Secure Email Portal
User Manual
A Step-by-Step Guide for Using KRS’ Zix® Secure Email Solution

This manual can be found online at https://kyret.ky.gov by typing “secure email” in the search bar.

External User

KRS Security Solutions – Security is Everyone’s Business

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Kentucky Retirement Systems (KRS) has implemented the KRS Secure Email Portal, a secure email solution that protects confidential information exchanged between KRS and participating agencies. The portal can be accessed at:

https://web1.zixmail.net/s/login?b=kyret

The portal uses strong encryption to safeguard the confidentiality of email communications and greatly reduces the risk of costly disclosures that could put our members at risk of identity theft and other fraudulent activity.

We strongly encourage everyone to use the KRS Secure Email Portal when sending confidential information or attachments via electronic mail. Please note that the portal should NOT be used by employers for monthly reporting.

The KRS Secure Email Portal User Manual outlines clear, step-by-step instructions for accessing and using the portal. You should find the portal to be simple and easy to use; however, if you have additional questions or need support please contact KRS by one of the ways below.

- Members: 1-800-928-4646 or krs.mail@kyret.ky.gov
- Employers: 888-696-8810 or
  - https://kyret.ky.gov/Employers/Resources/Pages/ERCE-School-Board-Team-Email.aspx
  - https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx
- Vendors: support@kyret.ky.gov

This manual can be found online at https://kyret.ky.gov by typing “secure email” in the search bar. Please inform other employees in your agency about the portal who may need to exchange confidential information with KRS.

The KRS Secure Email Portal:

- Provides a safe and easy way to exchange confidential information.
- Offers written documentation of communications.
- Reduces the need for phone calls and faxes.

Disclaimer: Dependent upon the Internet browser software you are using to access the portal (Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome), a few of the portal pages may display differently than depicted in this manual. To provide a representative depiction of the portal’s appearance, images from both Microsoft Internet Explorer and Mozilla Firefox have been included where the pages differ. While the images in this manual may vary, the written instructions to access and navigate the portal will not deviate unless indicated.

Attention Google Chrome users: If you have difficulty registering or signing in to the portal, check to ensure that cookies are enabled in Chrome.
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Introduction

It is important that all email communications containing sensitive or confidential information be kept secure from unauthorized access, modification, and/or disclosure. To accomplish this objective, KRS has implemented a secure email portal using Zix® solutions to protect KRS email and ensure all confidential information is safeguarded from unauthorized access and disclosure.

The KRS Secure Email Portal provides a safe and easy way to exchange information by email, including the ability to create, reply, delete, and manage secure email.

Our Responsibility to Protect Confidential Information

KRS has adopted policies and standards to protect confidential information, including the use of strong encryption technologies to protect confidential information when it is transmitted electronically via email. KRS has also adopted a disclosure policy that requires us to notify affected members whenever their confidential information is disclosed without proper authorization or in an unsecure manner (e.g., non-encrypted email).

In continued efforts to protect personal information, KRS is also working to classify all types of information it collects and utilizes, most importantly confidential information which includes:

- Personally identifiable information (PII) such as full name, date of birth, address, Social Security number, driver’s license number, KRS Member ID, KRS PIN, etc.
- Health, medical or financial information linked with any of the above PII.

KRS has also developed a member identification number (KRS Member ID) to replace the use of a member’s Social Security number as a unique identifier. Please use the KRS Member ID as an identifier for all instances where the Social Security number is not warranted by law.

IMPORTANT!

As a covered entity under HIPAA, KRS, as well as participating agencies and business associates, are responsible for complying with KRS policies and applicable federal regulations (HIPAA, HITECH) to ensure confidential member information is protected, particularly when sending confidential information in email.

Always use the portal for sending confidential email to KRS. Confidential email is email that contains sensitive data such as Social Security numbers, KRS Member IDs, KRS PINs, or any personally identifiable or health-related data. Never send confidential email via unsecure email (i.e. from personal or business email accounts). Confidential information sent via unsecure email is an unauthorized disclosure of sensitive member information and KRS or the agency responsible is required to notify the affected member(s) of the disclosure.
Registering and Accessing a Secure Email from the Portal

1. When a KRS staff member sends you a secure email via the portal, you will receive a notification in your personal inbox like the one depicted in Figure 1 below. Click the **OPEN MESSAGE** button in the notification email, which will take you to the portal’s website. If this does not work, copy and paste the hypertext link (at the bottom of the notification) into your Internet browser.

**Figure 1: Secure Email Notification**

To view the secure message, click Open Message.

The secure message expires on Feb 20, 2012 @ 04:46 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender’s security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar:

https://web1.zixcorp.com?id=KYnt8m-ABCdeFbiCfG673fPh4TrFbiPvbA

Want to send and receive your secure messages transparently?

Click here to learn more.

