



Introduction to FADV SecureMail

In order to provide the highest level of security and to ensure compliance with all state and federal guidelines for protecting access to personal information, First Advantage Corporation will begin encrypting all sensitive e-mail communications. This includes drug test result reports, random selection notifications, and any communications that refer to social security numbers and similar personal data.

The solution we've chosen to implement was selected on the basis of a few key considerations:

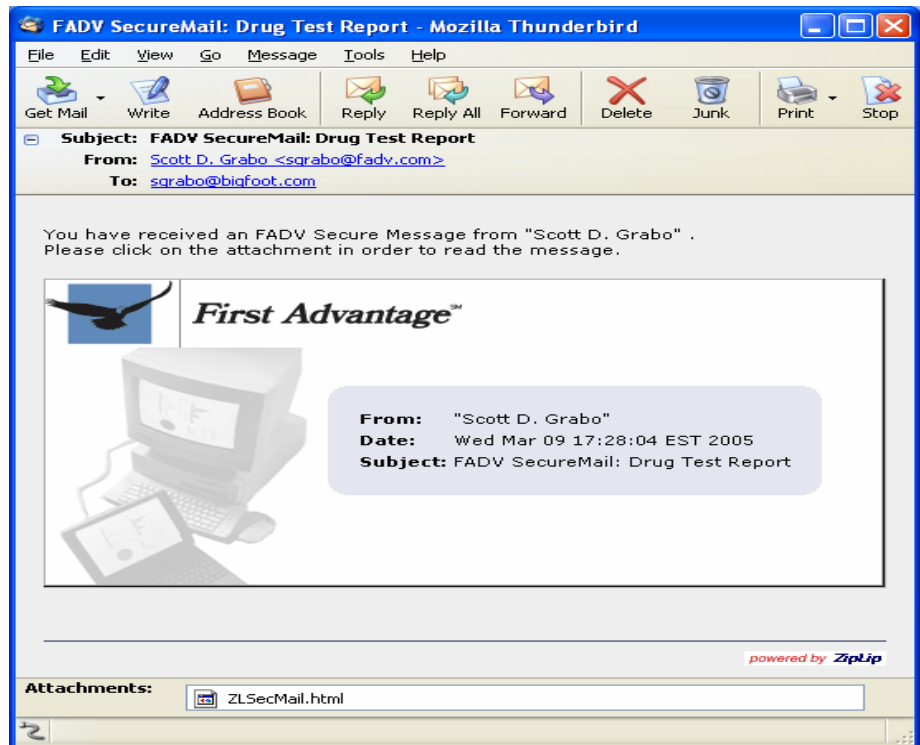
Consideration	Supported	Our solution
Must fully protect your information in transit	Yes	The entire contents of the e-mail are strongly 128-bit encrypted using a PKI model.
You should be able to manage your own account	Yes	Account setup and password maintenance are performed through a self-serve web interface.
No new software must be installed on your computer	Yes	The solution is entirely browser based. Provided you have a browser produced in the past three years, you have everything you need.
Changing passwords doesn't render old e-mails unreadable	Yes	The password you establish is validated every time you open an encrypted e-mail, so documents encrypted under an old password become readable under your new password.

Registration process

There is a two-step process to register. This involves first providing your e-mail address (which will be your user ID) and creating a password and password hints, and then validating your new account.

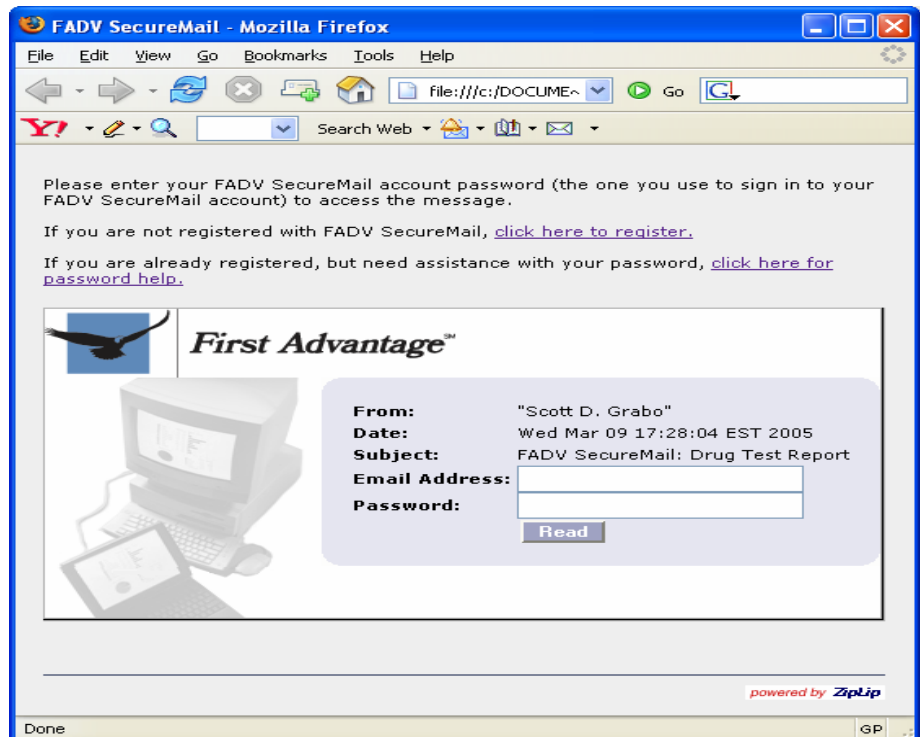
Step 1: Account Registration

When you receive an encrypted e-mail, it will appear similar to this:



