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ACCESSING ENCRYPTED EMAILS

Updated 06/30/2024

About Encrypted Emails

Encrypted Emails are a crucial part of protecting your Private Health Information (PHI) via email communications, as they ensure patient confidentiality and HIPAA compliance. For more information about your rights and our responsibilities in relation to your PHI and privacy, please refer to our [Notice of Privacy Practices](#).

What is an Encrypted Email?

An encrypted email is a type of message that has been coded in such a way that only the intended recipient can open and read it. If you are the intended recipient of an encrypted email, you must use a special key to access the message.

Why iTrust Uses Email Encryption

The main purpose of encrypting emails is to protect sensitive information from being accessed by unauthorized parties. Encrypting communications regarding your care with iTrust Wellness ensure that any sensitive information contained in the email cannot be accessed by anyone but you, even if your email from us is intercepted.

Verification Options

To access an encrypted email sent by iTrust Wellness, you will need to verify your identity in one of two ways: Social Identity Verification, which prompts you to sign in and authenticate via your email provider, or a One-Time Passcode Verification, which prompts you to enter a code sent via a separate email. The steps to verify your identity using each of these methods are listed below.

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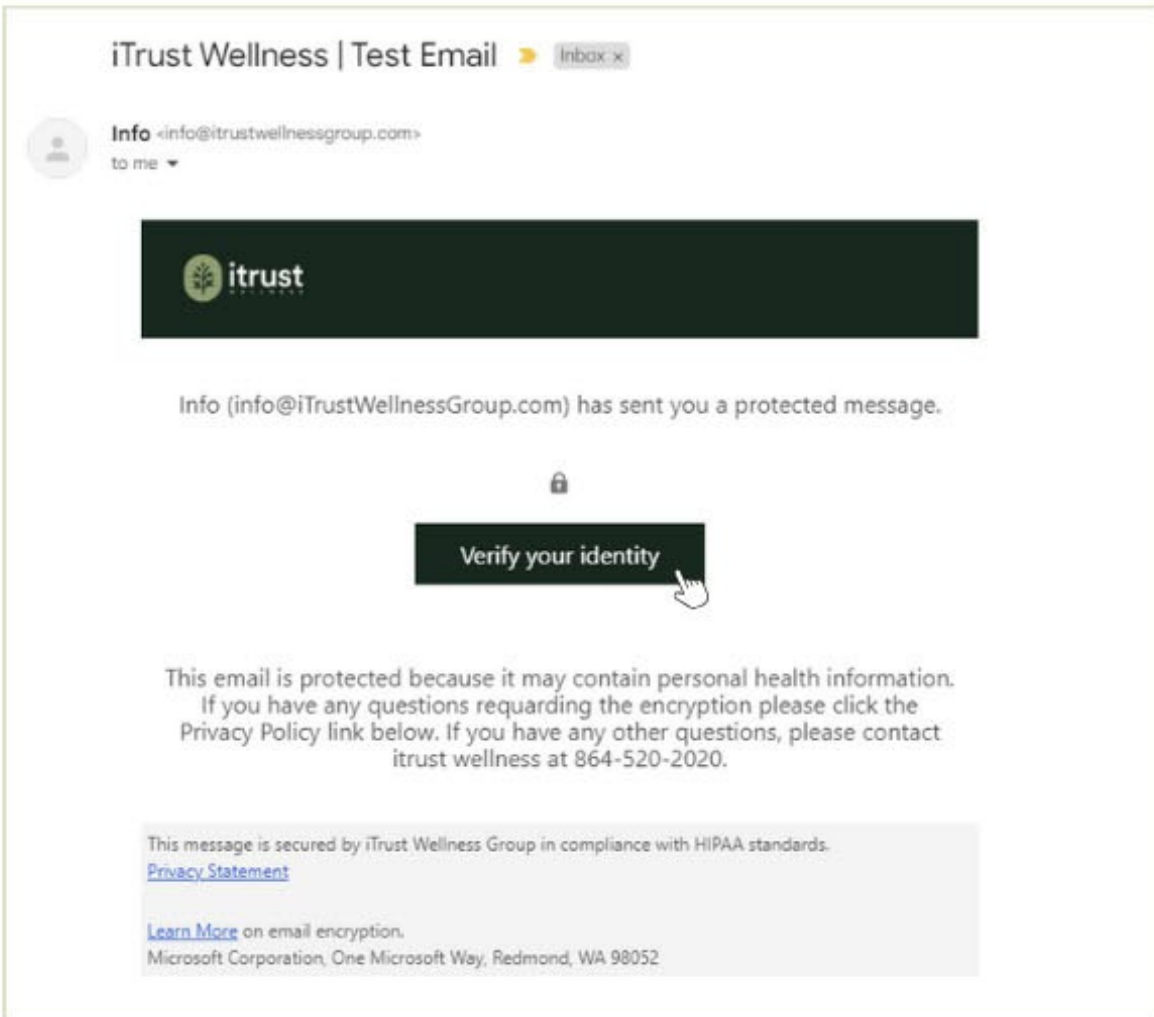
Social Identity Verification

