

Secure Email Portal User Manual

A Step-by-Step Guide for Using KPPA's Zix® Secure Email Solution



This manual can be found online at <https://kyret.ky.gov> by typing “secure email” in the search bar.

External User

KPPA Security Solutions – Security is Everyone's Business



1260 Louisville Road
Frankfort, KY 40601-6124
<https://kyret.ky.gov>

Kentucky Public Pensions Authority (KPPA) has implemented the KPPA Secure Email Portal, a secure email solution that protects confidential information exchanged between KPPA and participating agencies. The portal can be accessed at:

<https://web1.zixmail.net/s/login?b=kyret>

The portal uses strong encryption to safeguard the confidentiality of email communications and greatly reduces the risk of costly disclosures that could put our members at risk of identity theft and other fraudulent activity.

We strongly encourage everyone to use the KPPA Secure Email Portal when sending confidential information or attachments via electronic mail. Please note that the portal should NOT be used by employers for monthly reporting.

The *KPPA Secure Email Portal User Manual* outlines clear, step-by-step instructions for accessing and using the portal. You should find the portal to be simple and easy to use; however, if you have additional questions or need support please contact KPPA by one of the ways below.

- Members: 1-800-928-4646 or KPPA.mail@kyret.ky.gov
- Employers: 888-696-8810 or
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-School-Board-Team-Email.aspx>
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-File-and-Web-Team-Email.aspx>
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx>
- Vendors: support@kyret.ky.gov

This manual can be found online at <https://kyret.ky.gov> by typing “secure email” in the search bar. Please inform other employees in your agency about the portal who may need to exchange confidential information with KPPA.

The KPPA Secure Email Portal:

- Provides a safe and easy way to exchange confidential information.
- Offers written documentation of communications.
- Reduces the need for phone calls and faxes.

Disclaimer: Dependent upon the Internet browser software you are using to access the portal (Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome), a few of the portal pages may display differently than depicted in this manual. To provide a representative depiction of the portal's appearance, images from both Microsoft Internet Explorer and Mozilla Firefox have been included where the pages differ. While the images in this manual may vary, the written instructions to access and navigate the portal will not deviate unless indicated.

Attention Google Chrome users: If you have difficulty registering or signing in to on the portal, check to ensure that cookies are enabled in Chrome.

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Introduction

It is important that all email communications containing sensitive or confidential information be kept secure from unauthorized access, modification, and/or disclosure. To accomplish this objective, KPPA has implemented a secure email portal using Zix® solutions to protect KPPA email and ensure all confidential information is safeguarded from unauthorized access and disclosure.

The KPPA Secure Email Portal provides a safe and easy way to exchange information by email, including the ability to create, reply, delete, and manage secure email.

Our Responsibility to Protect Confidential Information

KPPA has adopted policies and standards to protect confidential information, including the use of strong encryption technologies to protect confidential information when it is transmitted electronically via email. KPPA has also adopted a disclosure policy that requires us to notify affected members whenever their confidential information is disclosed without proper authorization or in an unsecure manner (e.g., non-encrypted email).

In continued efforts to protect personal information, KPPA is also working to classify all types of information it collects and utilizes, most importantly confidential information which includes:

- Personally identifiable information (PII) such as full name, date of birth, address, Social Security number, driver's license number, KPPA Member ID, KPPA PIN, etc.
- Health, medical or financial information linked with any of the above PII.

KPPA has also developed a member identification number (KPPA Member ID) to replace the use of a member's Social Security number as a unique identifier. **Please use the KPPA Member ID as an identifier for all instances where the Social Security number is not warranted by law.**

IMPORTANT!

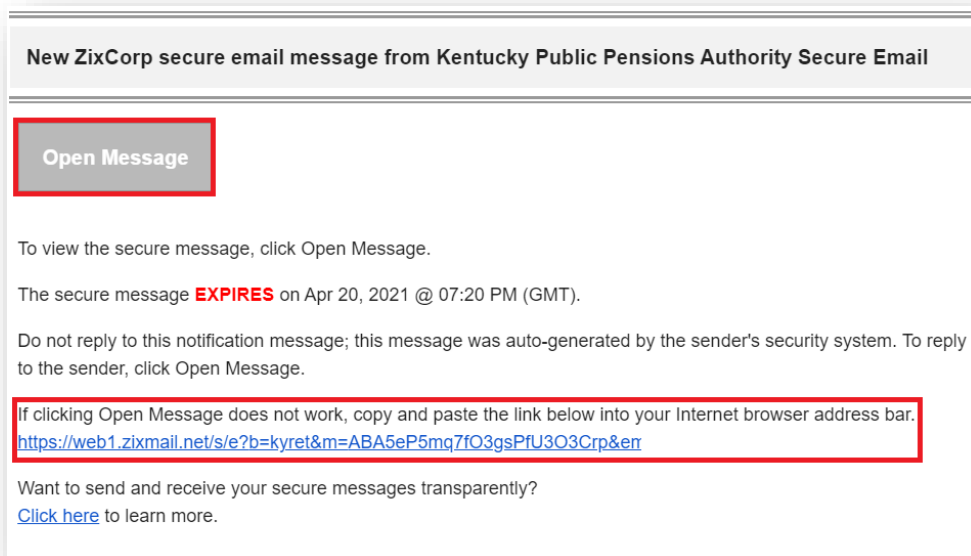
As a covered entity under HIPAA, **KPPA, as well as participating agencies and business associates, are responsible for complying with KPPA policies and applicable federal regulations (HIPAA, HITECH) to ensure confidential member information is protected**, particularly when sending confidential information in email.

