

# Secure Email Portal User Manual

A Step-by-Step Guide for Using KPPA's Zix® Secure Email Solution

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

## External User

**KPPA Security Solutions – Security is Everyone’s Business**



1260 Louisville Road  
Frankfort, KY 40601-6124  
<https://kyret.ky.gov>

Kentucky Public Pensions Authority (KPPA) has implemented the KPPA Secure Email Portal, a secure email solution that protects confidential information exchanged between KPPA 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 KPPA 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 *KPPA 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 KPPA by one of the ways below.

- Members: 1-800-928-4646 or [KPPA.mail@kyret.ky.gov](mailto:KPPA.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-File-and-Web-Team-Email.aspx>
  - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx>
- Vendors: [support@kyret.ky.gov](mailto: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 KPPA.

The KPPA 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 on 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, KPPA has implemented a secure email portal using Zix® solutions to protect KPPA email and ensure all confidential information is safeguarded from unauthorized access and disclosure.

The KPPA 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

KPPA 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. KPPA 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, KPPA 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, KPPA Member ID, KPPA PIN, etc.
- Health, medical or financial information linked with any of the above PII.

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

## IMPORTANT!

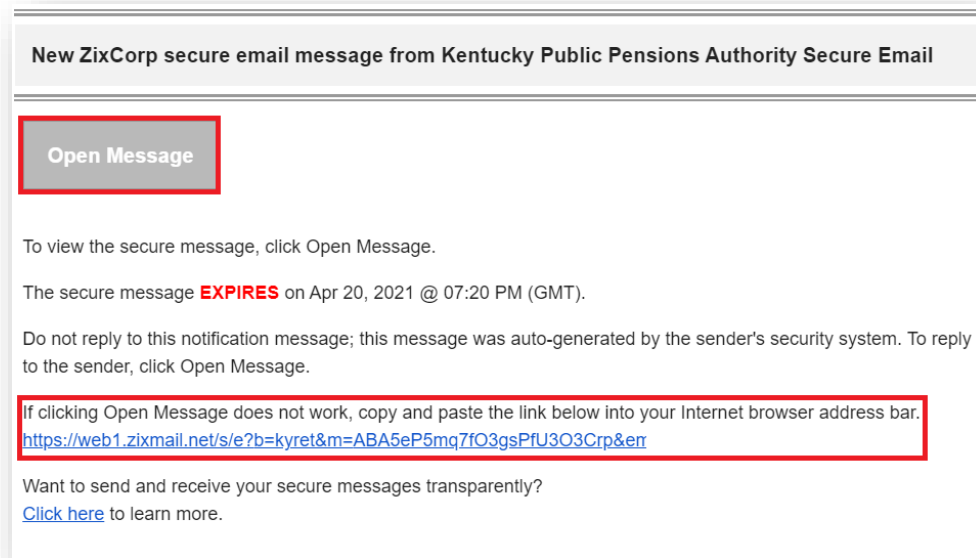
As a covered entity under HIPAA, **KPPA, as well as participating agencies and business associates, are responsible for complying with KPPA policies and applicable federal regulations (HIPAA, HITECH) to ensure confidential member information is protected**, particularly when sending confidential information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

**Always use the portal for sending confidential email to KPPA.** Confidential email is email that contains sensitive data such as Social Security numbers, KPPA Member IDs, KPPA 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 KPPA 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 KPPA 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.

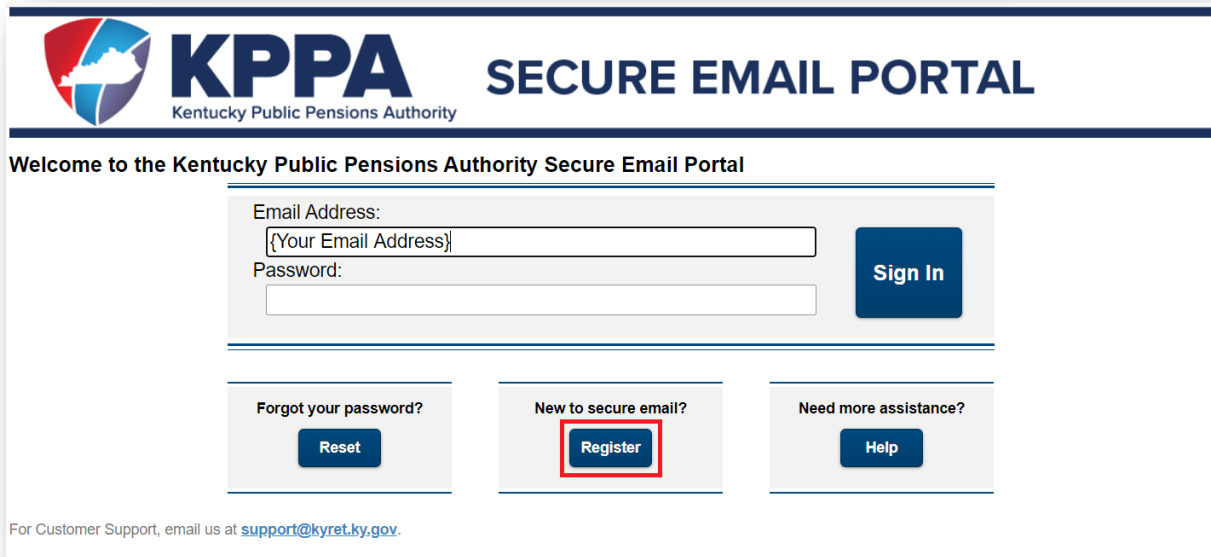
**Figure 1: Secure Email Notification**



**IMPORTANT!** Your login information for the secure email portal is not the same as for other KPPA 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**



**KPPA** SECURE EMAIL PORTAL  
Kentucky Public Pensions Authority

Welcome to the Kentucky Public Pensions Authority Secure Email Portal

Email Address:  
{Your Email Address}

Password:

Sign In

Forgot your password? Reset

New to secure email? Register

Need more assistance? Help

For Customer Support, email us at [support@kyret.ky.gov](mailto:support@kyret.ky.gov).

