Accessing and Responding to Secure Emails

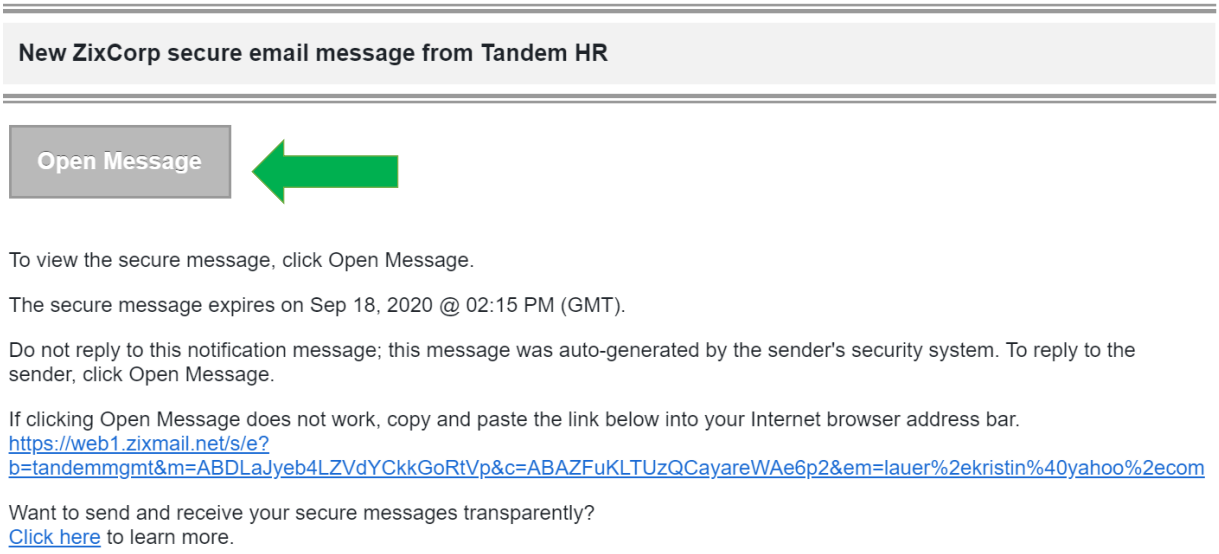
Overview

This guide outlines how to receive documents that contain PII (Personal Identifiable Information) and PHI (Protected Health Information) from Tandem HR securely. If you have questions outside of this guide, please contact Your Solution Center at:

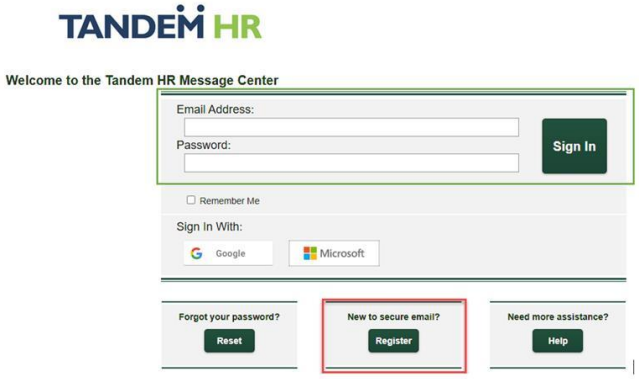
P: (630) 468-9298
E: yoursolutioncenter@tandemhr.com

Accessing

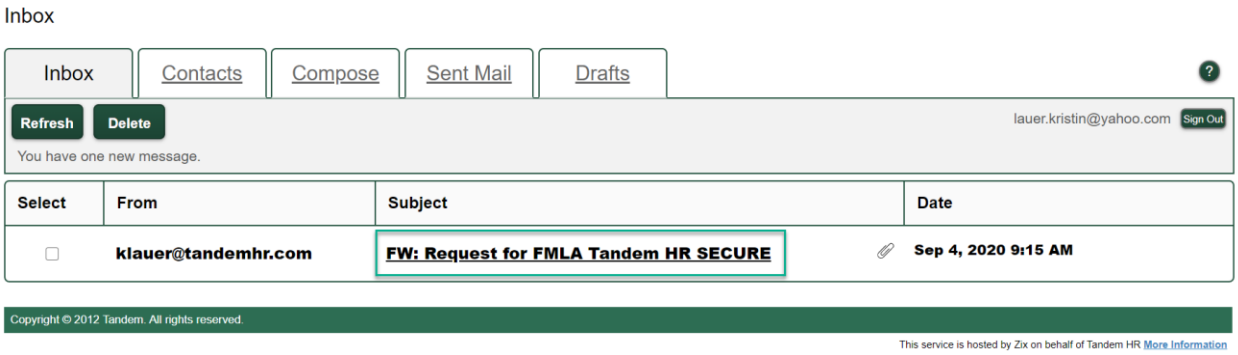
When a secure email is received it will appear as the picture below. To open, click on “Open Message”.