Always use the portal for sending confidential email to KPPA. Confidential email is email that contains sensitive data such as Social Security numbers, KPPA Member IDs, KPPA PINs, or any personally identifiable or health-related data. **Never send confidential email via *unsecure* email (i.e. from personal or business email accounts).** Confidential information sent via unsecure email is an unauthorized disclosure of sensitive member information and KPPA or the agency responsible is required to notify the affected member(s) of the disclosure.

Registering and Accessing a Secure Email from the Portal

1. When a KPPA staff member sends you a secure email via the portal, you will receive a notification in your personal inbox like the one depicted in Figure 1 below. Click the **OPEN MESSAGE** button in the notification email, which will take you to the portal's website. If this does not work, copy and paste the hypertext link (at the bottom of the notification) into your Internet browser.

Figure 1: Secure Email Notification



IMPORTANT! Your login information for the secure email portal is not the same as for other KPPA services such as Member and Employer Self Service. You must register for this secure email portal to begin using its features.

2. New users to the portal will be directed to the Portal Registration page where you will be prompted to create a **password**. After entering this information, press the **Enter** key or click the **REGISTER** button to create your portal account. You will then be directed to your portal inbox where the secure email will display.

Figure 2: Register Account

IMPORTANT! Your portal password must be a minimum length of eight (8) characters. Adding all three of the following constraints to the password are also required:

- Alphabetic and numeric characters
- Uppercase and lowercase characters
- At least one special character such as: ~!@#\$%^&

While the minimum password length is eight (8) characters, the longer the password the better. A 12-character password is stronger than an 8-character password. Also, never create passwords that include dictionary words, spouse/child/pet names, birth dates, anniversaries, or any other personally identifiable information. Personalizing your password makes it easier for the bad guys to guess it. You should also never share your passwords.

3. **Previously registered** users who receive a secure email notification should follow [step 1](#) on the previous pages to launch the Portal Sign-In page where you will be prompted to enter your **email address** and **password**. Press the **Enter** key or click the **SIGN-IN** button to access your portal email account.

Figure 3: Sign-In

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

Welcome to the Kentucky Public Pensions Authority Secure Email Portal

Email Address:
{Your Email Address}

Password:

Sign In

Forgot your password?
Reset

New to secure email?
Register

Need more assistance?
Help

For Customer Support, email us at support@kyret.ky.gov.

IMPORTANT! Depending on the Internet browser you are using, certain portal pages may display differently. Refer to the disclaimer on page 1 for more information.

4. Upon registering/signing in, you will be directed to your **Portal Inbox** where the email from the KPPA staff member will be displayed.

