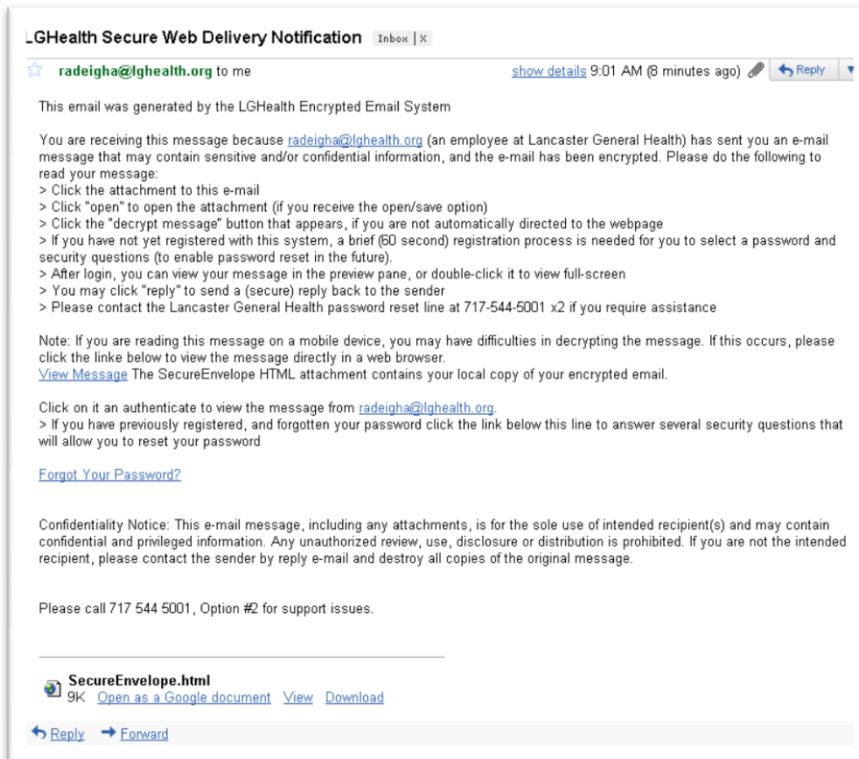


Resetting Your LGHealth Encrypted Email Password

The password reset process is supposed to be as trouble-free as possible. This document is designed to guide you through the steps for resetting your LGHealth password.

1. When you get an encrypted email, it will arrive in a notification that looks like this:



The links you are interested in are 'View Message' for mobile users, 'Forgot Your Password' for password resets, and the encrypted HTML attachment, which is your permanent copy of your encrypted email (see next graphic).



2. You have 10 tries to get into your encrypted email. After that, you will lock your account, and it will require the encrypted email's administrator to unlock your account. The phone number you should call to unlock your account will be in the 'LGHealth Secure Web Delivery Notification' you received
3. Please don't try to log in all 10 times. If you get to 5, you may as well just reset the password. The link to reset the password is in the notification you received. Click on the 'Forgot Your Password?' link to continue.

4. You will go to the 'Password Management' page, where you will be able to reset your password.

Lancaster General Health Password Management

Welcome to the Lancaster General Health Secure E-mail System.

You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.

If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.

If you receive secure messages in the future only your password will be required.

Please contact our customer service center at 544-5001 option # 2 if you experience problems with this system.

Thank you.

Please provide the answer(s) for the question(s).

What Are The Last Four Digits Of Your Phone Number?:

What Car Do You Drive?:

What Is Your Hometown?:

What Is Your Mothers Maiden Name?:

What Was The Name Of The Town Where You Were Born?:

Submit Reset

5. As you answer the questions, please remember:
- You must answer 3 of the 5 questions correctly (you will not be told which ones are correct and which ones fail).
 - You must type in your answers exactly as you did when you first answered them!
 - Upper and lower case count. If you capitalized a word in your original answer, you must capitalize it when you reset your password!

Lancaster General Health Password Management

Welcome to the Lancaster General Health Secure E-mail System.

You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.

If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.

If you receive secure messages in the future only your password will be required.

Please contact our customer service center at 544-5001 option # 2 if you experience problems with this system.

Thank you.

Please provide the answer(s) for the question(s).

What Are The Last Four Digits Of Your Phone Number?:

What Car Do You Drive?:

What Is Your Hometown?:

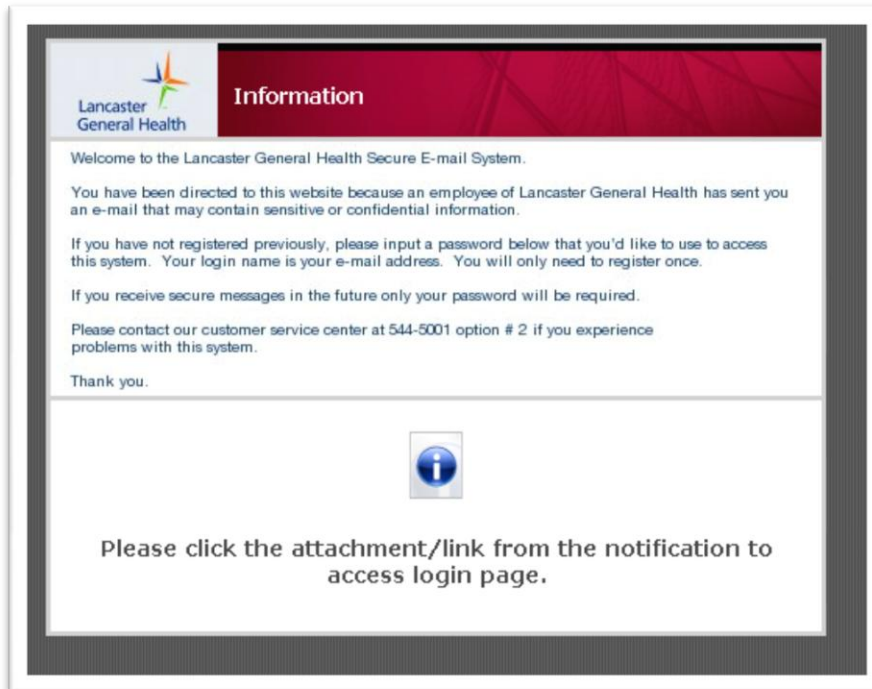
What Is Your Mothers Maiden Name?:

What Was The Name Of The Town Where You Were Born?:

Submit Reset

1. You must answer 3 of the questions correctly
2. Correct spelling is important!
3. Upper and lower case count!

6. Click on 'Submit' when you are done. If you have answered 3 of the 5 questions correctly, you will see the following 'Information' screen:



You now must go back to **the original encrypted email notification**, and reopen either the web email link 'View Message' or the HTML attachment 'SecureEnvelope.html'.

7. If you do not see the previous web page, you have forgotten your reset questions. Please call the number provided, and request to have your password and reset questions reset. This will step you through your initialization process.

8. This time, you will see both a 'Password' box and a 'Confirm box, as you see below:

Lancaster General Health McAfee Secure Web Mail

Welcome to the Lancaster General Health Secure E-mail System.

You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.

If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.

If you receive secure messages in the future only your password will be required.

Please contact our customer service center at 544-5001 option # 2 if you experience problems with this system.

Thank you.

Please login to access Secure Web Mail.

User Name:

Password:

Confirm Password:

[Disclaimer](#)

9. You are now ready to enter your new password. Some things to remember when you do this:
- There is a password history that goes **three deep**. This means that you **cannot** re-use any of your last three passwords to this system. If you do re-use a password, you will

see an error that looks like this:

Lancaster General Health

McAfee Secure Web Mail

Welcome to the Lancaster General Health Secure E-mail System.

You have been directed to this website because an employee of Lancaster General Health has sent you an e-mail that may contain sensitive or confidential information.

If you have not registered previously, please input a password below that you'd like to use to access this system. Your login name is your e-mail address. You will only need to register once.

If you receive secure messages in the future only your password will be required.

Please contact our customer service center at 544-5001 option #2 if you experience problems with this system.

Error

The password entered was already used previously. Please enter a new password.

OK

User Name: radeighan@gmail.com

Password: ●●●●●●●●

Confirm Password: ●●●●●●●●

Submit Reset

Disclaimer

- b. Your password has to be 8 characters long. We prefer that you use a mix of upper and lower case, and work in a number or special character (#,@,!,&,etc.)

10. After you provide a password that the system accepts, you should then be able to read your encrypted email:

The screenshot displays the McAfee Secure Web Mail interface for Lancaster General Health. At the top, there is a navigation bar with the Lancaster General Health logo, the text "McAfee Secure Web Mail", and "Logout" and "Help" links. Below this is an "Inbox" section with a table of email entries. The table has columns for "From", "Subject", "Date", and "Size". The selected email is from "radeigha@lghealth.org" with the subject "lg-secure TEST #1 for password reset" and a date of "Wed, 21 Jul 2010 09:01:14 -0400".

From	Subject	Date	Size
radeigha@lghealth.org	lg-secure TEST #1 for password reset	Wed, 21 Jul 2010 09:01:14 -0400	3.831 KB
radeigha@lghealth.org	lg-secure : What the heck is	Mon, 19 Jul 2010 12:55:37 -0400	3.772 KB
radeigha@lghealth.org	TEST #1 - ZIP FILE, ATTACHED	Fri, 16 Jul 2010 14:07:46 -0400	11.008 KB
radeigha@lghealth.org	Content Test - NPAA Dictionary in the clear	Fri, 16 Jul 2010 13:41:32 -0400	38.024 KB
radeigha@lghealth.org	lg-secure	Tue, 13 Jul 2010 15:36:32 -0400	3.613 KB

Below the inbox is a pagination bar showing "Page 1 of 1" and "Showing 25 Emails per Page". The selected email is displayed below, with the subject "lg-secure TEST #1 for password reset" and sender "radeigha@lghealth.org". The email content includes a "Thanks," followed by contact information for Richard A. Deighan, Security System Administrator at Lancaster General Health, including address, phone, fax, and website.

Thanks,
Richard A. Deighan
Security System Administrator
Lancaster General Health
555 North Duke Street
Lancaster, PA 17604-3555
(717) 544-6643 Phone
(717) 544-4098 Fax
www.LancasterGeneralHealth.org

REC: Security Alerts, Security Incidents