



## How UnitedAg Protects Your Privacy

Dear Member,

The protection of our members' personal information has always been of the utmost importance to us and is mandated under the federal HIPAA laws. Referred to as Protected Health Information (PHI) and Personally Identifiable Information (PII), your personal data could be obtained from the Web and used for nefarious purposes. We all want to feel that our PHI is secure and only being used for intended purposes only. With that in mind, UnitedAg has increased its efforts to further protect your information. We implemented complete email encryption to protect your PHI and PII. Our data encryption follows strict standards. Some examples of PHI are: social security numbers, medical records, date of birth and other information.

**For more information on HIPAA and PHI privacy rules, visit: [unitedag.org/privacyrules](https://unitedag.org/privacyrules)**

To ensure UnitedAg provides our members with the highest level of security when our communications contain PHI or PII, we have instituted a Microsoft Certified method of encrypting emails.

When you receive an encrypted email from UnitedAg, our secure email server will require you to register one-time. Once registered, your login information and password can be used for all future UnitedAg encrypted email communications. By using encrypted email communications, it will ensure the highest level of security for you and your personal data!

Sincerely,

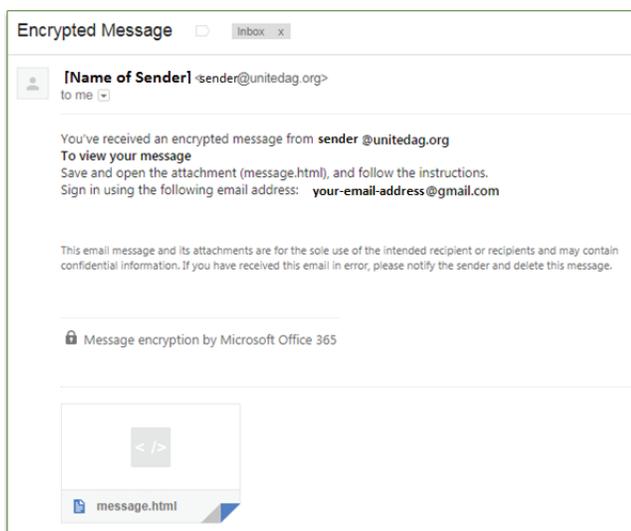
UnitedAg Operations Team

## Guide: How to Open and View an Encrypted E-mail

To protect your private information and maintain compliance, we may send you emails that are encrypted with **Microsoft Office 365's encryption system**. If you've received one such encrypted message from our organization, please use the steps outlined below to access it.

### 1 Save and Open the Encrypted Attachment

You may receive a message from us like the one pictured below, which includes an encrypted copy of the message intended for your eyes only.



On a computer or laptop, please save and open the attached message.html file, then follow the directions contained within.

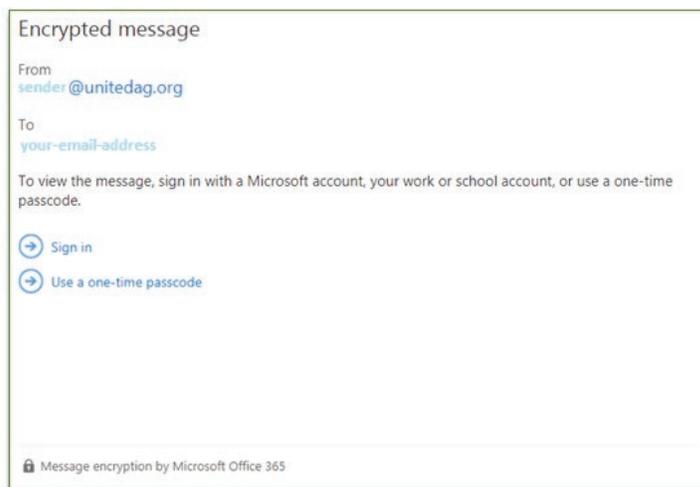
To view the encrypted email on a mobile device (iPhones / iPads / Android phones), please open the message.html attachment with the OME Viewer app, which you can download via the links below:

1. **OME Viewer app for iPhone or iPad:**  
<http://go.microsoft.com/fwlink/?LinkId=510283>
2. **OME Viewer app for Android device:**  
<http://go.microsoft.com/fwlink/?LinkId=510282>

### 2 Authenticate Your Identity

You have **two options** to authenticate your identity and decrypt the message you've received.