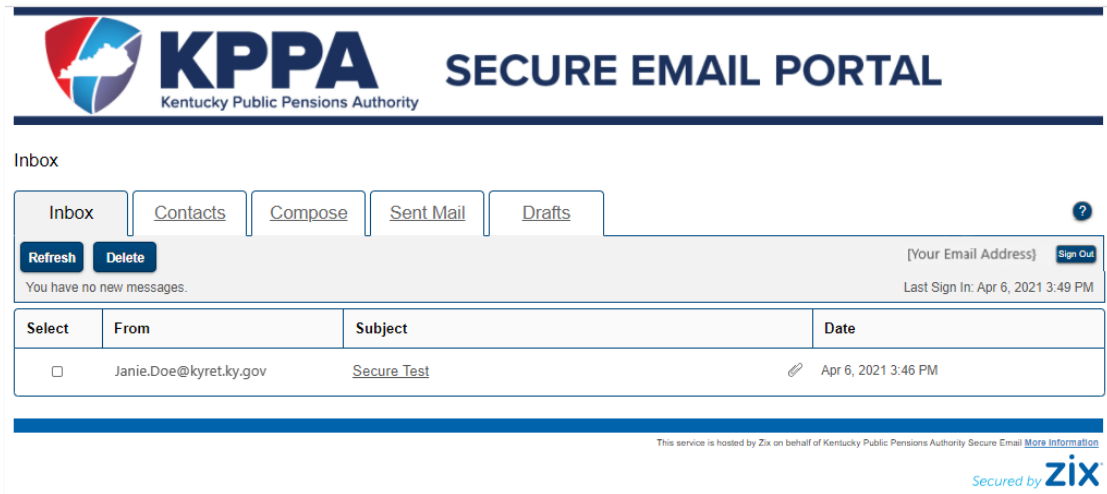
Figure 4: Portal Inbox



NOTE: The Received date/time listed in the email is the timestamp for when the email was received in the KPPA Secure Email Portal. The Expires date/time is when the email will be deleted from the portal. The KPPA staff member who originated the email will be notified of any expired email that is not opened by the recipient.

5. If you have already registered/signed in, you will be directed to your **Portal Inbox** where you will need to click on the subject of the email from the KPPA staff member. The email will be displayed as in the previous step.

Figure 5: Portal Inbox (Google Chrome)

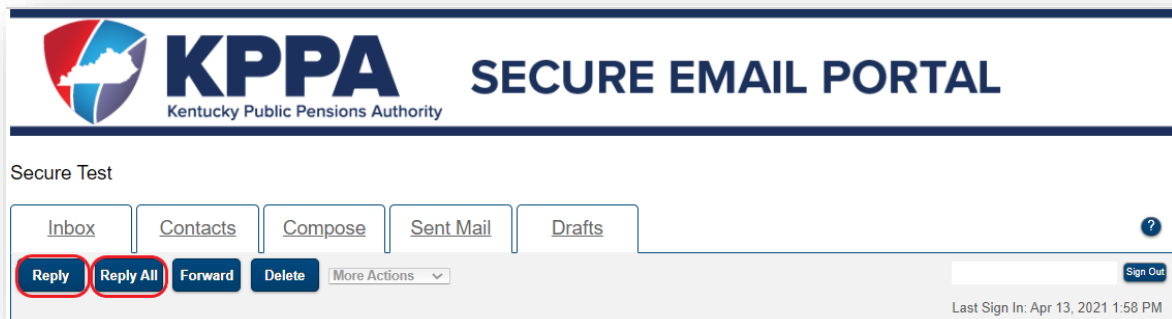


NOTE: The Received date/time listed in the email is the timestamp for when the email was received in the KPPA Secure Email Portal. The Expires date/time is when the email will be deleted from the portal. The KPPA staff member who originated the email will be notified of any expired email that is not opened by the recipient.

Replying to an Email

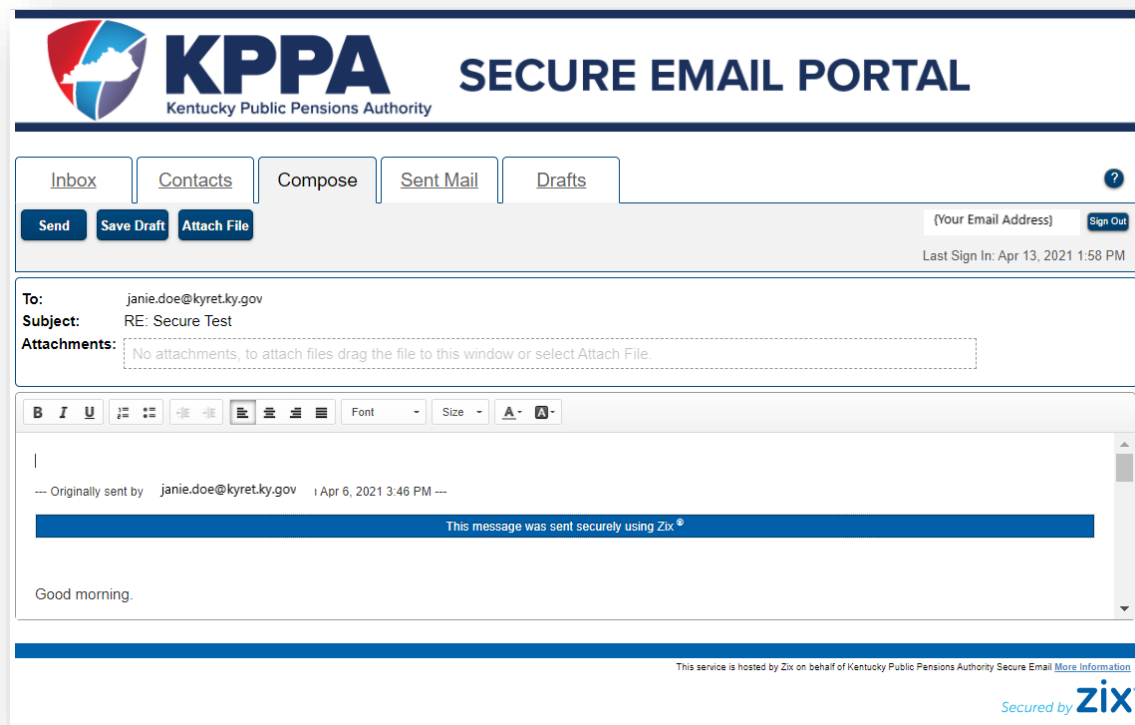
1. Click the **REPLY** or **REPLY ALL** button at the top of the page to create a reply message.

