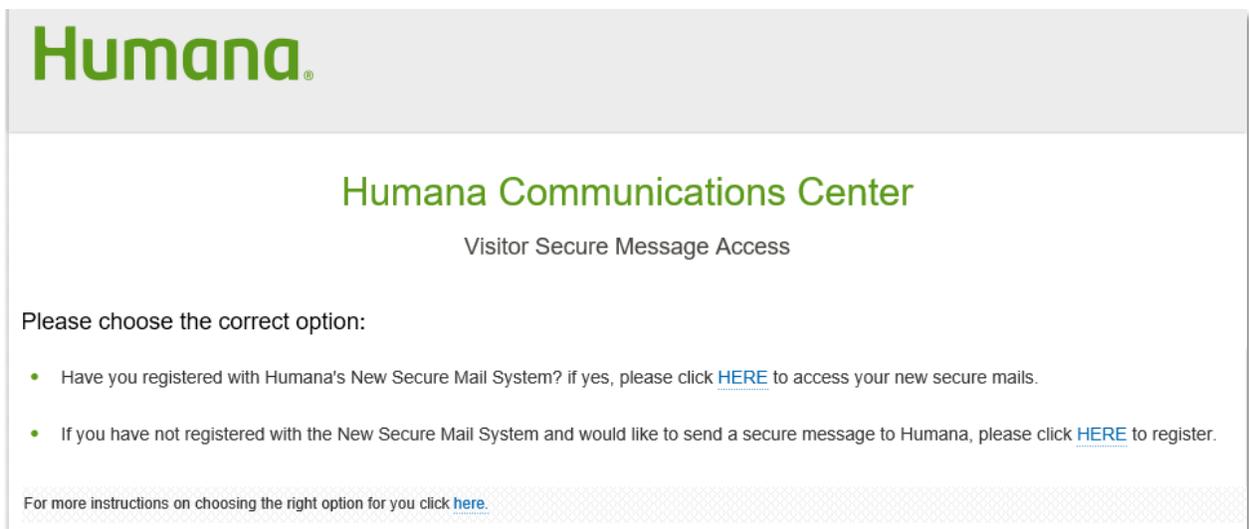


Visitor+ Secure Mail

Access, Resetting Password, Confirming Registration

Access to Visitor+ Secure Mail Portal

To access the **Visitor+ Secure Mail Portal** users can enter Humanasecuremail.net in their Internet Browser. Internet Explorer is the preferred browser for this application.



NOTE: As an additional trouble shooting step enter VISITOR+ in all capital letters

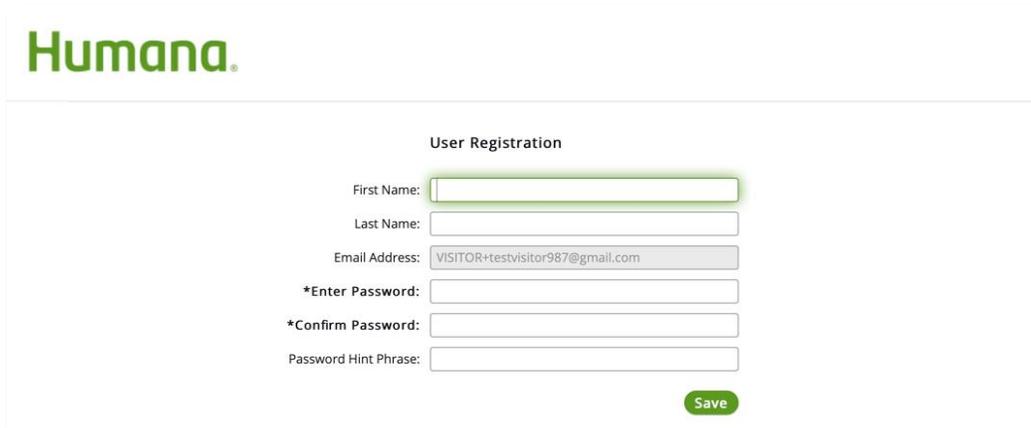
User that have **already registered** can select the **first HERE** link to continue to the log in page.

Users that **have not yet registered** (accessed secure mail through HumanaSecuremail.net) can select the **second HERE** link to register their email address.

