

Web Specialists Secure Mail Troubleshooting

- 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+ secure mail portal. (Securemail.humana.com)
 - If they are brought to the **Visitor Portal Log in page**, the secure mail was sent to the visitor portal (VISITOR+email@email.com). (Humanasecuremail.net)
- 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 email address they are using is registered.**
 - [Visitor+ Registration Confirmation](#)
 - [Agent+ Registration Confirmation](#)
 - [Employer+ Registration Confirmation](#)
- 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.
 - If the user **does not see the email to reset password** verify the email was not sent to their **spam or junk folder** and that the **email is registered**.
 - 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.
 - Once they have successfully reset their password, have them completely close out of all Internet Explorer windows and open a fresh window.
 - 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.
 - You can request to user **to send the email notification to you** to reset the password as a troubleshooting step.
- 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**.

After performing these troubleshooting steps if the user is still receiving any sort of error or you are not able to resolve the problem a **CA Service Desk Ticket** can be submitted to **Secured/Utility**.