How to sign into the Mimecast Secure Message Portal

Please use one of these browsers: **Do Not use Internet Explorer as it is not supported.**

1. Email recipient receives email from noreply@healthplansinc.com with subject of **You've been sent a secure message**

Make sure you look in the email header for the email address that this message was sent to. This will be the email address you will need to use to sign into the portal.

HPI Inc sent you a secure message

You can only view it in our Secure Messaging service.

If you've not received a secure message from HPI Inc before, a password has been sent to you separately. If you don't receive it, you can request a new one.

2. Click the link to access the portal login page.

This URL is unique to the email address of the recipient. No other email address will work for this URL.

3. Enter your email address then click Next.

hpi.

If you do not know your password, please click here on How to reset your Mimecast Secure Email Password
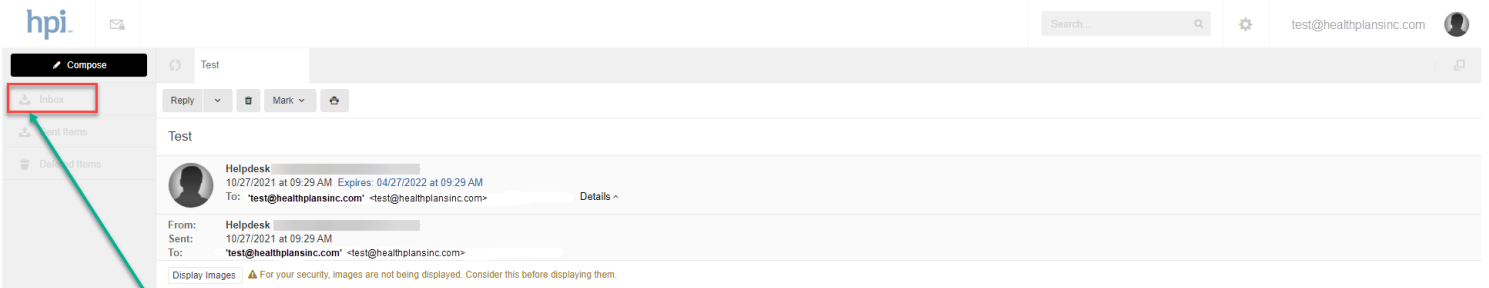
Log In

test@healthplansinc.com

Password

Log In

Log in as a different user.
Forgot your password?

Home   Login Issues?   Knowledge Base   Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

This will open your Mimecast secure message account directly to the message that was sent to you based on the email you received from noreply@healthplansinc.com

Click Inbox to open a tab to your inbox of secure messages.

How to reset your Mimecast Secure Email Password

Follow <u>steps 1 through 3</u> from above then continue to follow the steps below to reset your password.

---

1. Click <u>Forgot your password?</u> to begin resetting your password.
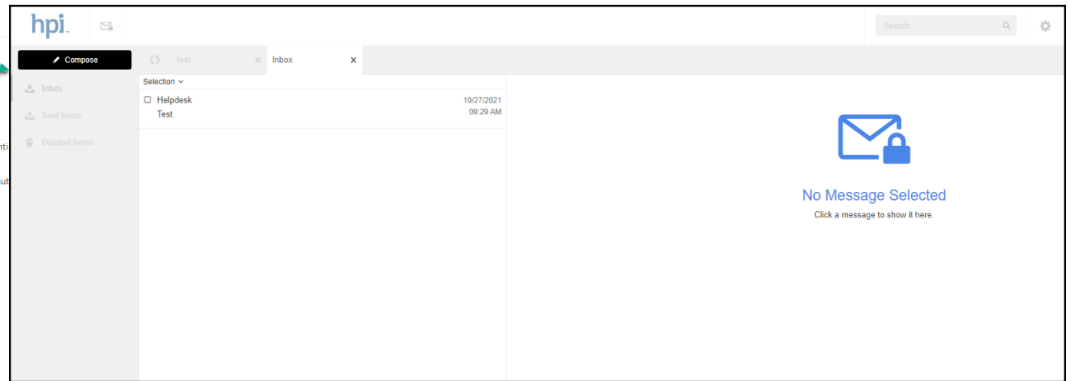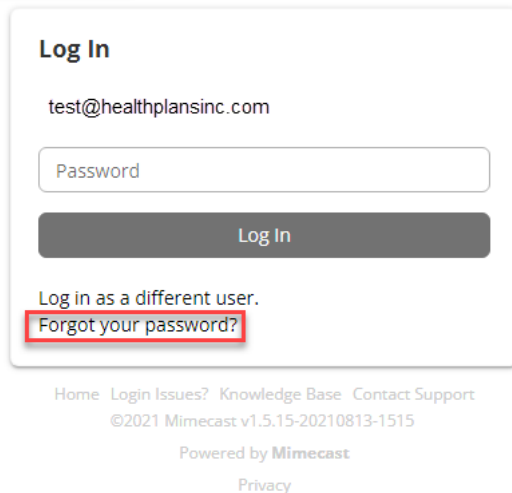
hpi

Log In

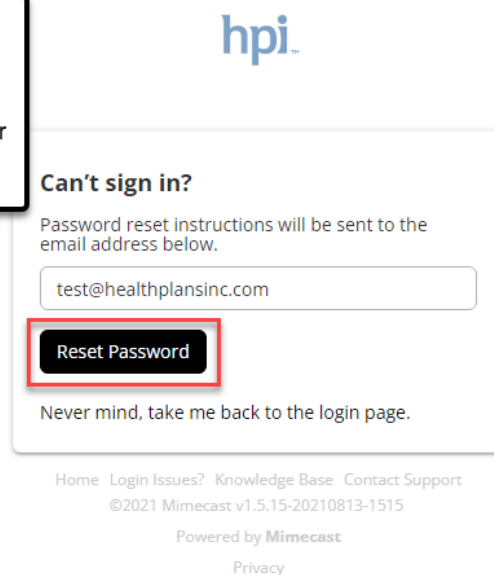test@healthplansinc.com

| Password |

| Log In |

Log in as a different user.
Forgot your password?