Figure 6: Reply



2. Type in your message and click the **SEND** button to send your reply.

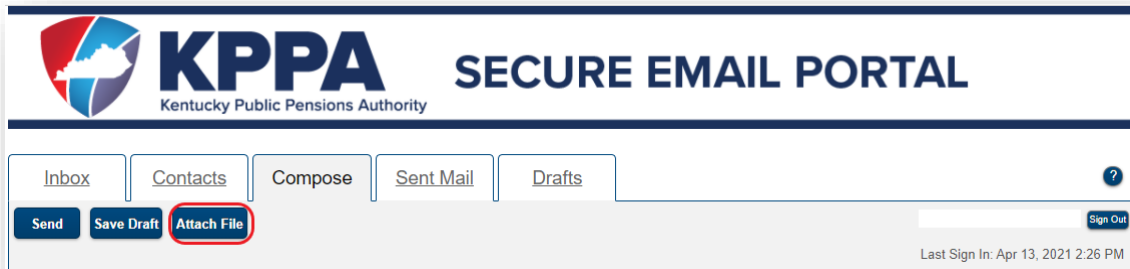
Figure 7: Send Reply



Attaching a File to an Email

1. Click the **ATTACH FILE** button at the top of the page.

Figure 8: Attach File



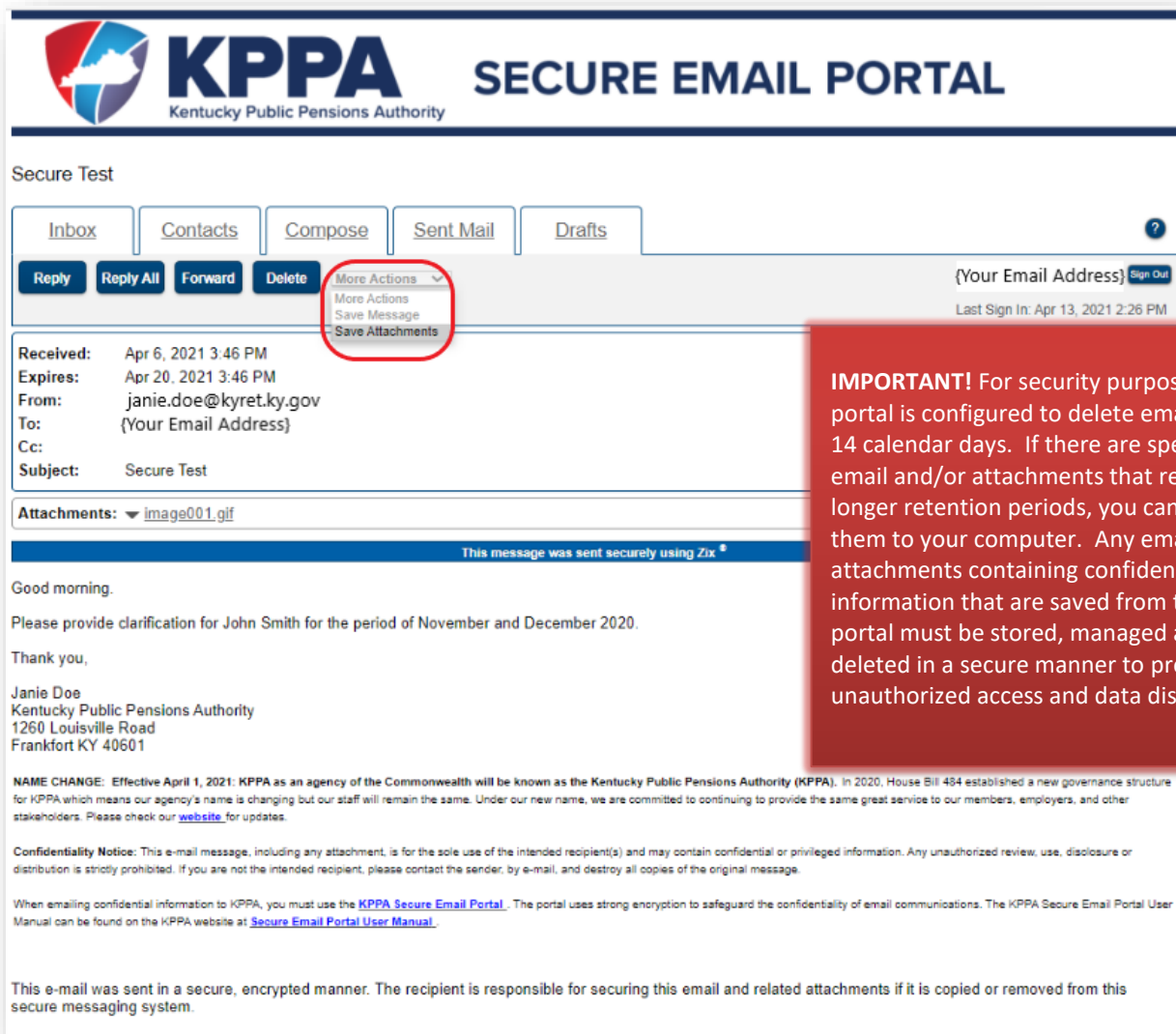
2. The Attach File page appears. Click the **BROWSE** button to search for the file that you want to attach. Once you have located and selected the file, click the **ADD FILE** button. When you are finished attaching files, click the **FINISH** button.