- Open Your Encrypted Email from iTrust Wellness
- Verify Your Identity
 - Select the Email Sign-In Option
 - Select & Confirm Your Email Account
- View Your Encrypted Email Message from iTrust Wellness

OPEN YOUR ENCRYPTED EMAIL



VERIFY YOUR IDENTITY



CHOOSE TO VERIFY VIA EMAIL SIGN-IN

info@iTrustWellnessGroup.com has sent you a protected message



Sign in to view the message



Sign in with a One-time passcode

[Need Help?](#)

[Privacy Statement](#)

SELECT YOUR EMAIL ACCOUNT

Sign in with Google

Choose an account

to continue to
Microsoft Google Play Android Developer Account



Jane Smith
planejanepilotacademy@gmail.com



Use another account

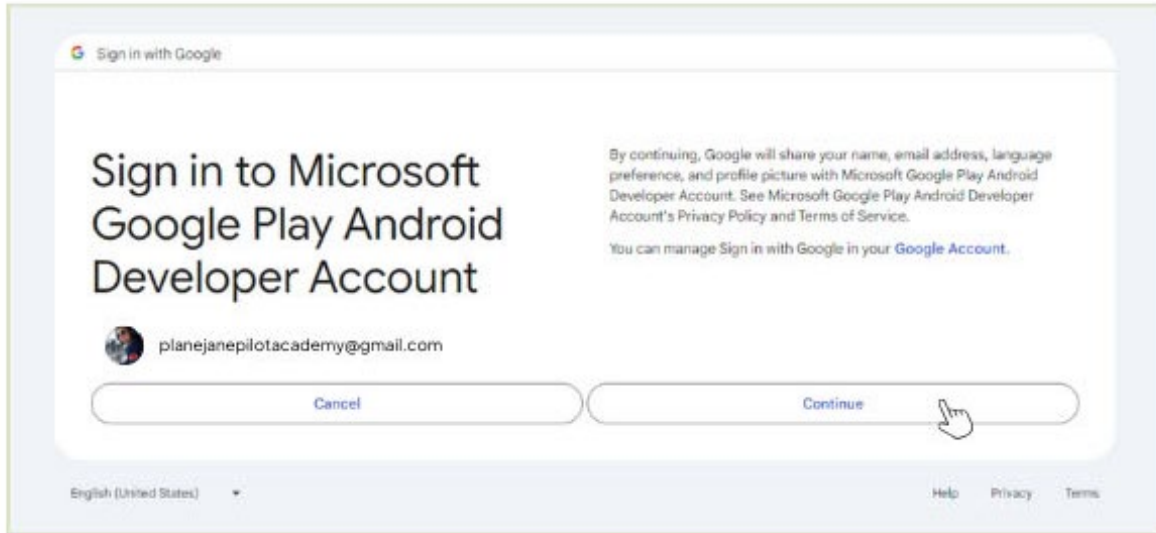
To continue, Google will share your name, email address, language preference, and profile picture with Microsoft Google Play Android Developer Account.

