Opening a secure email from UnitedHealthcare

Agents need to register the first time they receive a secure e-mail delivered by the new Corpmailsvcs Registered Envelope Service. After the agent completes the initial registration process, they can simply log in to open future secure e-mails from UnitedHealth Group.

Registration Process:

2. The agent will receive a notification message similar to the one below. Have the agent click on the attachment titled “securedoc.html.” (If the agent does not see this notification message in their e-mail inbox, have the agent check their junk and/or spam folders)

3. A secure e-mail envelope will display in the agent’s Web browser. Have the agent click on the yellow REGISTER button to begin the registration process.
4. Advise the agent to fill out the new user registration form, and then click on the yellow **REGISTER** button to complete the registration process. *(If the agent receives a secure e-mail as a "bcc" recipient, the agent's e-mail address will not populate the field automatically and they will need to enter it manually.)*

![New User Registration Form](image)

5. After successful registration, the following confirmation message will display. Closing this window will return you to the secure envelope.

![Confirmation Message](image)

6. Once registered, the agent will use the password they created to access future secure emails; therefore, please advise the agent to take note of their password.

![Password Reminder](image)