



Partners Zixmail
Web Portal
Provider Training



Let's Get
Started!

Setting Up Your Partners Zixmail Web Portal

There are two methods to begin this process.

Option #1 – Use the link on the Partners Provider Website at www.partnersbhm.org

Option #2 – Have a Partners Provider Specialist send you an encrypted email which will contain a link

Setting Up Your Partners Web Portal

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website

The screenshot shows the top navigation bar with links: home, about us, consumers, providers, employment, contact us, calendar, register, espanol. The 'providers' link is highlighted with a red box. Below the navigation is the 'PARTNERS Behavioral Health Management' logo and a 'For Providers' section header. The main content area includes a paragraph about the network, a 'PLEASE NOTE' section regarding Medicaid Waiver, and a 'Log Into PartnersZixMail' link highlighted with a red box. A sidebar on the left contains a menu with items like 'Partners BHM Home', 'About Us', 'For Consumers', 'For Providers', 'Employment', 'Contact Us', 'Calendar', 'Complaint Form', and 'Register for Email'.

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website

Click the Register Button

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website

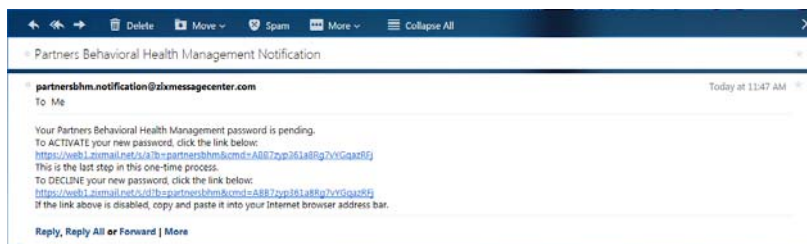
Enter the requested information. Note the "Password Rules" at the bottom of the page, then press "Register"

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website



Please check your email to activate this password.

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website



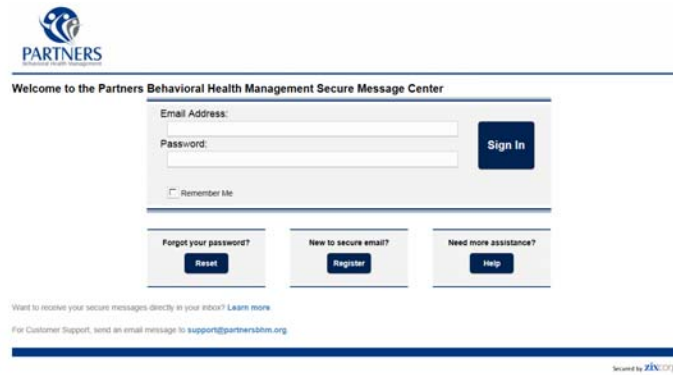
Click the "Activate" link to confirm your login and password

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website



Click continue to return to the login page.

Option #1: Access the Portal Using the Link on the Provider's Page on the Partners Website





Before continuing with this process, please add this site to your Favorites list or as a Shortcut on your Desktop, so you can return to it easily in the future!!

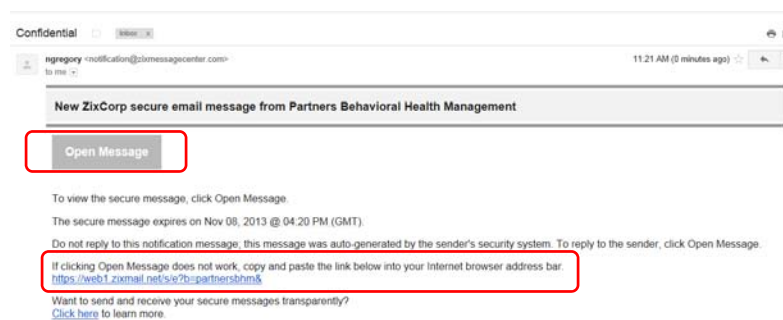


Congratulations! Your Web Portal registration is complete!

You can now advance to the "What Can I Do From..." Section

Option #2: Ask your Provider Network Specialist to send you an encrypted email.

You will receive a notification from Zixmail and can click on the Open Message button to navigate to the Web Portal.



Note: This message includes the expiration date of this particular message.

Option #2: Ask your Provider Network Specialist to send you an encrypted email.

