

## Agent+ Secure Mail

Access, Password Reset, Confirming Registration

### Access to Agent+ Secure Mail Portal

Agents are able to access their Agent+ Secure Mail Portal by **logging in to the Agent Portal** for their commercial business and **selecting Communication Center** in the top right corner of the page. When accessing secure mail through the agent portal agents are brought to [Humana.Securemail.com](http://Humana.Securemail.com).

The screenshot shows the Humana Agent Portal interface. At the top left is the Humana logo and 'Agent Portal'. The top right navigation bar includes 'Agents Home', 'Security Settings', 'Communication Center' (highlighted in yellow), and 'Log out'. Below this is a welcome message 'Welcome, Test' and the date 'March 4, 2020'. A secondary navigation bar contains 'Agents', 'Marketing & Products', 'Quote, Enroll & Manage', 'Education', 'Pay & Bonuses', and 'Contact Us'. The main content area features a banner for 'Simplifying Health Reform' with a 'Learn More' button and a 'Previous | 1 | 2 | 3 | Next' navigation. To the right, there are several menu items: 'View Certifications & Licenses', 'Important Producer Notices', 'Contracting & Licensing' (with sub-items 'Humana Producer Contract invitations', 'Producer Onboarding', and 'View Documents'), and 'Delegation' (with sub-item 'Manage task, access.'). A 'Feedback' button is located on the far right.

Once on the Communication Center page agents have the ability to **Access My Secure Messages** to access their Secure Mail inbox or **modify my secure email address** to register for secure mail and update the email address associates with secure mail.

This screenshot shows a section titled 'Communication Center' with two main options. The first option, 'Secure e-mail', is accompanied by a yellow percentage icon and the text 'Exchange secure messages with Humana'. It includes two links: 'Access my messages' and 'Modify my secure email address', with the latter link highlighted in a yellow box. The second option, 'Manage communication from Humana', is accompanied by an image of a person at a computer and the text 'Choose to receive select communications electronically, on paper, or both.' It includes a link: 'Manage my preferences'.

If users **are accessing the Agent+ Secure Mail portal through an email message** they will be brought directly to the log in page of Humana.com. The Agent will need to log in to their Agent Portal and select **Access my messages** on the **Communication Center** page to access the secure message.

If the agent **IS registered** for secure mail they will be brought directly to their Secure Mail inbox after selecting **Access my secure messages**.

If a user is **NOT registered** for the Agent+ Secure Mail Portal they will need to enter a valid email address using the **Modify my secure email address** link on the **Communication Center** page before they can access the Secure Mail inbox.

Additional **instructions on registration** can be found at the end of this document.

### **Password Reset**

Agents logging in to Secure Mail through the Agent Portal will not be prompted to enter a secure password upon accessing Secure Mail.

If a user is **stating they are not able to access secure mail** through the Agent Portal and they are being brought to a Gateway log in screen, walk them through the registration process to confirm they are registered for Secure Mail.

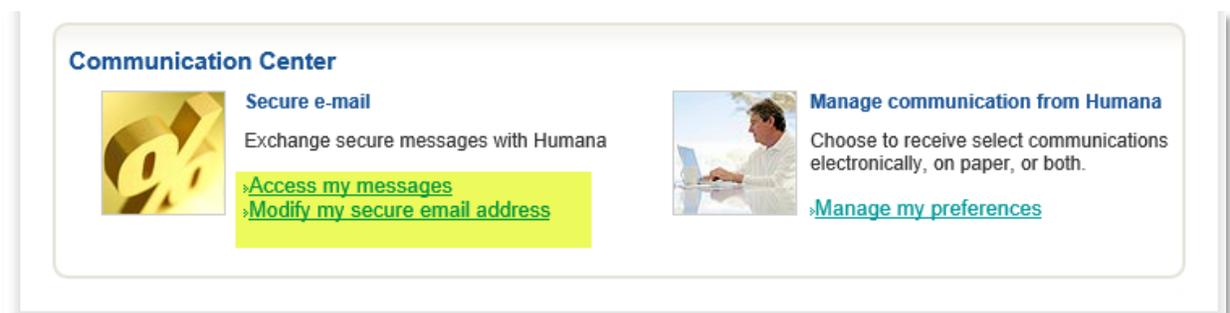
**NOTE:** Additional troubleshooting steps in the registration section of this document.

## Confirming Registration

If a user is not registered for the Agent+ Secure Mail Portal, or this is their first time access Secure Mail, they will need to enter a valid email address on the **Modify my secure email address** link on the **Communication Center** page before they can access the Secure Mail inbox.

**\*\*Internal associates are able to perform this step on behalf of the user if they are willing to share their log on information to the Agent Portal. \*\***

To confirm registration for Agent+ Secure Mail first select the **Modify my secure email address** link on the **Communication Center** page.



