EMAIL PROTECTION SYSTEM SETUP GUIDE

To protect the electronic sending of Confidential Information, MEMIC uses a passphrase-protected system from Symantec™ for encrypting and sending injury report and claim documents to our policyholders and their employees. This guide provides instructions to create a passphrase to access the Symantec™ email protection system and download your files.
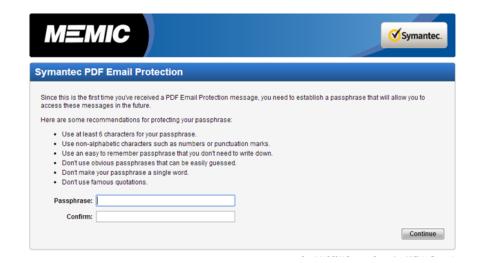
Notification Email with Unique URL

Once an injury report has been processed, a notification email will be sent to any and all email addresses provided on the injury resport submisison. The sender will show as "**MEMIC Systems**." Please note, email formatting may vary depending on your email system. The email message includes a unique URL which is associated to the email address recipient. Clicking the link will launch your web browser and direct you to the Symantec™ Email Protection System.

Create a Passphrase

If a passphrase for the associated email has not been set, or it has been three or more months since you last accessed the system, you will be prompted to create a new one. Enter and confirm a passphrase and click the **continue** button.

Verification Message

Upon successfully creating your passphrase, you will see the following verification message. You will receive another verification in your email inbox.

Download PDF

Once you have successfully created your passphrase, you will receive another email from MEMIC systems with your injury report document(s) a PDF attachments.

Questions?

Contact us at 1-800-636-4292.