



# Retrieving ICBC Secure Web Mail

## Frequently asked Questions

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To ensure we are protecting your personal information, ICBC Claims employees will be emailing your claims information to you via ICBC's Secure Web Mail Service. Below are some answers to frequently asked questions about this service.

### General questions

**Q: I received an email entitled 'ICBC Secure Web Delivery Notification'. What is this?**

**A:** In accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), ICBC is required to protect the privacy of our customers' information. We have recently put a new "secure email" process in place that will help keep your information secure if you would like to communicate with us via email. The first email you will receive from us is a system-generated message explaining that you have secure web mail from an ICBC representative. It will mention that a second email will follow asking you to create a secure web mail password. We use a secure website for email communications, so please do not reply to these notifications. If you would like to reply to the sender of the email, please click the link to access the secure email and reply from there.

**Q: How do I view the email the ICBC representative sent to me?**

**A:** After you've followed the instructions in the second system message sent to you and have successfully created a password, you'll get a third email verifying that your webmail account has been activated. The message will include a link to access your account where you can retrieve the ICBC message waiting for you.

**Q: What happens after I log in?**

**A:** Once you've successfully entered your pass word, an ICBC Secure Web Mail screen opens, giving you the option to read, forward, reply or print messages. Please note that you are not able to generate a new email with this interface.

**Q: I have opened your email, but why can't I open the attachment?**

**A:** A Secure Web Mail is designed to allow the attachments in e-mails to be opened and printed. It is possible that the security setting on your computer (or other device) may be preventing the attachment from opening. There is usually a prompt to "allow" or "open the attachment."

**Q: I have opened your email, but why can't I print it?**

**A:** You should be able to print the attachments sent through Secure Webmail. Please ensure that you have opened the attachment before you print it. You may need to open the attachment and "save as" a new version before you print it.



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**Q: I was away on vacation, when I got home I had an ICBC Secure Web Delivery Notification email. When I clicked on the Read Message link, and logged into my account, I did not see an email from the ICBC Representative.**

**A:** If you were away from your computer for 14 days, the delivery time expired. To maintain security, our secured emails have a temporary storage life. Please contact the ICBC representative who sent you the original email, and request they re-send the email to you.

**Q: What is the time out session for secure web mail?**

**A:** The Secure Web Mail session will time out after 10 minutes of inactivity.

**Q: What is the maximum size of an attachment I can send to my ICBC representative through Secure Web Mail?**

**A:** 5 MB is the maximum size of an attachment you may send to an ICBC representative through Secure Web Mail.

**Q: Can I save an email as a "draft" and send it later to my ICBC representative using ICBC Secure Web Mail?**

**A:** Yes



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### Changing your password

**Q: Are there rules about what to enter as a password?**

**A:** Yes. Type in a password of at least eight characters (can be a combination of letters, numbers, or symbols. Please note the system is case sensitive).

**Q: I forgot my password. How do I reset it?**

**A:** Use the following steps to reset your password.

Step	Actions
1	Click on <b>Forgotten Your Password?</b> , located near the bottom of the login screen <b>Note:</b> You will receive the message, 'An account reset request has been sent Please check your inbox'
2	You will receive a Password Reset Request email. View this email and click on the <b>Reset Your Password</b> link
3	Enter a new password you create
4	Re-type new password into the <b>Confirm Password</b> box
5	Click <b>Save</b> - You can now access the secure web mail using your new password