You should now be at the Sign On Page for Partners Web Portal

Click the Register Button

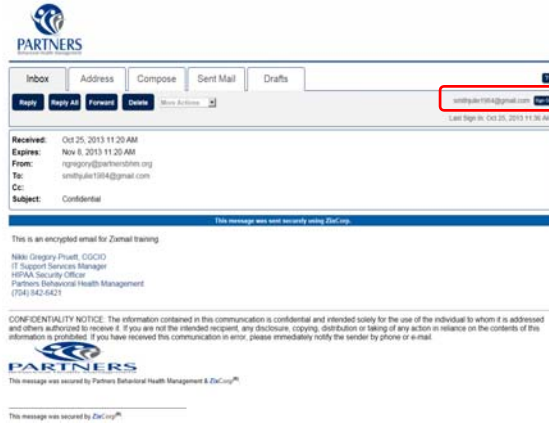
Option #2: Ask your Provider Network Specialist to send you an encrypted email.

Click on "New to Secure Email? Register" Button

Enter the requested information. Note the "Password Rules" at the bottom of the page, then press "Register"

Option #2: Ask your Provider Network Specialist to send you an encrypted email.

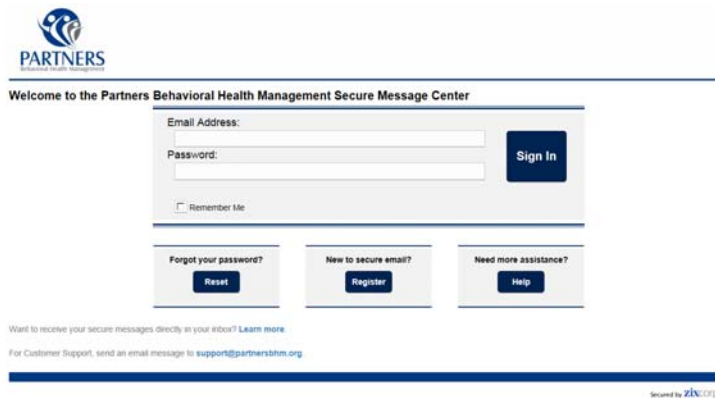
This will open the encrypted email sent to you by the Provider Network Specialist



Please click the Sign Out Button indicated above.

Option #2: Ask your Provider Network Specialist to send you an encrypted email.

You should now see the login page.





Before continuing with this process, please add this site to your Favorites list or as a Shortcut on your Desktop, so you can return to it easily in the future!!



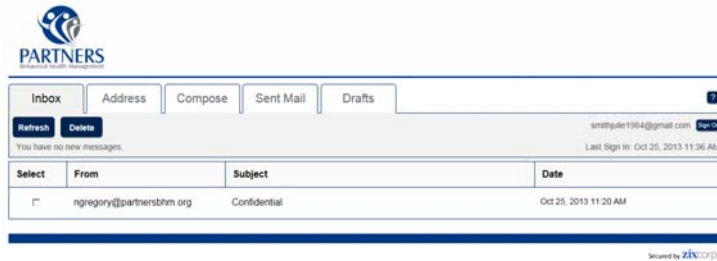
Congratulations! Your Web Portal registration is complete!

You can now advance to the "What Can I Do From..." Section

What Can I Do From?

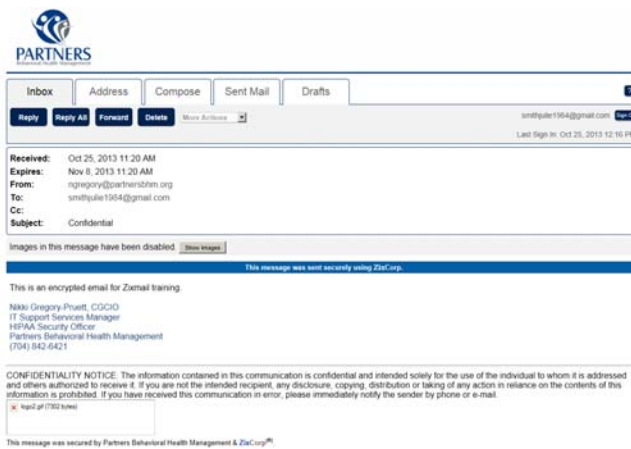


**** What Can I Do From ... ****
My Inbox?



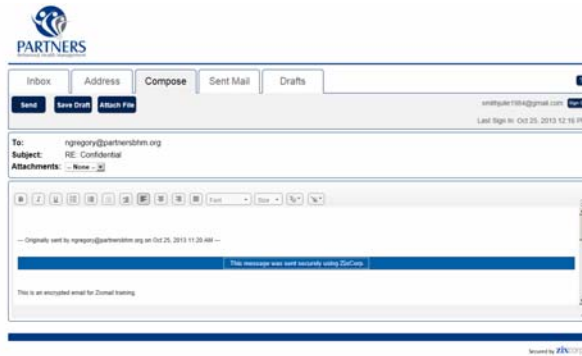
**** What Can I Do From ... ****
My Inbox?

