



How to Access ZixMail

OVERVIEW

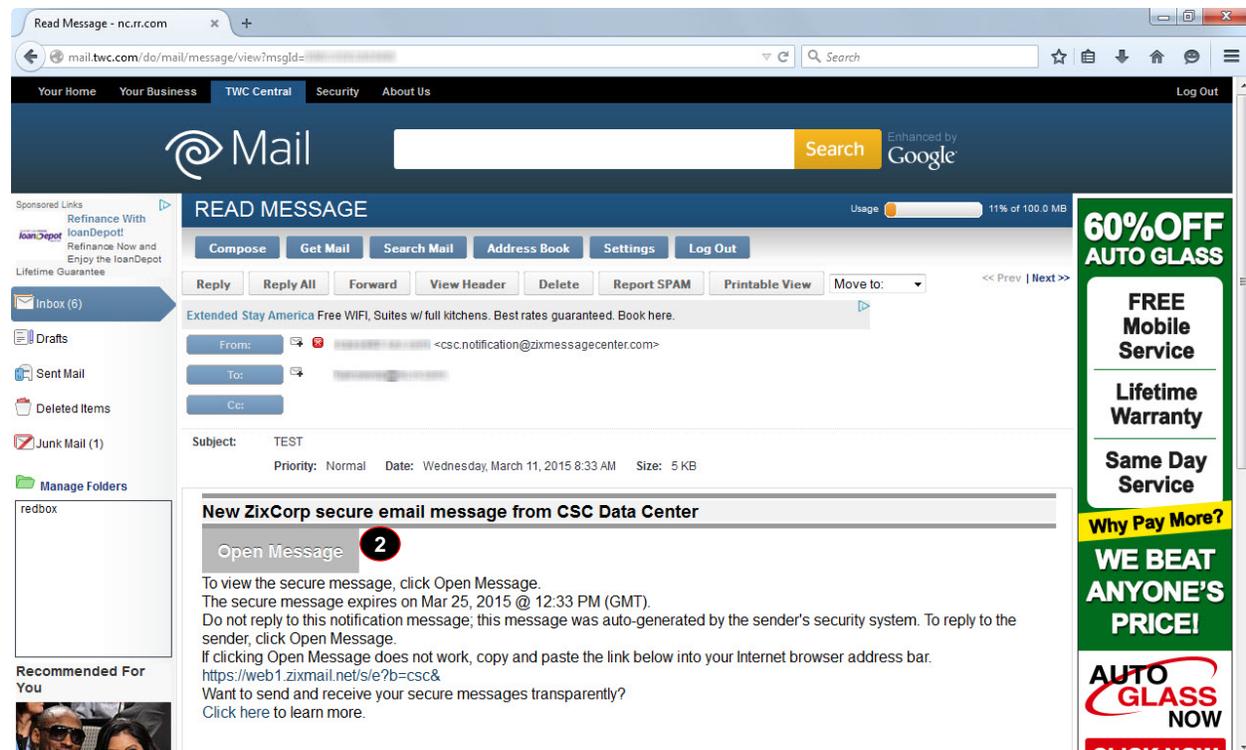
At certain times, the NCTracks team may need to email files with Protected Health Information (PHI) to providers. To comply with HIPAA regulations regarding privacy and security, those files must be sent encrypted. One of the applications used by NCTracks to encrypt files containing PHI is ZixMail. ZixMail is a third party application maintained by ZixCorp. ZixMail messages are sent to email addresses, not posted to the NCTracks Message Center Inbox. The Inbox is a secure delivery mechanism for receiving files containing PHI.

ZixMail is also used by the N.C. Division of Medical Assistance (DMA). See the heading **Submitting Patient Information** on the HIPAA webpage of the DMA website at <http://www.ncdhs.gov/dma/hipaa/index.htm> for more information regarding their use of ZixMail.

