

Attach Files

Secure Email Release 2.0, December 2003

Audience

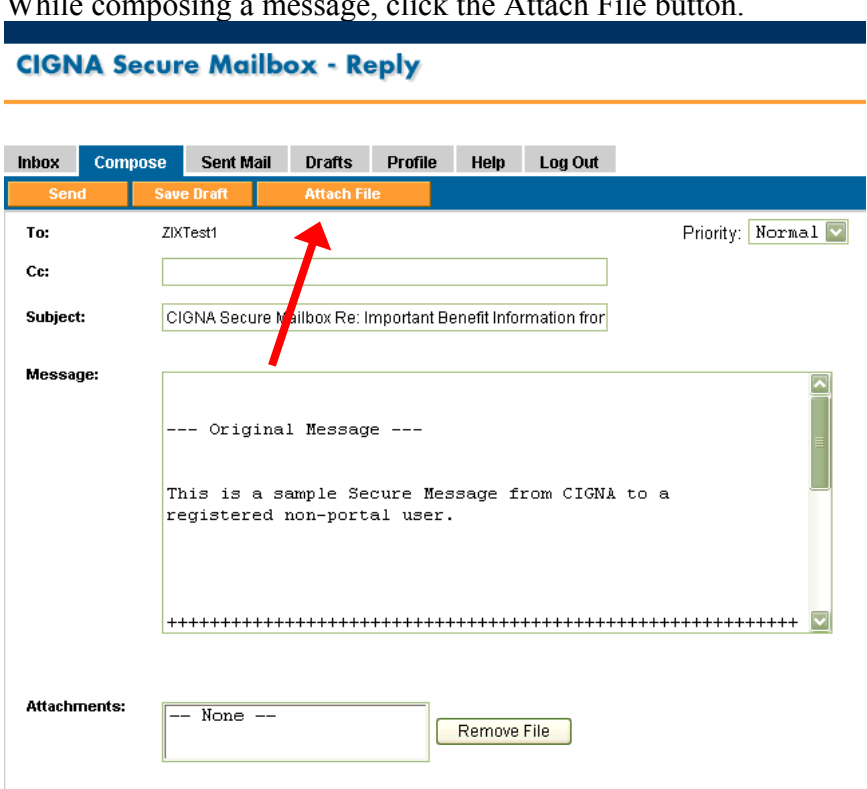
This document is intended for all users of CIGNA's online secure email application, the CIGNA Secure Mailbox. Secure Email sent from CIGNA will be delivered to the recipient's Secure Mailbox.

Introduction

CIGNA's Secure Mailbox allows you to send message attachments, with some restrictions. Generally, you may attach up to 10 files totaling less than 3MB. Certain addresses at CIGNA can receive email messages up to 15MB in size. Before exceeding the 3MB limit, check with the recipient or your message will not be delivered successfully.

Note: You can determine a file's size by viewing its details through MS Windows Explorer if you use a Microsoft Operating System.

Process

1	<p>While composing a message, click the Attach File button.</p> 
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2

From the Attach Files Page, click the Browse button.

CIGNA Secure Mailbox - Attach Files

Inbox **Compose** **Sent Mail** **Drafts** **Profile** **Help** **Log Out**

Attach Files **Cancel**

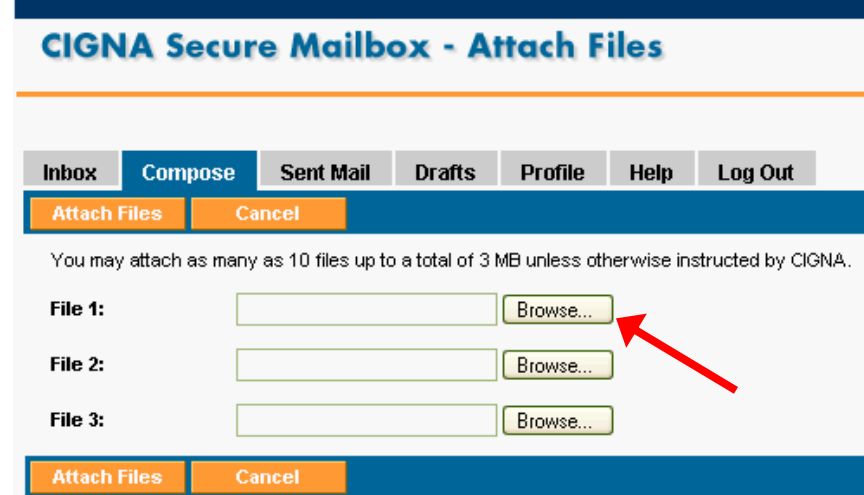
You may attach as many as 10 files up to a total of 3 MB unless otherwise instructed by CIGNA.