1. **Log in with your Microsoft account.** You could also create a new Microsoft account. For steps on creating a Microsoft account using your existing email address, please continue to the next page.
2. **Request a one-time passcode sent to your email inbox.** This is a quick option to access our encrypted message if you don't have time to create a Microsoft account to associate with your email address. This option will send a passcode to your email inbox. Please use that to log in.





# Guide: Sign In with an Account or Use One-Time Passcode

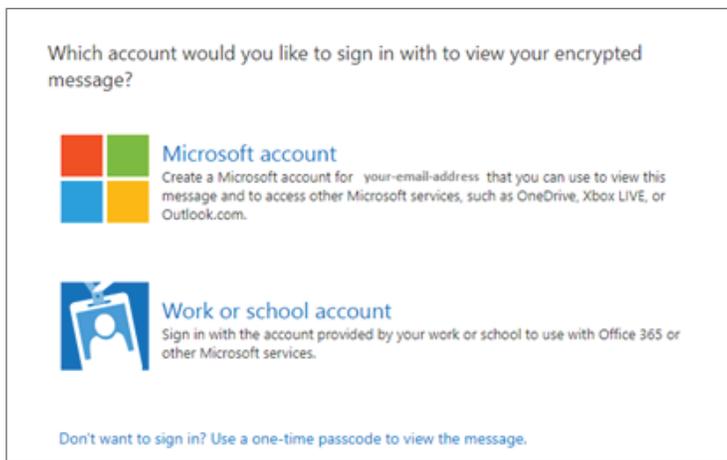
1

## Sign in with a Microsoft Account, or Create a New Microsoft Account with Your Email Address

If your organization uses Office 365, then you already have an account with our encryption service. In that case, please select the **Work or School Account** option and sign in with your Office 365 account.

If you have any other email service (Gmail, Yahoo, or AOL, for example), you can create a free Microsoft account to associate with your email address. This will enable faster access if you're likely to receive multiple encrypted messages from Office 365 (ours, or other organizations') in the future. If you have already created a Microsoft account for your email address, please sign in with it.

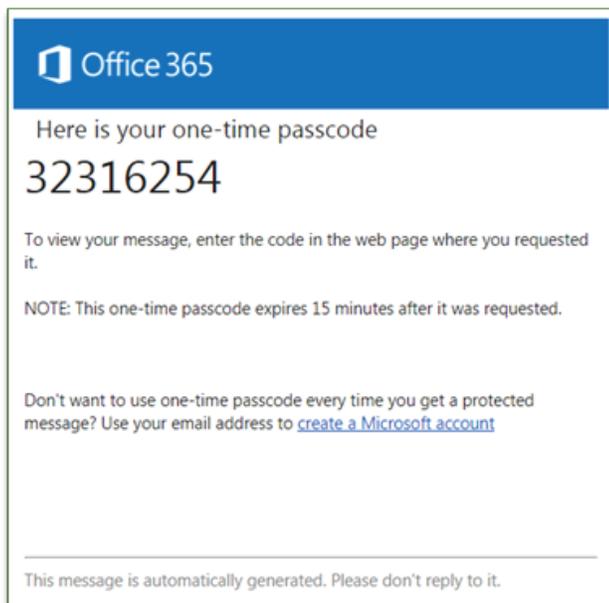
We have details on creating a free Microsoft account in a section further down this guide.



