

# Receiving a secure email

**Purpose:** This document will assist members access their secure email from Teladoc Health.

Secure emails are used to protect data being sent between you and Teladoc Health.

## Receiving your first secure email

When you receive your first secure email, you will receive 2 emails:

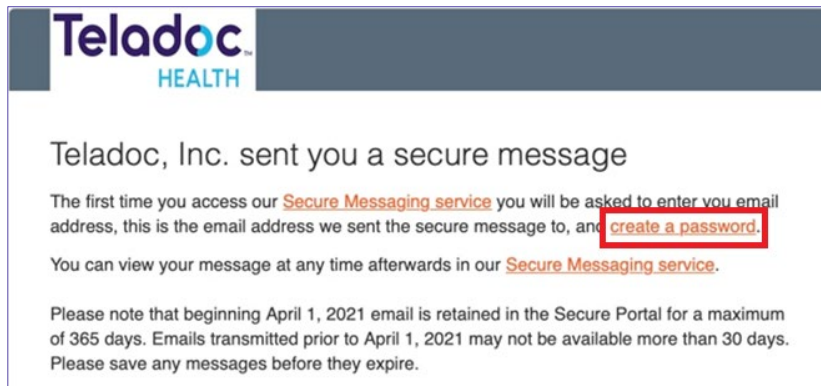
- An email from “Postmaster” indicating you have received a secure email with instructions to create a password to log into the Secure Messaging service, and
- An email indicating you have received a secure email from Teladoc Health.

**Tip:** Check your junk mail for missing emails as they may have routed to that location.

<b>Postmaster</b>	You have been sent a secure message - Teladoc, Inc. sent you a secu...
<b>John Smith</b>	You've been sent a secure message from Teladoc Health - You have ...

To log into the Secure Messaging service for the first time, follow the steps below:

1. Open the email from “**Postmaster**”.



Result: Instructions for logging into the Secure Messaging service display.

2. Click the “**create a password**” link.  
Result: The Create Your Password box displays.

3. Create your password for the Secure Messaging service following the rules outlined.

4. Click **Confirm**.  
Result: The Log In Email Address screen displays.

5. Enter your email address the secure email was sent to.
6. Click **Next**.  
Result: The Log In Password field displays.

7. Enter your password.
8. Click **Log In**.  
Result: The Secure Messaging service inbox displays.

9. Select the email to read it.

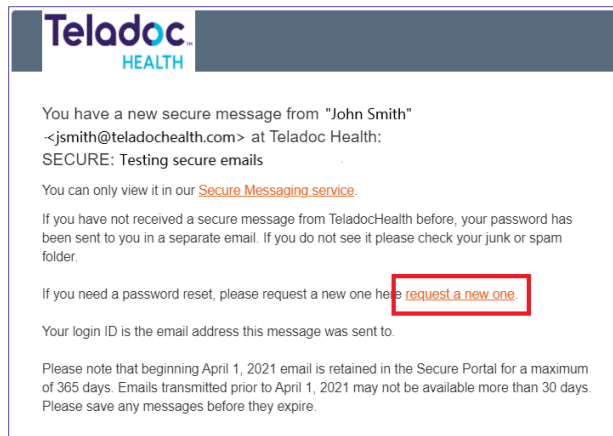
**Note:** Selecting the **Secure Messaging service** link in the Postmaster's email directs you to the Log In screen. If you do not have a password set up, please follow steps 1 – 8.

## Resetting your password

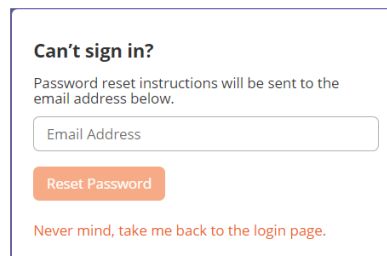
In each email notification indicating you have a secure message from Teladoc Health, there is a link to the Secure Messaging service and a link to reset your password.

To reset your password, follow the steps below:

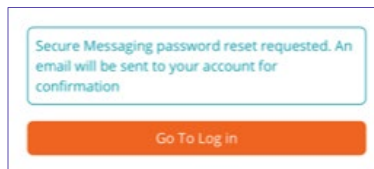
1. Open the email notification from Teladoc Health indicating you have a new secure message. Result: The email opens with links to the Secure Messaging service and to request a new password.



2. Select “request a new one” in the sentence “If you need a password reset, please request a new one here request a new one.” Result: The Can’t sign in? box displays.



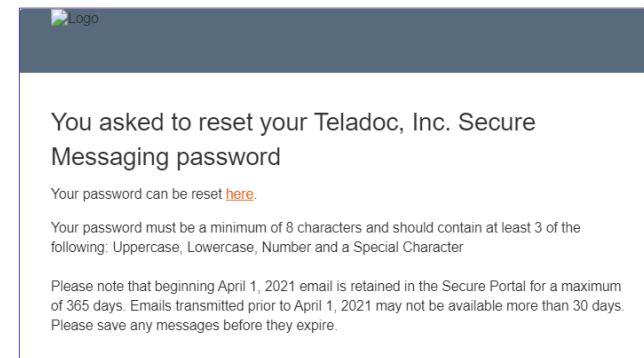
3. In the **Email Address** field, enter your email address the secure email was sent to.
4. Select **Reset Password**. Result: Confirmation for a password reset displays.



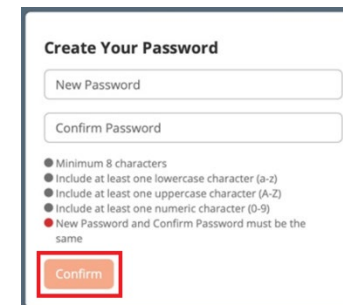
5. Close the Confirmation for a password reset box. **Note:** There is no need to select the Go To Log In as you still need to reset your password.
6. Open your **personal email account** to find the email from “Postmaster”. **Tip:** Check your junk mail if you do not see it in your Inbox.



7. Open your email from “Postmaster” titled “Reset your Secure Messaging password”. Result: Your email indicating you asked to reset your Teladoc, Inc. Secure Messaging password opens.



8. Select “here” in the sentence “Your password can be reset here.” Result: The Create Your Password box displays.



9. Follow steps 3 – 8 from the section **Receiving your first secure email**.