English (United States) ▾

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CONFIRM YOUR EMAIL ACCOUNT SELECTION



ACCESS YOUR ENCRYPTED EMAIL



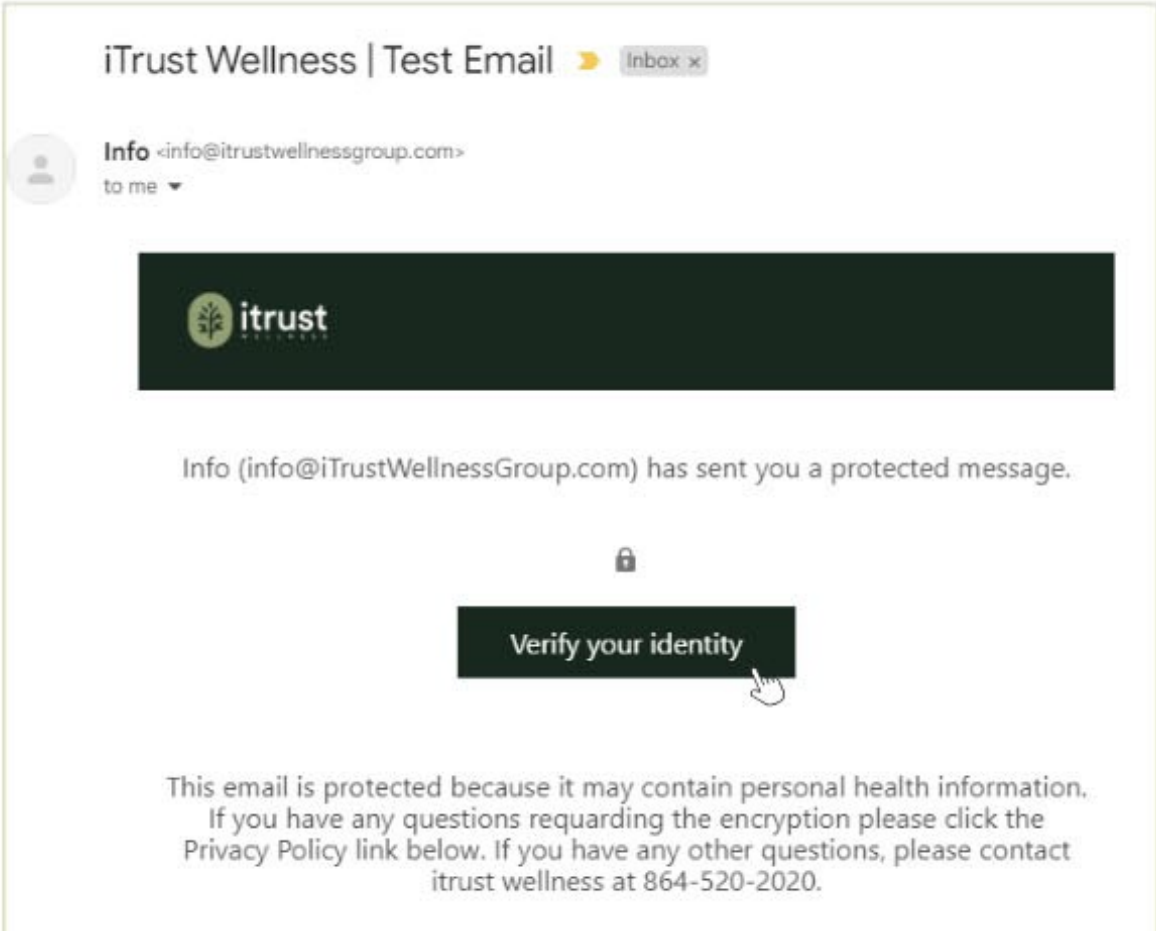
One-Time Passcode Verification

- Open Your Encrypted Email from iTrust Wellness
- Verify Your Identity
 - Select One-Time Passcode
 - Check Your Inbox for a Passcode Email
 - Enter Your Passcode
- View Your Encrypted Email Message from iTrust Wellness

