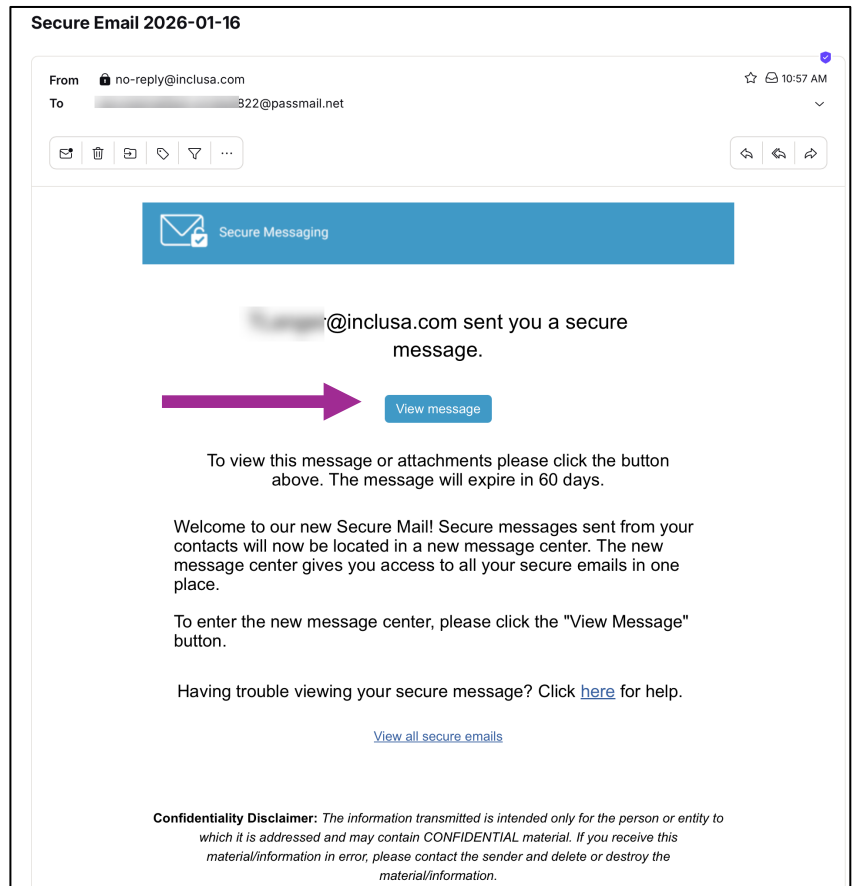


Secure Email Guide for Recipients

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 Messaging

Contact support

Enter your information to register your account with us.

Enter email address
(If you are a corporate user, please enter your corporate email)

test.unrated822@passmail.net

First name Last name

Enter password Confirm password
(minimum 8 characters)

[Register](#)

