FEP Operations Center Secure E-mail Process

Overview

Introduction

To ensure compliance with HIPAA Security guidelines, e-mails containing Personal Health Information (PHI) must be secured so that the PHI contained in the e-mail cannot be accessed by other than the recipient. Sigaba is the web-based application used at the FEP Operations Center (FEPOC) to encrypt (secure) electronic mail (e-mail) that contains Personal Health Information.

FEPOC associates send secure e-mails to recipients (FEP Plans, FEPDO associates, vendors, etc.) via the Sigaba application by entering a message with "**securefepoc"** in the Subject line. To retrieve the secure e-mails, recipients must register via Sigaba. Once registered, the secure e-mails can be accessed by the recipient (**securefepoc** will appear in the subject field of the e-mail). The secure e-mail may vary slightly in appearance due to the various platforms (i.e. Yahoo, Outlook, Hotmail, etc.) that recipients use.

This document has been developed to communicate the procedures for sending and retrieving secured e-mails via Sigaba.

Content

The following topics will be covered in this document.

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The Secure E-mail Welcome (Main) Page

Introduction

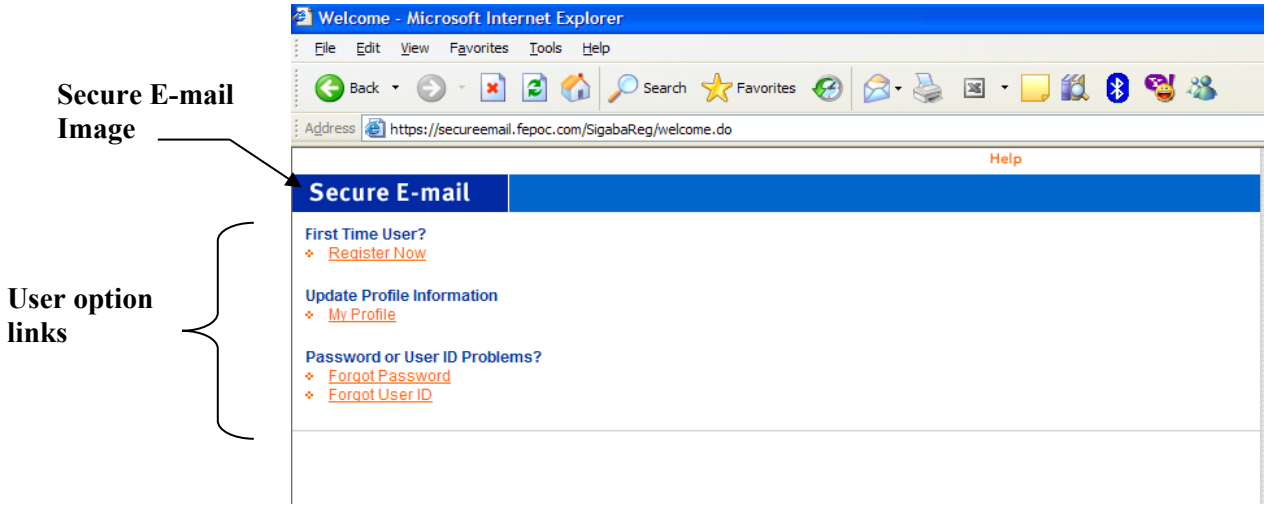
The Secure E-mail Welcome (Main) Page introduces a user to the secure e-mail process and related activities. From this page, users have the option to select the appropriate link to:

- Register, if they are a first time user
- Update their profiles
- Address Password or User Identification (ID) Problems

The Secure E-mail Page can be accessed via the URL https://secureemail.fepoc.com/SigabaReg/welcome.do.
If a user selects a link on the Main page, he/she can return to it at any time by selecting the Secure Email Image.

Secure E-mail Welcome Page

The **Secure E-mail Welcome** (Main) Page is displayed below.



