

Secure Email System FAQs

If you have any issues or concerns these FAQs do not address, please contact the Kaiser Permanente Member Services Call Center at 1-866-529-0776.

What happens if I forgot the password I set on the secure email window during registration?

If you forget the password you set during registration, you can click the **“Forgot Password”** link. A password reset message will be sent to the email address you used to register. Please click the link in that message to reset your message.

Why does Kaiser Permanente encrypt emails with sensitive data?

Kaiser Permanente uses secure email to send sensitive data to our members and third parties to prevent unauthorized individuals from gaining access to the information.

I don't see a mobile link for the mobile application.

There is no mobile app. You can still access your secure message directly from a mobile device using the quick view link. Downloading files will vary depending your mobile phone.

I received “Message Not Found” when I clicked on my link.

You are receiving the message because the link to your file has expired. You will need to click on “download attachment” to access your file/message.

Who can I contact if I have any further questions or if I require assistance with the new secure email system?

Please contact the Kaiser Permanente Member Services Call Center at 1-866-529-0776

Can business associates outside of Kaiser Permanente initiate secure messages to me?

No, third parties cannot initiate an encrypted communication using Kaiser Permanente’s secure email system. The initial email must be sent by someone within the Kaiser Permanente user community, and then the recipient can reply to that email in a secure, encrypted manner.

Why is “Quick View” no longer working?

Quick View is only valid for 14 days from the send day.

Why is my secured email no longer accessible to me?

All secure emails are only available 30 days from the send day.

What browsers work with the secure email system?

Windows 7, Windows 8.1, Windows 10	IE 11, Edge 38 and later, Firefox 45 and later, Chrome 49 and later. For security reasons, Proofpoint highly recommends that you use the latest version of your browser of choice.
Red Hat Enterprise Linux ES / CentOS	Firefox 45 and later, Chrome 49 and later.
Mac OS 10.8.X, 10.9.X, 10.10.X	Safari 8 and later, Chrome 49 and later, Firefox 45 and later.
Apple iOS 9 and later	Secure Reader is supported on the native browsers for these mobile device operating systems.
Android 4.X and later	

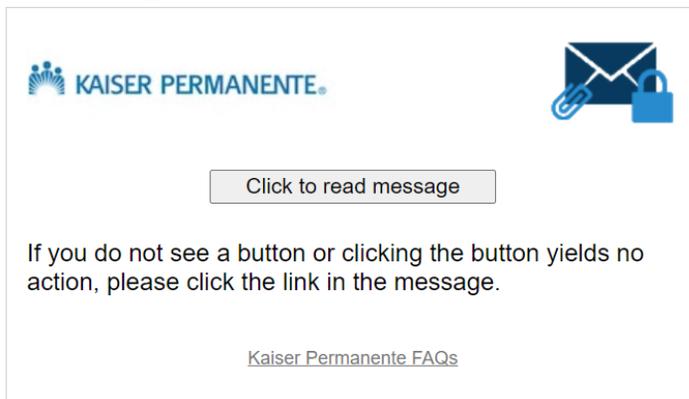
Where can I obtain additional support or information?

Additional information is available on the vendor support page:

[Proofpoint Encryption Help \(kp.org\)](http://Proofpoint Encryption Help (kp.org))

How do I reset my secure email password?

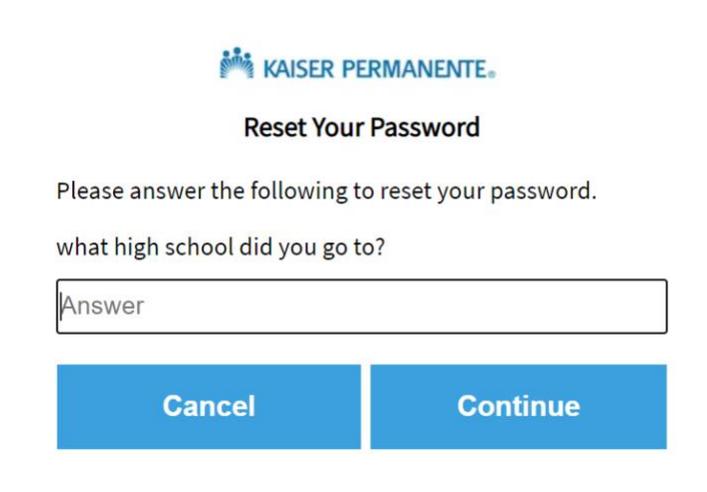
1. Open the message and click on the attachment.
2. In the dialog box that displays, click "Click to read message."



3. On the login screen, enter your email address and then click "Forgot Password."

The screenshot shows the Kaiser Permanente login screen. At the top is the Kaiser Permanente logo. Below it is the heading "Login". The text "Log in to Email Encryption" is displayed. There are two input fields: the first contains the email address "sftkptest@gmail.com" and the second is labeled "Password". Below the password field is a link for "Forgot Password". At the bottom of the form is a large blue button labeled "Continue".

4. Answer your security question and select "Continue."



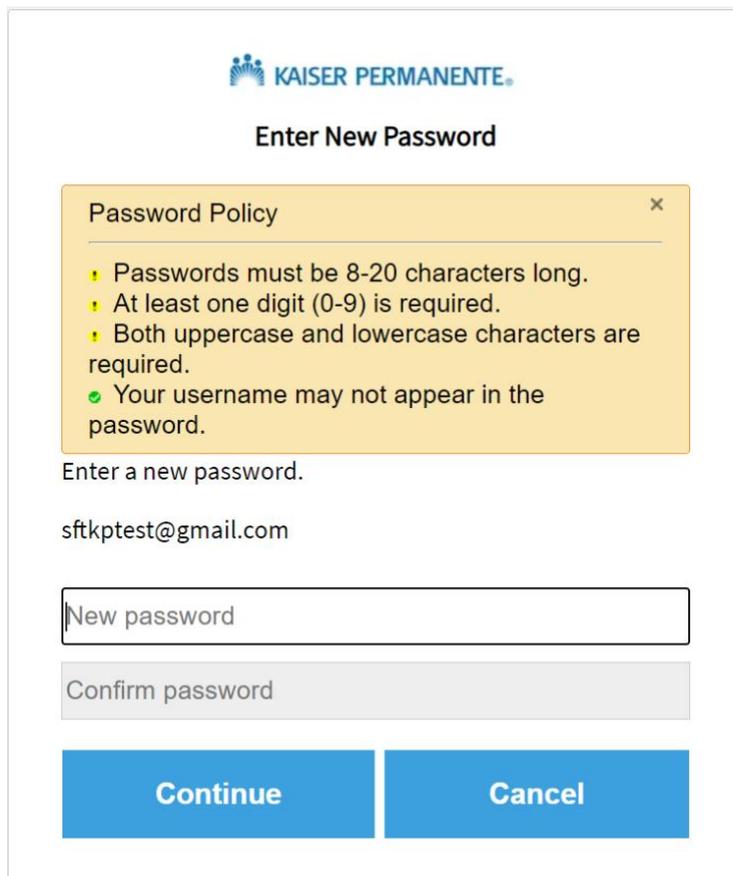
 **KAISER PERMANENTE.**

Reset Your Password

Please answer the following to reset your password.

what high school did you go to?

5. Create a new password and click "Continue."



 **KAISER PERMANENTE.**

Enter New Password

Password Policy ×

- Passwords must be 8-20 characters long.
- At least one digit (0-9) is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.

Enter a new password.

sftkptest@gmail.com