



Secure Email

Granite Group Benefits, LLC is fully committed to providing our clients with the safest and most secure environment for exchanging sensitive and/or private information via email. In order to give you the peace of mind that your personal information (social security number, PHI, etc.) is completely protected and safe, we have implemented a Secure Email Encryption service.

August 2009

HOW SECUREMAIL WORKS

When Granite Group Benefits sends you a secure email, you will receive a notification message that a Granite Group Benefits SecureMail message is waiting to be retrieved. The notification message will contain a link to a secure web site (ZixPort). Simply click on the link, log in, and retrieve your message.

Cc:

Subject: test zixcorp

You have a Granite Group Benefits, LLC Secure Email message from brennah@granitegroupbenefits.com.

To view the secure message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

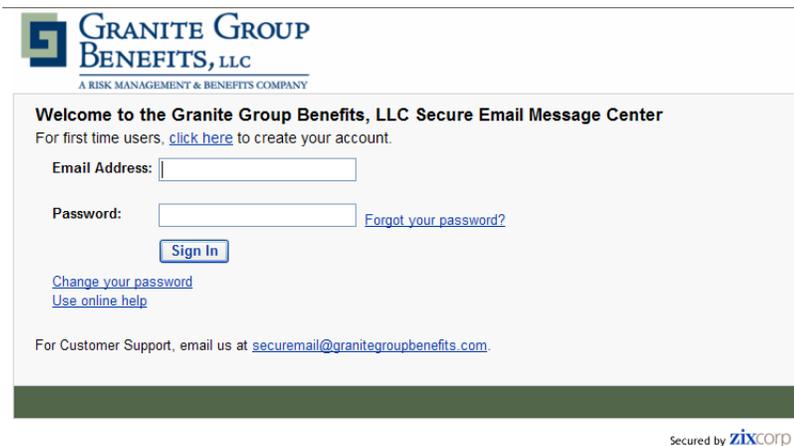
The secure message expires on Aug 12, 2009 @ 09:18 PM (GMT).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://zixport-preview.zixcorp.com/s/e?b=granitegroupbenefits&m=ABAYXu03dHom51KogpBJu2Pp&em=brennah%40granitegroupbenefits%2ecom>

RETRIEVING A SECURE EMAIL

When Granite Group Benefits sends you a secure email message, you will receive a notification message via standard Internet email (the email you previously registered). Click the link contained in the notification message to be taken to the login screen where you will be prompted to enter your email address and password that you established. Once logged in, you can read your SecureMail, download it to your computer, or send a secure reply message.



The screenshot shows the login interface for the Granite Group Benefits, LLC Secure Email Message Center. At the top left is the company logo, which includes a stylized 'G' icon and the text 'GRANITE GROUP BENEFITS, LLC' with the tagline 'A RISK MANAGEMENT & BENEFITS COMPANY' below it. The main heading reads 'Welcome to the Granite Group Benefits, LLC Secure Email Message Center'. Below this, a note states 'For first time users, [click here](#) to create your account.' There are two input fields: 'Email Address:' and 'Password:'. To the right of the password field is a link that says 'Forgot your password?'. Below the password field is a blue 'Sign In' button. Underneath the button are two links: 'Change your password' and 'Use online help'. At the bottom of the form area, it says 'For Customer Support, email us at securemail@granitegroupbenefits.com'. At the very bottom of the page, there is a small text 'Secured by [zixcorp](#)'.

To open and/or save an attachment:

- 1 Select the attachment from the Attachments drop-down list.
- 2 The Save dialog box will open to allow you to save the document to your computer.
- 3 Browse to the location where you want to save your file.
- 4 Change the file name, if you choose. *****Note** The attachment is decrypted when you save it to your computer. Depending on the size of the attachment, it could take several minutes to save the file.***
- 5 Click on Save.

CREATE YOUR ACCOUNT

The first time you use Granite Group Benefits SecureMail, you will be prompted to create an account. Simply supply your email address and password to establish your account. You will use this password each time you log into Granite Group Benefits SecureMail. A confirmation message will be sent to the email address you entered. You will need to click the link in the confirmation email to complete the account set up process. Once confirmed you can begin using your SecureMail account.

Account Creation Screen



Register below for your mailbox to send and receive secure messages.

Email Address:*

Password:*

Re-enter Password:*

Password Reminder Phrase:*
Choose a word or phrase that will help you remember your password.

Password Rules

Passwords must be at least six characters and must meet two of the following three conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$\$%^&

* Indicates required field

For Customer Support, email us at securemail@granitegroupbenefits.com.

