

Your Security is Our Priority

Mental health care is an ever-changing field, and here at iTrust Wellness Group we strive to always achieve excellence on behalf of our clients and partners. We pride ourselves on our security practices when it comes to client and partner information.

We are excited to announce that we will be adding an extra level of protection to all our email communications in the form of enhanced email encryption. This may sound intense, or even scary, but we can assure you that there is nothing to fear!

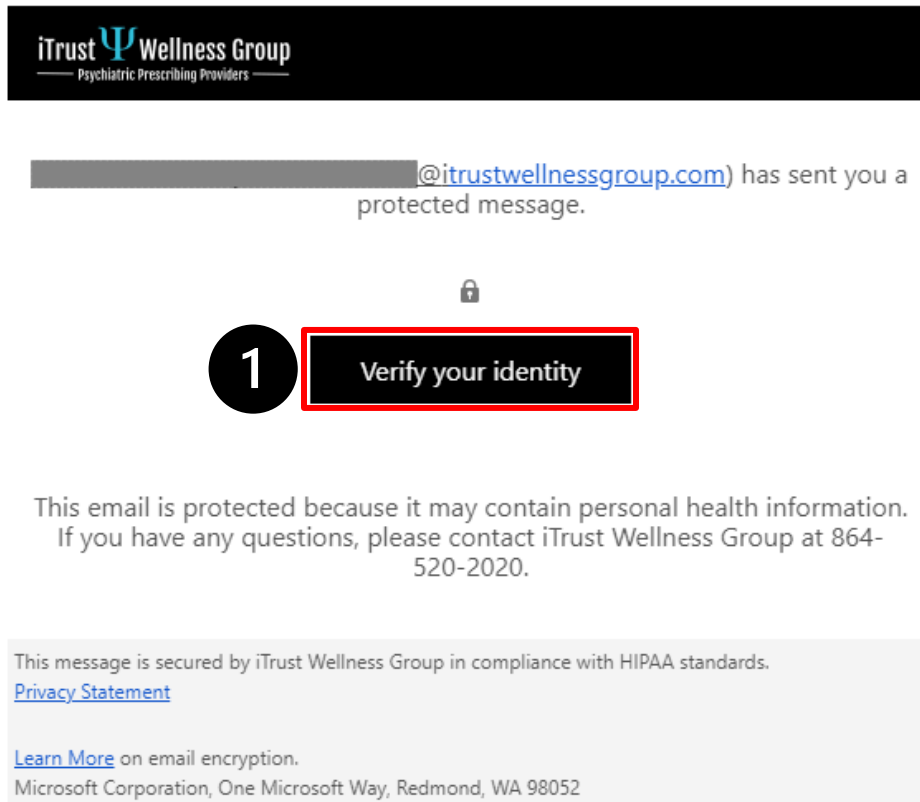
This short guide will explain everything you need to know about our new policy, and the changes that will be coming to our email communication.

What Changes Should You Expect?

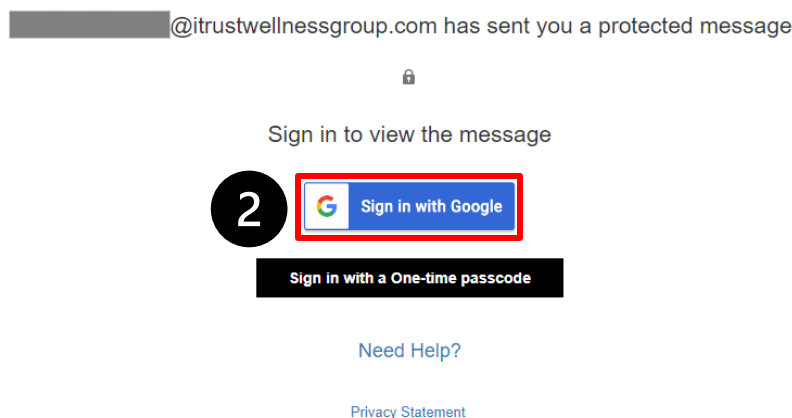
1. Our enhanced email encryption will require that you verify your identity before you are able to see the contents of the message. This can be done in one of two ways:
 - a. Social identity verification – This verification type will require that you sign-in (authenticate) with your email provider before you can see the message contents.
 - b. One-time Passcode verification – This verification type will require that you enter a one-time passcode before you can see the message contents. This code will be eight digits and will be sent to the same email address that the encrypted email was sent to.
2. Once you have verified your information, the email will display the information just as it did before! You will be able to access any information or attachments that are held within, as well as save the email for later use*.

How to View Encrypted Emails (Social Identity Verification)

1. When you receive an encrypted email from iTrust Wellness Group it will look similar to the image below. The first step would be to select “Verify your identity”.