**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.

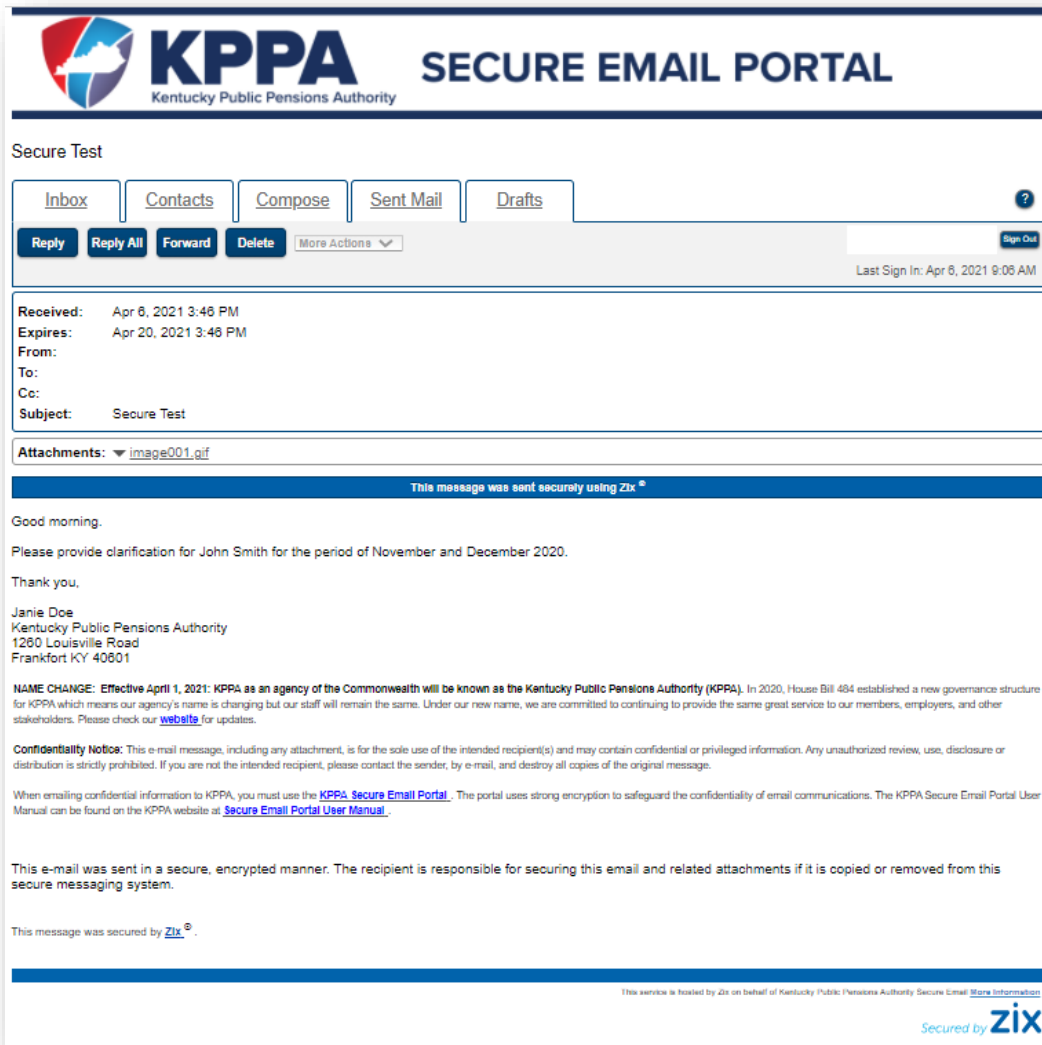
Figure 3: Sign-In

The screenshot shows the KPPA Secure Email Portal Sign-In page. At the top left is the KPPA logo (Kentucky Public Pensions Authority) and the text "KPPA SECURE EMAIL PORTAL". Below this is a welcome message: "Welcome to the Kentucky Public Pensions Authority Secure Email Portal". The main sign-in area contains two input fields: "Email Address:" with a placeholder "{Your Email Address}" and "Password:". To the right of these fields is a blue "Sign In" button with a red border. Below the sign-in area are three links: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button. At the bottom left, there is a note: "For Customer Support, email us at [support@kyret.ky.gov](mailto:support@kyret.ky.gov)."

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 KPPA staff member will be displayed.

