

Secure Messaging Guide

The safest way to communicate with us. It's simple, quick and convenient!

What is Secure Messaging?

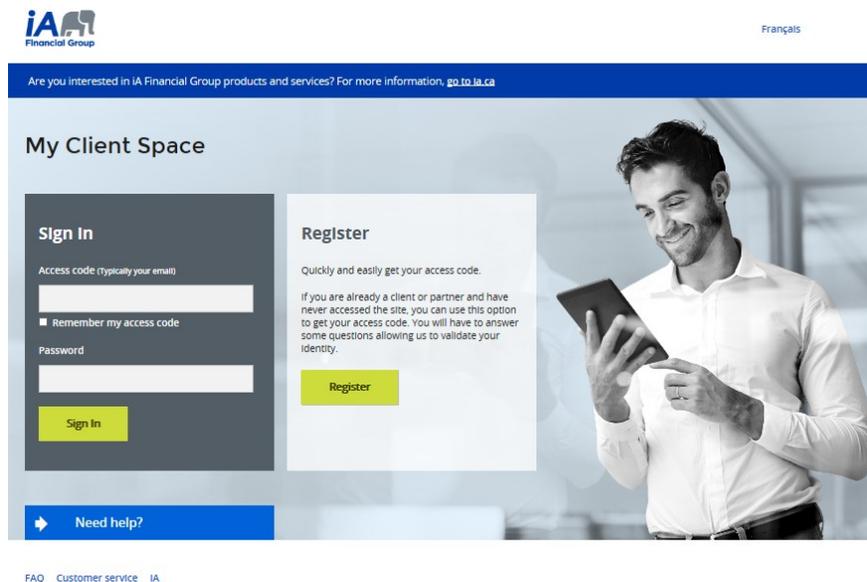
Secure Messaging is a simple and safe tool that enables you to communicate with us in a way that best guards your personal and confidential information. We recommend the use of Secure Messaging over standard email communication.

When should I be using Secure Messaging?

You should be using Secure Messaging whenever you are required to send us confidential documents or discuss sensitive or private information.

How do I access Secure Messaging?

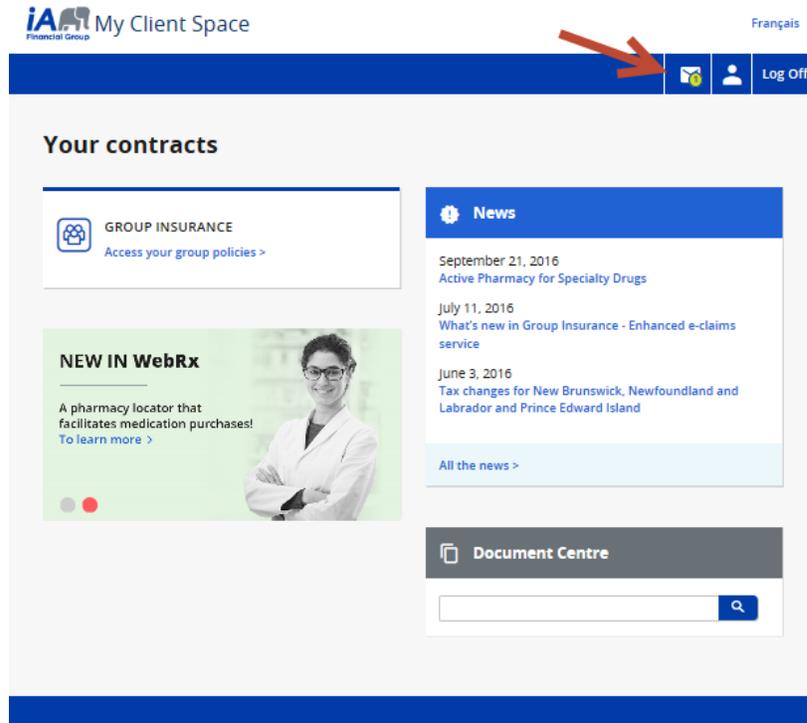
1. Enter My Client Space at ia.ca/myaccount
2. Enter your access code and password, and click the *Sign In* button.