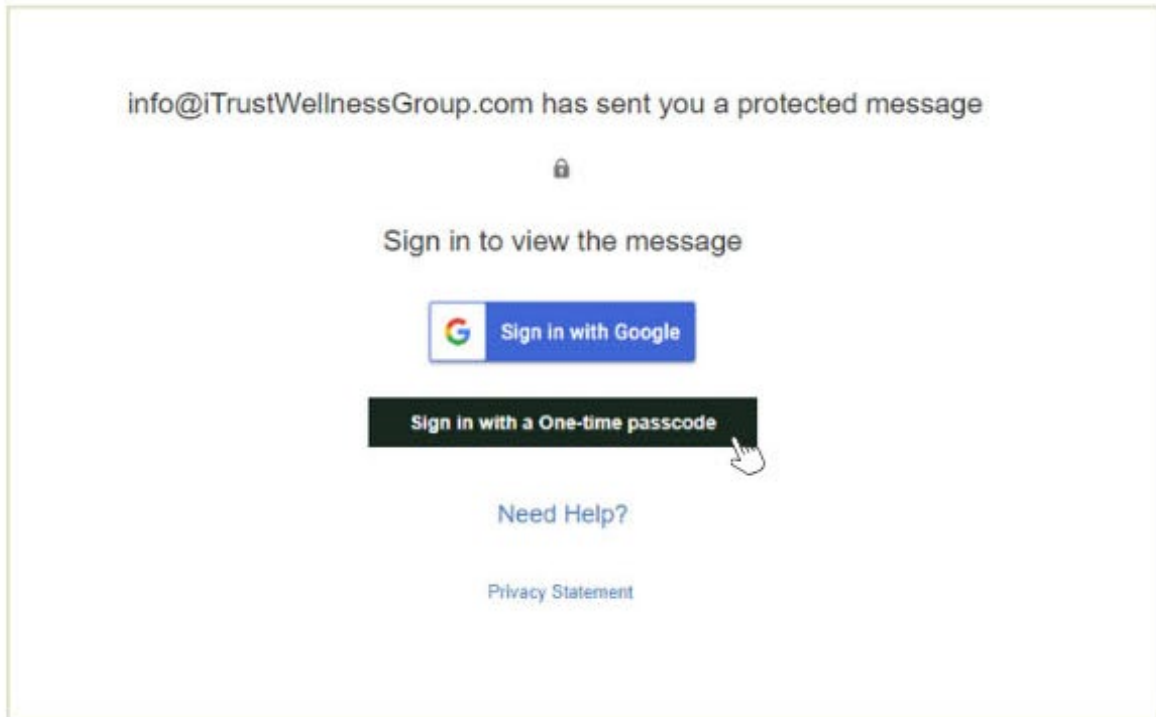
OPEN YOUR ENCRYPTED EMAIL



