

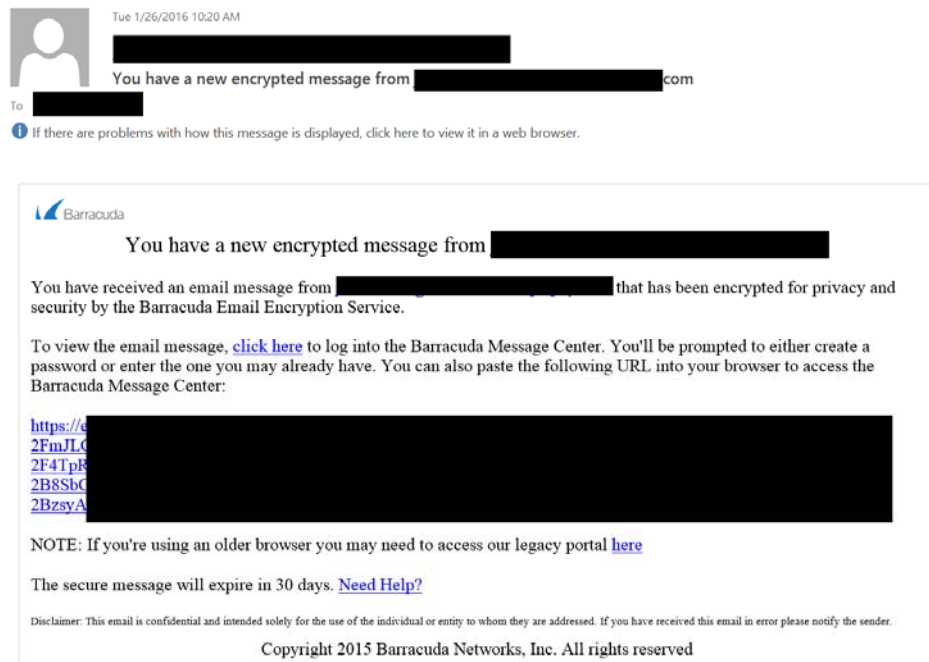


## Patients Receiving Encrypted e-mails From Tower

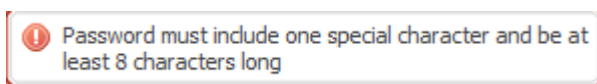
### Overview of Process

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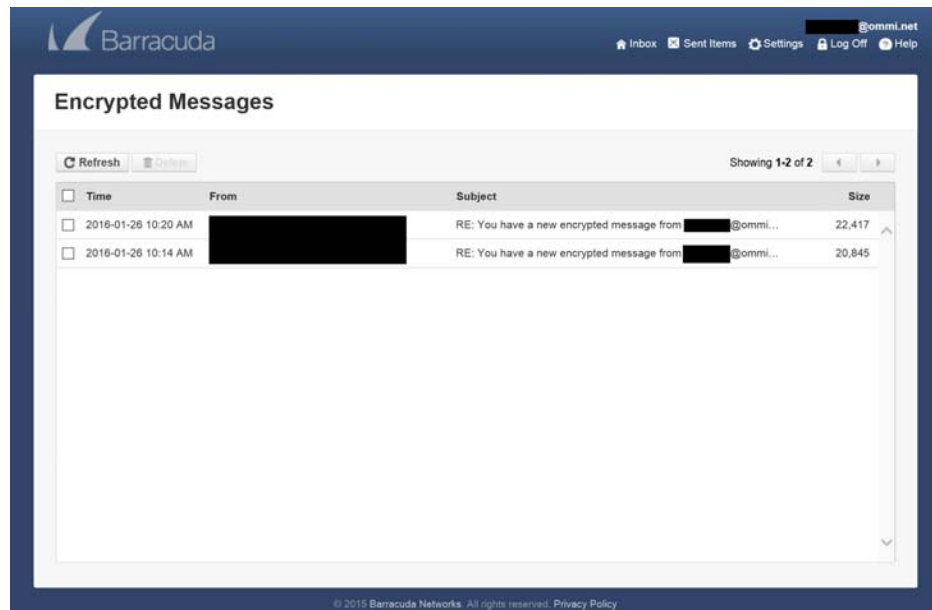
1. Patient receives an encrypted e-mail that will look similar to this:



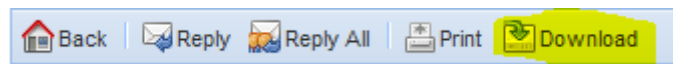
2. To view the e-mail message, click on the "click here" link and it will redirect you to a website.
3. If this is your first time opening an encrypted e-mail you will see a screen asking you to input a New Password and to Re-enter New Password.



- Once you create a password you will be redirected to this screen showing your encrypted message(s) from Tower:



- From there you can open and read the email and reply to it.
- If you wish to keep this email, open the message up and click the Download button:



From there it will proceed to download the message and open up in your Outlook. You can then save and move it into a specified Outlook folder.

**Note: Emails are kept for 30 days and will then be deleted.**