**Figure 4: Portal Inbox**

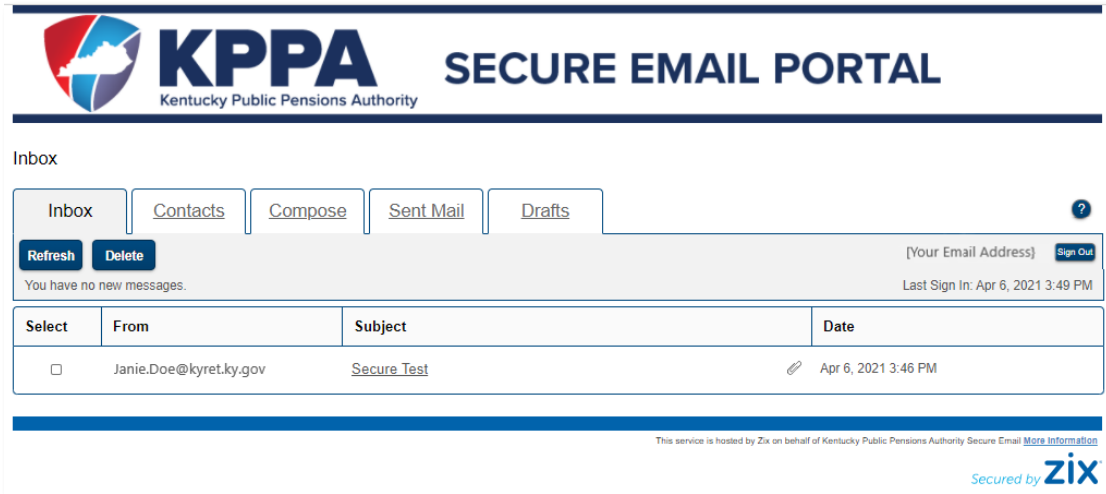


NOTE: The Received date/time listed in the email is the timestamp for when the email was received in the KPPA Secure Email Portal. The Expires date/time is when the email will be deleted from the portal. The KPPA staff member who originated the email will be notified of any expired email that is not 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 KPPA staff member. The email will be displayed as in the previous step.

Figure 5: Portal Inbox (Google Chrome)

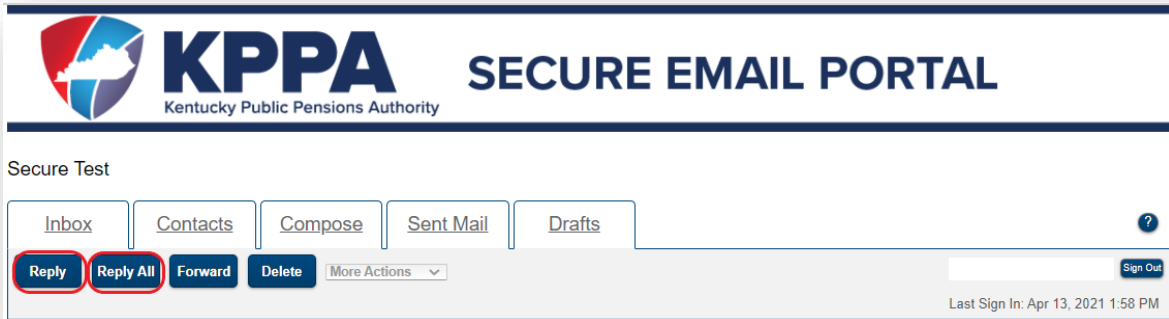


NOTE: The Received date/time listed in the email is the timestamp for when the email was received in the KPPA Secure Email Portal. The Expires date/time is when the email will be deleted from the portal. The KPPA staff member who originated the email will be notified of any expired email that is not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

# Replying to an Email

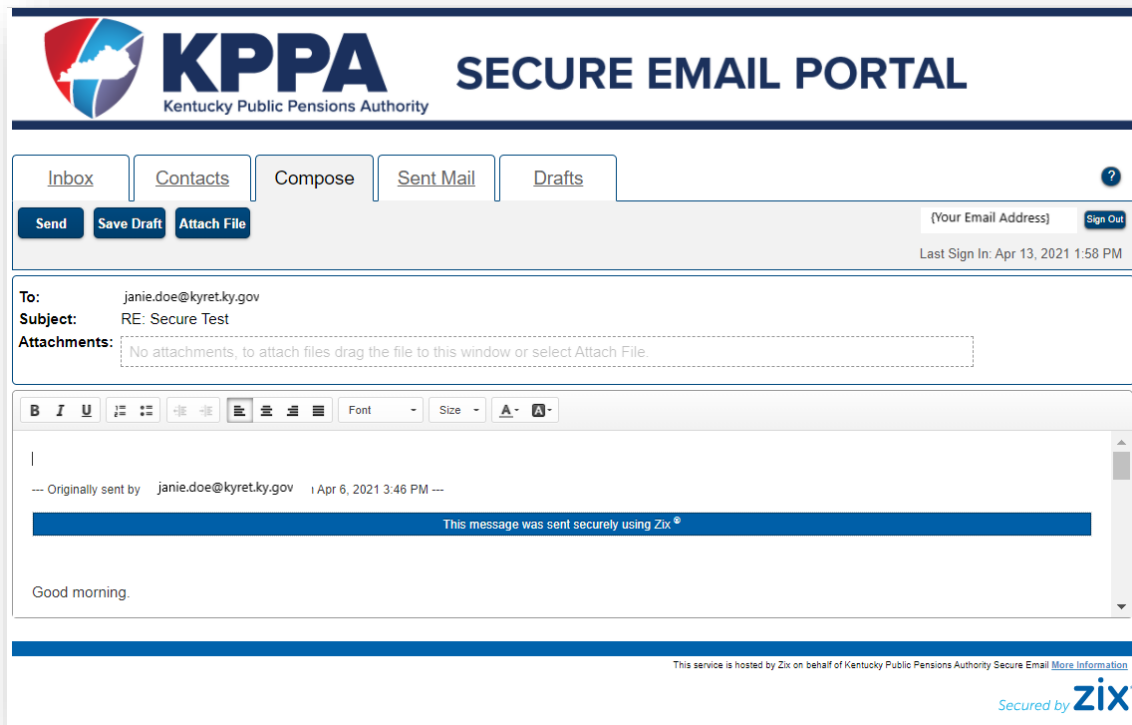
1. Click the **REPLY** or **REPLY ALL** button at the top of the page to create a reply message.