Open an encrypted email from Partners Staff



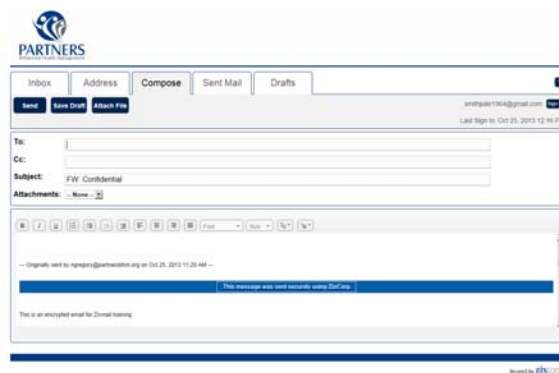
**** What Can I Do From ... ****
My Inbox?

After opening an encrypted email from Partners Staff...
 Reply to the sender (or reply to all)



**** What Can I Do From ... ****
My Inbox?

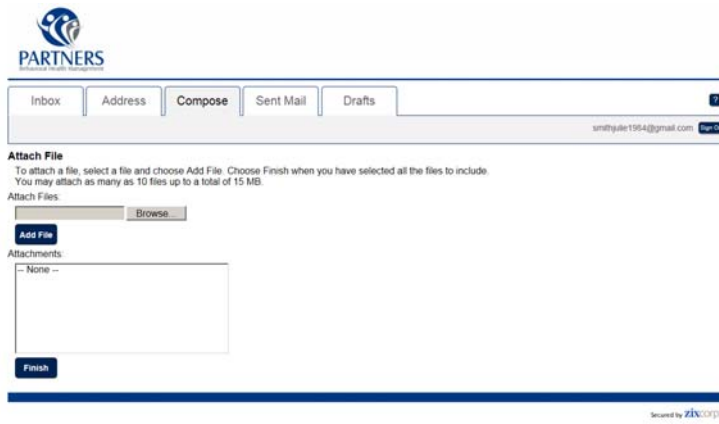
After opening an encrypted email from Partners Staff...
 Forward the email to another (different) Partners Staff member



**** What Can I Do From ... ****
My Inbox?

After opening an encrypted email from Partners Staff...

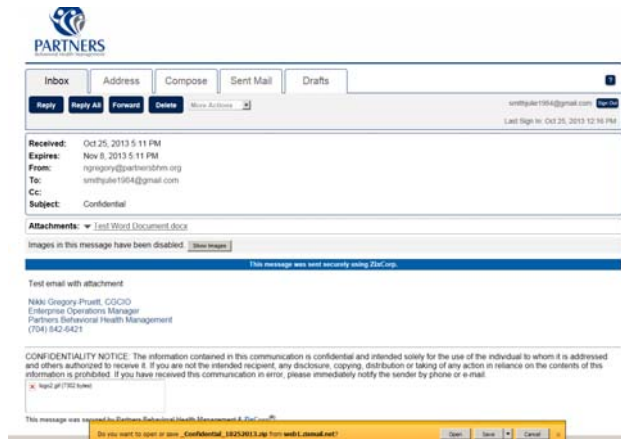
Attach a document in your reply to any email



**** What Can I Do From ... ****
My Inbox?

After opening an encrypted email from Partners Staff...

More Actions – “Save attachments” saves email text plus attachments as a zip file to a location of your choice



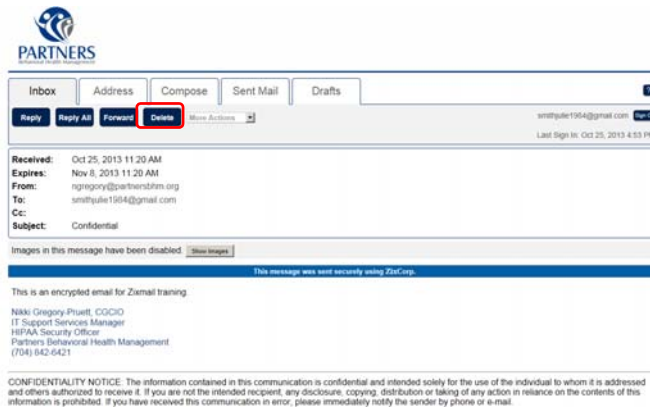
**** What Can I Do From ... ****
My Inbox?

