Northwest Secure Email

Customer and Vendor User Guide

We created this guide to help you use Northwest Secure Email, our new and improved email encryption service that protects your personal information.

Please note-- even if you received secure email from us before, you must re-register with our new service.

### Reading a Secure Message

- When you receive a secure email in your inbox, it will look similar to what's shown below. Please note that we used a Gmail account as our example:
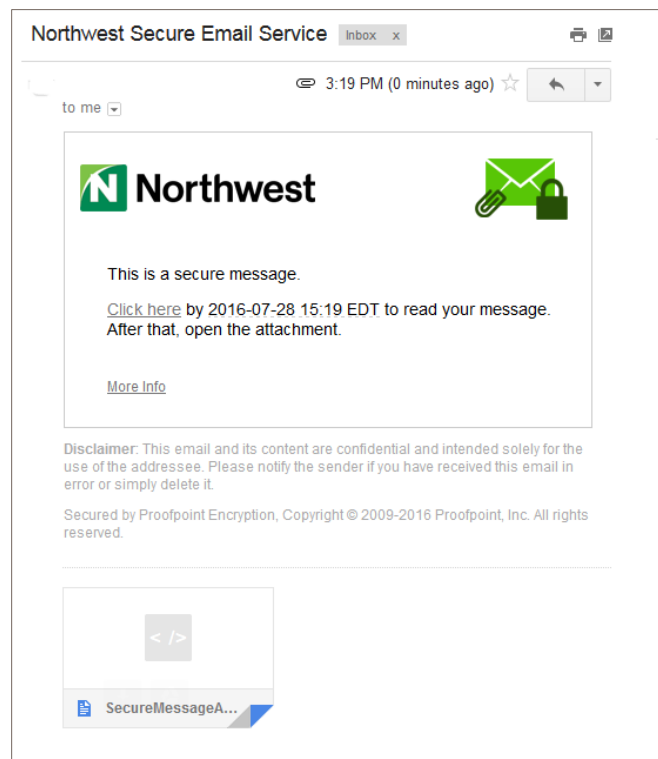
- Click the attachment, *SecureMessageAtt.html,* or the *"Click Here"* link to launch a browser.

- **Open the Attachment**-- If this is the first time you are receiving a secure message from us through our new service, you will be prompted to register with Northwest Secure Email. Otherwise, you will be prompted to log in using your email address and the password you chose during registration.
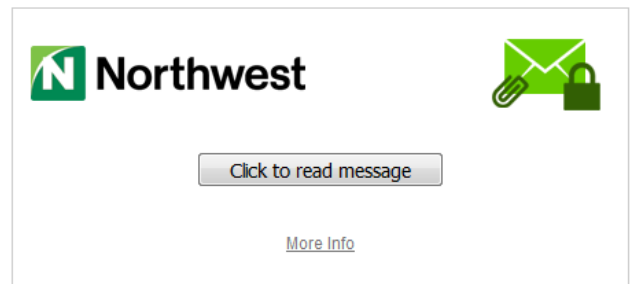
- Click the Click to read message button.