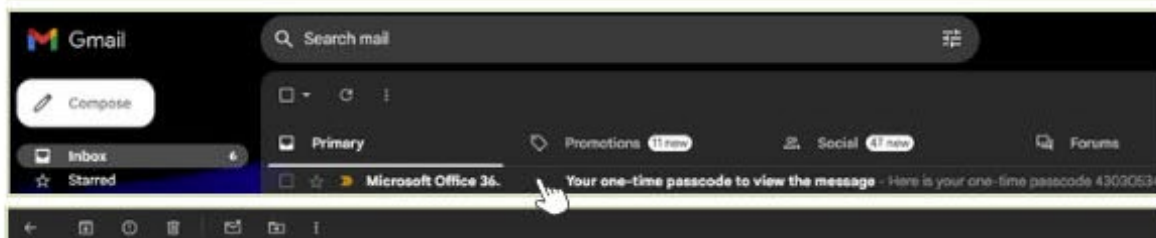
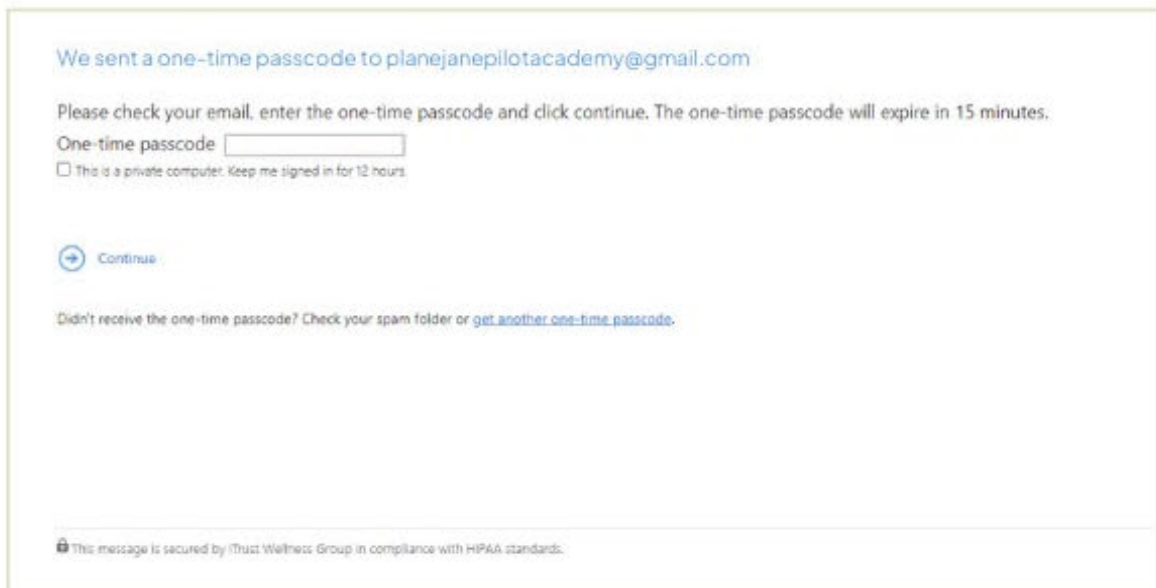
VERIFY YOUR IDENTITY



