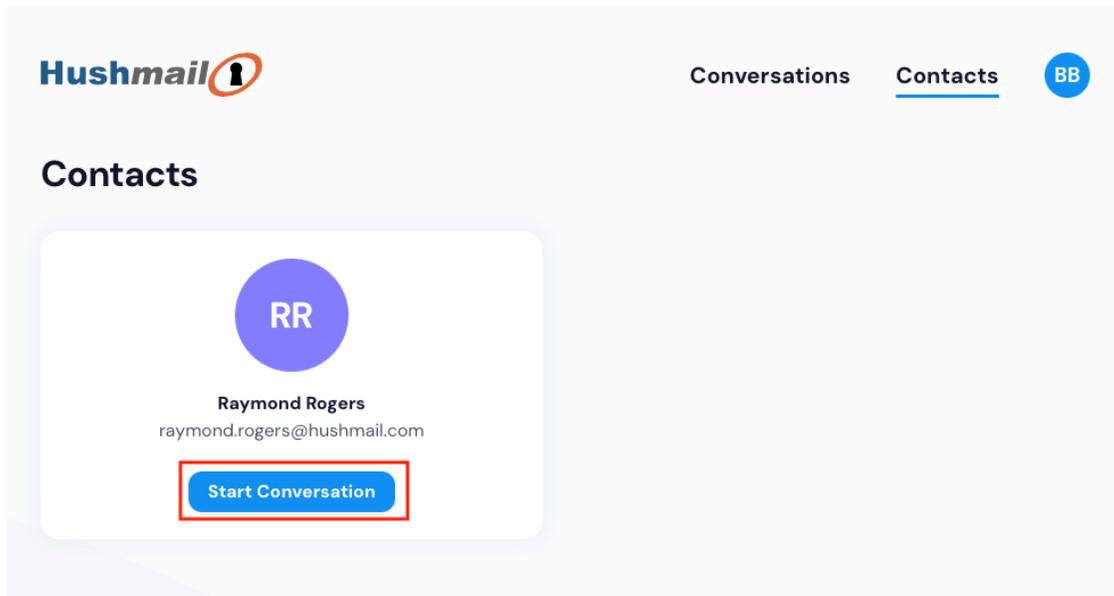
Got questions?

To read more about Hushmail, visit 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