Registering with Sigaba

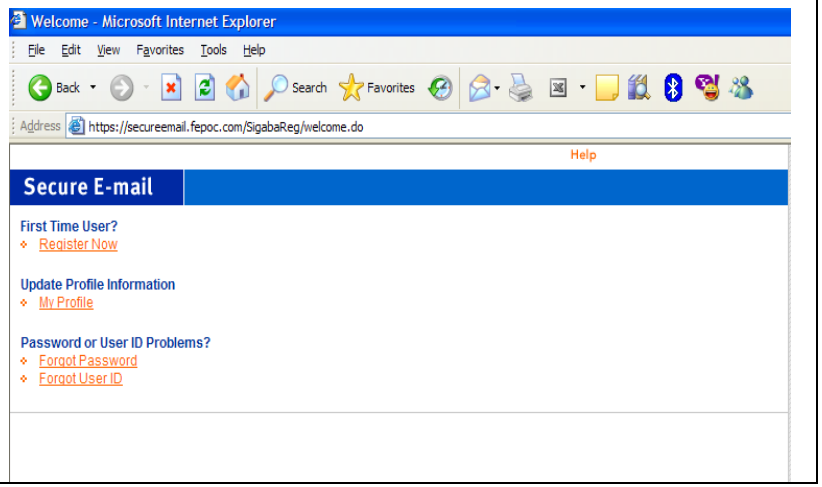
Introduction

Recipients (which include Plans, Vendors, FEPDO associates, etc.) of secured/encrypted e-mails from the FEPOC must become registered *Sigaba* users.

Note: Only the recipients (not the sender) of secure e-mails need to register with *Sigaba*.

Procedure

Complete the following steps to become a registered *Sigaba* user.

Step	Action	Result
1	Access the *Sigaba* Secure E-mail Welcome Page via the following url: https://secureemail.fepoc.com/SigabaReg/welcome.do	The Secure E-mail Welcome Page is displayed. 

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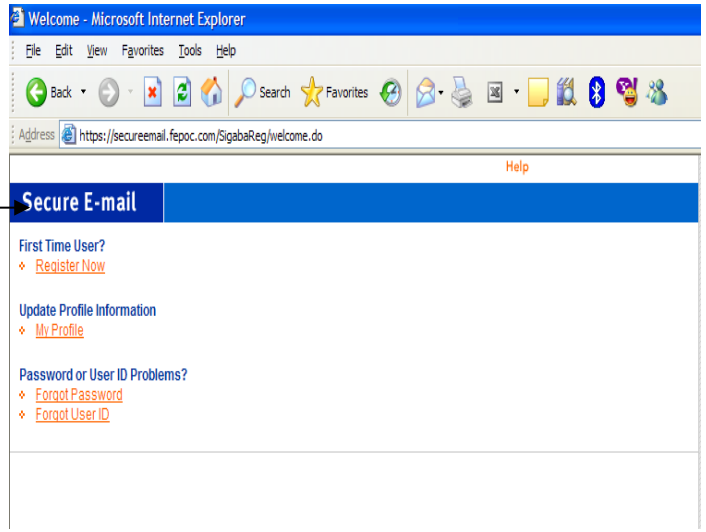
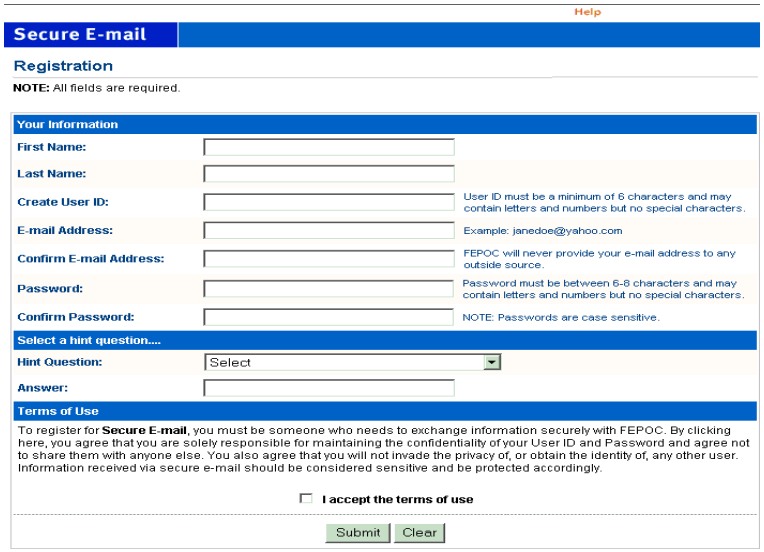
Procedure (continued)

Step	Action	Result
2	Select the "Register Now" link under the heading **First Time User?** .	The Registration page is displayed.