If users **are accessing the Visitor+ Secure Mail portal through an email message** they will be brought directly to the log in page. If they are already registered, or if they have saved browsing history, they will be brought directly into the new email.

If they are **NOT registered** for Secure Mail and are accessing **through an email** they will be prompted to enter their Name, Password and Hint phrase before they can access Secure Mail for the first time.

- The password must be at least 8 character long and contain the following:
 - 2 letters
 - 2 Digits
 - 1 non-alphanumeric symbol



The screenshot shows the Humana User Registration form. The Humana logo is at the top left. The form title is "User Registration". It contains the following fields: "First Name:" with an empty text box; "Last Name:" with an empty text box; "Email Address:" with a text box containing "VISITOR+testvisitor987@gmail.com"; "*Enter Password:" with an empty text box; "*Confirm Password:" with an empty text box; and "Password Hint Phrase:" with an empty text box. A green "Save" button is located at the bottom right of the form.

After this information has been entered they will be brought directly to the secure message.

Resetting Password

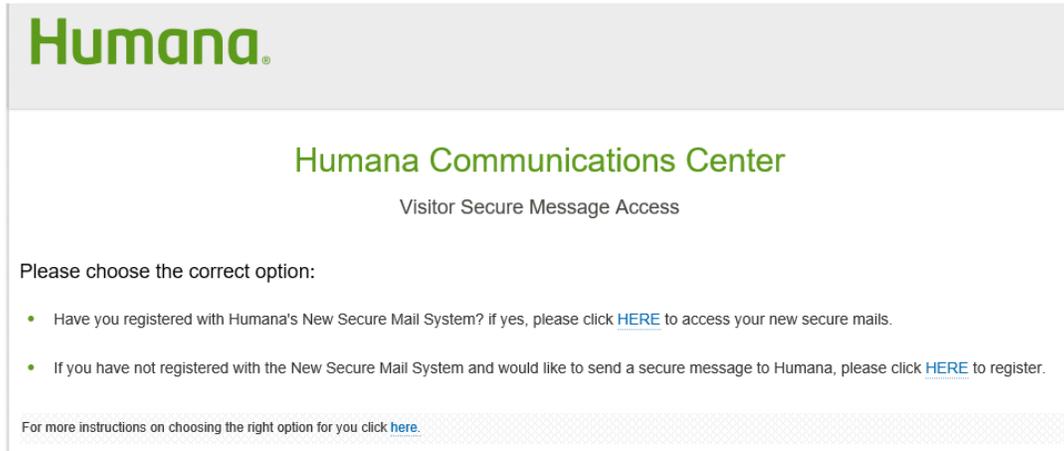
For a **reset password email to be successful** users will **need to be registered** for the Visitor+ Secure Mail Portal. **If users are not registered**, or unsure if they are, walk them through the **second HERE** link on the Visitor+ Dashboard. **Instructions for registration** can be found at the end of this document.

If the user indicates they are not receiving the email to reset their password please be sure to confirm the registration of the email address first.

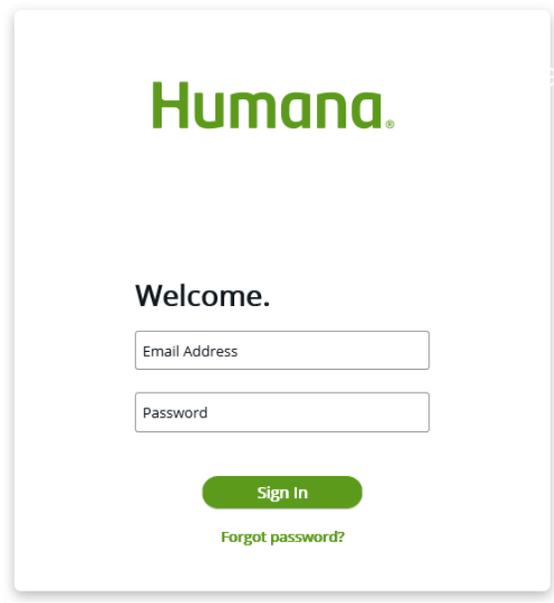
****Internal associates are able to request password resets on behalf of the user if they indicate they are experiencing issues. ****

To **request the reset password email** or obtain the password hint phrase users will select the **first HERE** link on the Vistor+ Secure Email Dashboard.