**IMPORTANT!** Your login information for the secure email portal is not the same as for other KRS services such as Member and Employer Self Service. You must register for this secure email portal to begin using its features.
2. New users to the portal will be directed to the Portal Registration page where you will be prompted to create a **password**. After entering this information, press the **Enter** key or click the **REGISTER** button to create your portal account. You will then be directed to your portal inbox where the secure email will display.

**Figure 2: Register Account**

**IMPORTANT!** Your portal password must be a minimum length of eight (8) characters. Adding all three of the following constraints to the password are also required:

- Alphabetic and numeric characters
- Uppercase and lowercase characters
- At least one special character such as: ~!@#$%

While the minimum password length is eight (8) characters, the longer the password the better. A 12-character password is stronger than an 8-character password. Also, never create passwords that include dictionary words, spouse/child/pet names, birth dates, anniversaries, or any other personally identifiable information. Personalizing your password makes it easier for the bad guys to guess it. You should also never share your passwords.
3. **Previously registered** users who receive a secure email notification should follow step 1 on the previous pages to launch the Portal Sign-In page where you will be prompted to enter your **email address** and **password**. Press the **Enter** key or click the **SIGN-IN** button to access your portal email account.

**Figure 3: Sign-In**

IMPORTANT! Depending on the Internet browser you are using, certain portal pages may display differently. Refer to the disclaimer on page 1 for more information.
4. Upon registering/signing in, you will be directed to your **Portal Inbox** where the email from the KRS staff member will be displayed.

*Figure 4: Portal Inbox*

NOTE: The **Received** date/time listed in the email is the timestamp for when the email was received in the KRS Secure Email Portal. The **Expires** date/time is when the email will be deleted from the portal. The KRS staff member who originated the email will be notified of any expired email that is not opened by the recipient.
5. If you have already registered/signed in, you will be directed to your **Portal Inbox** where you will need to click on the subject of the email from the KRS staff member. The email will be displayed as in the previous step.

**Figure 5: Portal Inbox (Google Chrome)**

**NOTE:** The *Received* date/time listed in the email is the timestamp for when the email was received in the KRS Secure Email Portal. The *Expires* date/time is when the email will be deleted from the portal. The KRS staff member who originated the email will be notified of any expired email that is not opened by the recipient.
Replied to an Email

1. Click the **REPLY** or **REPLY ALL** button at the top of the page to create a reply message.

   Figure 6: Reply

2. Type in your message and click the **SEND** button to send your reply.

   Figure 7: Send Reply
Attaching a File to an Email

1. Click the ATTACH FILE button at the top of the page.

Figure 8: Attach File

2. The Attach File page appears. Click the BROWSE button to search for the file that you want to attach. Once you have located and selected the file, click the ADD FILE button. When you are finished attaching files, click the FINISH button.

NOTE: You are limited to 10 file attachments that cannot exceed 15 MB in total size.
Saving a File Attachment or Email Message

1. To save a file attachment to your computer, select the MORE ACTIONS drop down menu displayed at the top of the page. Click SAVE ATTACHMENTS.

   Figure 9: Save Attachments

   ![](Image)

   **IMPORTANT!** For security purposes, the portal is configured to delete email after 14 calendar days. If there are specific email and/or attachments that require longer retention periods, you can save them to your computer. Any email or attachments containing confidential information that are saved from the portal must be stored, managed and deleted in a secure manner to prevent unauthorized access and data disclosure.

2. A window will appear that prompts you to save or open the file. Click the SAVE button and select a drive/directory to save the file. Click the SAVE button again.

3. You can also save an email message to your computer by clicking the SAVE MESSAGE option from the MORE ACTIONS drop down menu.

4. A window will appear that prompts you to save or open the file. Click the SAVE button and select a drive/directory to save the file. Click the SAVE button again.
Deleting an Email
You can delete an email from the portal inbox two ways: A) from your inbox by clicking on the checkbox next to the email you want to delete and then clicking on the DELETE button from the menu bar; or B) while the email is open, click the DELETE button.

Sending an Email to KRS via the Portal
1. To send a secure email message to a KRS staff member, type the following URL in your Internet browser: https://web1.zixmail.net/s/login?b=kyret

   Tip: Add this URL to your Internet browser’s favorites list (or bookmarks) for future reference.

2. The Portal Sign-In page will appear. Enter your email address and password. Press the Enter key or click the SIGN-IN button to access your portal email account.

3. You will be directed to your portal inbox. Click the COMPOSE tab. The Compose page will appear.

   Figure 10: Compose an Email
4. Type in the email address of the KRS staff member to which you want to send the email. As a general rule, the syntax for a KRS email address is as follows:
   firstname.lastname@kyret.ky.gov

5. Next type in the subject (see important note below), attach any files (refer to the Attaching a File to an Email section) and finally type your email message. Click the SEND button to send the email.