Figure 6: Reply



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

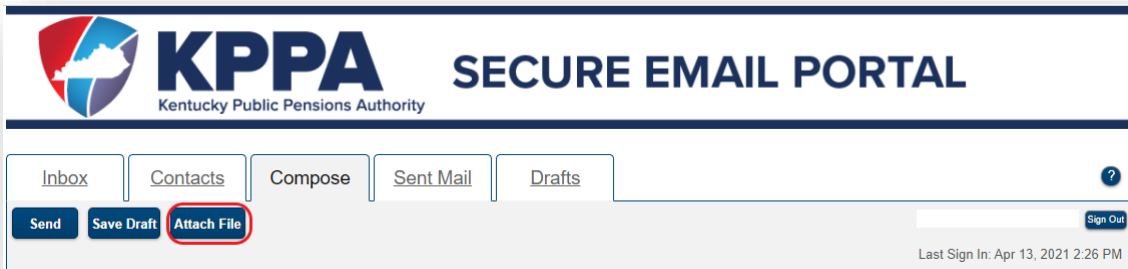
Figure 7: Send Reply



## Attaching a File to an Email

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

Figure 8: Attach File



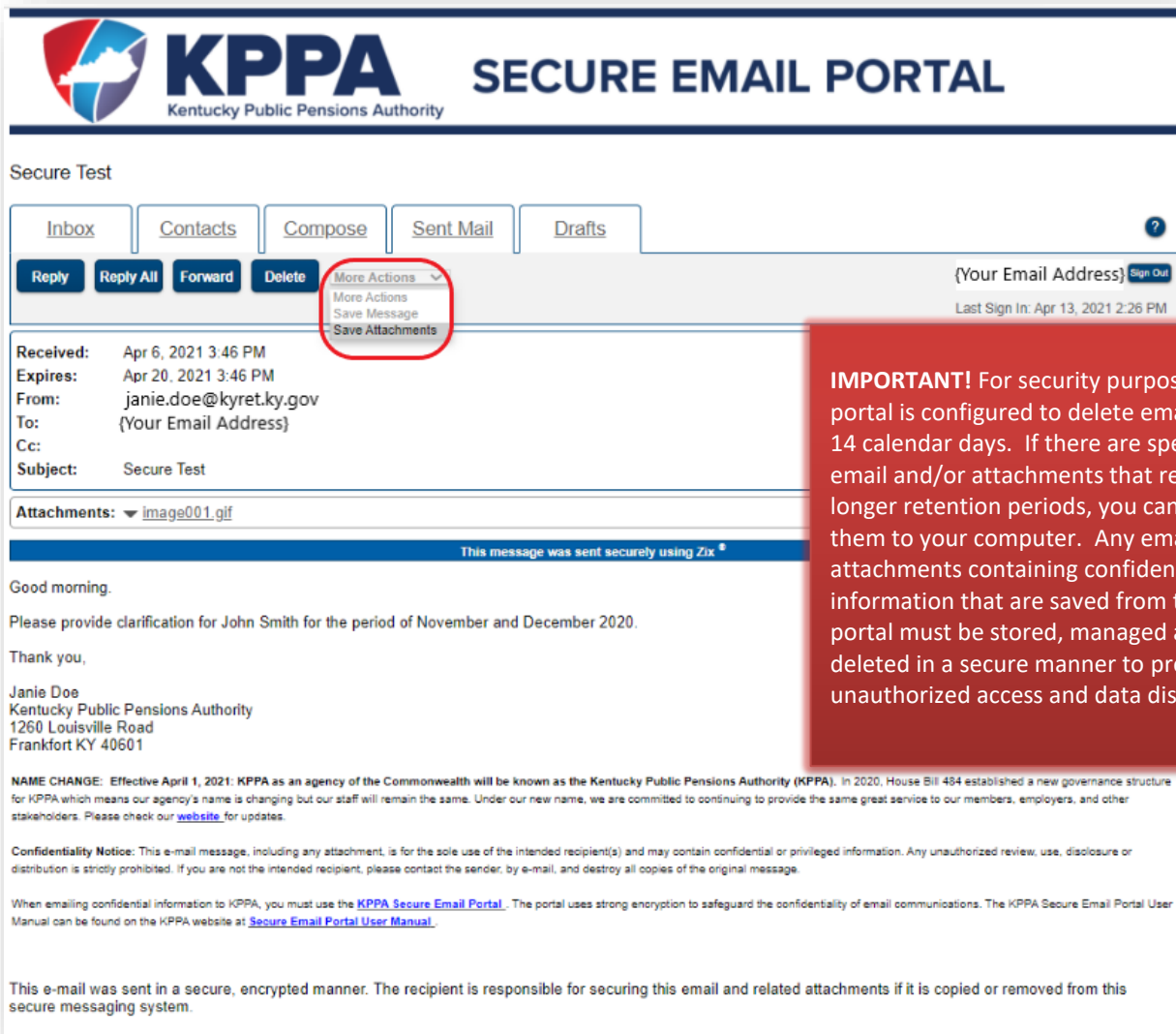
2. The Attach File page appears. Click the **BROWSE** button to search for the file that you want to attach. Once you have located and selected the file, click the **ADD FILE** button. When you are finished attaching files, click the **FINISH** button.

