

A thick black L-shaped frame is positioned around the text. It starts at the top left, goes right, then down, then right again, forming a partial rectangular border around the central text.

HOW TO OPEN SECURE EMAILS FROM THE HHS ENTERPRISE PORTAL

HHSC Identity & Access Management

Introduction

The portal notifies you of changes to your account using an encrypted email.

Users with an HHSC email address will receive the email after HHSC's Email Exchange Server automatically decrypts the email, and no further action is needed to view it.

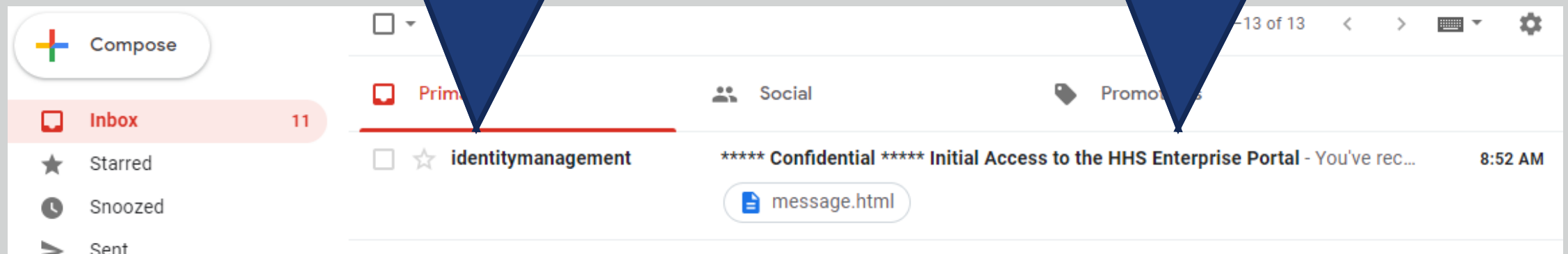
Users with a non-HHSC email address, however, will receive the information in an encrypted email attachment, and extra steps are required to view it.

The following pages explain how to open your encrypted email—however, steps may vary depending on the type of email server and browser used. The screenshots depicted in this guide were taken from a gmail account on a Chrome browser.

Email Delivery Details

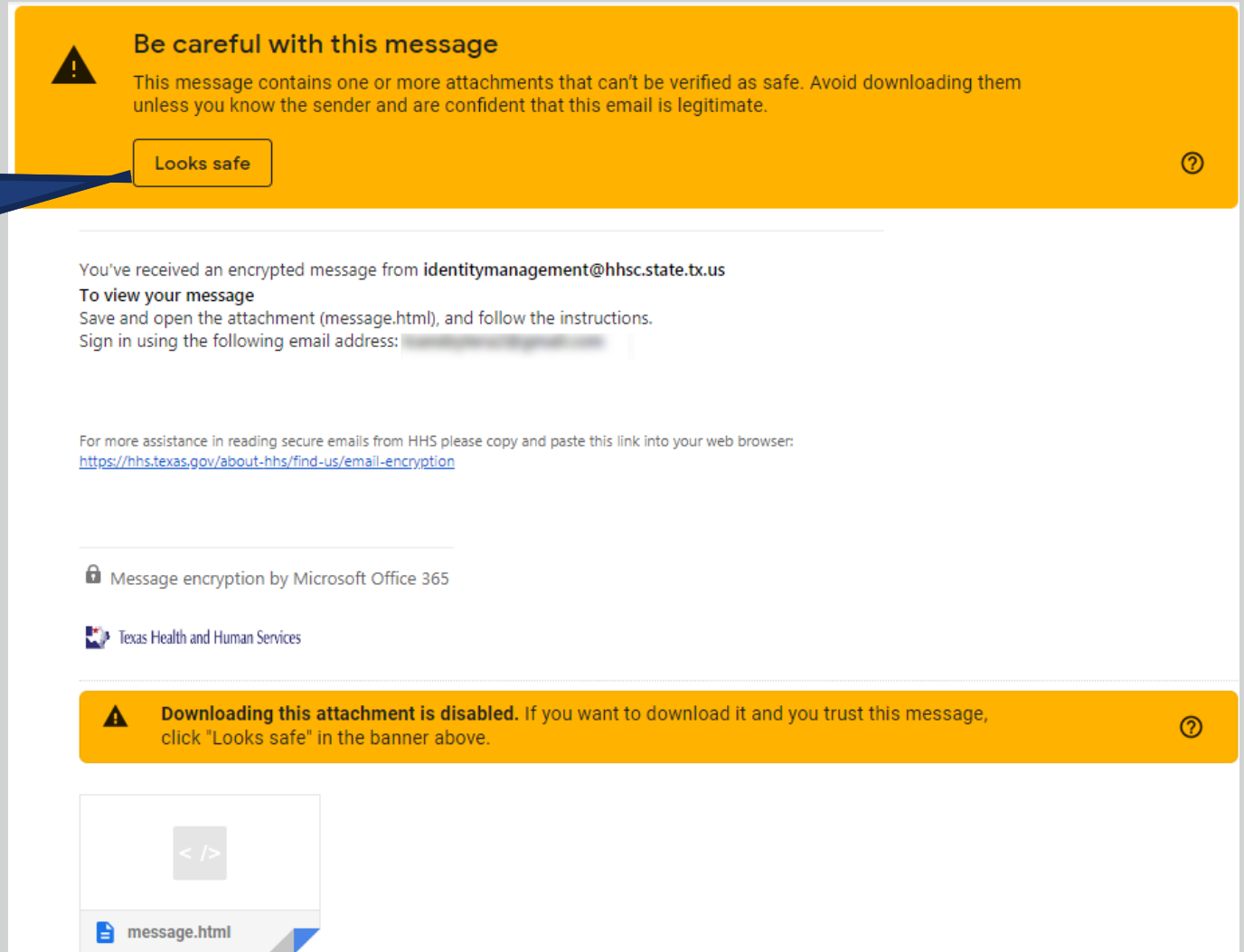
Sender name is “identitymanagement,”
sender address is
identitymanagement@hhsc.state.tx.us