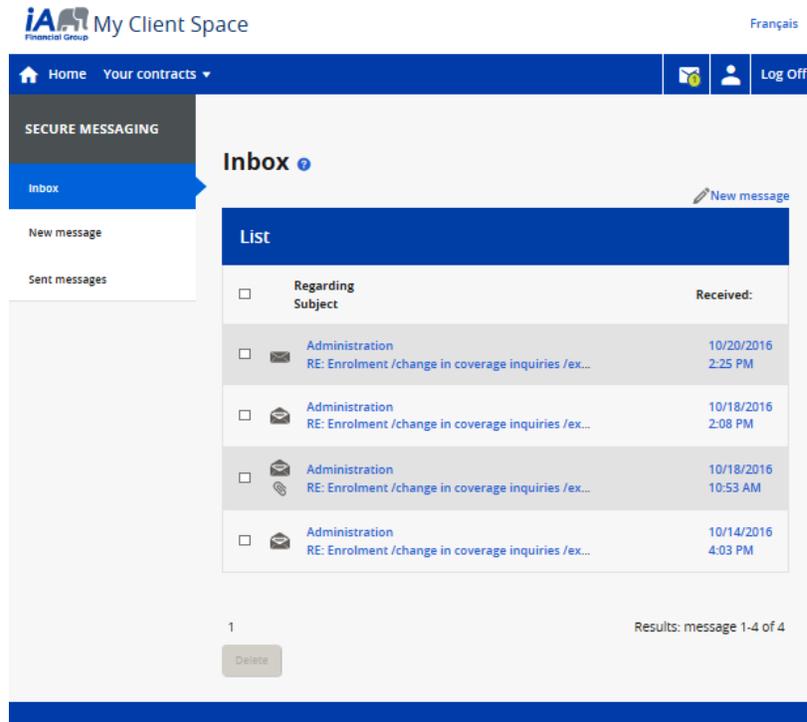
→ If you are a new administrator, you will receive a letter containing an activation key which will allow you to create your access code and password.

→ If you are not a new administrator but you have never accessed My Client Space, click the *Register* button.

3. Click the icon in the shape of an envelope that is found on the top right hand corner of the page.



4. In the menu on the left, under *Secure Messaging*, you will find the following sections: *Inbox*, *New message*, and *Sent messages*.



How do I create a new message?

In order to facilitate the processing of your request, it is important to select the appropriate option from the drop-down list. To send a new message, you will be required to populate the mandatory fields which are marked by an asterisk (*).

1. In the menu on the left hand side of the page, click *New message*.
2. Select the line of business that corresponds with your request.
3. In the menu titled *Regarding*, select the appropriate general category.
3. Once done, a list of subjects will become available for you to choose from.
4. Enter the contract number tied to the contract about which you would like to communicate.

Accepted contract number format

The contract number you provide must be in one of the following formats:

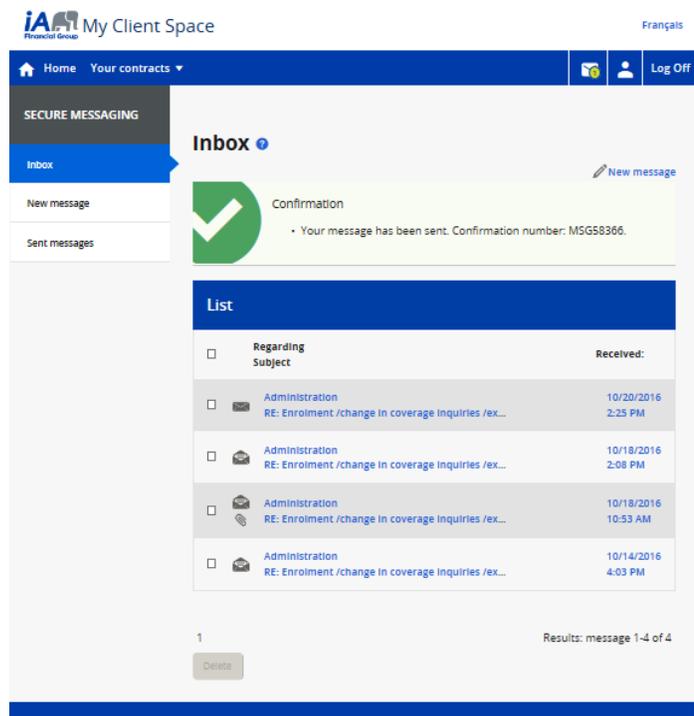
- The policy number (3 to 6 numbers). For example: 123456.
- The policy number (3 to 6 numbers) and the certificate number (1 to 9 numbers) separated by a hyphen. For example: 123456-123456789.

5. Attach a document as required: up to five documents with a maximum size of 10MB each may be added to your message (50MB total).

6. Please be sure to include any and all information that may be required for your request. If your request concerns a participant in particular, please include the participant's name and certificate number.

7. Click the *Send* button to submit your message. You will automatically receive a confirmation receipt after being redirected to your inbox.