NOTE: As an additional trouble shooting step enter VISITOR+ in all capital letters



Once on the log in page select **Forgot Password?**.



On the **Forgot your password?** screen enter the email as Visitor+(youremailaddress) and select either **Password Hint** or **Reset Password**.

Forgot your password?

To recover access to your account, enter your email address and choose the recovery option.

Visitor+testvisitor987@gmail.com

If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.

[Password Hint](#) [Reset Password](#)

[Return to Log In](#)

When selecting **Reset Password** the user will receive an email to their **personal email box** (Gmail, yahoo, msn, etc.) to change their Secure Mail password.

They will then select the **Reset Secure Mailbox Password** in the message sent to their personal inbox.

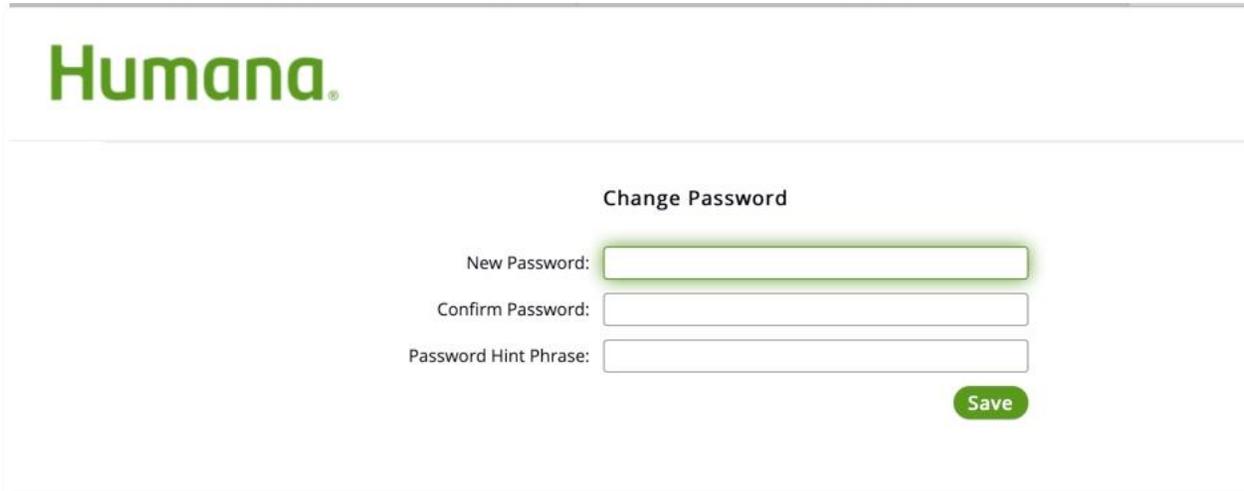
Secure Mailbox Password Reset

We received your request to reset your password.
To reset your Secure Mailbox password, go to: [Reset Secure Mailbox Password](#).

This link is only valid until **Mon Jan 20 18:18:41 EST 2020**.
The request has been submitted from IP Address: **193.41.152.240**.

If you have trouble with viewing your secure message, click [here](#) to contact the service desk.

The user will then be prompted to enter a new password along with a new password hint phrase.



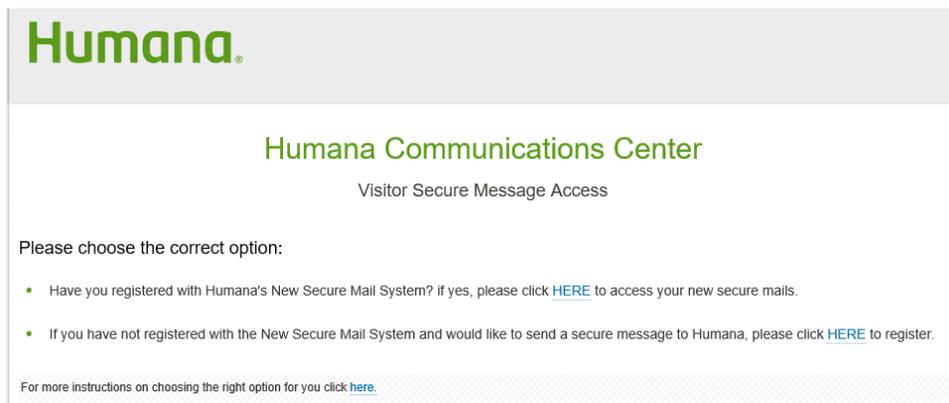
The image shows a screenshot of the Humana website's 'Change Password' form. At the top left is the Humana logo. The form title is 'Change Password'. It contains three input fields: 'New Password:', 'Confirm Password:', and 'Password Hint Phrase:'. A green 'Save' button is located at the bottom right of the form.