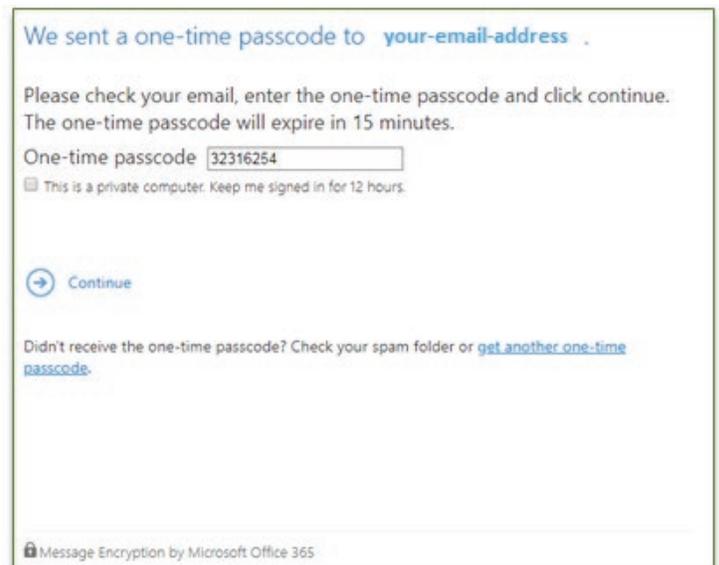
2

## Sign in Using a One-Time Passcode to Authenticate

a. When you request a one-time passcode, it will be emailed to you. It looks like this:



b. On the encrypted message.html file, please enter the passcode that was sent to you, as shown below:

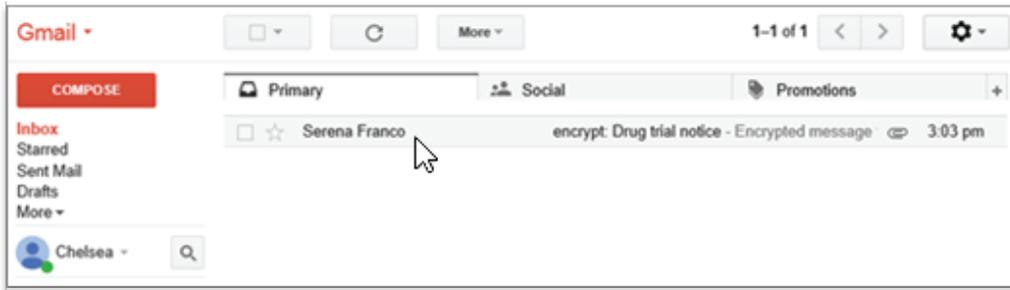


# 🔒 Guide: Create a Free Microsoft Account

## 1 Creating a Free Microsoft Account to Associate with Your Email Address

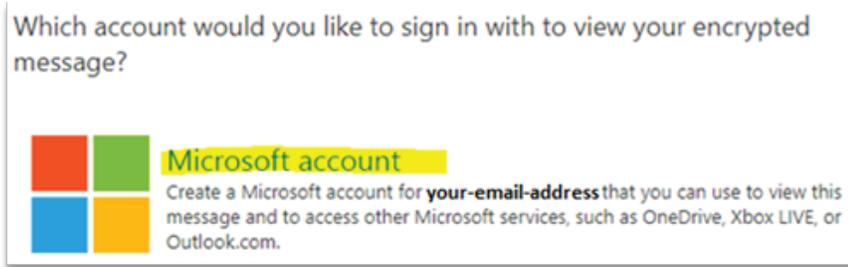
Open the message in your Inbox. The subject line may indicate that the message is encrypted. The following screenshot shows a Gmail Inbox that contains an encrypted message.

**Note:** You can use any email service, such as AOL, Yahoo, or Gmail, to view encrypted messages.

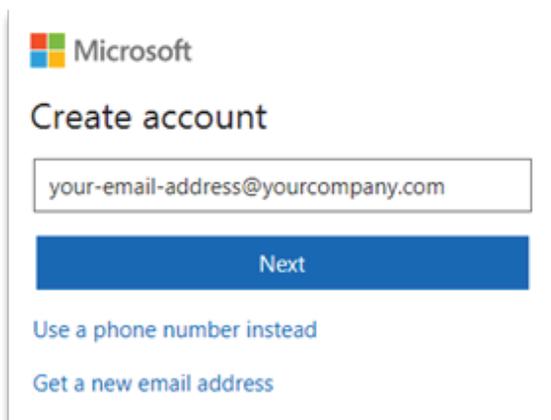


After you open the message, you'll see "You've received an encrypted message from sender@unitedag.org" and an attachment called message.html. Open the attachment.

