

Healthpointe and Barracuda Email Security Service

As a leading multidisciplinary group with over 40-years worth of experience in the healthcare business, Healthpointe recognizes the importance of protecting patient information and data. We also cherish the communication we have with our clients with a clear sense of privacy and security. That is why Healthpointe is optimizing the security of their communication by incorporating a new platform for its e-mailing network, and we invite all clients to join us.

With this new platform, you will have the assurance and satisfaction of knowing that only the intended recipients are able to access the email and its attachments without the need to exchange encryption keys.

The first time an email is received for a recipient, a unique key is generated. Emails (including attachments) are therefore encrypted using the recipient's key. Furthermore, each e-mail will have a retention period for 30 full days, which means that an e-mail will remain in your inbox no longer than a month. After the 30 days, the e-mail will expire and will delete from your inbox.

You will need to contact your IT department and ask them to whitelist 'cudasvc.com' or 'barracudanetworks.com'.

In order for the Barracuda Email Security Service to work the following **5 easy steps** need to be followed:

- 1. Step 1: Open Inbound Email:** On your next communication you will receive an email from a Healthpointe employee. Be sure to click on the link provided in order to access the new Email Encryption Service. Please note that if you do not see this e-mail, you should check your spam/junk folder.

The screenshot shows a Gmail interface with a search bar at the top. The left sidebar lists folders: Inbox (26), Starred, Important, Sent Mail, Drafts, [Gmail] Trash, Personal, Travel, and More. The main content area displays an email from '@healthpointemd.net' with the subject 'USC - Master of Social Work - Become a Great Social Worker. Earn Your MSW at USC Online.' The email body features the Barracuda logo and a message: 'You have a new encrypted message from @healthpointemd.net'. It instructs the user to click a link to log into the Barracuda Message Center. A long URL is provided for login: <https://encrypt.barracudanetworks.com/login?nid=U2FsdGVhX18JITZ0cNkxZJhmU7QNZv8ayC6X5xCFUaVp4B3NltbY514wd%2Fv0OwoOnlpXVPwfy%2BK0nVvzPsbvdk%2B49lowmShssQ0f2pk9WrvJqMhDlVddcG%2F4BS5vdCwmjbJweQ0Zv8sl5ECX7QpeRIZybnvJvIONjn3kxWw1Yu0L9t6Gfd2011FlclK%2B59dFaKvx5OfxQeFxc0dRQggumOLj3%2BX2LzKJ2Rtn8IMVw27mnCnxvYZ1%2Bc9SUM5oJgAwWoZtafSOoKA%3D%3D>. A disclaimer at the bottom states: 'The secure message will expire in 30 days. Need Help? Disclaimer: This email is confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender. Copyright 2013 Barracuda Networks, Inc. All rights reserved.'

2. **Step 2: New Account Setup:** Create a password with at least 1 special character, which includes: !@#\$%^&*(), numbers ,.etc. We strongly recommend that you create a password that is over 7 characters long. This will be your new account to access all Healthpointe messages, so it is also recommend creating a password that you can remember.

The screenshot shows a web browser window with the address bar displaying <https://encrypt.barracudane...>. The browser has several tabs open: "You have a new encrypt...", "Barracuda Message Center", and "Account Settings for ...". The page title is "Account Settings for [redacted]@gmail.com". The Barracuda logo is in the top left. In the top right, there is a user profile icon for "@gmail.com" and links for "Settings | Log Off | Help". The main content area has a heading "Account Settings for [redacted]@gmail.com". Below this, there are two input fields: "New Password:" and "Re-enter New Password:". To the right of the "New Password:" field, there is a note: "(Minimum 8 characters, with at least 1". Below the input fields is a "Done" button.