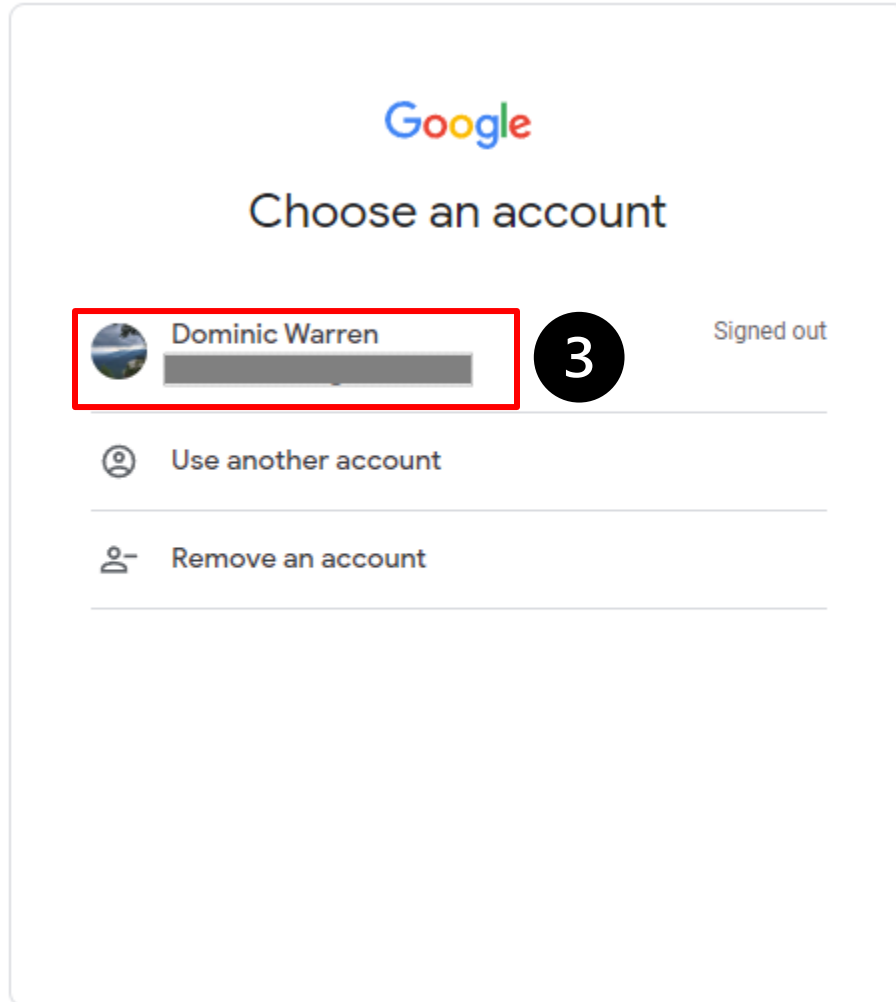


2. From here you need to select how you would like to verify your identity. In this example we will use the “Sign in with Google” option (Social identity verification).

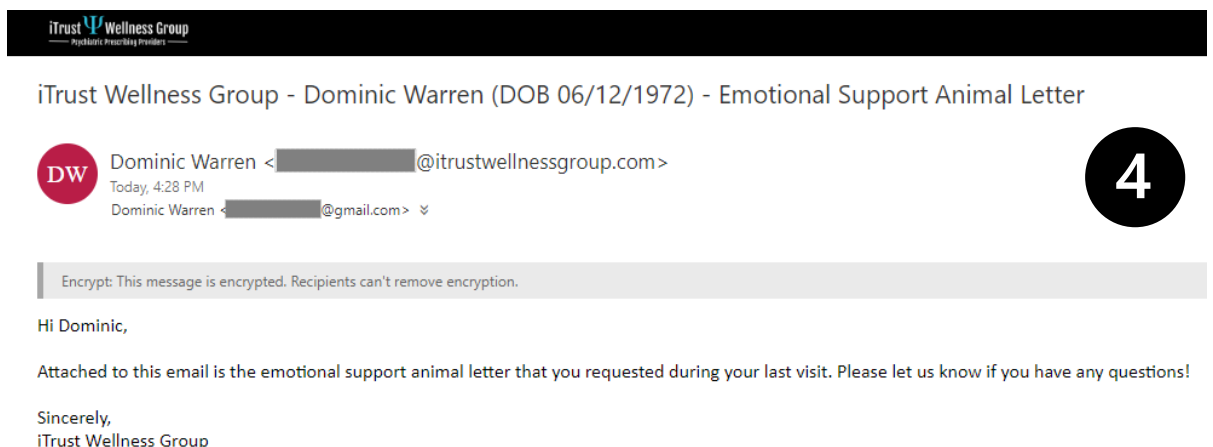


*Important Note: This option might not be Google for every user. It will coincide with the email service that you are using to receive the message.

3. Select your google (or other) account and enter your password to sign in. This will verify your identity and give you access to the encrypted message.