Once the password has been reset the user will be brought directly into their Secure Mail Inbox.

Confirm Registration

If a user is **unsure if they are registered** for the Visitor+ Secure Mail Portal, or this is their first time accessing their secure mail, we can **validate the user is registered** by going to Humanasecuremail.net and selecting the **second HERE** link on the Visitor+ Secure Mail Dashboard.

****Internal associates are able to perform this step on behalf of the user if they indicate they are experiencing issues. ****



The image shows a screenshot of the Humana Communications Center page. At the top left is the Humana logo. The page title is 'Humana Communications Center' with the subtitle 'Visitor Secure Message Access'. Below this, it says 'Please choose the correct option:' followed by two bullet points: 'Have you registered with Humana's New Secure Mail System? If yes, please click [HERE](#) to access your new secure mails.' and 'If you have not registered with the New Secure Mail System and would like to send a secure message to Humana, please click [HERE](#) to register.' At the bottom, it says 'For more instructions on choosing the right option for you click [here](#).'

Enter the users **First Name, Last Name and email address** (the Visitor+ is no required in this field). Once the information has been entered **select Submit**.



Humana Communications Center

Visitor Secure Message Access

Humana Communications Center is your secure mailbox to receive, view, compose and reply to secure messages. Please enter your first and last names and e-mail address below to access your mailbox. Your personal e-mail address (ex: John.doe@XYZ.com) will be prepended with "VISITOR+" to create your e-mail address at Humana as (ex: visitor+John.doe@xyz.com). Please remember this address when logging into the Humana Communications Center.

First Name :

Last Name :

Personal E-Mail Address :

If the user was **NOT registered** they will then receive a confirmation message after selecting submit and an email will be sent to their **personal email box** (Gmail, yahoo, msn, etc.) to activate their Visitor+ Secure mail account.

The **confirmation message** will display as below:



