Receiving Secure Email from Casey Family Programs

Casey Family Programs uses a product called Citrix ShareFile for securely sending and receiving email and files with partners. The first time an individual uses this service, they are prompted to create a free account to view the encrypted emails and attachments.

If you have not previously used ShareFile, you will receive *two emails:
- The encrypted email message/file attachment from your Casey contact;

Citrix Encrypted Email Service

Jamie Lewis has sent you an encrypted message.

Subject:	Example Email
From:	Jamie Lewis JLewis@casey.org
Expires:	3/9/2020

View Encrypted Message

Check your email for instructions to activate your account before logging in.

- and an email prompting for account activation (this email will come from mail@sf-notifications.com)

casey family programs

Jamie Lewis has sent you files using ShareFile.

You will receive another email shortly with a download link that will require you to log in. To receive your login credentials, you must first activate your account and set your personal password. **This link is unique to you and must be used within the next 30 days.**

> **Click here** to activate your user account

Casey Family Programs secure file sharing

Trouble with the above link? You can copy and paste the following URL into your web browser:
https://caseyfamilyprograms.sharefile.com/?a=fb76952538b7b113&cmd=ee&id=7413dc38-6639-49de-8975-18d41082bdd5

New to ShareFile? Watch your email for instructions to activate your account before logging in.
Confidentiality Notice: The information contained in this email message and any attachment(s) is the property of Casey Family Programs and may be protected by state and federal laws governing disclosure of private information. It is intended solely for the use of the entity to whom this email is addressed. If you are not the intended recipient, you are hereby notified that reading, copying or distributing this transmission is STRICTLY PROHIBITED. The sender has not waived any applicable privilege by sending the accompanying transmission. If you have received this transmission in error ... noti... se... ... and ... ete the ... a... ... ... tent(s) fr... ... stem.

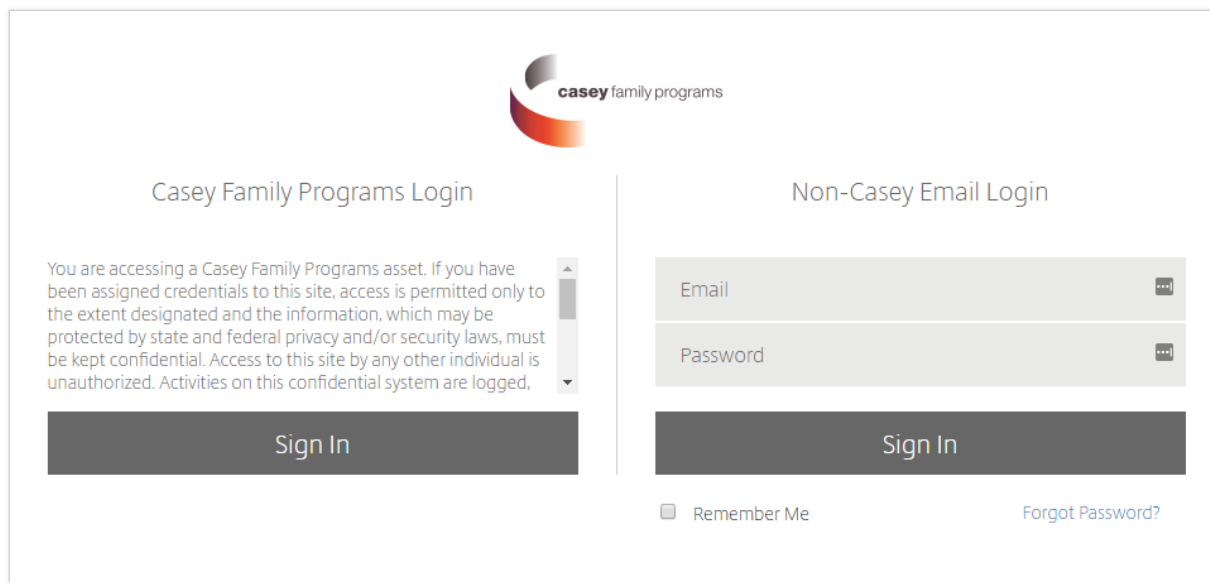**casey** family programs | casey.org

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Assuming both messages are received, open the second message and select "**Click here to activate your user account**"

A prompt will appear asking for some basic account information and guide you through setting up your password:
- First name
- Last name
- Organization

After the account creation process has completed, you will either be directed to the login below or you can click on the first message you received from Casey to enter your login credentials.

Under the Non-Casey Email login, enter your email and ShareFile password credentials and click **Sign-In**.

Upon logging into the system, you will be able to view the encrypted email attachment sent from Casey.

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Encryption Screenshot

J   Jamie Lewis   Friday, Aug 16th, 2019
     To: ████████ ████████   11:33 AM

This is a test message

Jamie Lewis

Director Customer Service & Support

You can reply to the message and attach files if you wish to do so.

*If your activation email was not received, please check your junk folder first. Otherwise, it may have been blocked by your organization and you may need to reach out to your IT department. See '[Secure Email and File Transfer Whitelist Instructions](#)"