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Password Confirmation Email

Cc:
Subject: Granite Group Benefits, LLC Secure Email Notification

Your Granite Group Benefits, LLC Secure Email password is pending.

To ACTIVATE your new password, click the link below:
<https://zixport-preview.zixcorp.com/s/a?b=granitegroupbenefits&cmd=ABAG5EMs33eQru6E1HmF06kg>

This is the last step in this one-time process.

To DECLINE your new password, click the link below:
<https://zixport-preview.zixcorp.com/s/d?b=granitegroupbenefits&cmd=ABAG5EMs33eQru6E1HmF06kg>

If your email program does not support active links, please copy and paste the link displayed above into the "Address" or "Location" field of your browser and press "Enter" or "Go".

Activation Confirmation Screen



Activation Successful

You have successfully activated your new password. Click Continue to return to the Sign In page.

Note: Your password is important. Please store it in a safe place.

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SENDING A SECURE EMAIL

To send a SecureMail message to Granite Group Benefits, click on any SecureMail link on the Granite Group Benefits web site. You will be taken to the login screen where you will be prompted to enter your email address and password that you established. Once logged in, you can create a new SecureMail message by clicking on the "Compose" tab.

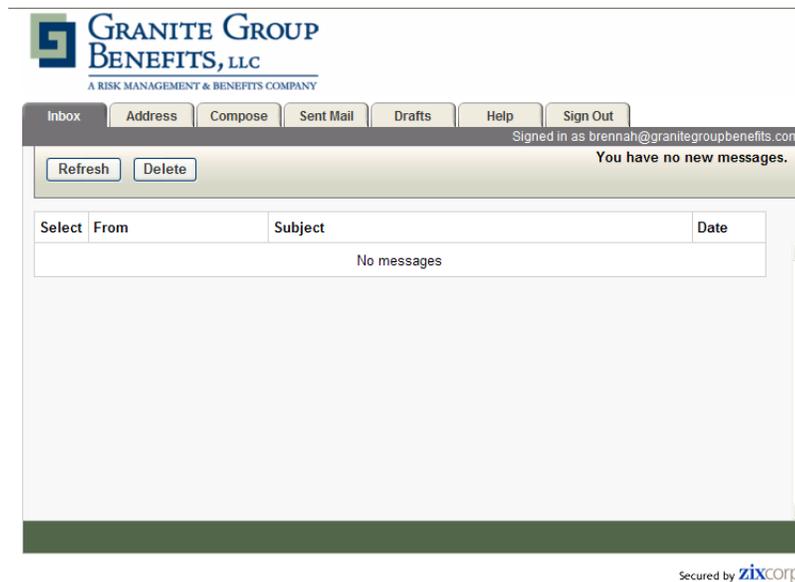
****NOTE: Subject lines cannot be encrypted. DO NOT include sensitive information on the subject line of a secure email.**

Secure Web Site Login Screen



The screenshot shows the login interface for the Granite Group Benefits, LLC Secure Email Message Center. At the top left is the company logo, which includes a stylized 'G' icon and the text 'GRANITE GROUP BENEFITS, LLC' with the tagline 'A RISK MANAGEMENT & BENEFITS COMPANY' below it. The main heading reads 'Welcome to the Granite Group Benefits, LLC Secure Email Message Center'. Below this, a note states: 'For first time users, [click here](#) to create your account.' There are two input fields: 'Email Address:' and 'Password:'. To the right of the password field is a link for 'Forgot your password?'. A 'Sign In' button is positioned below the password field. Below the button are two links: 'Change your password' and 'Use online help'. At the bottom of the form area, it says 'For Customer Support, email us at securemail@granitegroupbenefits.com'. At the bottom right of the page, there is a small logo for 'zixCORP' with the text 'Secured by zixCORP'.

Message Center



The screenshot displays the message center interface. At the top left is the Granite Group Benefits, LLC logo. Below the logo is a navigation bar with tabs for 'Inbox', 'Address', 'Compose', 'Sent Mail', 'Drafts', 'Help', and 'Sign Out'. The user is signed in as 'brennah@granitegroupbenefits.com'. Below the navigation bar, there are 'Refresh' and 'Delete' buttons. A message status bar indicates 'You have no new messages.' Below this is a table with columns for 'Select', 'From', 'Subject', and 'Date'. The table is currently empty, showing 'No messages'. At the bottom right of the page, there is a small logo for 'zixCORP' with the text 'Secured by zixCORP'.

FREQUENTLY ASKED QUESTIONS

What are ZixPort and ZixCorp? I thought my email messages were from Granite Group Benefits?

ZixPort is a secure mail messaging product from ZixCorp. Granite Group Benefits utilizes this product to send you the secure email messages.

