

# Printing Messages

Secure Email Release 2.0, December 2003

## Audience

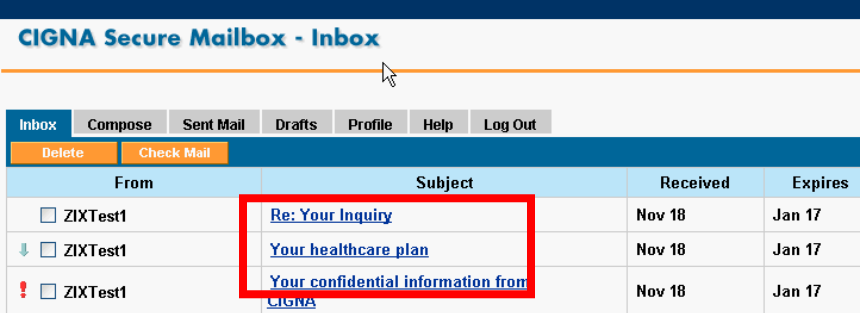
This document is intended for all users of CIGNA's online secure email application, the CIGNA Secure Mailbox. Secure email sent from CIGNA will be delivered to the recipient's secure email account.

## Introduction

You can use the printer-friendly option to print emails. This option is available for both incoming (Inbox) and outgoing (Sent Mail) secure messages.

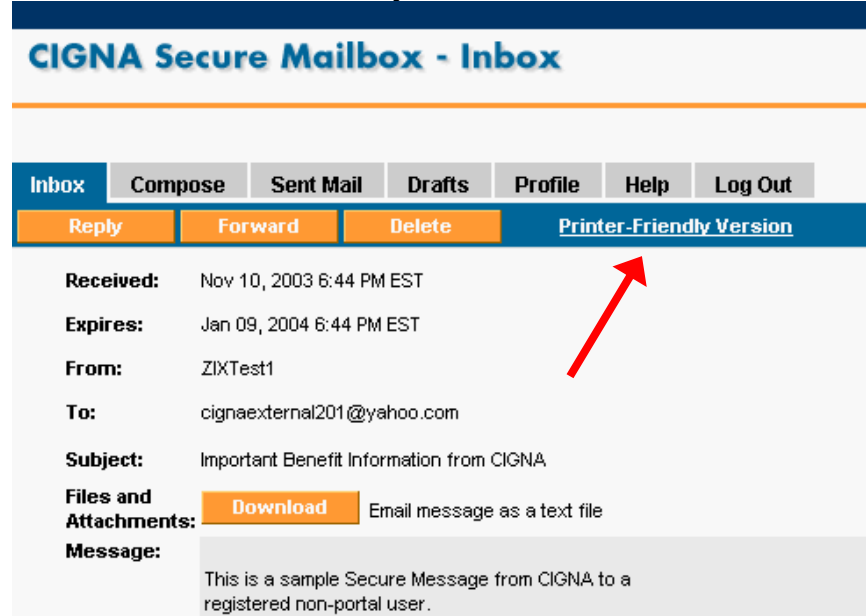
Note: To print attachments, you must download them to your local computer and then open them in the program used to create the file.

## Process

1	<p>Choose the message you wish to print from Inbox or Sent Mail. (Click on the subject to view the message.)</p> 
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2

Click the link "Printer-friendly version".



**CIGNA Secure Mailbox - Inbox**

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

**Reply** | **Forward** | **Delete** | **Printer-Friendly Version**

**Received:** Nov 10, 2003 6:44 PM EST  
**Expires:** Jan 09, 2004 6:44 PM EST  
**From:** ZIXTest1  
**To:** cignaexternal201@yahoo.com  
**Subject:** Important Benefit Information from CIGNA

**Files and Attachments:** **Download** Email message as a text file

**Message:**  
 This is a sample Secure Message from CIGNA to a registered non-portal user.

3

A new window will open with the message displayed in a more suitable format for printing. Use the print button on your browser toolbar to print the message.



**CIGNA Secure Mailbox - Microsoft Internet Explorer provided by CIGNA-Link**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

**CIGNA** **CIGNA Secure Mailbox**

**Received:** Nov 10, 2003 6:44 PM EST  
**Expires:** Jan 09, 2004 6:44 PM EST  
**From:** ZIXTest1  
**To:** cignaexternal201@yahoo.com  
**Subject:** Important Benefit Information from CIGNA

**Attachments:**

**Message:**  
 This is a sample Secure Message from CIGNA to a registered non-portal user.

## 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.

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### Tabbed Navigation



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**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.

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**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.

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**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.

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**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.

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

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**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).

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