File 1: **Browse...**

File 2: **Browse...**

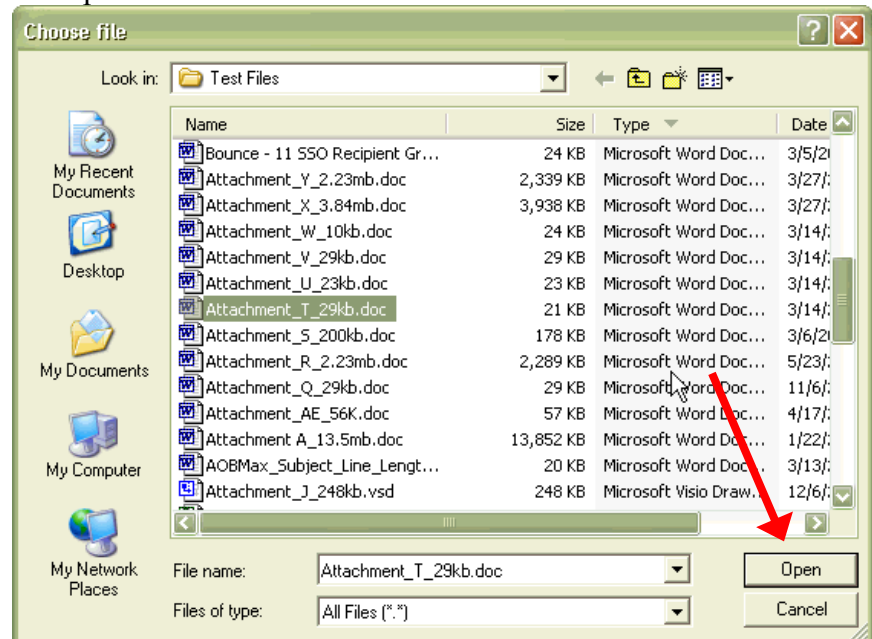
File 3: **Browse...**

Attach Files **Cancel**



3

Select a file you wish to attach from your local computer and click the Open button.



4

The path of the file you selected is automatically inserted next to the Browse button you selected. If you would like to attach more files, click the Browse button next to a blank field.

5

When you have finished selecting files, click the “Attach Files” button to add the files and return to your message detail.

6

After the selected files have been attached, your message will be displayed. You will be able to view the list of attachments in the field below the detail of your message.

At this point, if you want to attach additional files, again click Attach File and repeat steps 2-5. You may attach up to 10 files as long as the total file size is less than 3MB.

Note: The larger the files you selected, the longer it will take for them to be attached and your message to display.

CIGNA Secure Mailbox - Compose

Inbox	Compose	Sent Mail	Drafts	Profile	Help	Log Out
Send	Save Draft	Attach File				
To:	<input type="text"/>					Priority: Normal <input type="button" value="v"/>
Cc:	<input type="text"/>					
Subject:	<input type="text"/>					
Message:	<input type="text"/>					
Attachments:						
<div>Attachment_AA_39kb.rtf <input type="button" value="v"/></div> <div>Attachment_AC_17kb.txt <input type="button" value="v"/></div> <div>Attachment_H_16kb.xls <input type="button" value="v"/></div>						<input type="button" value="Remove File"/>
Send	Save Draft	Attach File				

Using CIGNA Secure Email

Background After you have successfully registered for CIGNA Secure Email, you are ready to read, reply, forward or compose secure email messages. This page highlights the options for each tab. For details see online help or contact the Customer Support Center for related procedures.

Tabbed Navigation



Inbox The Inbox page lists messages that you have received within the last 60 days. You can read, reply, forward, download and delete messages in your Inbox. In addition, you may print any message or download message attachments.

Compose The Compose option is available to initiate contact to CIGNA. Please note that this feature is restricted to sending messages to CIGNA recipients only.

Sent Mail The Sent Mail page lists messages you have sent within the last 60 days. You can review the text of the sent message, the intended recipient and other details. You may print, forward or delete messages.

Drafts Save drafts by clicking the Save Drafts button on any Compose, Reply, or Forward page. Additionally a draft will be saved anytime you click one of the other navigation tabs in Secure Mail. To continue with your Compose, Reply or Forward message, just go to the Drafts folder and click on the Subject of the email you were working on to continue writing.

Profile The Profile page lets you change identifying questions and answers, or your password.

Help The Help tab will direct you to a separate online help window. Refer to the online Help for information on Registration, Login, Passwords, Profiles, and Messaging (Receive, Download, Compose, Reply, Forward, Save Drafts, and File Attachments). The online Help also provides contact information, and lists the answers to Frequently Asked Questions (FAQs).

Log Out The Log Out tab will end your browser session and log you out of your secure email account.