

Encrypted Email Instructions for Recipients

The following are instructions for individuals who've received an encrypted email from the county. It is the county's policy to encrypt email communications containing HIPAA and protected personal information when utilizing email as part of normal business operations.

If you are a recipient of an encrypted email you will receive an email from noreply@barracuda.com with the Subject, "You have a new encrypted message from user@catawbacountync.gov."

Below is an example of the message you will see when opening the email notification. Click on the 'click here' link or paste the URL into your browser. *If you are accessing this portal for the first time, you will be required to setup a password.* Once you have setup a password, you will use that password to access further encrypted emails that are sent from our organization.

You have a new encrypted message from
sbuxton@catawbacountync.gov



You have received an email message from sbuxton@catawbacountync.gov that has been encrypted for privacy and security by the Barracuda Email Encryption Service.

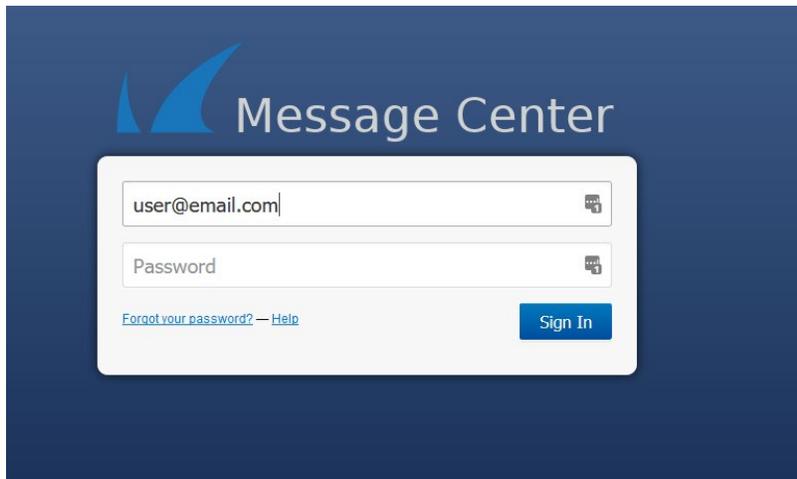
To view the email message, [click here](#) to log into the Barracuda Message Center. You'll be prompted to either create a password or enter the one you may already have. You can also paste the following URL into your browser to access the Barracuda Message Center:

https://encrypt.barracudanetworks.com/login?nid=U2FsdGVkX19eC%2Be8iGIPnxcMankitOS68qGASWWYFuvHHVWgkJC7fyLPCtvekYPCNWKy%2Bn6T7xO5mlzf7qwmZOEoB%2BSJifJUjL_KwNJPue9mailMuNV8%2BsqNivCZ6UCYnHjiHITHO0Lq1oLsMwI3iAoartBrVONr1zKyKzmcIzSK9Y4%2FTA0Ezts6HDWfGjvHN%2FTOzAdY2o8xMAmPsXkolLPC8VwgHd9PY6I5THW7Ze3NYikeOJWtZHQyOYAne0T

The secure message will expire in 30 days. [Need Help?](#)

Disclaimer: This email is confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender.

Upon clicking on the link to retrieve the email you will be presented with a web page with a login as shown below. Your email address should already be in the top line and you will enter your password.



Message Center

user@email.com

Password

[Forgot your password? — Help](#) [Sign In](#)

After logging in you will be presented with the email sent to you.



To access other encrypted emails sent to you from the county email system you can click the 'Back to Inbox' button.



Once you have read the email click the 'Log Off' button in the upper right.

Recipients cannot reply to email via the portal. If you need to reply, please contact the county staff member who sent the email by emailing them directly in a separate email communication OR by contacting them directly using the contact information provided in the email.

Messages are only retained in the portal for 30 days and will be automatically deleted once expired. However, you can manually delete messages once you've read them.