**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



**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 KPPA via the Portal

1. To send a secure email message to a KPPA 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

The screenshot displays the 'Compose' interface of the KPPA Secure Email Portal. At the top, the KPPA logo (Kentucky Public Pensions Authority) and the text 'SECURE EMAIL PORTAL' are visible. Below the header, the 'Compose' tab is selected among other options like 'Inbox', 'Contacts', 'Sent Mail', and 'Drafts'. A navigation bar contains 'Send', 'Save Draft', and 'Attach File' buttons. On the right, there is a 'Sign Out' button and a 'Last Sign In' timestamp of 'Apr 14, 2021 2:07 PM'. The main form area includes fields for 'To:', 'Cc:', and 'Subject:'. Below these is an 'Attachments:' section with a dashed border and the text: 'No attachments, to attach files drag the file to this window or select Attach File.' A rich text editor toolbar is located below the form, featuring icons for bold, italic, underline, bulleted list, numbered list, link, unlink, font color, and background color, along with 'Font' and 'Size' dropdown menus. At the bottom of the page, a footer states 'This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email' and includes a 'More Information' link and the 'Secured by zix' logo.

4. Type in the email address of the KPPA staff member to which you want to send the email. As a general rule, the syntax for a KPPA email address is as follows:  
[firstname.lastname@kyret.ky.gov](mailto:firstname.lastname@kyret.ky.gov)

**IMPORTANT!** The portal permits you to send secure email messages to KPPA staff ONLY. If you attempt to send an email to a non-KRS email address, you will receive the following message:

**web1.zixmail.net says**

This message can only be sent to authorized recipients or users who are part of the Kentucky Public Pensions Authority Secure Email domain.

OK

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.

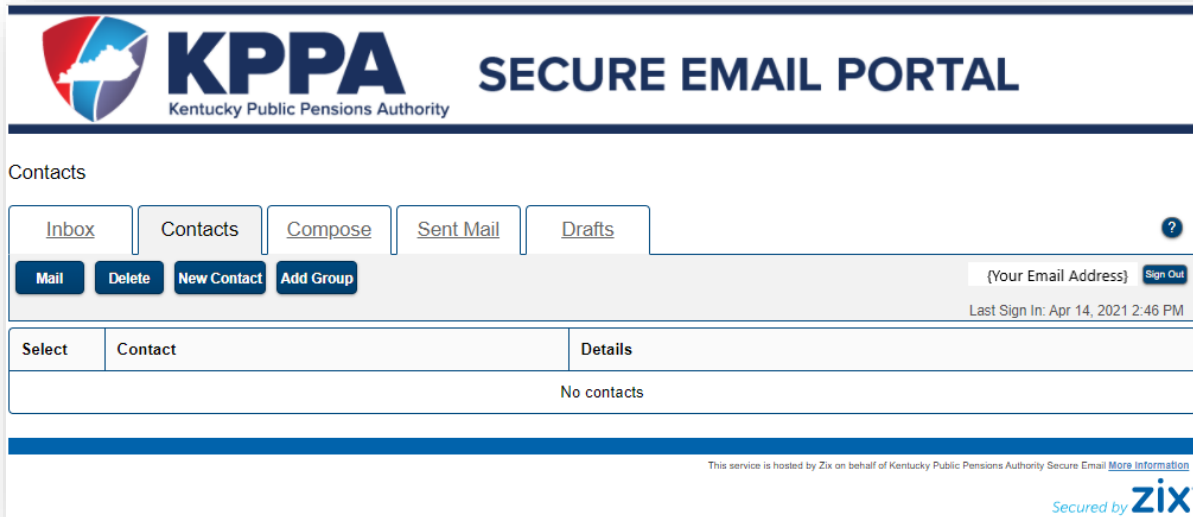
**IMPORTANT!** The subject line of portal email is NOT encrypted; therefore, **DO NOT** type Social Security numbers, KPPA Member IDs, or other confidential information in the subject line.

# Creating Contacts

To prevent retyping a KPPA 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.