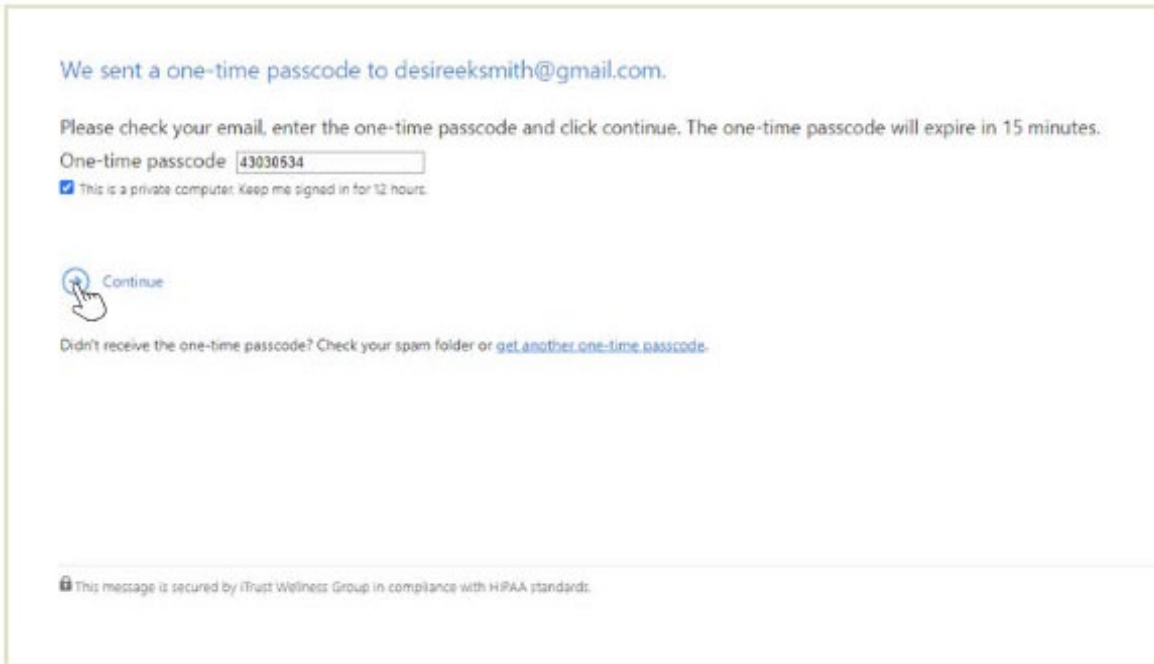
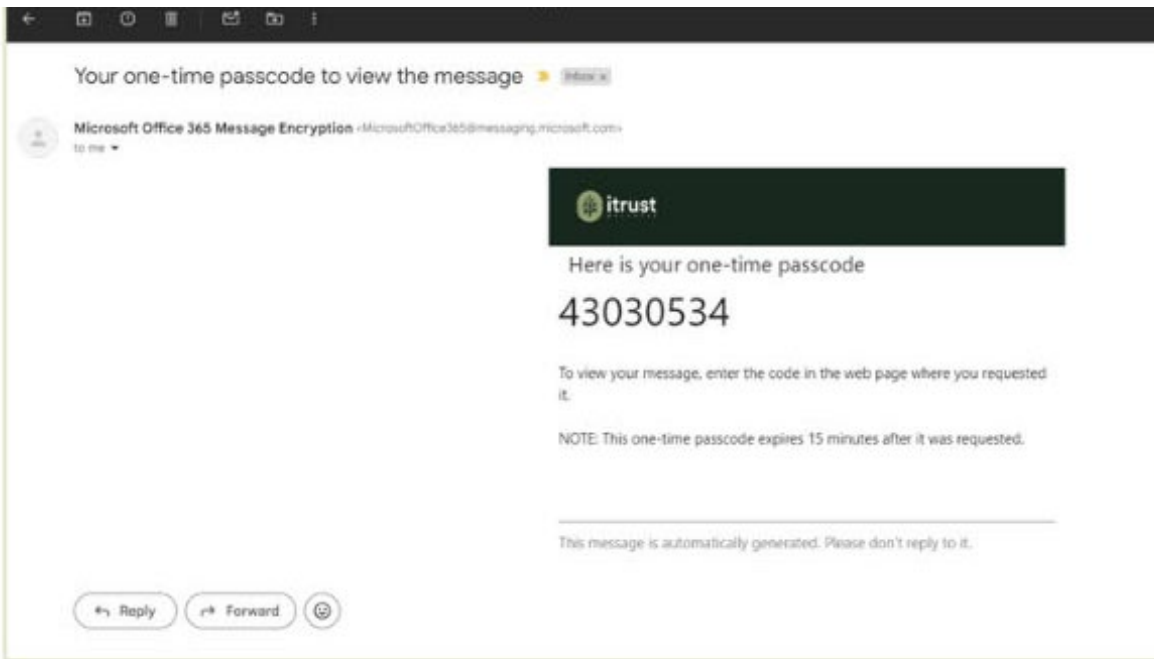
CHOOSE TO VERIFY VIA PASSCODE



CHECK YOUR INBOX FOR A PASSCODE EMAIL



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ACCESS YOUR ENCRYPTED EMAIL



Additional Assistance

If you believe you are the intended recipient of an encrypted email sent from iTrust Wellness and experience issues accessing your email using the methods above, please contact us for further information and assistance.

CALL OR TEXT: (864) 520-2020

EMAIL: info@itrustwellnessgroup.com