

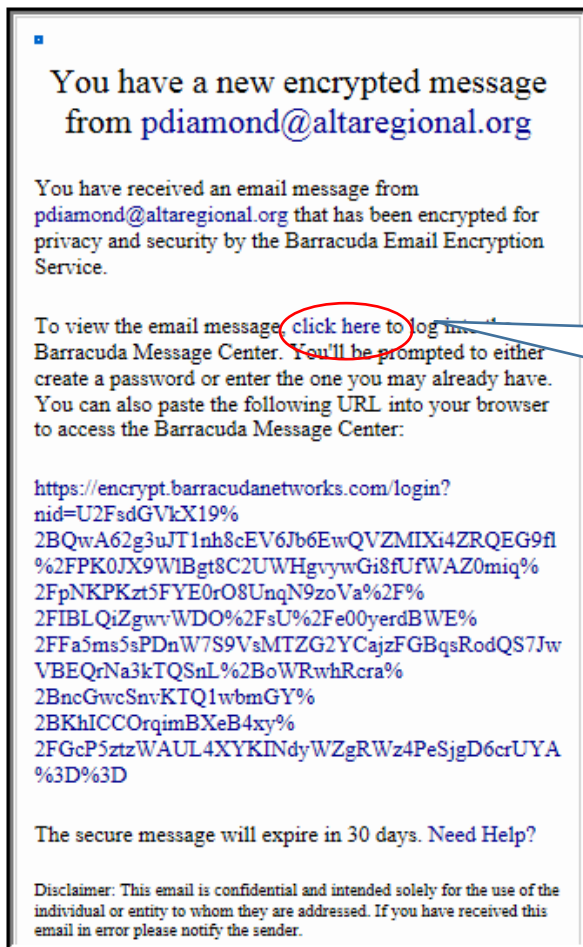
## How to Access an Encrypted Email Sent From Alta California Regional Center (ACRC)

To ensure the protection of sensitive client information, any email containing client identifying information sent to an email address outside of ACRC must be encrypted. ACRC uses **Barracuda Email Encryption Service**.

When an encrypted email is sent to you, you will receive an email like this.



In the body of the message you will see this:

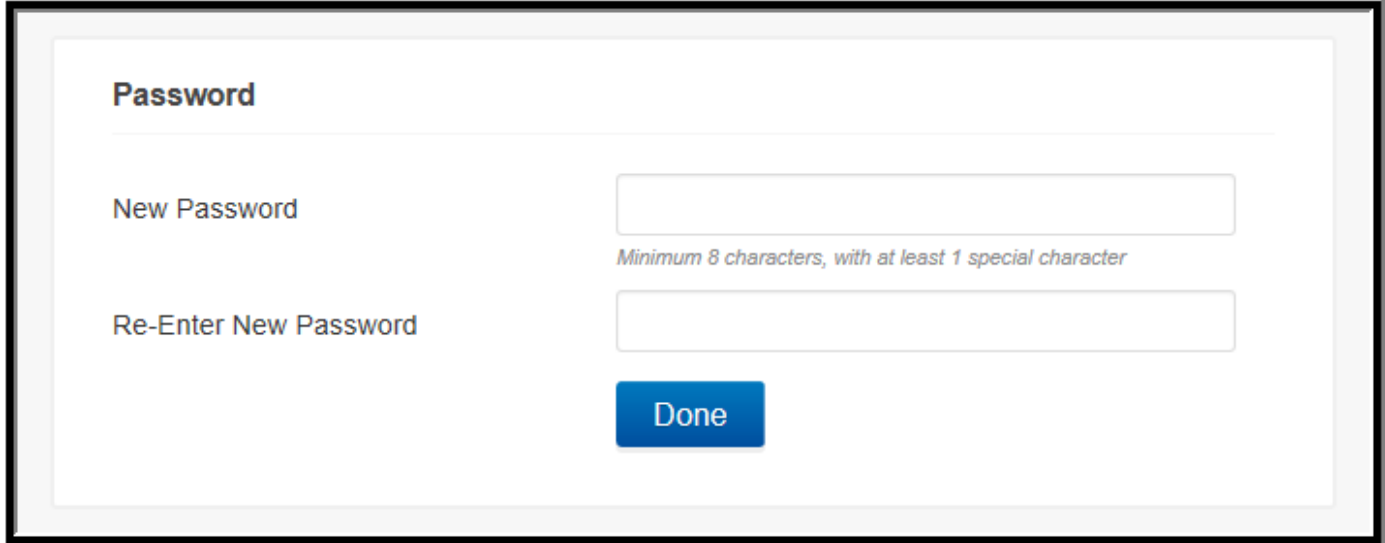


To access the message, click where indicated. To log into the **Barracuda Message Center**.

**Step 1.** The message includes a link to access the **Barracuda Message Center**. Access is time limited; the secure message will expire in 30 days. Click where indicated in the message (on the words **click here**).

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**Step 2.** Barracuda Message Center will open and you will be prompted to create a password (or enter one you may already have), confirm it, then click **Done**.