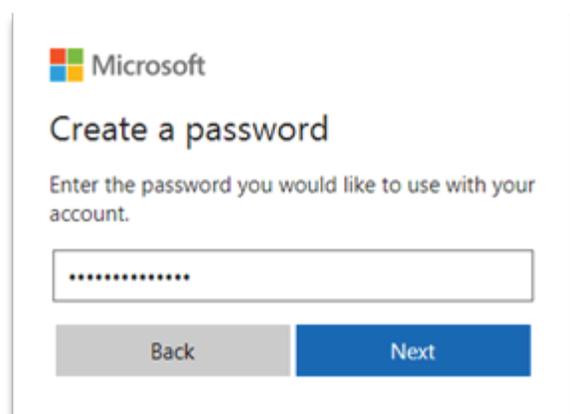
## 2 Select **SIGN IN**. Then select the option to create a Microsoft account.



## 3 Fill out the Create account form. You'll see your email address in the User name box.

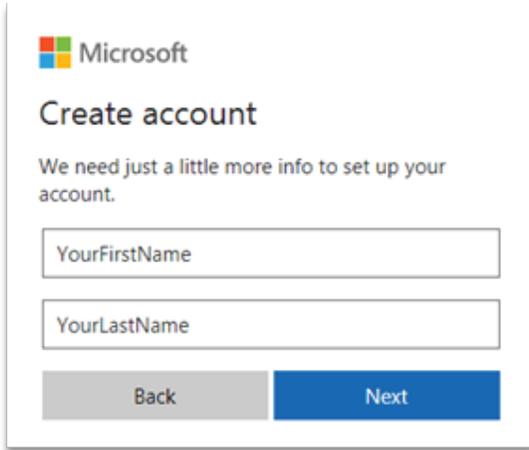


## 4 Create a password for your Microsoft Account.



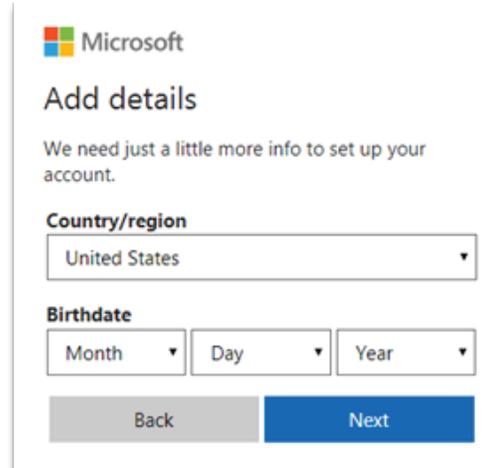
# 🔒 Guide: Create a Free Microsoft Account

**5** Enter your first and last name.



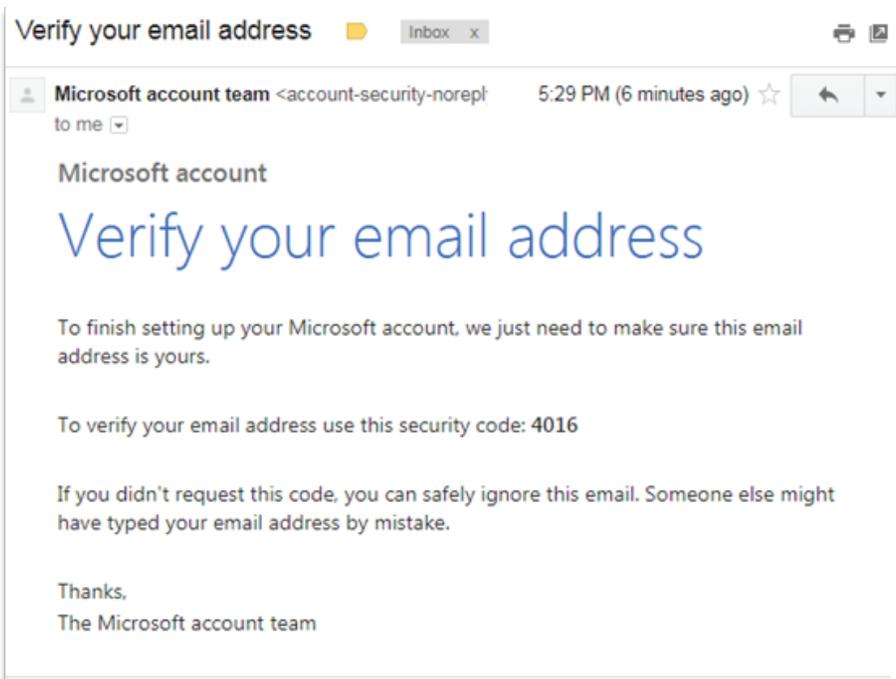
The screenshot shows the Microsoft 'Create account' page. At the top is the Microsoft logo. Below it is the heading 'Create account' and the text 'We need just a little more info to set up your account.' There are two text input fields: 'YourFirstName' and 'YourLastName'. At the bottom are two buttons: 'Back' (grey) and 'Next' (blue).