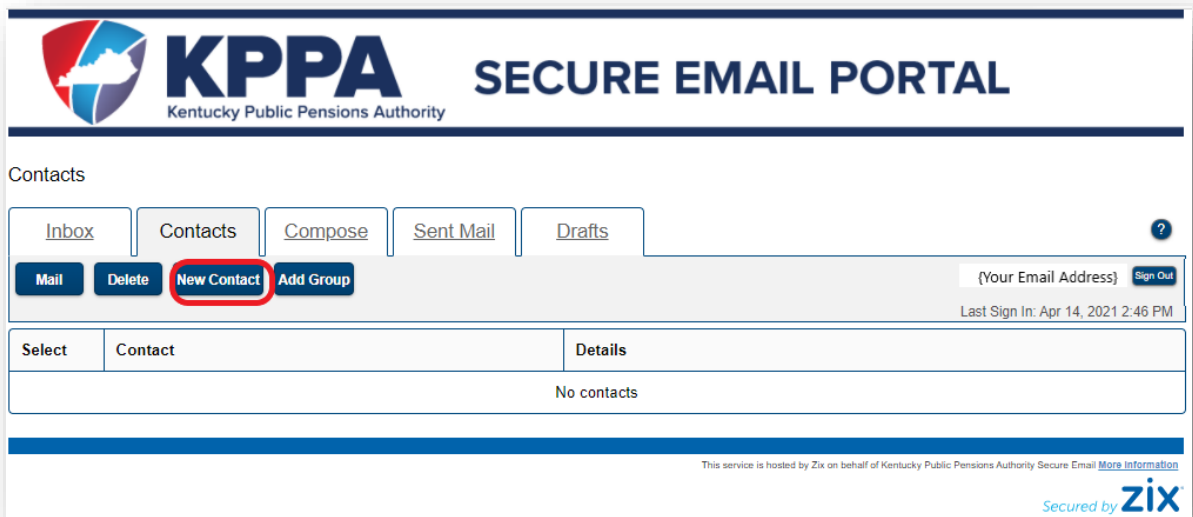
1. Click the **CONTACTS** tab. The Contact page will appear.

Figure 11: Select Contacts



2. Click **NEW CONTACT** to create a new contact.

Figure 12: Select New Contact



3. Type in the first and last name of the KPPA staff member and their email address. Click the **SAVE** button.

Figure 13: Enter Contact Information

The screenshot shows the 'New Contact' form in the KPPA Secure Email Portal. The header includes the KPPA logo and 'SECURE EMAIL PORTAL'. Below the header are navigation tabs for 'Inbox', 'Contacts', 'Compose', 'Sent Mail', and 'Drafts'. A 'Save' button is highlighted in blue. The form fields are: 'First Name' (Janie), 'Last Name' (Doe), and 'Email Address' (janie.doe@kyret.ky.gov). A 'Sign Out' button and 'Last Sign In' timestamp are visible in the top right. A footer note states 'This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email' with a 'More Information' link and 'Secured by zix' logo.

4. Now when you need to send an email to a KPPA 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

The screenshot shows the 'Contacts' page in the KPPA Secure Email Portal. The 'Mail' button is highlighted with a red circle. A green tip box is overlaid on the page, containing the text: 'Tip: If you send email to a particular group of KPPA staff on a routine basis, you can create a group for these staff members by selecting the **ADD GROUP** button and adding the KPPA staff members to the group.' The background shows a table with a 'Select' column containing a checked checkbox and a 'Contact' column with the name 'Doe, Janie'. The 'Add Group' button is also visible in the top navigation bar.



## 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

**KPPA** Kentucky Public Pensions Authority **SECURE EMAIL PORTAL**

Welcome to the Kentucky Public Pensions Authority Secure Email Portal

Email Address:

Password:

**Sign In**

Forgot your password? **Reset**

New to secure email? **Register**

Need more assistance? **Help**

For Customer Support, email us at [support@kyret.ky.gov](mailto:support@kyret.ky.gov)

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

**IMPORTANT!** If you forget your password, you do not need to notify KPPA. You can reset your password via the portal.

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

**KPPA** Kentucky Public Pensions Authority **SECURE EMAIL PORTAL**

**Reset Password**

Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:

New Password:

Re-enter New Password:

**Password Rules**

Passwords must be at least 8 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#%&

Passwords cannot match email address.

**Reset**

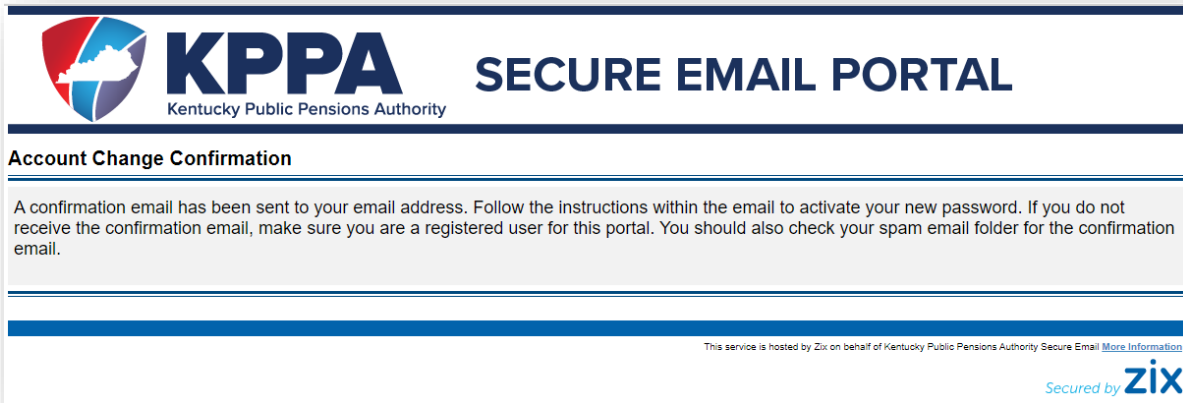
For Customer Support, email us at [support@kyret.ky.gov](mailto:support@kyret.ky.gov)

This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)