NOTE: You are limited to 10 file attachments that cannot exceed 15 MB in total size.

Saving a File Attachment or Email Message

1. To save a file attachment to your computer, select the **MORE ACTIONS** drop down menu displayed at the top of the page. Click **SAVE ATTACHMENTS**.

Figure 9: Save Attachments



2. A window will appear that prompts you to save or open the file. Click the **SAVE** button and select a drive/directory to save the file. Click the **SAVE** button again.
3. You can also save an email message to your computer by clicking the **SAVE MESSAGE** option from the **MORE ACTIONS** drop down menu.
4. A window will appear that prompts you to save or open the file. Click the **SAVE** button and select a drive/directory to save the file. Click the **SAVE** button again.

Deleting an Email

You can delete an email from the portal inbox two ways: A) from your inbox by clicking on the checkbox next to the email you want to delete and then clicking on the **DELETE** button from the menu bar; or B) while the email is open, click the **DELETE** button.

Sending an Email to KPPA via the Portal

1. To send a secure email message to a KPPA staff member, type the following URL in your Internet browser: <https://web1.zixmail.net/s/login?b=kyret>

Tip: Add this URL to your Internet browser's favorites list (or bookmarks) for future reference.

2. The Portal Sign-In page will appear. Enter your **email address** and **password**. Press the **Enter** key or click the **SIGN-IN** button to access your portal email account.
3. You will be directed to your portal inbox. Click the **COMPOSE** tab. The Compose page will appear.

Figure 10: Compose an Email

The screenshot shows the 'Compose' page of the KPPA Secure Email Portal. At the top, the KPPA logo (Kentucky Public Pensions Authority) is displayed next to the text 'SECURE EMAIL PORTAL'. Below the header, the word 'Compose' is centered. A navigation bar contains tabs for 'Inbox', 'Contacts', 'Compose' (which is active), 'Sent Mail', and 'Drafts'. Below these tabs are three buttons: 'Send', 'Save Draft', and 'Attach File'. On the right side of the page, there is a 'Sign Out' button and a status area showing '(Your Email Address)' and 'Last Sign In: Apr 14, 2021 2:07 PM'. The main form area includes fields for 'To:', 'Cc:', and 'Subject:'. Below these is an 'Attachments:' section with a dashed border and the text 'No attachments, to attach files drag the file to this window or select Attach File.' At the bottom of the form is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and a 'Font' dropdown. The footer of the page contains the text 'This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email' and a 'More Information' link, followed by the 'Secured by zix' logo.

4. Type in the email address of the KPPA staff member to which you want to send the email. As a general rule, the syntax for a KPPA email address is as follows:
firstname.lastname@kyret.ky.gov

IMPORTANT! The portal permits you to send secure email messages to KPPA staff ONLY. If you attempt to send an email to a non-KRS email address, you will receive the following message:

web1.zixmail.net says

This message can only be sent to authorized recipients or users who are part of the Kentucky Public Pensions Authority Secure Email domain.

OK

5. Next type in the subject (see important note below), attach any files (refer to the [Attaching a File to an Email](#) section) and finally type your email message. Click the **SEND** button to send the email.

IMPORTANT! The subject line of portal email is NOT encrypted; therefore, **DO NOT** type Social Security numbers, KPPA Member IDs, or other confidential information in the subject line.

Creating Contacts

To prevent retyping a KPPA address each time you compose an email, you can save it as a contact and use the **CONTACTS** tab when you want to quickly address an email.