Login to the portal with your email address and password. Then hit “Sign In”. Please refer to the **green** outline below. *Note, if this is your first time using secure email, you will need to register an account, which will allow you to create a password (the username will always be your email address). Please refer to the **red** outline below.

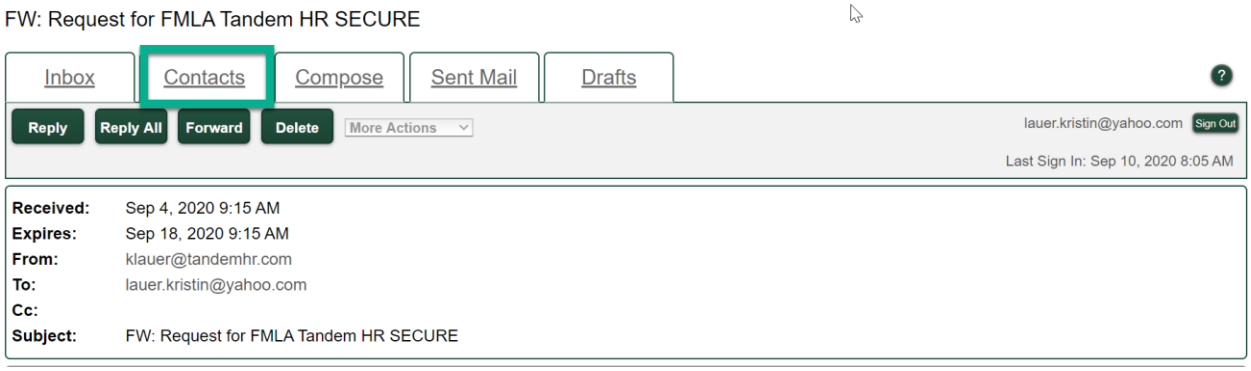


Once you have logged in, select the subject line of the email and scroll down to view its contents. Please refer to **green** below.

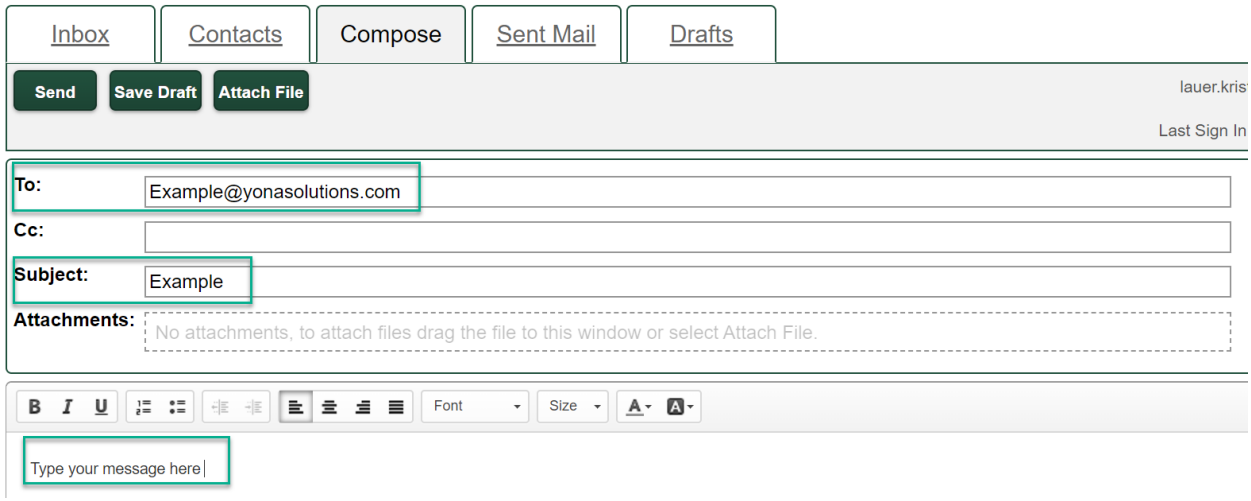


Responding to a Secure Email

After you have logged into the secure email, please select “Compose” from the tabs. See here in **green**:



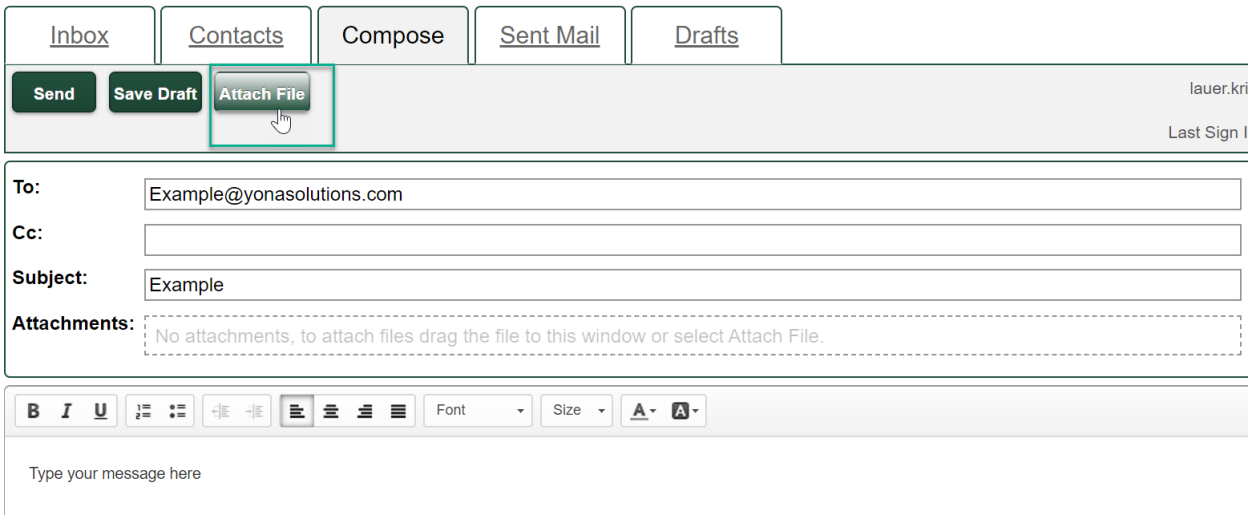
On the next screen, enter a single recipient, subject, and email contents. See here in **green**:



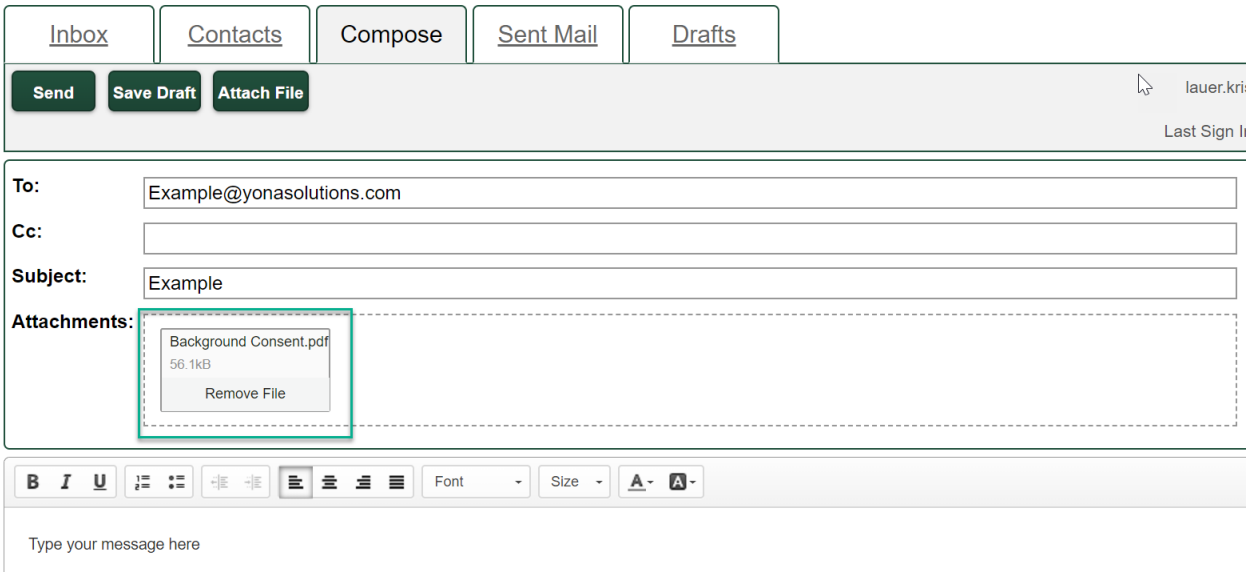
Once your message has been drafted, select “Send” to complete your response.

Responding with an Attached File

After you have logged into and composed your message, please select “Attach File”. See below in **green**.



Then locate the file you wish to attach and double click on it. Once this has been completed, your document will appear in the "Attachments" section. See below in **green**:



Once your message has been drafted with the attachment, select "Send" to complete your response.