Secured by **Zix**

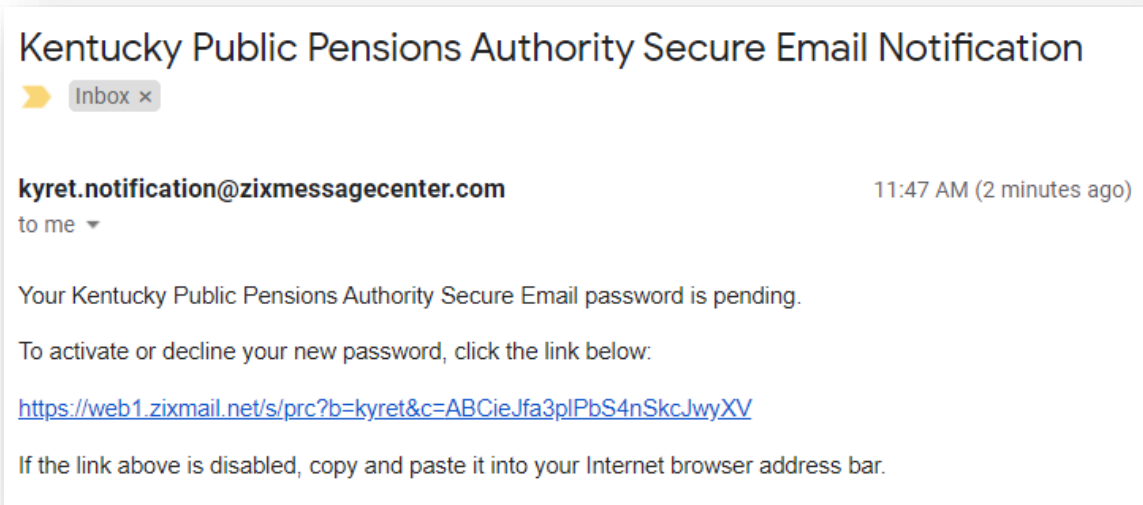
4. You will receive a message that a confirmation email will be sent to your personal inbox with instructions for activating your new password.

**Figure 17: Account Change Confirmation**



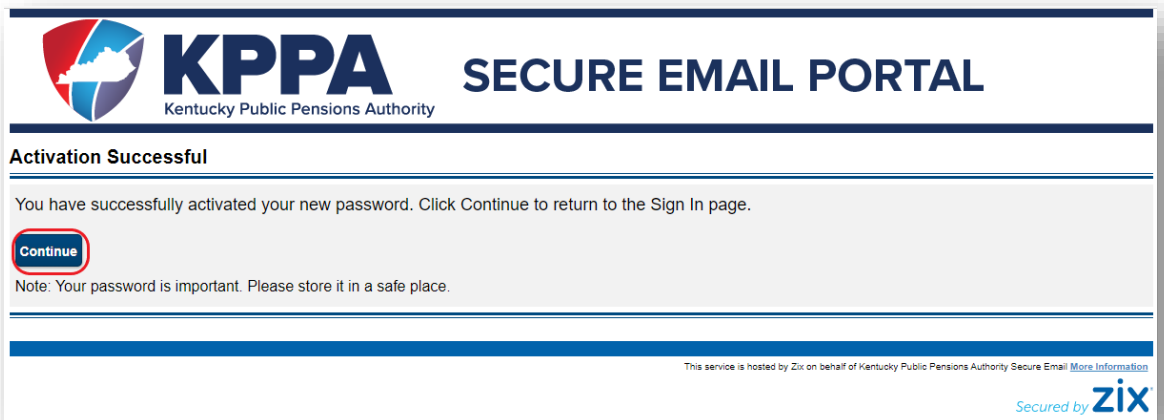
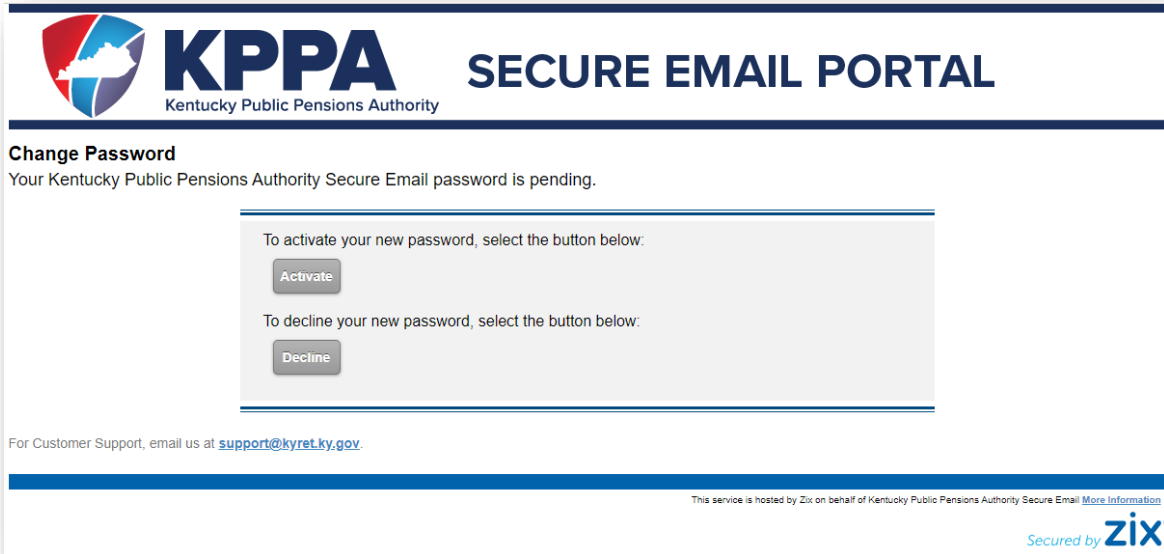
5. Access your email account and click the link in the email notification to reset your password.