1. Click the **CONTACTS** tab. The Contact page will appear.

Figure 11: Select Contacts

The screenshot shows the KPPA Secure Email Portal interface. At the top, the KPPA logo and "SECURE EMAIL PORTAL" are displayed. Below the header, the "Contacts" tab is selected among a row of tabs including "Inbox", "Compose", "Sent Mail", and "Drafts". A secondary row of buttons includes "Mail", "Delete", "New Contact", and "Add Group". On the right, there is a "Sign Out" button and a "Last Sign In" timestamp. The main content area features a table with columns "Select", "Contact", and "Details", which currently displays "No contacts". At the bottom, a footer note states the service is hosted by Zix on behalf of the Kentucky Public Pensions Authority.

2. Click **NEW CONTACT** to create a new contact.

Figure 12: Select New Contact

This screenshot is identical to Figure 11, showing the KPPA Secure Email Portal with the "Contacts" tab selected. The key difference is that the "New Contact" button in the secondary row of buttons is highlighted with a red rectangular box, indicating the next step in the process.

3. Type in the first and last name of the KPPA staff member and their email address. Click the **SAVE** button.

Figure 13: Enter Contact Information

The screenshot shows the 'New Contact' form in the KPPA Secure Email Portal. The header includes the KPPA logo and the text 'SECURE EMAIL PORTAL'. Below the header, there are tabs for 'Inbox', 'Contacts', 'Compose', 'Sent Mail', and 'Drafts'. A 'Save' button is highlighted. The form fields are: 'First Name' (Janie), 'Last Name' (Doe), and 'Email Address' (janie.doe@kyret.ky.gov). A 'Sign Out' button is visible in the top right corner. The footer indicates the service is hosted by Zix on behalf of the Kentucky Public Pensions Authority.

4. Now when you need to send an email to a KPPA staff member, select the **CONTACTS** option, click the check box next to the contact name, and then click the **MAIL** button (refer to Figure 17).

Figure 14: Add a Contact to an Email

The screenshot shows the 'Contacts' page in the KPPA Secure Email Portal. The header includes the KPPA logo and the text 'SECURE EMAIL PORTAL'. Below the header, there are tabs for 'Inbox', 'Contacts', 'Compose', 'Sent Mail', and 'Drafts'. A 'Mail' button is highlighted. The 'Contacts' table shows a contact named 'Doe, Janie' with a checked checkbox. A green tip box is overlaid on the screen, stating: 'Tip: If you send email to a particular group of KPPA staff on a routine basis, you can create a group for these staff members by selecting the **ADD GROUP** button and adding the KPPA staff members to the group.'

Forgot Your Password or Want To Create a New One?

1. To reset your password, go to the Portal Sign-In page:
<https://web1.zixmail.net/s/login?b=kyret>
2. Click the **RESET** button.

Figure 15: Reset Password

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

Welcome to the Kentucky Public Pensions Authority Secure Email Portal

Email Address:

Password:

Sign In

Forgot your password? **Reset**

New to secure email? **Register**

Need more assistance? **Help**

For Customer Support, email us at support@kyret.ky.gov.

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

IMPORTANT! If you forget your password, you do not need to notify KPPA. You can reset your password via the portal.

3. Type in your email address and a new password, and then re-enter your password. Click the **RESET** button.

Figure 16: Type New Password

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

Reset Password

Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:

New Password:

Re-enter New Password:

Password Rules

Passwords must be at least 8 characters in length, and meet 2 of the following conditions:

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

Passwords cannot match email address.

Reset

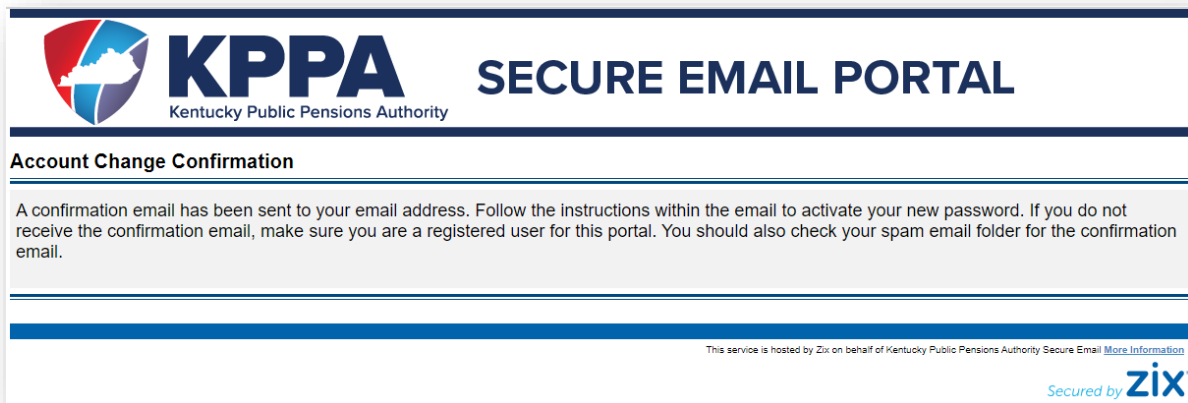
For Customer Support, email us at support@kyret.ky.gov.