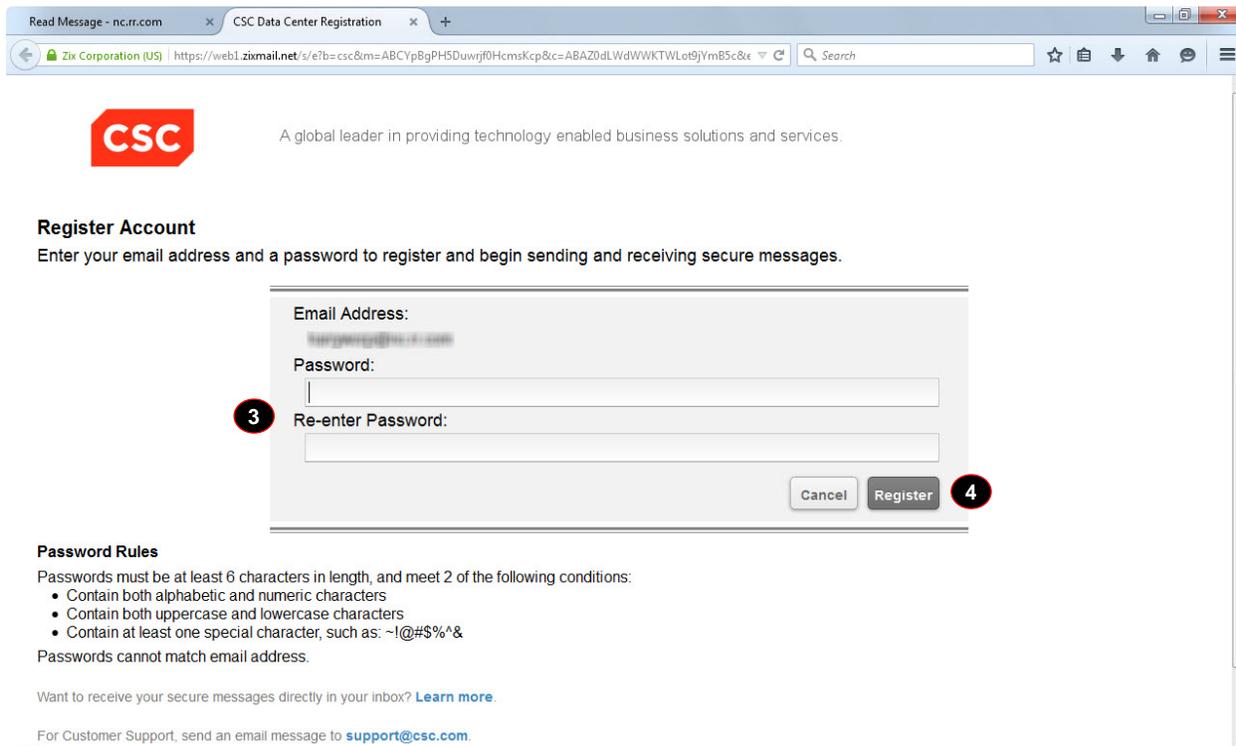
INSTRUCTIONS

This Job Aid explains how to access ZixMail for first time users. If you receive a ZixMail email message, follow the instructions below to open and read the message.

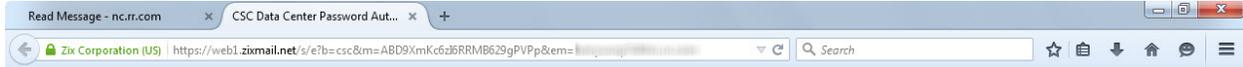
Step	Action
1	If you are sent a ZixMail email message, it will look something like this:



Step	Action
2	Click the Open Message button to launch ZixMail. For first time users, this will take you to the ZixMail Registration page. If you have any difficulty clicking the Open Message button, follow the instructions in the email message.



Step	Action
3	First time users are required to register for ZixMail. There is no cost associated with registration and you do not need to provide any personal information. The only requirement is to create a password. Key in a Password and then re-enter the same password, using the password rules provided. Make note of your password because you will need to re-enter it any time you receive a ZixMail message.
4	Click on the Register button.



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Welcome to the CSC Data Center Message Center

Email Address:

Password:

Remember Me

Sign In

Forgot your password?

Reset

New to secure email?

Register

Need more assistance?

Help

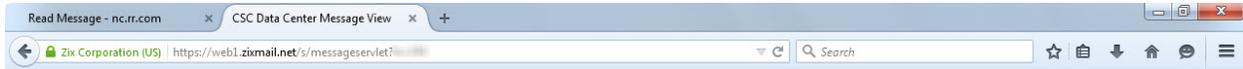
Want to receive your secure messages directly in your inbox? [Learn more.](#)

For Customer Support, send an email message to support@csc.com.

Secured by **zix**CORP

Step	Action
5	You are only required to register once. If you receive another ZixMail message, when you click on the Open Message button (Step 2), you will be presented with a screen to enter your password.
6	After you have keyed in your password, click the Sign In button to launch ZixMail. If you forget your password or need other assistance, follow the instructions on the screen.

NOTE: ZixMail messages may come from a *.csc email address.



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Inbox Address Compose Sent Mail Drafts

Reply Reply All Forward Delete More Actions

Sign Out

Received: Mar 11, 2015 8:33 AM
 Expires: Mar 25, 2015 8:33 AM
 From: [redacted]
 To: [redacted]
 Cc:
 Subject: TEST

Attachments: [julian-calendar.pdf](#)

TEST

This message was secured by ZixCorp
www.zixcorp.com

Secured by zixCORP



Step	Action
7	After you have created your password, the ZixMail Inbox will open and display your message(s). The body of the message will be displayed below the header.
8	If the message includes an attachment, click on the link for the file next to the label Attachments to view the attachment. You can save the attachment to your computer, if needed.
9	Once you have finished reading your ZixMail message(s), click the Sign Out button to exit the application.

HELPFUL TIPS

There are a few helpful tips for using ZixMail:

- ZixMail is only used to deliver secure messages. You must have the appropriate application(s) on your computer to view attachments. (For example, if you receive a file with a .ppt extension, you will need to have Microsoft PowerPoint on your computer to view the presentation.)
- ZixMail is a third party application. If you have any problems using ZixMail, please follow the instructions on the screen to obtain assistance. NCTracks is not able to assist with ZixMail problems, other than the basic use described in this document to view secure email messages from NCTracks.