Subject line contains
“*****Confidential*****” followed by
text describing the email in better detail



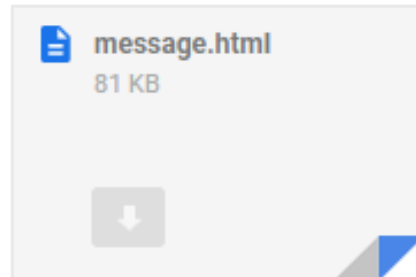
Enable Attachment Download


Click “Looks safe” to enable attachment downloading



Download the Attachment


Download the attachment by clicking on the arrow in the file



**Be careful with this message**

This message contains one or more attachments that can't be verified as safe. Avoid downloading them unless you know the sender and are confident that this email is legitimate.


Looks safe






You've received an encrypted message from **identitymanagement@hhsc.state.tx.us**



To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address:

For more assistance in reading secure emails from HHS please copy and paste this link into your web browser:
<https://hhs.texas.gov/about-hhs/find-us/email-encryption>

 Message encryption by Microsoft Office 365

 Texas Health and Human Services

**Downloading this attachment is disabled.** If you want to download it and you trust this message, click "Looks safe" in the banner above.


 message.html

Note for Users on Non-PC Devices

For iPhone and iPad Users...

Open the message, tap and hold the attachment, and select Open in OME Viewer.