If the agent is **NOT registered** the **email field** on the **Modify my secure mail address** page will be blank. The agent can enter their email address (no agent+ is needed in this field) and select Submit.

If the Agent sees the **Error: Account Not Activated** message, this indicates a confirmation email has already been sent to the email address in the Personal E-Mail Address box and the agent needs to follow the steps in the email to activate their secure email address.

The screenshot shows the 'Secure E-Mail Access' page. The title is 'Secure E-Mail Access' with the subtitle 'Secure Message Portal Access'. Below this is 'Humana's Secure Message Center'. A red error message reads 'Error: Account Not Activated'. The main text explains that the user must complete the activation of the selected private e-mail address shown in the box below. It provides instructions on how to change the preferred e-mail address and submit. At the bottom, there is a form labeled 'Personal E-Mail Address:' with a text input field and two buttons: 'Cancel' and 'Submit'.

The agent will then receive a confirmation that their request to register for Secure Mail has been received and a confirmation email has been sent to their personal inbox (Gmail, yahoo, MSN, etc.).

## Secure E-Mail Access

Secure Message Portal Access

### Humana's Secure Message Center

Welcome to your Secure Message Center. An e-mail has been sent for Secure Mail account activation to your personal e-mail address at **csmits1@humana.com**. Please activate your account using the link in the e-mail. You can visit the 'Secure Message Center' for all your e-mail communications with Humana once your account is activated. This process is going to help us to provide you secure e-mail communications.

To return to the portal page, please click on the link below or simply close out of this window.

[Return to Humana's website](#)

The email to activate the Agent+ account will display as below. The agent will then select the **Humana Secure Message Activation** link within the email to activate the account.



Wed 3/4/2020 1:30 PM

SecureEmail@humana.com

Humana Secure E-Mail Confirmation

To: Courtney Hollingsworth

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

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# Humana.

Test, Agent

Good news! Your Secure Message System is ready for Activation. Please use the link below to activate the account:

[Humana Secure Message Activation](#)

Thanks!

Humana Secure Messages Team

Humana Plans are offered by the Humana Family of Insurance and Health Plan companies.

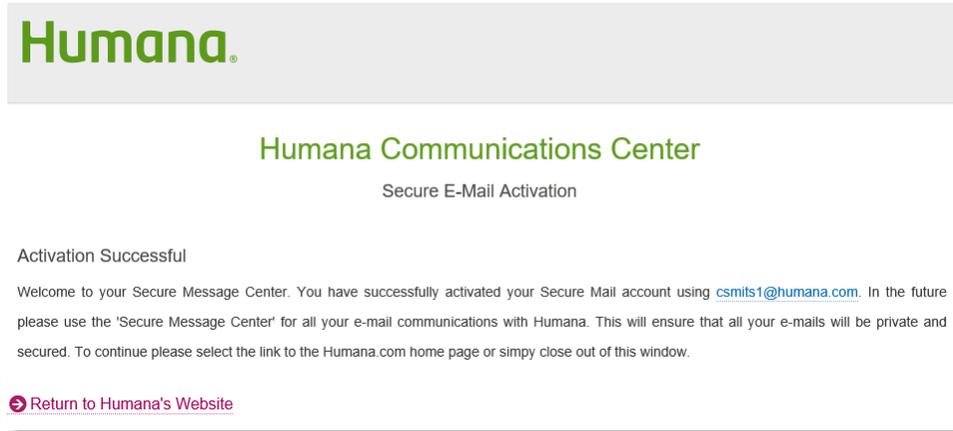
Humana Inc  
500 West Main Street  
Louisville, Kentucky 40202

Please do not reply to this e-mail. The mailbox is not monitored. Humana strives to protect your privacy and confidentiality. To learn more about how Humana protects your confidentiality, please see our complete [Internet Privacy Statement](#) and our [Privacy Practices](#).