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

---

2. Click <u>Reset Password</u>.

**Your email should automatically show up in the email/text field. If it does not, enter the email address for the account you are changing the password to.

hpi

Can't sign in?

Password reset instructions will be sent to the email address below.
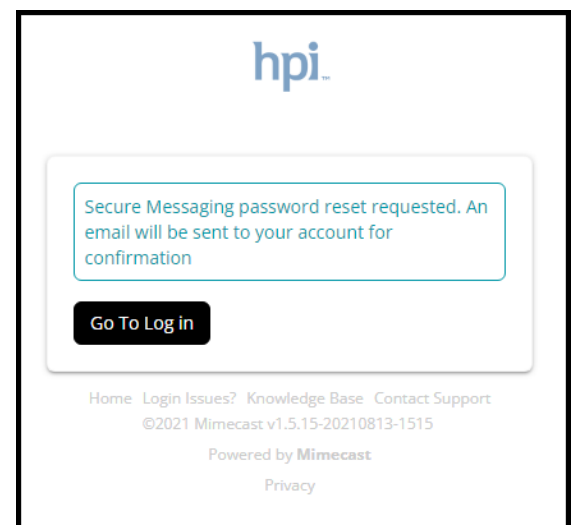
| test@healthplansinc.com |

| Reset Password |

Never mind, take me back to the login page.

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

*After you click Reset Password, you will see the below message.
Check your email for a message from noreply@healthplansinc.com with a subject of "Reset your Secure Messaging password"

hpi

Secure Messaging password reset requested. An email will be sent to your account for confirmation
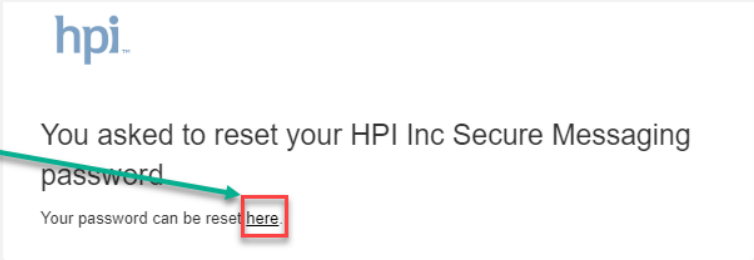
| Go To Log in |

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

Reset your Secure Messaging password

NoReply <noreply@healthplansinc.com>
to me ▾

3. Click here to open the password reset page.

hpi.

You asked to reset your HPI Inc Secure Messaging password
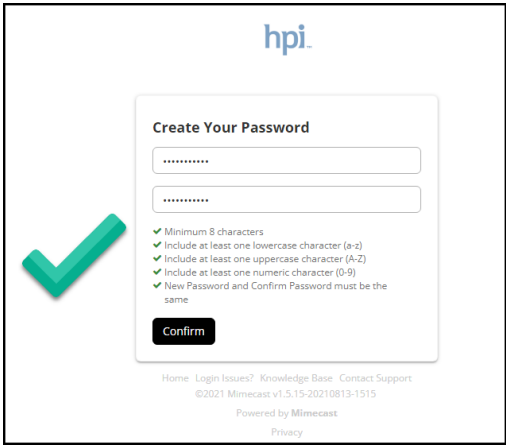
Your password can be reset here.

Powered by **mimecast**

© 2015 - 2019 Mimecast Services Limited and affiliates. The information contained in this communication is confidential and may be legally privileged. It is intended solely for use by the intended recipient. If you are not the intended recipient, or authorized to receive it, any disclosure, copying, distribution or reliance of the contents of this information is strictly prohibited. For information about how your personal data is processed through this service, read the Mimecast Secure Messaging Privacy Statement.

4. Enter a new password in the two fields here.

**Follow the minimum requirements below the password fields.

hpi.

Create Your Password

New Password

Confirm Password

● Minimum 8 characters
● Include at least one lowercase character (a-z)
● Include at least one uppercase character (A-Z)
● Include at least one numeric character (0-9)
● New Password and Confirm Password must be the same

5. Click Confirm

Confirm

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

All the requirements should show green check marks in the below screen shot.

hpi.

Create Your Password

···········

···········

✔ Minimum 8 characters
✔ Include at least one lowercase character (a-z)
✔ Include at least one uppercase character (A-Z)
✔ Include at least one numeric character (0-9)
✔ New Password and Confirm Password must be the same

Confirm

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by Mimecast
Privacy

hpi.

Log In

Email Address

Next

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.5.15-20210813-1515
Powered by **Mimecast**
Privacy

If the password reset is successful, it should return to the Log In page. From here, you can log in using your email address and new password.