Humana Communications Center

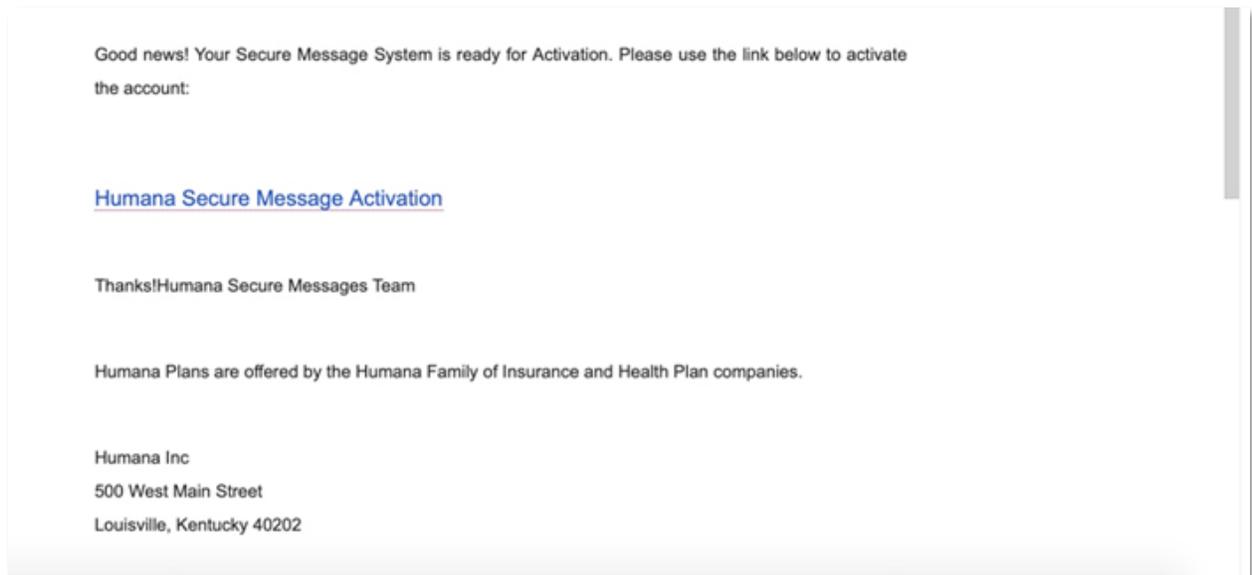
Visitor Secure Message Access

An e-mail has been sent to your personal e-mail address for confirmation. Please follow the instructions in the confirmation e-mail to activate your secure mailbox. Remember, the following is your address for logging into the Humana Communications Center.

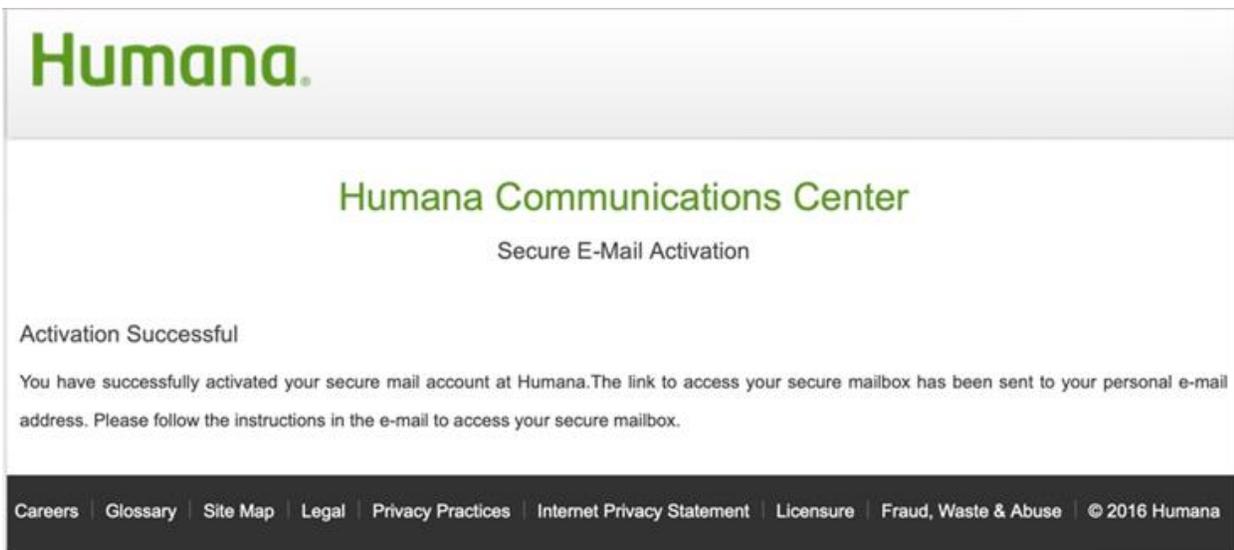
VISITOR+testvisitor987@gmail.com

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The email to **activate the Visitor+ account** will display as below:



Once the user selects the link, **Humana Secure Message Activation**, they will receive the confirmation message below. The user will then be able to access their secure mail inbox and will be registered to receive the password reset email.



If the user **IS registered** the below error will display after selecting submit on the registration screen.



Humana Communications Center

Visitor Secure Message Access

Error: Email Address already in use

Humana Communications Center is your secure mailbox to receive, view, compose and reply to secure messages. Please enter your first and last names and e-mail address below to access your mailbox. Your personal e-mail address (ex: John.doe@XYZ.com) will be prepended with "VISITOR+" to create your e-mail address at Humana as (ex: visitor+John.doe@xyz.com) Please remember this address when logging into the Humana Communications Center.

First Name :	<input type="text" value="Courtney"/>
Last Name :	<input type="text" value="Hollingsworth"/>
Personal E-Mail Address :	<input type="text" value="testvisitor987@gmail.com"/>
	<input type="button" value="Cancel"/> <input type="button" value="Submit"/>

If this message displays and the user is **still not receiving the email to reset their password** a **CA Service Desk** ticket can be sent to **Secure/Utility** for review.

If you **do not have access to submit CA Service Desk tickets** please reach out to **Humana Business Web Specialists at 888-666-5733**.