**Figure 18: Password Activation Email**



- 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**

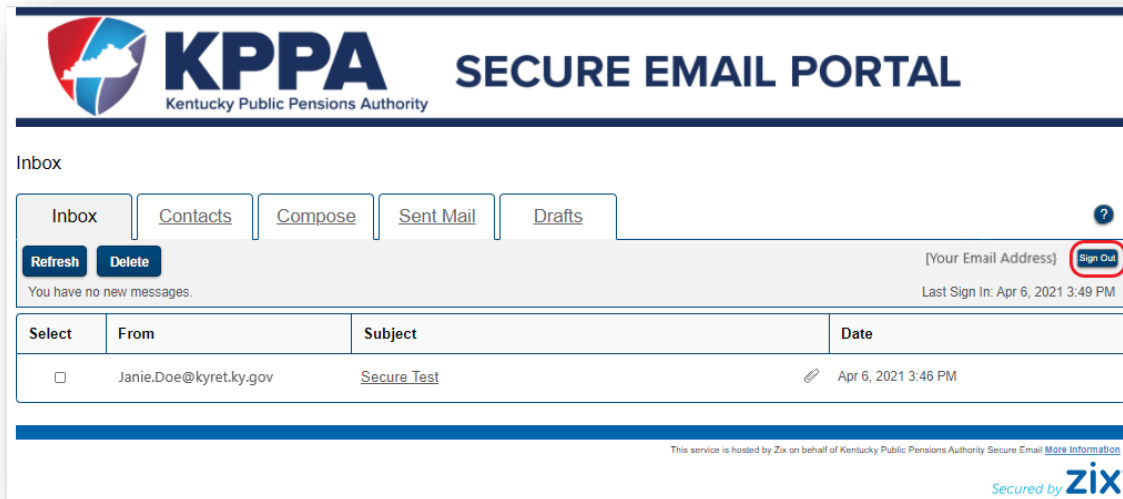


**IMPORTANT!** If you receive a password reset notification email and you did not attempt to reset your password, it may be possible that someone is trying to hack your portal account. In this case, decline the password reset by clicking on the decline button. You may also want to reset your password 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.

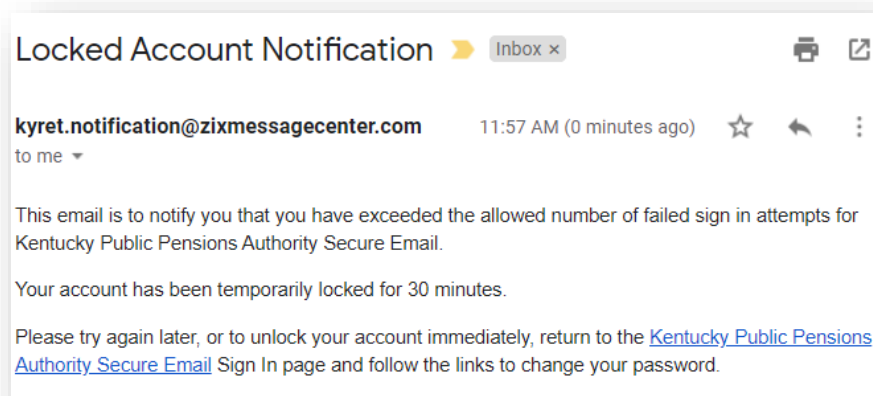
## Session Timeout

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



# 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 you password is entered correctly.
- Use the Help points below.

Figure 22: Microsoft Office 365

The screenshot shows the 'Register Account' page of the KPPA Secure Email Portal. The page header includes the KPPA logo (Kentucky Public Pensions Authority) and the text 'SECURE EMAIL PORTAL'. Below the header, the section is titled 'Register Account' with the instruction 'Register below for your mailbox to send and receive secure messages.' The registration form contains the following fields and text:

- Email Address:** A text input field containing 'janie.doe@kymsoffice.mail.onmicrosoft.com'.
- Password:** A text input field.
- Re-enter Password:** A text input field.
- Password Rules:**
  - Passwords must be at least 8 characters in length, and meet 2 of the following conditions:
    - Contain both alphabetic and numeric characters
    - Contain both uppercase and lowercase characters
    - Contain at least one special character, such as: ~!@#\$\$%^&
  - Passwords cannot match email address.


At the bottom right of the form are two buttons: 'Cancel' and 'Register'.

Below the form, there is a footer note: 'For Customer Support, email us at [support@kyret.ky.gov](mailto:support@kyret.ky.gov)'.

At the very bottom of the page, there is a small line of text: 'This service is hosted by Zix on behalf of Kentucky Public Pensions Authority Secure Email [More Information](#)' and the Zix logo with the text 'Secured by zix'.

## 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 [KPPA.mail@kyret.ky.gov](mailto:KPPA.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-File-and-Web-Team-Email.aspx>
  - <https://kyret.ky.gov/Employers/Resources/Pages/ERCE-KHRIS-Team.aspx>
- Vendors: [support@kyret.ky.gov](mailto:support@kyret.ky.gov)