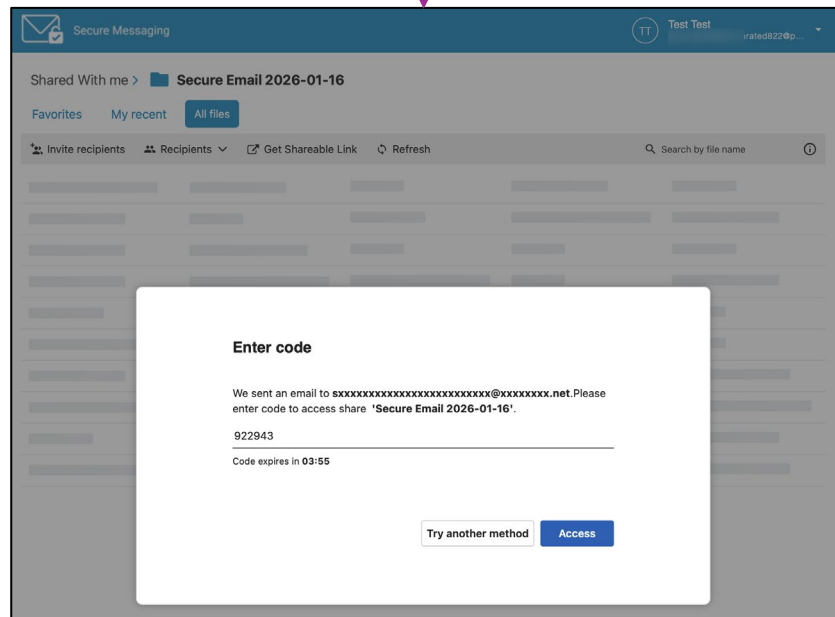
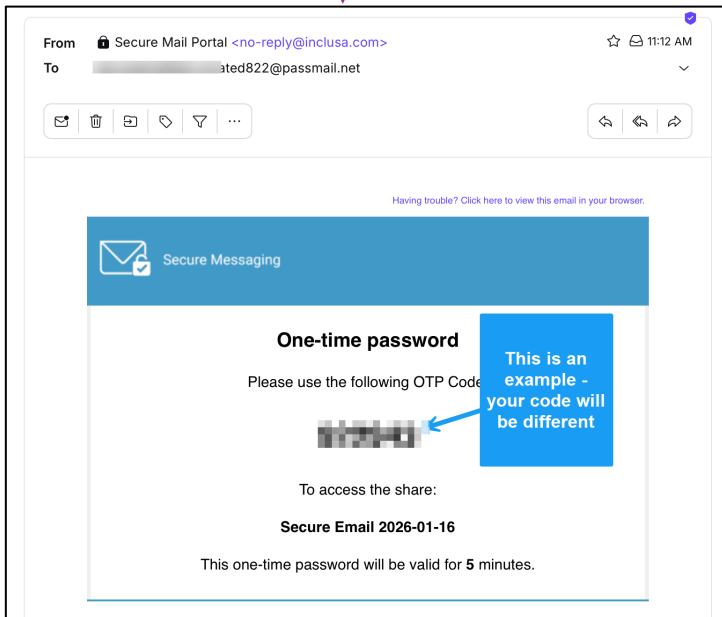
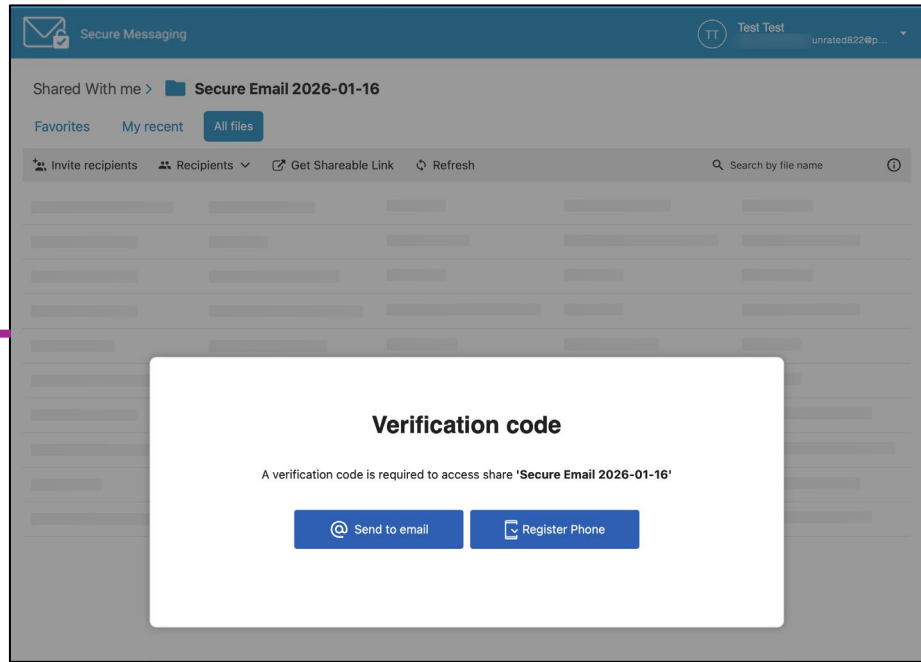
By clicking "Register" you agree to our [Terms of service](#)

[back to login](#)

Secure Email Guide for Recipients

Step 3

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



Secure Email Guide for Recipients

Step 4

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

The screenshot displays the 'Secure Messaging' interface. The top header includes a 'Secure Messaging' logo and a user profile 'Test Test' with email 'nrated822@p...'. The main content area is divided into two panels. The left panel shows a file list under the heading 'Shared With me > Secure Email 2026-01-16'. It includes tabs for 'Favorites', 'My recent', and 'All files'. A table lists files with columns for 'Name', 'Sensitivity label', 'Modified', and 'Actions'. One file, 'SecureEmailTest.docx .docx', is marked as 'CONFIDENTIAL' and '17 minutes ago'. A blue callout box labeled 'Select to enable Download' points to the checkbox in the 'Actions' column. Another blue callout box labeled 'Action Buttons for Attachments' points to the 'Download', 'Move', and 'Copy' buttons in the table's header row. The right panel shows an email message from 'Tessa Langer' (SM) sent at 'Fri, 1/16/2026 10:57 AM'. The email body contains a 'Thanks!' message, contact details for Tessa Langer, and the INCLUSA logo. A blue callout box labeled 'Easy Secure Reply' points to the 'Reply' button in the email's action bar. Below the email, a section titled 'Hide Attachments' shows the same 'SecureEmailTest.docx .docx' file.

Secure Messaging

Test Test nrated822@p...

Shared With me > Secure Email 2026-01-16

Favorites My recent All files

View Edit Download Move Copy ... X 1 selected

Name ↓	Sensitivity label	Modified	Actions
SecureEmailTest.docx .docx	CONFIDENTIAL	17 minutes ago	...

Select to enable Download

Action Buttons for Attachments

Reply Refresh Filter Hide

17 minutes ago

SM 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 .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](https://www.inclusa.com), [icarehealthplan.org](https://www.icarehealthplan.org) or [humana.com](https://www.humana.com) affiliated associates in this portal.