After opening an encrypted email from Partners Staff...
 More Actions – “Save email” saves email body as text file
 to a location of your choice



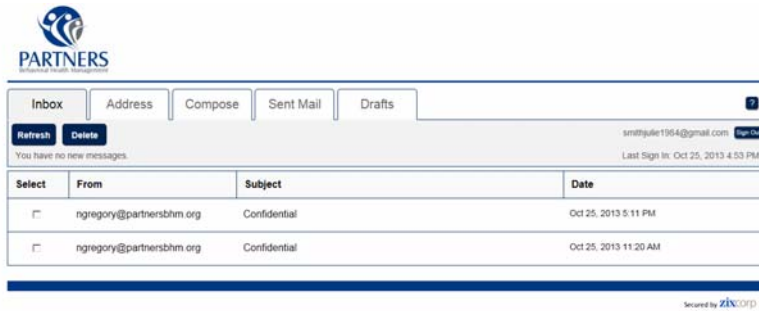
**** What Can I Do From ... ****
My Inbox?

After opening an encrypted email from Partners Staff...
 Delete this email

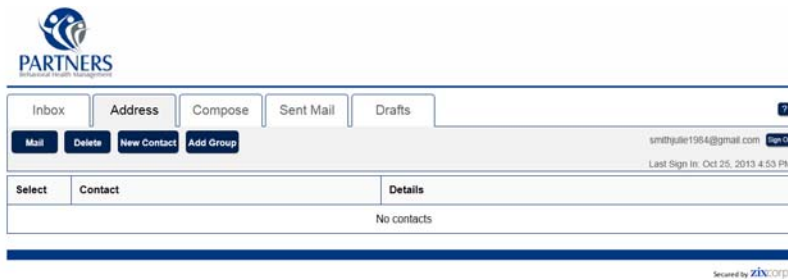


**** What Can I Do From ... ****
My Inbox Tab?

Manage my encrypted emails from Partners Staff
 Select email(s) by checking the box, then click delete
 Click refresh to check for new messages

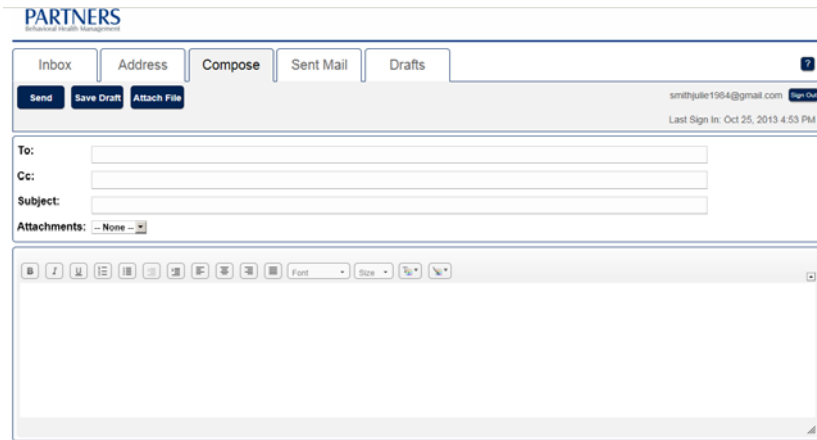


**** What Can I Do From ... ****
My Address Tab?



- New Contact – Create address book entries for regularly used Partners recipients
- Add Group – Create a “group” that includes entries in this WebPortal address book
- Mail – Compose a new email with a blank recipient
- Delete a contact/group

**** What Can I Do From ... ****
My Compose Tab?



Open a new blank email to be sent to a Partners Staff member(s)
Attach document(s) to email

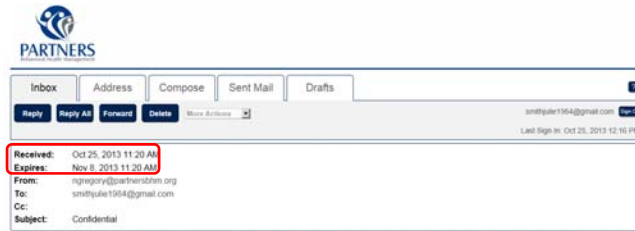
Frequently
Asked
Questions



Frequently Asked Questions

How long will an email stay in my Web Portal?

All emails, received or sent, expire after 14 days. The expiration date for each email appears in the header record of that email, identified below in red outline. If any need to be retained longer than the expiration date, they need to be saved outside of the Zixmail system using Save Email or Save Attachments under the More Actions menu.



Frequently Asked Questions

Can I send an email (or forward an email in my Inbox) to a non-Partners recipient?

No, you will receive the following error



Need Additional Assistance?

Contact Your Provider Network Specialist

Visit www.partnersbhm.org,
then select the "Calendar" page.
From there, register for a webinar on
setting up Zixmail Portal

Help Desk Information

Phone: 704-842-6431

or

helpdesk@partnersbhm.org