**6** Enter your general location and birthdate.



The screenshot shows the Microsoft 'Add details' page. At the top is the Microsoft logo. Below it is the heading 'Add details' and the text 'We need just a little more info to set up your account.' There is a 'Country/region' dropdown menu with 'United States' selected. Below that is a 'Birthdate' section with three dropdown menus for 'Month', 'Day', and 'Year'. At the bottom are two buttons: 'Back' (grey) and 'Next' (blue).

**7** Check your email inbox for a message from the Microsoft Account Team with the subject line "Verify your email address." This contains the 4-digit security code to finalize your Microsoft account.

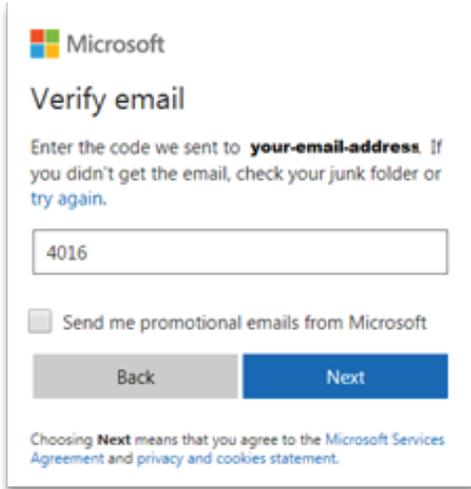


The screenshot shows an email from the Microsoft account team. The subject is 'Verify your email address'. The sender is 'Microsoft account team <account-security-norepl>'. The email body contains the following text: 'Microsoft account', 'Verify your email address', 'To finish setting up your Microsoft account, we just need to make sure this email address is yours.', 'To verify your email address use this security code: 4016', 'If you didn't request this code, you can safely ignore this email. Someone else might have typed your email address by mistake.', 'Thanks, The Microsoft account team'.

## Guide: Create a Free Microsoft Account

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Enter the 4-digit security code into the Microsoft Account Sign Up page. We recommend unchecking the box titled "Send me promotional emails from Microsoft".



Microsoft

### Verify email

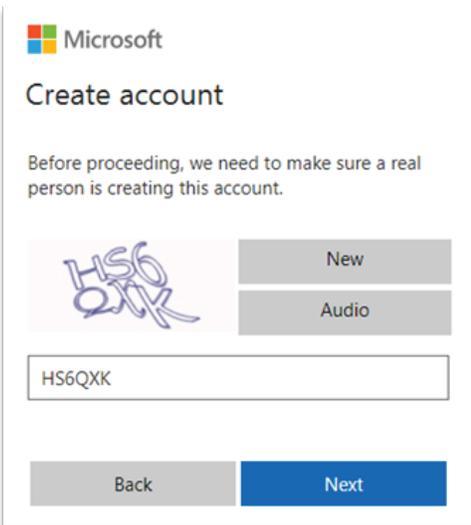
Enter the code we sent to **your-email-address**. If you didn't get the email, check your junk folder or try again.

Send me promotional emails from Microsoft

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

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Please type the text shown to you on screen to prove that you're a real person.



Microsoft

### Create account

Before proceeding, we need to make sure a real person is creating this account.



**You are now done!** You've created a Microsoft account and associated it with your email address. From here on, you can use that Microsoft account whenever you need to authenticate to retrieve an Office 365 encrypted message sent to your email address.

UnitedAg values the importance of your private information, and thus, the need to secure information in the best possible way.

We thank you for your patience and understanding regarding this matter. If you have any issues or questions, contact UnitedAg Group Administration Department at [enrollment@unitedag.org](mailto:enrollment@unitedag.org) or call (800) 223-4590.

**unitedag**  
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