   IMPORTANT! The subject line of portal email is NOT encrypted; therefore, DO NOT type Social Security numbers, KRS Member IDs, or other confidential information in the subject line.
Creating Contacts

To prevent retyping a KRS address each time you compose an email, you can save it as a contact and use the CONTACTS tab when you want to quickly address an email.

1. Click the CONTACTS tab. The Contact page will appear.

   **Figure 11: Select Contacts**

   ![Select Contacts](image1)

2. Click NEW CONTACT to create a new contact.

   **Figure 12: Select New Contact**

   ![Select New Contact](image2)
3. Type in the first and last name of the KRS staff member and their email address. Click the **SAVE** button.

**Figure 13: Enter Contact Information**

![Secure Email Portal](image)

4. Now when you need to send an email to a KRS staff member, select the **CONTACTS** option, click the check box next to the contact name, and then click the **MAIL** button (refer to Figure 17).

**Figure 14: Add a Contact to an Email**

![Secure Email Portal](image)

**Tip:** If you send email to a particular group of KRS staff on a routine basis, you can create a group for these staff members by selecting the **ADD GROUP** button and adding the KRS staff members to the group.
Forgot Your Password or Want To Create a New One?

1. To reset your password, go to the Portal Sign-In page: 
   https://web1.zixmail.net/s/login?b=kyret

2. Click the RESET button.  
   **Figure 15: Reset Password**

3. Type in your email address and a new password, and then re-enter your password. Click the RESET button. 
   **Figure 16: Type New Password**

**IMPORTANT!** If you forget your password, you do not need to notify KRS. You can reset your password via the portal.
4. You will receive a message that a confirmation email will be sent to your personal inbox with instructions for activating your new password.

**Figure 17: Account Change Confirmation**

![Account Change Confirmation](image1.png)

5. Access your email account and click the link in the email notification to reset your password.

**Figure 18: Password Activation Email**

![Password Activation Email](image2.png)
6. A change password page will appear requesting you to activate or decline your new password. If you choose to activate, click the continue button to continue. Click the CONTINUE button that will direct you to the Portal Sign-In page where you can enter your email address and new password.

**Figure 19: Successful Password Activation**

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**IMPORTANT!** If you receive a password reset notification email and you did not attempt to reset your password, it may be possible that someone is trying to hack your portal account. In this case, decline the password reset by clicking on the decline button. You may also want to reset your password to one with more characters, strictly adhering to the password requirements on page 3.
Sign-Out

1. Select the Sign-Out option/click the SIGN-OUT button to exit the portal.

**Figure 20: Sign-Out**

- **NOTE:** Clicking the SIGN-OUT button before saving an email you are in the process of drafting can cause the email to be lost. When composing, replying or forwarding an email, always click the SAVE DRAFT button or navigate to one of the other tabs/options before signing out.
Session Timeout

If you sign in to the portal and are inactive for more than 20 minutes, the portal will automatically sign you out. You will need to sign in again to access your account.

Account Temporarily Locked

You are allowed three (3) attempts to type the correct password during sign in. If you do not successfully type in your password after three attempts, you will be locked out of the portal for 30 minutes. An account can be unlocked during the temporary lockout by clicking the RESET button on the Portal Sign-In page and resetting your password. Follow the instructions for password resets on page 16.

Figure 21: Locked Account Notification

Locked Account Notification

kyret.notification@z 3:15 PM (1 minute ago)  

This email is to notify you that you have exceeded the allowed number of failed sign in attempts for Kentucky Retirement Systems Secure Email.

Your account has been temporarily locked for 30 minutes.

Please try again later, or to unlock your account immediately, return to the Kentucky Retirement Systems Secure Email Sign In page and follow the links to change your password.
Trouble Logging in
If you have trouble logging into the secure email portal, try the following.

- If your agency has Microsoft Office 365, try using that email address to log on to the secure email portal. For example: janie.doe@kymsoffice.mail.onmicrosoft.com
- Confirm your password is entered correctly.
- Use the Help points below.

Figure 22: Microsoft Office 365

![Secure Email Portal Registration](image-url)
Help

If you have additional questions or need support for the portal:

- If you are signed in to the portal, Microsoft Internet Explorer users can select the HELP option to access the online Zix® Help website or [?]

- Members: 1-800-928-4646 or krs.mail@kyret.ky.gov

- Employers: 888-696-8810 or
  - [https://kyret.ky.gov/Employers/Resources/Pages/ERCE-School-Board-Team-Email.aspx](https://kyret.ky.gov/Employers/Resources/Pages/ERCE-School-Board-Team-Email.aspx)
  - [https://kyret.ky.gov/Employers/Resources/Pages/ERCE-File-and-Web-Team-Email.aspx](https://kyret.ky.gov/Employers/Resources/Pages/ERCE-File-and-Web-Team-Email.aspx)
  - [https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx](https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx)

- Vendors: support@kyret.ky.gov