

Secure Email Process

September 2025

We value our customer's privacy; and we are looking to increase our protection of their personal information in our electronic communications. By ensuring that private information is shared via a secure, encrypted portal; we are simultaneously offering timely and convenient document sharing, while insuring we remain compliant with the privacy standards your information deserves.

Why have you changed your practice?

- We want to share documents and information in a quick and convenient way for our member
- We want to improve the security of our electronic communications
- Information shared via an encrypted portal allows us to do both

This document will take you through the Secure Email process.

How will this work?

- Initial e-mail, sends an invitation to set up a password w/ username email.
- All future e-mails will send a notification with a link.
- Clicking that link and logging in will allow you to securely view the email

Overview

Proofpoint message encryption allows internal Medavie employees to send encrypted emails to external persons by simply adding a defined keyword to the subject of an email and sending it. The outgoing email is routed through the mail server to the Proofpoint Email Gateway, which scan for the keyword, and then will encrypt the message. The email is stored here for pickup and the end receiver of the email is notified.

The Keyword (SES-CES)

To send an encrypted email, include the above keyword, referring to secure email system-courriel électronique securise, in the subject of your email.

- The key word is not case sensitive. Therefore, this will work as well... **(ses-ces)**
- The key word will also work in reverse (french first.)... **(ces-ses)**
- The keyword can appear anywhere in the subject line.

The end user receives an email notification in both languages that they have received a secure email.



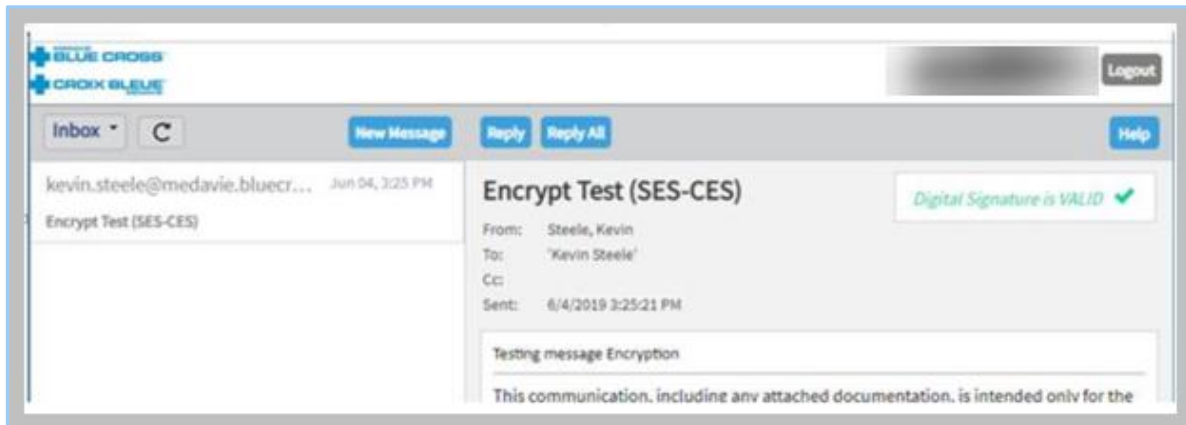
When the end user Clicks the "Click here | Cliquez ici" link, they will be directed to sign in if they have an existing account or register if they do not have an existing account.

The language of the sign-in/registration page is determined by the web browser language setting.

The user is prompted to answer a security question as part of the registration so they can self-serve their own password resets.

Two side-by-side screenshots of the Medavie Blue Cross web interface. The left screenshot shows the "Login" page with the Medavie Blue Cross logo, the text "Log in to Email Encryption", a password input field, a "Forgot Password" link, and a blue "Continue" button. The right screenshot shows the "Registration" page with the Medavie Blue Cross logo, the text "Create your account to read secure email.", and fields for "Email Address:", "First Name:", "Last Name:", "Password:", "Confirm Password:", "Question:" (with a dropdown menu showing "Your childhood best friend"), and "Answer:". It also has a blue "Continue" button.

Now the end user is logged in and can read the email.



Emails will be securely stored in their encrypted inbox for two weeks (28 days).