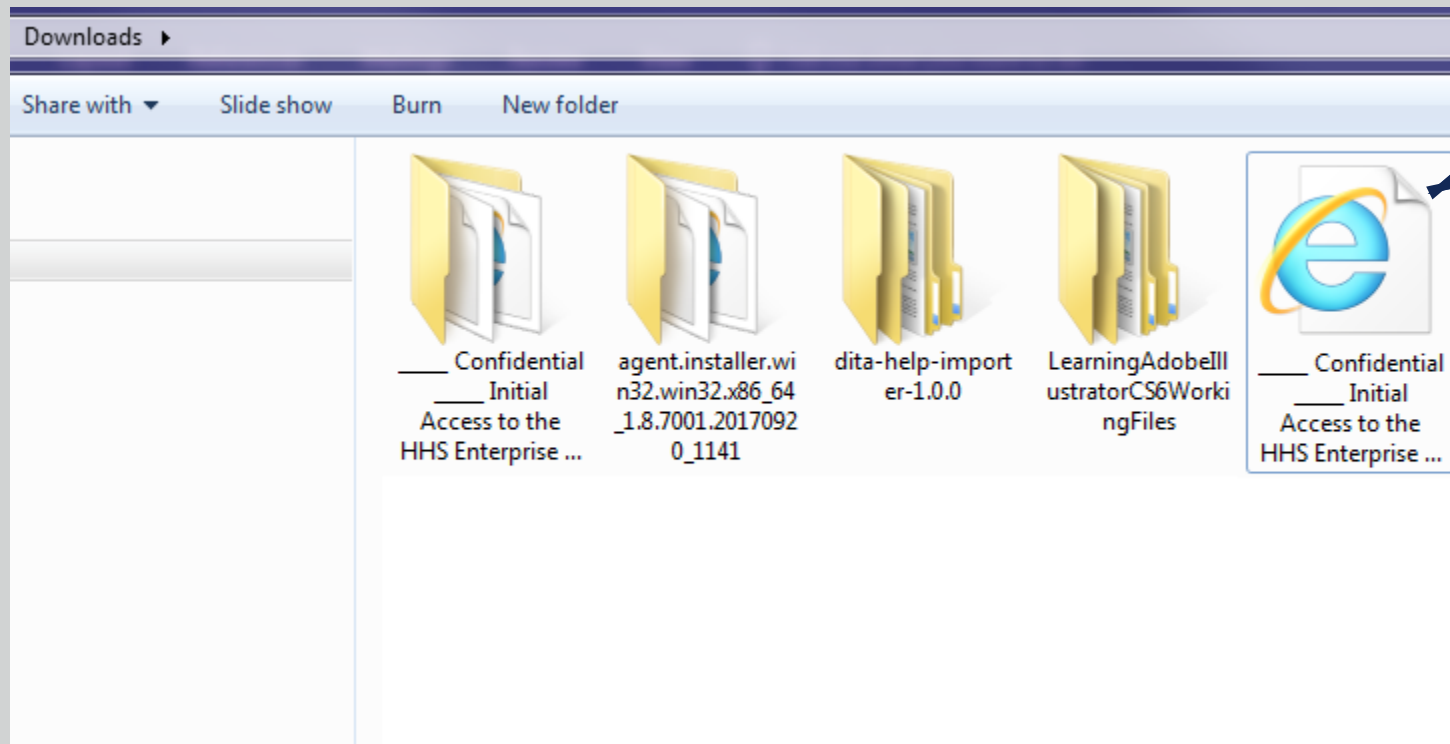
If you don't have the OME Viewer app, [download it here](#).

For Android Users...

Open the message again, tap the attachment, and select OME Viewer.

If you don't have the OME Viewer app, [download it here](#).

Opening the Message



Double-click on the message from your download folder. The file should open in your default browser

Select Access Method

The message gives you two options for retrieving the information. We recommend selecting the second option.

Encrypted message

From
identitymanagement@hhsc.state.tx.us

To
identitymanagement@hhsc.state.tx.us

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.



Sign in



Use a one-time passcode



Message encryption by Microsoft Office 365



Texas Health and Human Services

Applying Passcode

Check your email for a passcode, then copy/paste it into the field provided and select “Continue”

We sent a one-time passcode to [hansdyson2@gmail.com](#)

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

☐ This is a private computer. Keep me signed in for 12 hours.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

Retrieving Email

Your encrypted email
should now open

***** Confidential ***** Initial Access to the HHS Enterprise Portal



HHSC Identity Management <identitymanagement@hhsc.state.tx.us>

Today, 8:52 AM

Reply all | v

This message has been marked as Confidential.

Hi,

Welcome to the HHS Enterprise Portal! Your account is active and ready for use.
Access the portal using the following link:
<https://hhsportal.hhs.state.tx.us>

Use the following credentials to sign in:

Username: [REDACTED]

Temporary Password: [REDACTED]

After accessing the portal for the first time, you will be required to change your temporary password and create security questions. If you have any questions regarding how to complete this action, please review the HHS Enterprise Portal Web Help <https://hhsportal.hhs.state.tx.us/helpGuide/Master/Content/Home.htm> and FAQs <https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/footer?fromFooter=faq>. For further help or if you believe you have received this email in error, notify the Help Desk at 512-438-4720.

Thank you,
HHS Enterprise Identity and Access Management

Please note: Replying to this email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.

For more assistance in reading secure emails from HHS please copy and paste this link into your web browser: <https://hhs.texas.gov/about-hhs/find-us/email-encryption>