Registering with Northwest Secure Email

- The first time you receive a secure message, you will be prompted to register and create a Northwest Secure Email account. Fill in the fields, then click "Continue".
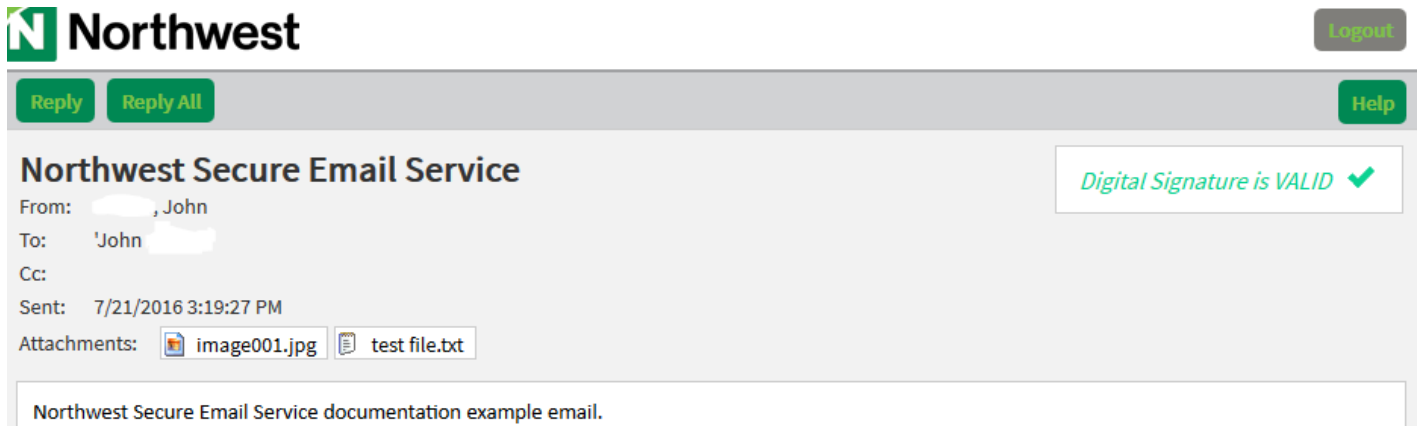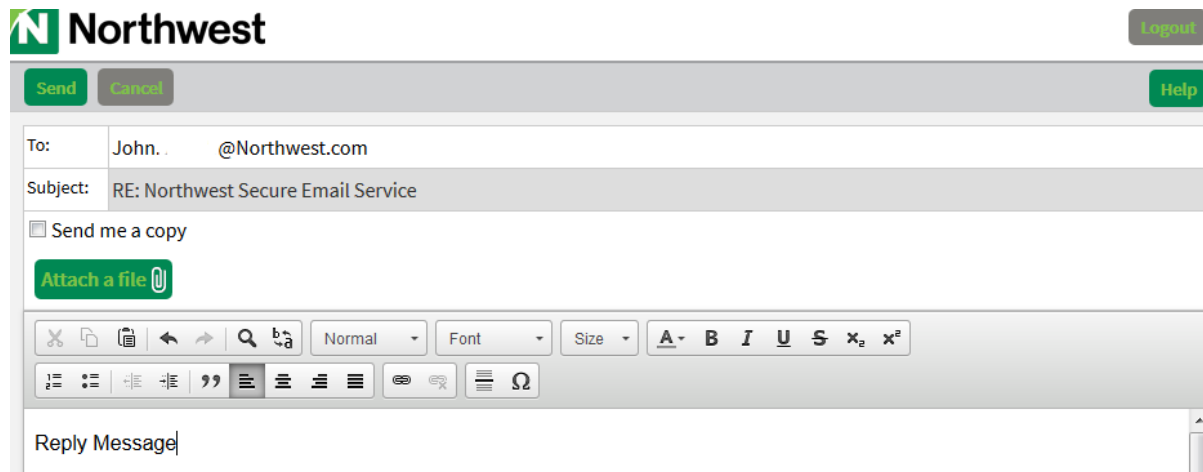
- After clicking continue, your message will arrive and look similar to the example below:

Read and Reply to Your Message

- The **Reply** or **Reply All**, options are available for your use.
- If you click **"Reply"**, you cannot add more recipients to the message.
- To add additional recipients use the **"Reply All"** option.

Logging Out

- It's important to log out of the system when you're finished.
- Click **Logout** when you are done:

- The next time you want to read a secure message, you'll be prompted to log in to Northwest Secure Email using your email address and password you created in the previous steps.

Initiating a Secure Email

- Because of your relationship with Northwest, you can use our encrypted email service to initiate a conversation at any time with us, by visiting this site https://securemail.northwest.com/encrypt.

- If you're already registered with Northwest Secure Email, you will be prompted to provide a password before you can compose a secure message.
- If you have not already registered with Northwest Secure Email, you will be prompted to create an account.
- **Important note:** For security reasons, registering, authenticating and composing secure messages using Northwest Secure Email must be completed in the same browser, on the same system, within a 30-minute period.