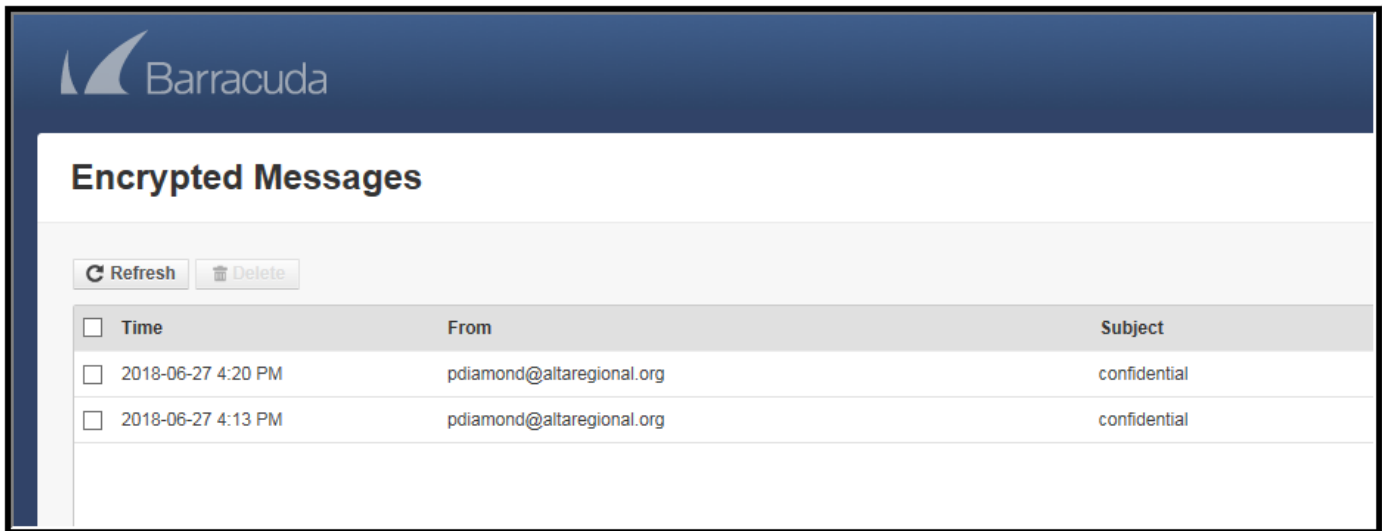


The screenshot shows a web interface for creating a password. At the top, the word "Password" is displayed. Below it, there are two input fields: "New Password" and "Re-Enter New Password". A blue button labeled "Done" is positioned below the second field. A note below the first field states: "Minimum 8 characters, with at least 1 special character".

Passwords must:

- be a minimum of 8 characters
- contain at least one special character (e.g. !, @, \$, etc.)

**Step 3.** To open it, double-click the message. If you have received more than one, they will appear in a list.

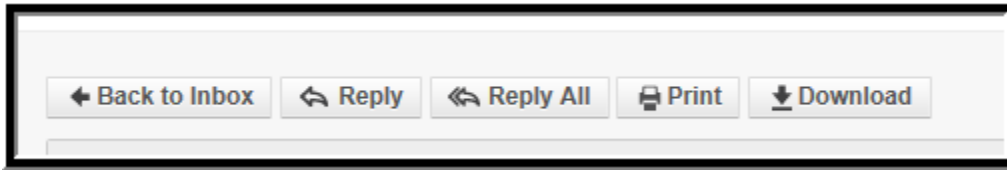


The screenshot shows the Barracuda Message Center interface. At the top left is the Barracuda logo. Below it, the heading "Encrypted Messages" is displayed. There are two buttons: "Refresh" and "Delete". Below these buttons is a table with three columns: "Time", "From", and "Subject".

<input type="checkbox"/>	Time	From	Subject
<input type="checkbox"/>	2018-06-27 4:20 PM	pdiamond@altaregional.org	confidential
<input type="checkbox"/>	2018-06-27 4:13 PM	pdiamond@altaregional.org	confidential

## How to Access an Encrypted Email Sent From Alta California Regional Center (ACRC)

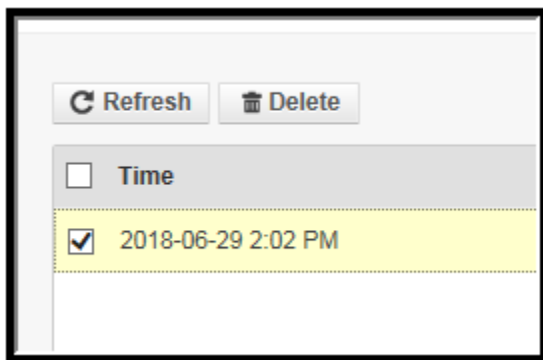
From the open message you can read it and reply to it, print it, download it or return to the inbox.



Any attachments will accompany the message. Double-click the attachment and you will be given the choice to **Open** or **Save** it.



The message will remain on the **Barracuda Message Center** until it expires. You can also delete the message by clicking in the box in front of the message, then clicking **Delete**.



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**Please Note:** *You do not need to create a new password for every encrypted message sent from Alta California Regional Center (ACRC). Once you have created a password to access the **Barracuda Message Center**, the same password will work for all encrypted messages sent by anyone from ACRC.*