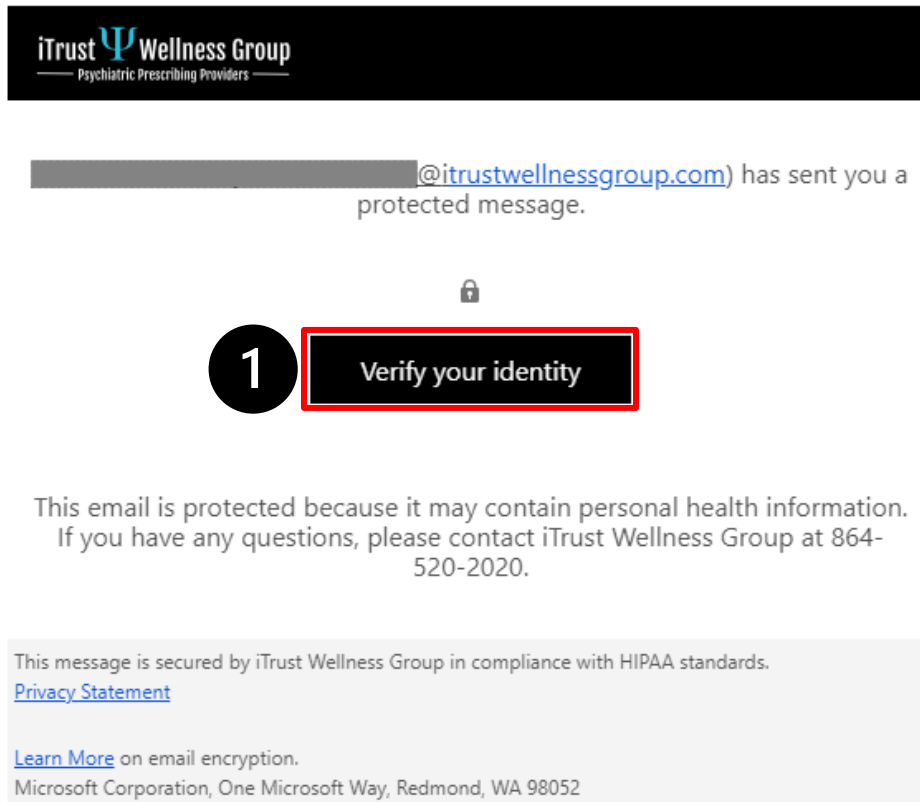


4. You can now view the protected message and any attachments that come along with it!

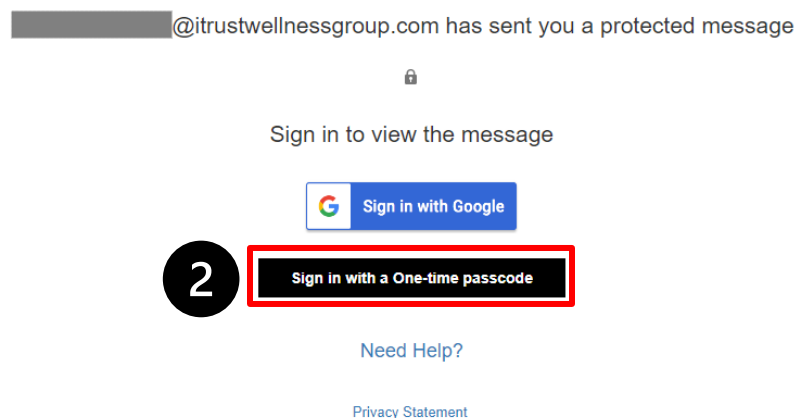


How to View Encrypted Emails (One-Time Passcode)

1. When you receive an encrypted email from iTrust Wellness Group it will look similar to the image below. The first step would be to select “Verify your identity”.



2. From here you need to select how you would like to verify your identity. In this example we will use the “Sign in with a One-time passcode” option (Social identity verification).



- You will be redirected to a page like the one below, and a one-time passcode will be sent to your email.

We sent a one-time passcode to [redacted]@gmail.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode [redacted] **3**

This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

- Navigate to your email and open the message that contains your One-time passcode. Copy this code and enter it into the page from Step 3.

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Psychiatric Prescribing Providers

Here is your one-time passcode

21009976 **4**

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.

5. Enter the code into the One-time passcode field and click continue to proceed to the message.

We sent a one-time passcode to [REDACTED]@gmail.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

5

This is a private computer. Keep me signed in for 12 hours.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

***Important Note:** If you are going to need to reference this email again in the near future, it may benefit you to select the box labeled "This is a private computer. Keep me signed in for 12 hours."

6. You can now view the protected message and any attachments that come along with it!

iTrust Wellness Group - Dominic Warren (DOB 06/12/1972) - Emotional Support Animal Letter



Dominic Warren <[REDACTED]@itrustwellnessgroup.com>

Today, 4:28 PM

Dominic Warren <[REDACTED]@gmail.com> 

6

Encrypt: This message is encrypted. Recipients can't remove encryption.

Hi Dominic,

Attached to this email is the emotional support animal letter that you requested during your last visit. Please let us know if you have any questions!

Sincerely,

iTrust Wellness Group