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

Secured by **zix**

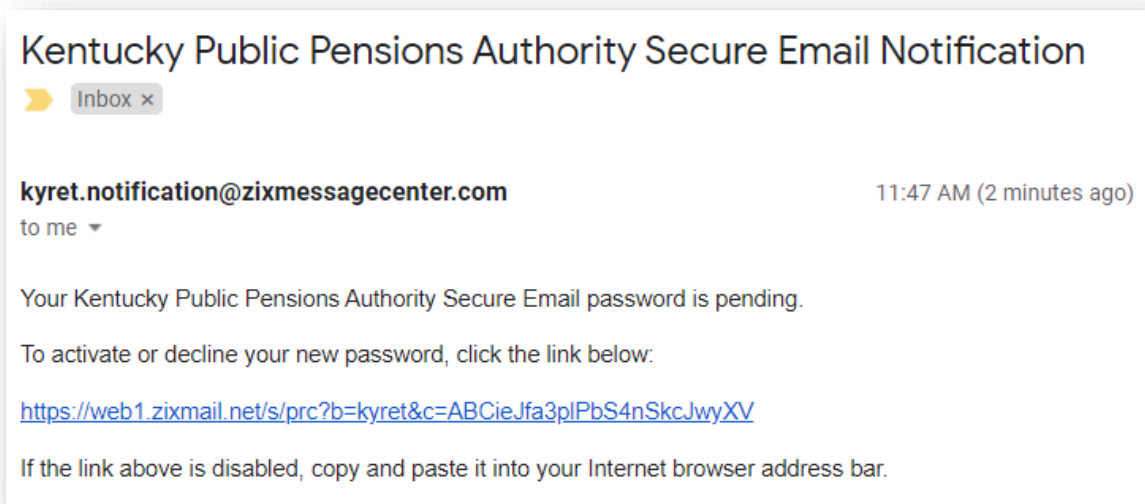
4. You will receive a message that a confirmation email will be sent to your personal inbox with instructions for activating your new password.

Figure 17: Account Change Confirmation



5. Access your email account and click the link in the email notification to reset your password.

Figure 18: Password Activation Email



6. A change password page will appear requesting you to activate or decline your new password. If you choose to activate, click the continue button to continue. Click the **CONTINUE** button that will direct you to the Portal Sign-In page where you can enter your email address and new password.

Figure 19: Successful Password Activation

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

Change Password
Your Kentucky Public Pensions Authority Secure Email password is pending.

To activate your new password, select the button below:

To decline your new password, select the button below:

For Customer Support, email us at support@kyret.ky.gov.

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

Secured by **zix**

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

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.

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

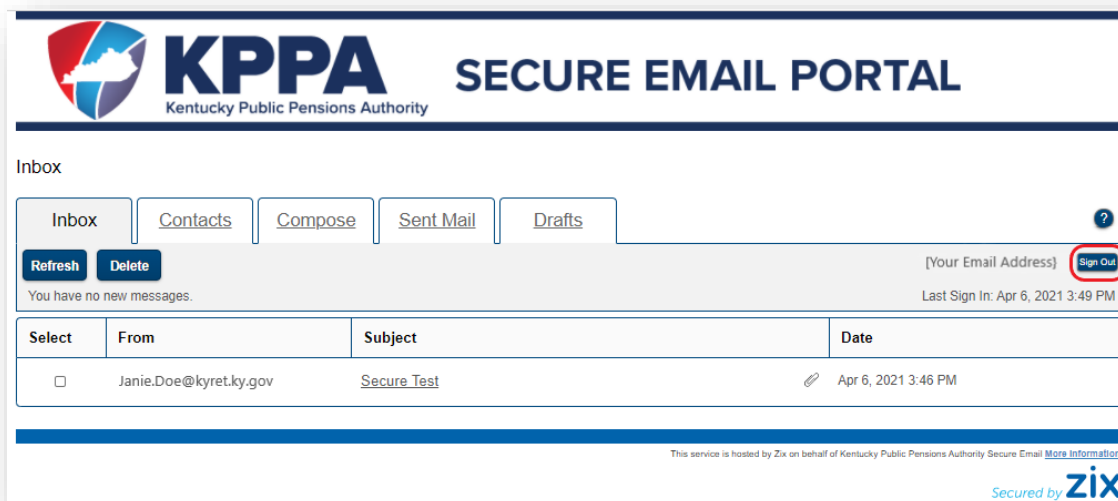
Secured by **zix**

IMPORTANT! If you receive a password reset notification email and you did not attempt to reset your password, it may be possible that someone is trying to hack your portal account. In this case, decline the password reset by clicking on the decline button. You may also want to reset your password to one with more characters, strictly adhering to the password requirements on page 3.

