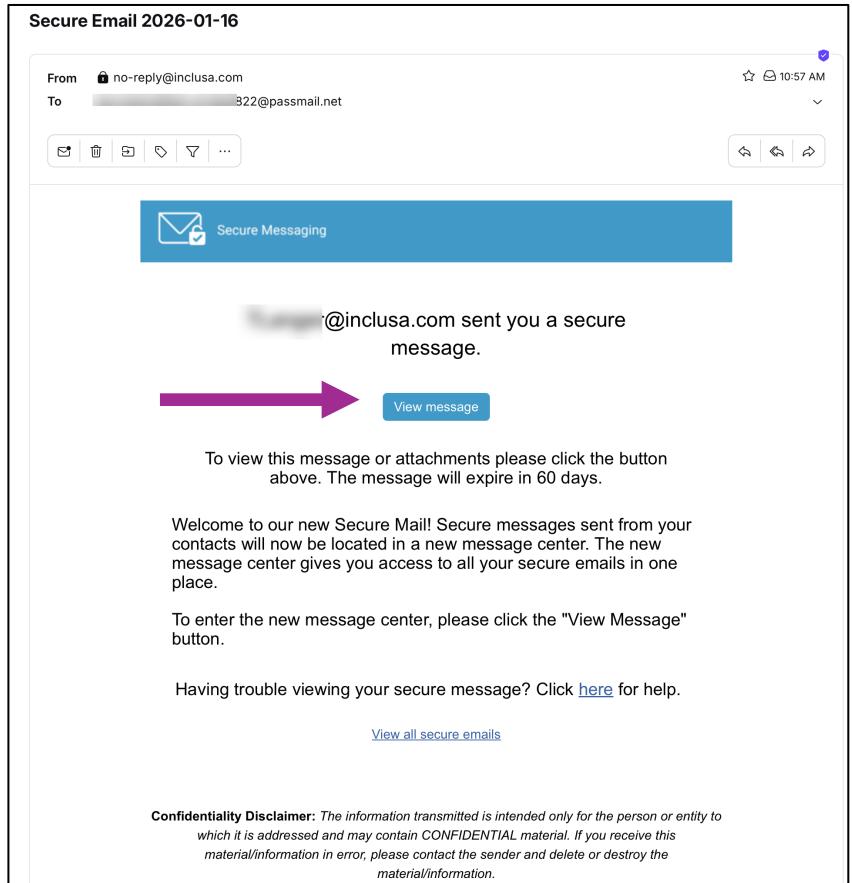


Secure Email Guide for Recipients

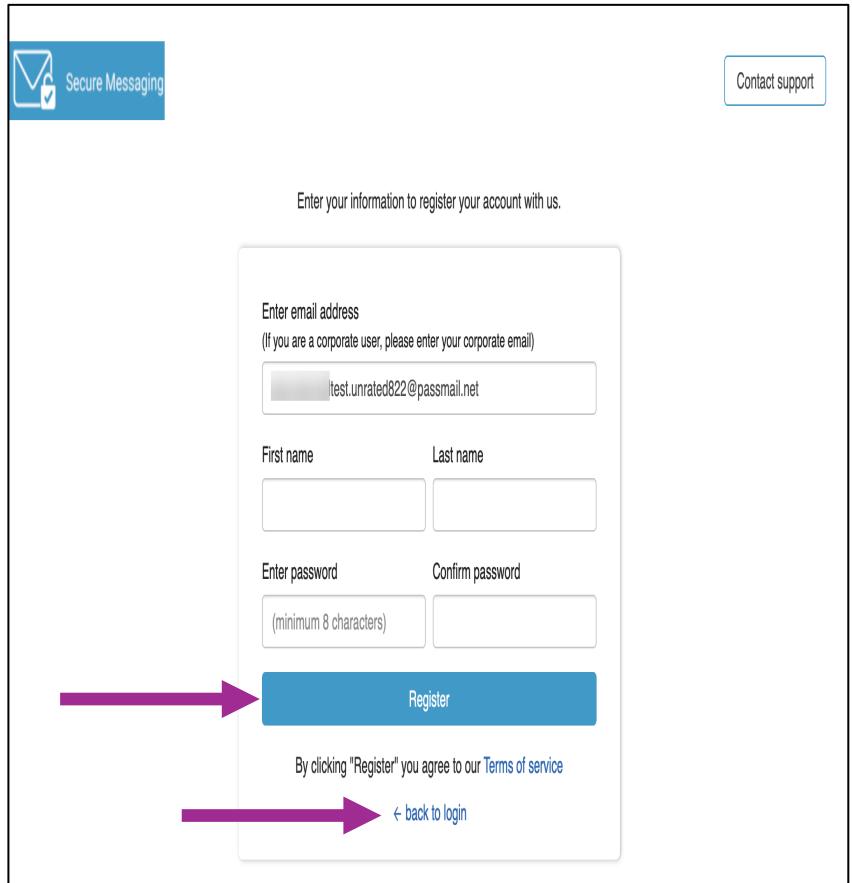
Step 1

- Click View Message



Step 2

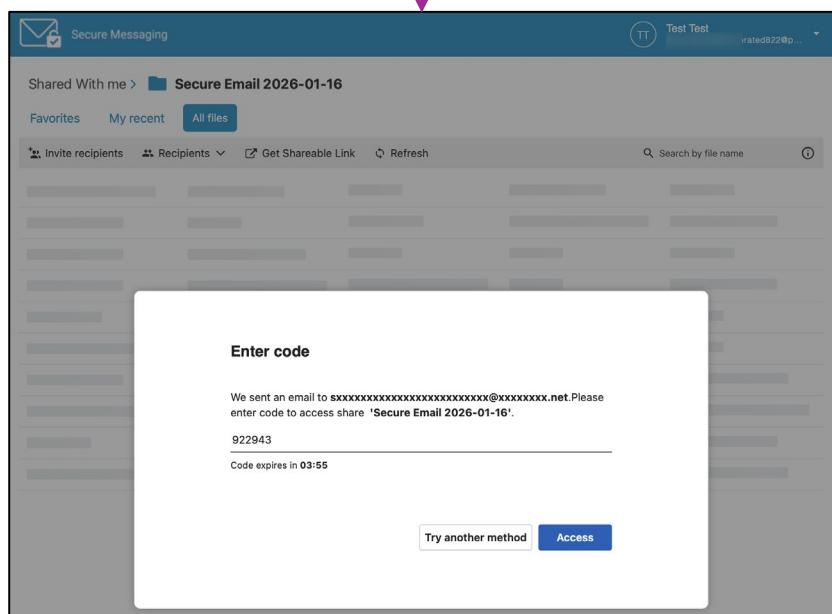
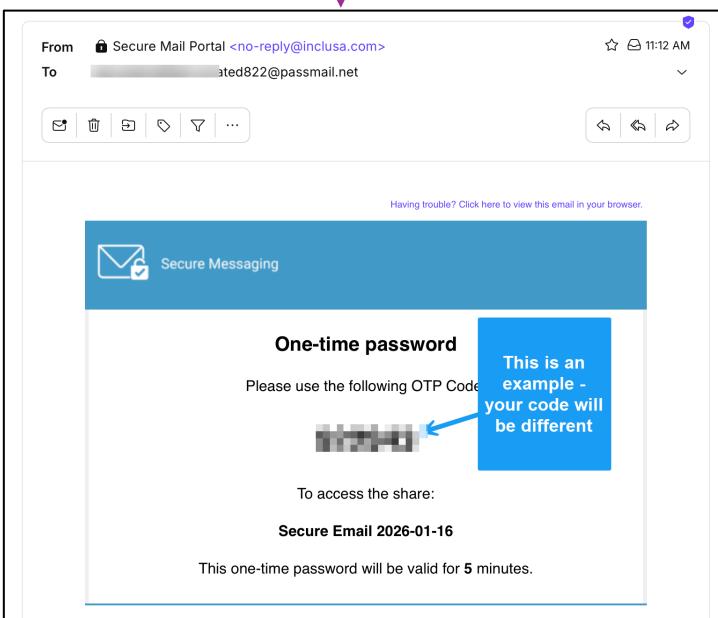
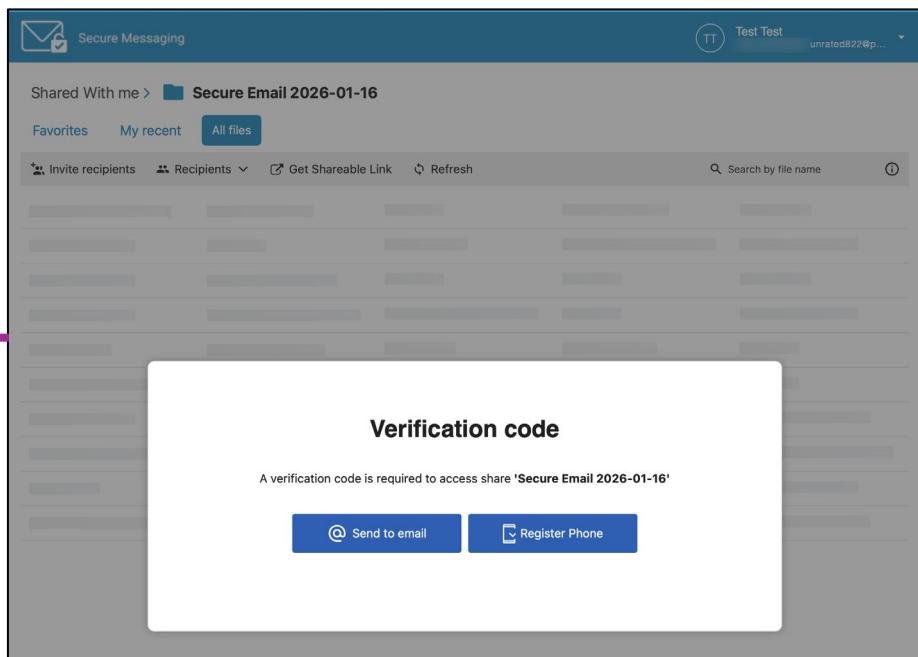
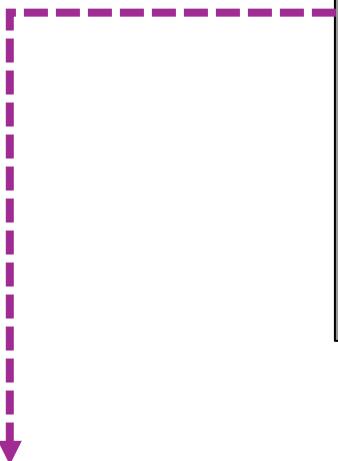
- If this is the first time you've received a secure email from an associate affiliated with:
 - inclusa.com
 - icarehealthplan.org
 - humana.comthen Register a new account.
- Otherwise, click Login or Back to Login



