

# ZixMail Instructions

## ZIXMAIL - Secure Email Login

Trillium Health Resources uses an email encryption service so Network Providers can access secure, confidential emails. When you register your Provider email address with ZIXMAIL, you can receive secure emails from us. Remember, however, your replies are not secure unless you encrypt your outgoing messages.

### First-Time Users

1. Click on [ZixMail Secure Email Login](#).
2. To create a new account, click on the REGISTER button.
  - a. Enter your Provider email address, password and confirm password. **Please be sure to register the email address Trillium Health Resources is currently using to correspond with you.**
3. After entering all required information, click the REGISTER button.
4. A confirmation email will automatically be sent to the email address you provided.
  - a. To activate your account, open the confirmation email and click on the link provided.
5. Once confirmed, click on [ZixMail Secure Email Login](#).
  - a. Sign in with your registered ZixMail email address and password
  - b. Click on SIGN IN button and receive your secure email.

### Returning Users

1. Click on [ZixMail Secure Email Login](#).
2. Sign in with your registered ZixMail email address and password.
3. Click on SIGN IN button

### Troubleshooting

Please keep in mind, Trillium **does not** manage the email addresses or passwords for this software. If you forget your password, click on the RESET button in the ZIXMAIL Message Center.

If you need assistance, click on the **HELP** button in the ZIXMAIL Message Center