*** If there is an error on the page, a message will appear to prompt you to correct the form.**



The screenshot shows the 'iA My Client Space' interface. The top navigation bar includes 'Home' and 'Your contracts'. The main content area is titled 'Inbox' and displays a confirmation message: 'Confirmation - Your message has been sent. Confirmation number: MSG59366.' Below the confirmation, there is a 'List' of messages with columns for 'Regarding Subject' and 'Received:'. The list contains four entries, all from 'Administration' regarding 'Enrolment /change in coverage inquiries /ex...'. The 'Delete' button is visible at the bottom left of the list.

Regarding Subject	Received:
Administration RE: Enrolment /change in coverage inquiries /ex...	10/20/2016 2:25 PM
Administration RE: Enrolment /change in coverage inquiries /ex...	10/18/2016 2:08 PM
Administration RE: Enrolment /change in coverage inquiries /ex...	10/18/2016 10:53 AM
Administration RE: Enrolment /change in coverage inquiries /ex...	10/14/2016 4:03 PM

How will I know when I receive a new message?

There are several ways that you can be notified of a new message in your Secure Messaging inbox.

1. If you are signed up for email notifications (you are signed up by default and can modify this option in *Your profile – Modification of email subscriptions*), you will receive an email every time you receive a new message in your Secure Messaging inbox.
 - It is possible that this email could be considered junk-mail. Verify your junk folder if you are waiting for communication from us and if the email is there you can mark it as safe going forward.
2. The number on the envelope of the Secure Messaging logo indicates the number of unread messages you have.
3. In your Secure Messaging inbox, all of the unread messages are indicated in the following ways:
 - A closed envelope icon.
 - The text of an unread message is in bold lettering.

How long are my messages saved?

Secure messages are saved as long as you do not delete them and the expiration date has not been reached.

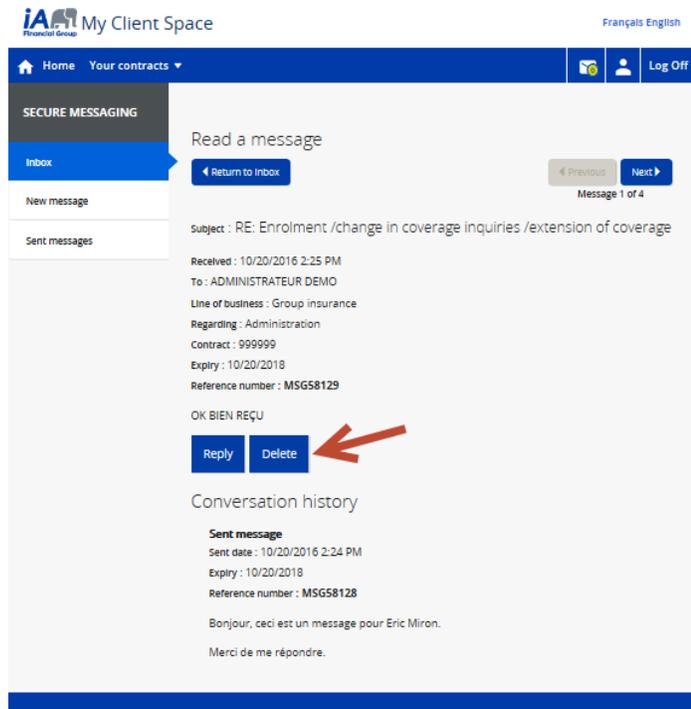
Your message will contain an expiry date located in the headings. Once the expiry date has been reached, the message is automatically deleted and you will no longer be able to access it.

How do I delete a message?

You are able to delete a message after opening it by scrolling to the bottom of the message and clicking the *Delete* button.

You are also able to delete multiple messages at a time from within your inbox and your sent messages.

Please note: Once you have deleted a message, you will be UNABLE to view it again!



The screenshot shows the 'My Client Space' interface. On the left, there is a navigation menu with 'Inbox' selected. The main content area is titled 'Read a message' and displays the following details:

- Subject: RE: Enrolment /change in coverage inquiries /extension of coverage
- Received: 10/20/2016 2:25 PM
- To: ADMINISTRATEUR DEMO
- Line of business: Group insurance
- Regarding: Administration
- Contract: 999999
- Expiry: 10/20/2018
- Reference number: MSG58129

The message content is 'OK BIEN REÇU'. Below the message, there are two buttons: 'Reply' and 'Delete'. A red arrow points to the 'Delete' button.

Below the message, there is a 'Conversation history' section showing a 'Sent message' with the following details:

- Sent date: 10/20/2016 2:24 PM
- Expiry: 10/20/2018
- Reference number: MSG58128

The message content is 'Bonjour, ceci est un message pour Eric Miron. Merci de me répondre.'