Secure Email Guide for Recipients

Step 3

- Verify your identity by receiving a code via email or phone



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Step 4

View and interact with the secure message and attachments. See call outs below.

The screenshot shows a secure messaging interface with two main panels. The left panel displays a list of attachments shared with the user. A blue callout box labeled 'Select to enable Download' points to the download icon for the first attachment, 'SecureEmailTest.docx'. Another blue callout box labeled 'Action Buttons for Attachments' points to the three-dot menu icon for the same attachment. The right panel shows an incoming message from 'Tessa Langer' with a blue callout box labeled 'Easy Secure Reply' pointing to the reply button. The message content includes a signature for 'INCLUSA'.

Secure Messaging

Shared With me > Secure Email 2026-01-16

Favorites My recent All files

View Edit Download Move Copy ...

Name ↓ Sensitivity label Modified Actions

SecureEmailTest.docx .docx CONFIDENTIAL 17 minutes ago ...

Select to enable Download

Action Buttons for Attachments

Test Test ... nated822@p...

Reply Refresh Filter Hide

17 minutes ago

Tessa Langer

Sent at: Fri, 1/16/2026 10:57 AM

From: TLanger@inclusa.com

To: All collaborators

Thanks!
Tessa
We've recently updated our system. Be sure to save my new contact details:
tlanger@inclusa.com
Tessa Langer
SDS Professional 2 | Inclusa Family Care
Independent Care Health Plan (iCare), a Humana Inc. subsidiary
Cell (715) 544-7109
www.inclusa.org

INCLUSA

Hide Attachments

SecureEmailTest.docx ...

Total 1

Secure Email Guide for Recipients

Tips & Common Questions

- If you're working out of a shared mailbox or distribution list (i.e. invoices@acme.com) and want to reply as invoices@acme.com then when creating your account in Step 2 be sure to use that email address.
- If you receive an email from us at invoices@acme.com but then are logged into the secure email portal as judy@acme.com the system will send an approval request to the sender asking if it is okay for judy@acme.com to have access as well. When the sender approves, you will receive an email notification.
- The secure portal may ask you to re-verify your email by sending a one-time-passcode from time to time.
- You can access the secure portal at anytime (without having to click a "view message" link by visiting <https://cloud.onlinesecuremail.com>
 - Some recipients find it helpful to bookmark this site for easy access to past secure mail history. You can access all secure mail shared with you by inclusa.com, icarehealthplan.org or humana.com affiliated associates in this portal.