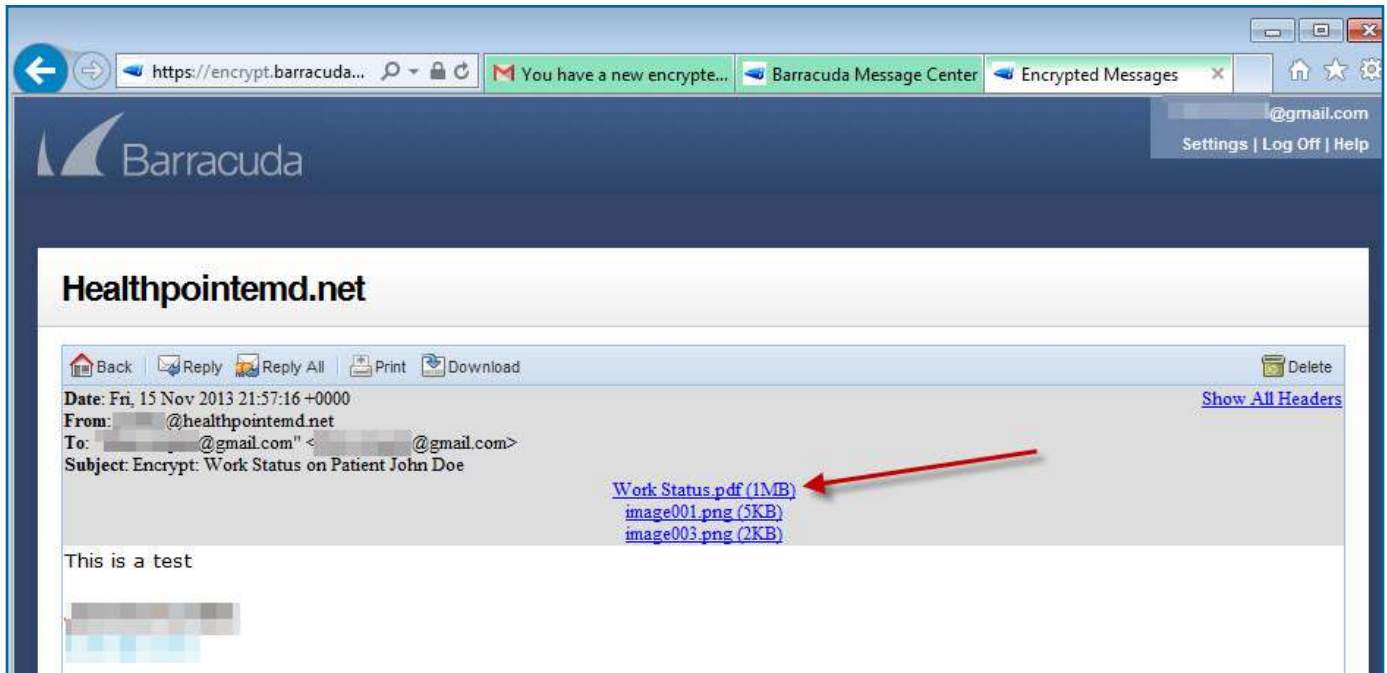
3. **Step 3: Access Your Inbox:** After creating an account, you can get started and browse through your inbox. You will first notice a message from a Healthpointe employee. Please click on that message.

Additionally, you may also log in from the main Barracuda server at:
<https://encrypt.barracudanetworks.com/>