Sign-Out

1. Select the **Sign-Out** option/click the **SIGN-OUT** button to exit the portal.

Figure 20: Sign-Out



NOTE: Clicking the **SIGN-OUT** button before saving an email you are in the process of drafting can cause the email to be lost. When composing, replying or forwarding an email, always click the **SAVE DRAFT** button or navigate to one of the other tabs/options before signing out.

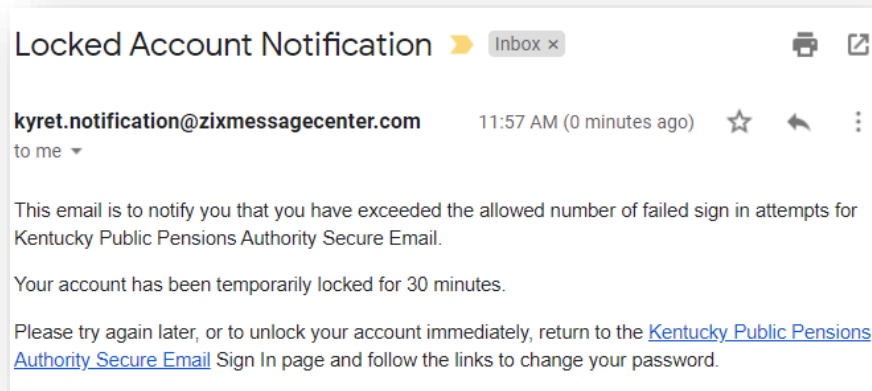
Session Timeout

If you sign in to the portal and are inactive for more than **20 minutes**, the portal will automatically sign you out. You will need to sign in again to access your account.

Account Temporarily Locked

You are allowed **three (3) attempts** to type the correct password during sign in. If you do not successfully type in your password after three attempts, you will be locked out of the portal for **30 minutes**. An account can be unlocked during the temporary lockout by clicking the **RESET** button on the Portal Sign-In page and resetting your password. Follow the instructions for password resets on [page 16](#).

Figure 21: Locked Account Notification



Trouble Logging in

If you have trouble logging into the secure email portal, try the following.

- If your agency has Microsoft Office 365, try using that email address to log on to the secure email portal. For example: janie.doe@kymsoffice.mail.onmicrosoft.com
- Confirm your password is entered correctly.
- Use the Help points below.

Figure 22: Microsoft Office 365

The screenshot shows the 'KPPA SECURE EMAIL PORTAL' registration page. The KPPA logo (Kentucky Public Pensions Authority) is on the left. The page title is 'SECURE EMAIL PORTAL'. Below the title, the section is 'Register Account' with the instruction 'Register below for your mailbox to send and receive secure messages.' The registration form includes fields for 'Email Address' (pre-filled with 'janie.doe@kymsoffice.mail.onmicrosoft.com'), 'Password', and 'Re-enter Password'. Below these fields are 'Password Rules' which state: 'Passwords must be at least 8 characters in length, and meet 2 of the following conditions: • Contain both alphabetic and numeric characters • Contain both uppercase and lowercase characters • Contain at least one special character, such as: ~!@#\$\$%^&'. It also notes 'Passwords cannot match email address.' At the bottom right of the form are 'Cancel' and 'Register' buttons. At the bottom of the page, it says 'For Customer Support, email us at support@kyret.ky.gov' and 'This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)'. The Zix logo is in the bottom right corner with the text 'Secured by zix'.

KPPA SECURE EMAIL PORTAL
Kentucky Public Pensions Authority

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

Email Address:

Password:

Re-enter Password:

Password Rules
Passwords must be at least 8 characters in length, and meet 2 of the following conditions:

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

Passwords cannot match email address.

For Customer Support, email us at support@kyret.ky.gov

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

Secured by **zix**

Help

If you have additional questions or need support for the portal:

- If you are signed in to the portal, Microsoft Internet Explorer users can select the **HELP** option to access the online Zix® Help website or 
- Members: 1-800-928-4646 or KPPA.mail@kyret.ky.gov
- Employers: 888-696-8810 or
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-School-Board-Team-Email.aspx>
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-File-and-Web-Team-Email.aspx>
 - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx>
- Vendors: support@kyret.ky.gov