Select the Register Now link to access the Registration Page.





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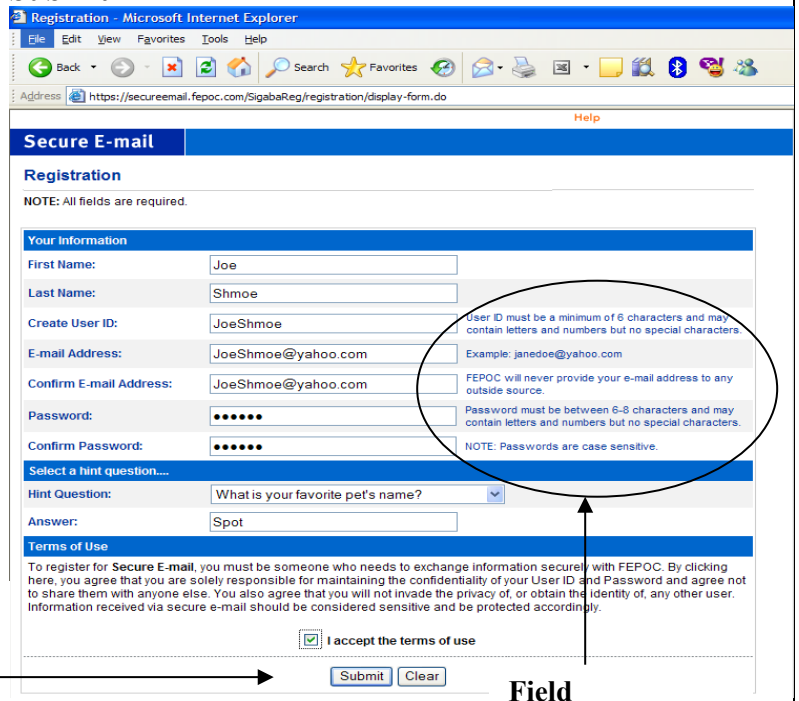
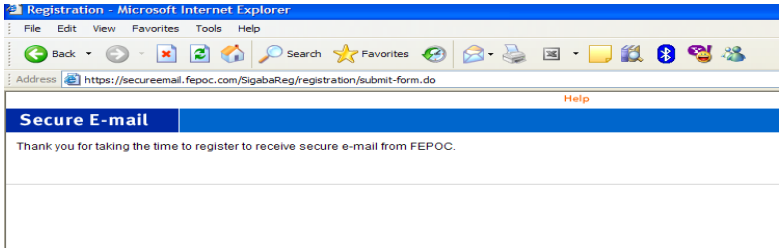
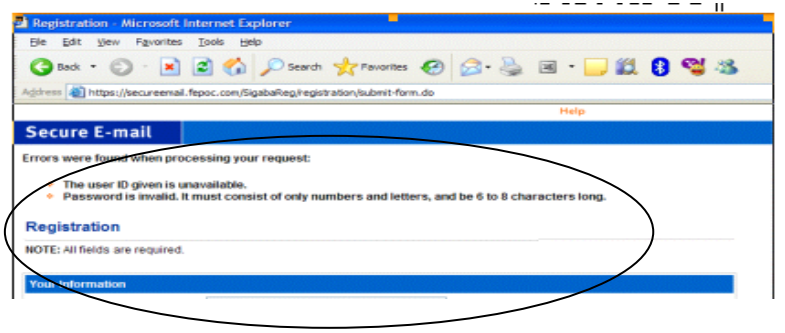
Registering with Sigaba, Continued

Procedure (continued)

Step	Action	Result
3	Complete fields on the Registration page and select the **Submit** button.  **Complete fields and select "Submit"** **Field requirements, if applicable are listed here.**	If submission is successful, the **Thank you for taking the time to register to receive secure e-mail from FEPOC** message is displayed.  If submission is unsuccessful, error messages will be received.  Note: If your initial submission is unsuccessful, correct your errors and re-submit.