

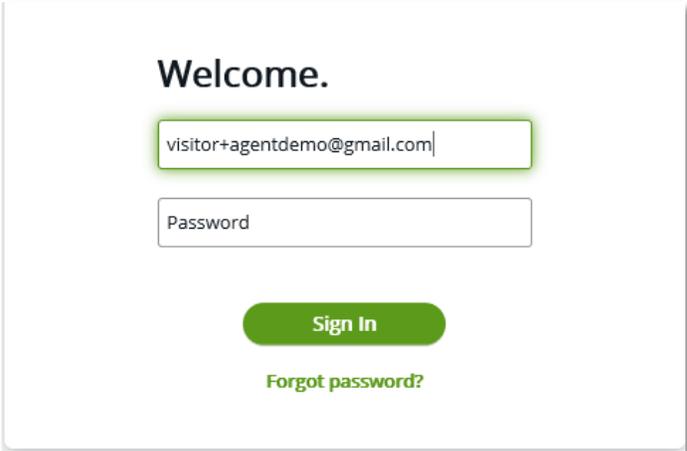
General Secure Mail Troubleshooting

Below you will find some basic troubleshooting steps for secure mail calls that can be performed by anyone (non-web trained associates) before reaching out to the Web Team. If after performing these troubleshooting steps your user is still experiencing errors or not able to access secure mail please reach out to Humana Business Web Specialists for additional troubleshooting and escalation to service desk.

- Access the secure mail **visitor** portal by going to **humanasecuremail.net**.
- **Agents and Employers** can also access secure mail at securemail.humana.com **upon logging into their portal**.

Basic Troubleshooting steps for Secure Mail

- When **signing in** they will need to use the appropriate **format**, either AGENT+email, EMPLOYER+email or VISITOR+email; depending on where the message was sent.
 - If they are brought to **Humana.com**, the secure message was sent to the either AGENT+ or EMPLOYER+ accounts.
 - If they are brought to the **Visitor Portal Log in page**, the secure mail was sent to the visitor portal (VISITOR+email@email.com).



Welcome.

visitor+agentdemo@gmail.com

Password

Sign In

[Forgot password?](#)

- If the user is **not able to access Secure Mail at all**:
 - Walk the user through clearing cache and cookies using the links below. These links can also be share externally to our users for their reference.
 - [Clearing Cache and Cookies in Internet Explorer](#)
 - [Clearing Cache and Cookies in Chrome](#)
 - [Clearing Cache and Cookies in Firefox](#)
 - Confirm the Internet Browser they are using
 - Internet Explorer is the preferred browser for secure mail. Chrome and Safari do have some compatibility issues. The user can use Firefox if they are on a Mac.

- **Confirm the users secure email is registered.** (you can walk the user through validating registration or you can do it on behalf of the user)
 - In the **Visitor Secure mail portal** (humanasecuremail.net) select the second **HERE** link.

Please choose the correct option:

- Have you registered with Humana's New Secure Mail System? if yes, please click [HERE](#) to access your new secure mails.
- 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.

- Enter the user's first name, last name and email address and 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 email has already been activated the user will see a message indicating **Error: Email Address already in use.**
- If the email address has NOT been registered a blue confirmation message will display indicating **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.**
 - The user will be sent an email to activate their secure mail account.
 - Once the account has been activated another **Forgot Password** request can be made. (see next step for password reset instructions)

- If they **do not know their password** advise the user to select forgot password and reset password links. Don't forget the AGENT+, EMPLOYER+ or VISITOR+ in the email or the email that is sent to the user will not show up in their personal inbox. Once they choose reset password an email notification will be sent to their personal email box.
 - Confirm the user is **registered** for the secure mail account they are trying to access.
 - If the user **does not see the email** to reset password verify the email was not sent to their **spam or junk folder**.
 - If they **do not receive the email** or they are getting an error when selecting the link **verify the internet browser** they are using to access the message.
 - The link they use to reset the password is **only active for 15 minutes**. If they exceed this time frame they will need to request reset password again.
 - Once they have successfully reset their password, have them completely close out of all Internet Explorer windows and open a fresh window.

Forgot your password?

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

visitor+agentdemo@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](#)

- If a user is **trying to send an email** and are having difficulty, confirm the below:
 - The user is not trying to CC or reply all on the email. Secure mail messages cannot be CC'd to other users.
 - If they are trying to send enrollments confirm they are sending the enrollment to the correct email address.
 - CommAndSpecEnroll@humana.com - member enrollment applications
- If you user indicates they have a message in their inbox but it is no longer displaying today advise the user **secure messages expire after 60 days**.

If after performing these troubleshooting steps the user is still receiving any sort of error or you are not able to resolve the problem with them, please reach out to Humana Business Web Specialist at 888-666-5733 so additional troubleshooting can be performed and a ticket can be sent if necessary.