How secure are my encrypted messages?

The messages are sent to you using state-of-the-art encryption technology that requires the password you define to decrypt the message. Once you receive the message, the message stays encrypted except when you are reading the message. After you have read the message, all traces of the decrypted version of the message are destroyed.

What email clients can be used?

Microsoft Outlook 2000 SP-3
Microsoft Outlook 2002 SP-3
Microsoft Outlook 2003 SP-1
Microsoft Outlook 2003 SP-2
Lotus Notes R 6.5.2 and 6.5.3
Lotus Notes R 7.0
GroupWise 6.0 and 7.0
Yahoo Mail
MSN/Hotmail
AOL Mail

What Internet browsers can be used?

Internet Explorer 6 SP-1 or higher
Mozilla Firefox 1.06 or later
Netscape Navigator 8.0 or later

What operating systems can be used?

Windows 2000 SP4
Windows XP SP 1 and SP 2

Are there any special browser settings required?

To open your secure email messages, the Secure Sockets Layer (SSL) 2.0 and 3.0 options must be enabled in your browser. Confirm these settings by doing the following:

Microsoft Internet Explorer

- 1 Select **Tools > Internet Options**
- 2 Select the **Advanced** tab
- 3 Scroll down to **Use SSL 2.0** and **USE SSL 3.0** and make sure that those items are selected by placing a check in the box to the left of each item.
- 4 Click **OK**.

Mozilla Firefox

- 1 Select **Tools > Options**
- 2 Select the **Advanced** panel
- 3 Scroll down to **Enable SSL version 2.0** and **Enable SSL version 3.0** and make sure that those items are selected by placing a check in the box to the left of each item.
- 4 Click **OK**.

Netscape Navigator

- 1 Select **Tools > Options**
- 2 Select the **Advanced** panel
- 3 Scroll down to **Use SSL 2.0** and **Use SSL 3.0** and make sure that those items are selected by placing a check in the box to the left of each item.
- 4 Click **OK**.

What privacy settings are needed for my browser?

ZixCorp recommends that you use the default privacy settings. Using custom security settings could result in unexpected behaviors and error messages.

To set the Privacy settings for Microsoft Internet Explorer:

- 1 Select **Tools>Internet Options>Privacy**
- 2 Verify privacy is set to Medium (default setting). You may also set it to Medium Low or Low.

What should I do if I cannot read the encrypted email?

If you receive an error message when you try to read the message, you will see a link to report that you cannot read the email. Depending on the options selected by the sender, you will receive a message using ZixPort (a secure web-messaging system) or the sender will be notified and will use an alternate means of contacting you.

Why do I get a script error message in Firefox?

Firefox monitors the amount of time it allows a script to run. By default, this is set to five seconds. Because ZixDirect is encoding and decoding the message, the script often runs longer than this and you get the error message. You can click **Continue** every time if you do not receive a lot of secure email messages. If you prefer, you can change the default amount of time that Firefox allows a script to run.

To set the script time-out period in Firefox:

- 1 Enter **about:config** in the address bar of Firefox
- 2 Enter **dom.max_script_run_time** in the Filter bar
- 3 Double click **dom.max_script_run_time** to edit this value
- 4 Enter a longer time out period (ex. 20)
- 5 Click **OK**

Why does it take so long to display the message?

When you open a message, it is decrypted before it can be shown to you. A large message can take a longer time period to decrypt, possibly several minutes.

Why can't I see the images in Microsoft Internet Explorer?

The Accessibility feature of Internet Explorer causes the images to display incorrectly. If you want to see the images you need to turn off these options.

To show images correctly:

- 1 Select **Tools > Internet Options**
- 2 On the **General** tab, click **Accessibility**
- 3 Clear the **Ignore colors specified on web pages** and **Ignore font sizes specified on web pages** check boxes and click **OK**.
- 4 On the Internet Options screen, click **OK** again.

How do I change my password?

You can change your password using the Change Password link located on the right of each page.

What do I do if I forget my password?

You can create a new password from the Sign In page.

Can I send/receive a large file attachment?

You can send/receive a maximum message size of 10 MB. Large files can take longer to encrypt and send, so you may want to consider limiting the size of your attachments to fewer than 5 MB.

I was told a message was sent to me, but I did not receive it. What do I do next?

Check your “Junk” and/or “Spam” email folders in your mailbox. If you are a corporate user, we suggest that you contact your Network Administrator to verify that the message was not caught in your firm’s filtering software programs on the mail server.

For all questions and support inquiries, please contact us at securemail@granitegroupbenefits.com or call your Client Service Administrator at 603-296-0700.