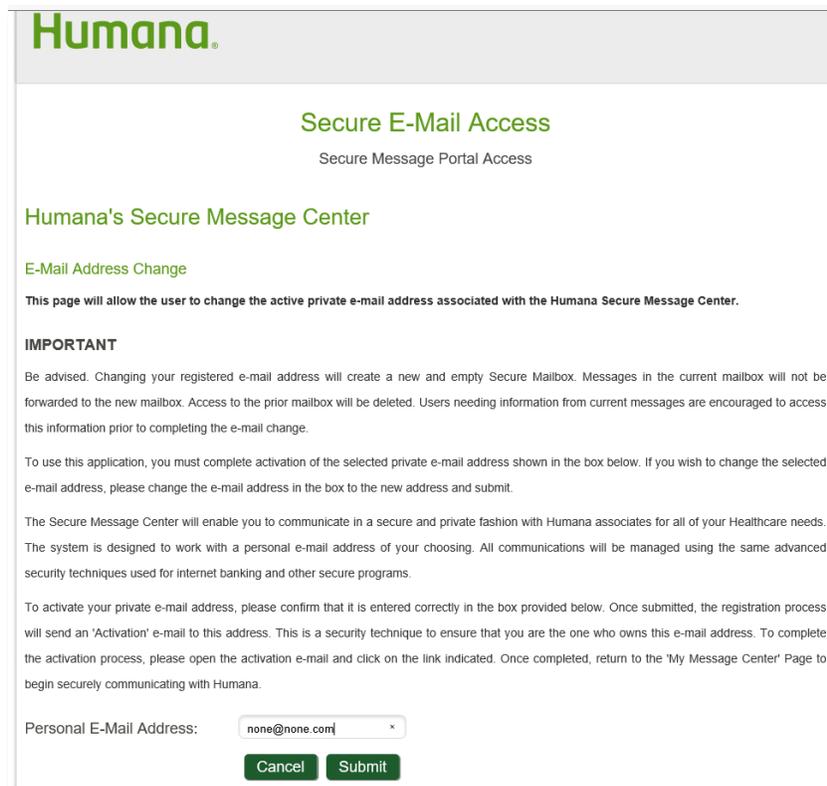
If you have trouble with viewing your secure message, [click here](#) for help.

For more information about Humana coverage or the company providing these benefits, please visit [Humana.com](#).

Once the agent 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 by **Returning to Humana's Website**.



If the user **IS registered** the page will display as below.

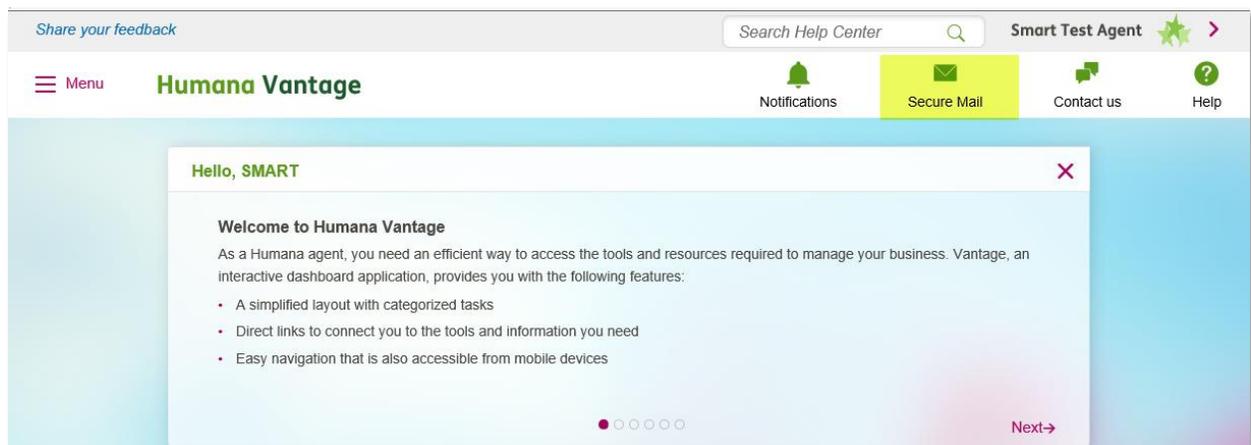


**Troubleshooting Step:** If the user is receiving the Gateway login page upon selecting **Access my messages** the agent may need go through the registration process again.

- Have the agent go to **Modify my secure email address** link
- Enter an invalid email address such as [none@none.com](mailto:none@none.com)
- Select submit
- Have the agent reenter their valid email address
- Select submit
- Have the agent go to their personal inbox and validate their email address and try accessing the **Access my messages** link again
- If the agent is still unable to access their messages a CA Service Desk incident can be sent to Secured/Utility
- If you do not have access to submit CA Service Desk tickets please call Humana Business Web Support at 888-666-5733.

## Secure Mail through Vantage

Agents that sell individual and Medicare policies also have access to Secure Mail on the Vantage page.



The first time Vantage agents access Secure Mail on the Vantage page they will be prompted to enter their email address and confirm their email just as a commercial agent would through the Agent Portal.

The screenshot shows the Humana Secure E-Mail Access interface. At the top is the Humana logo. Below it is the title 'Secure E-Mail Access' and the subtitle 'Secure Message Portal Access'. The main heading is 'Humana's Secure Message Center'. A red error message reads 'Error: Account Not Activated'. Below this is a detailed welcome message explaining the system and the activation process. At the bottom, there is a form for 'Personal E-Mail Address' with the placeholder text 'none@none.com' and two buttons: 'Cancel' and 'Submit'.

Vantage agents do not have the ability to change their email address on the Vantage page. If Vantage agents have access to the commercial Agent Portal that can use the tools located on the Communication Center page to update/change or reactivate their secure email address.

If the Vantage agent does not have access to the Agent Portal to use the tools on the Communication Center page a CA Service Desk ticket will need to be created to update the information for the agent.