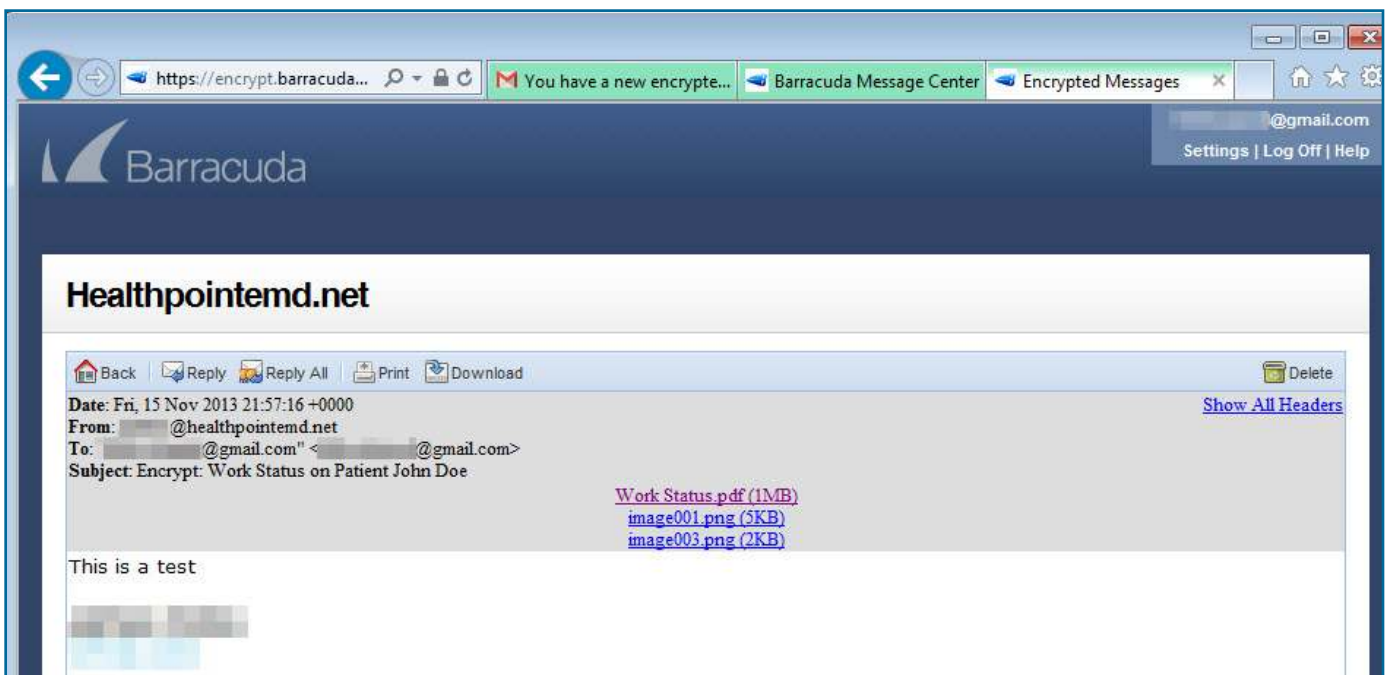
The screenshot shows the "Encrypted Messages" inbox in the Barracuda interface. The browser address bar shows <https://encrypt.barracuda...>. The browser tabs include "You have a new encrypt...", "Barracuda Message Center", and "Encrypted Messages". The page title is "Encrypted Messages". The Barracuda logo is in the top left. In the top right, there is a user profile icon for "@gmail.com" and links for "Settings | Log Off | Help". Below the heading "Encrypted Messages", there is a table with columns: "Time", "From", "Subject", and "Size". The table contains one message from "@healthpointemd.net" with the subject "Encrypt: Work Status on Patient John Doe" and a size of "1,910,725".

Time	From	Subject	Size
Fri Nov 15 1:57:32pm 2013	@healthpointemd.net	Encrypt: Work Status on Patient John Doe	1,910,725

4. **Step 4: Email:** Please click on the attachments located in the top center of the e-mail. This will allow you to view attachments in e-mails. Please refer to the image for the location of the attachments. This will lead to the final step.



5. **Step 5: Open or Save:** When prompted, please open or save the attachment to your computer.



You now know how to use a Barracuda's Email Security Service.

Thanks to this dominant cross-collaboration with Barracuda, Healthpointe is successfully finding novel and simple ways to better their services for all clients. We are confident to say that this new platform will bring satisfaction to you and your business. If you have any questions or concerns regarding this new implementation please contact your local account representative or call (888) 795-0555 for more information. Thank you.