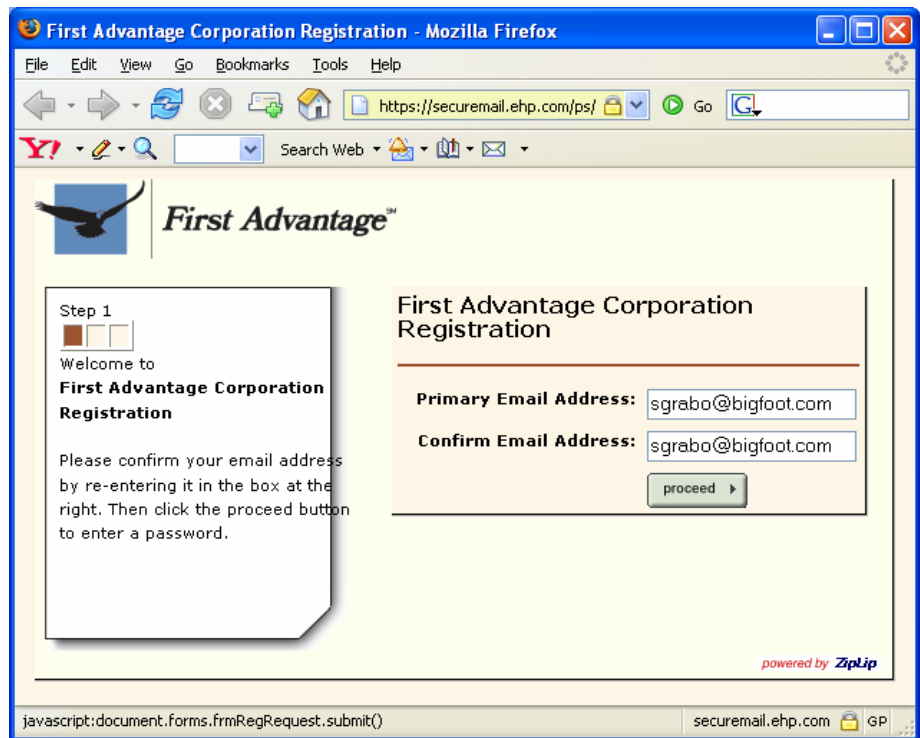
Open the attachment, which will open using your browser, and appear similar to this:

If you have already registered with FADV SecureMail, you can enter your e-mail address and password as requested. If you haven't yet registered, click on the [click here to register](#) link. This will take you to a web page to begin your registration process.



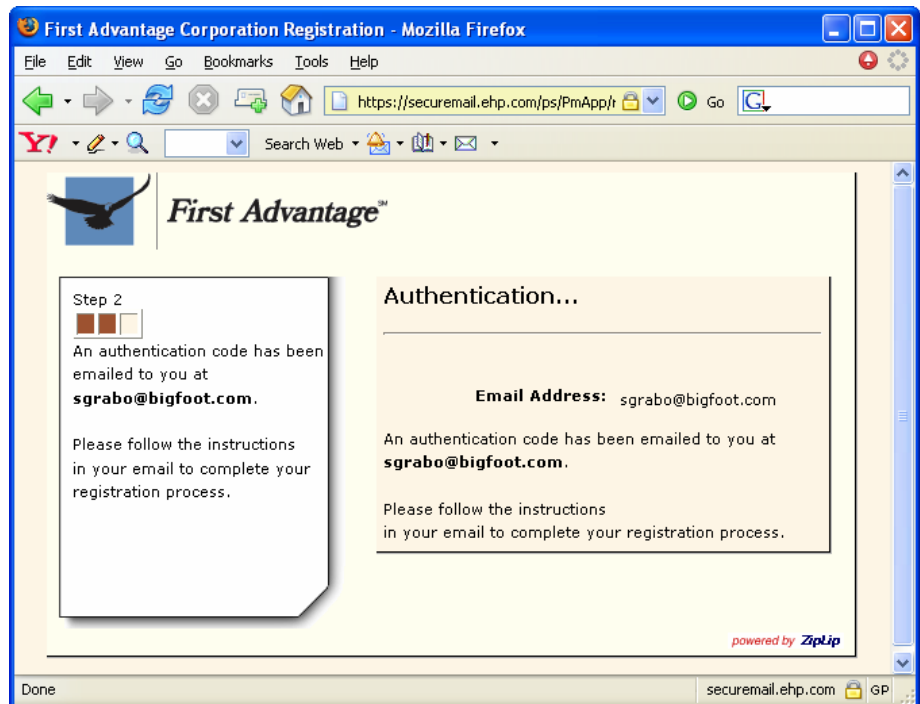
The first screen will ask you to provide and confirm your e-mail address.

When you press the “Proceed” button, it will provide you with the following screen.



The screenshot shows a Mozilla Firefox browser window titled "First Advantage Corporation Registration - Mozilla Firefox". The address bar shows the URL "https://securemail.ehp.com/ps/". The page content includes the First Advantage logo and the heading "First Advantage Corporation Registration". On the left, a box labeled "Step 1" contains the text: "Welcome to First Advantage Corporation Registration. Please confirm your email address by re-entering it in the box at the right. Then click the proceed button to enter a password." On the right, there are two input fields: "Primary Email Address:" with the value "sgrabo@bigfoot.com" and "Confirm Email Address:" with the value "sgrabo@bigfoot.com". A "proceed" button is located below the second field. The status bar at the bottom shows "javascript:document.forms.frmRegRequest.submit()" and "securemail.ehp.com GP".

This screen informs you that the second step in the registration process has begun. The SecureMail system will send you another e-mail containing an authorization code that you will use to confirm your registration.

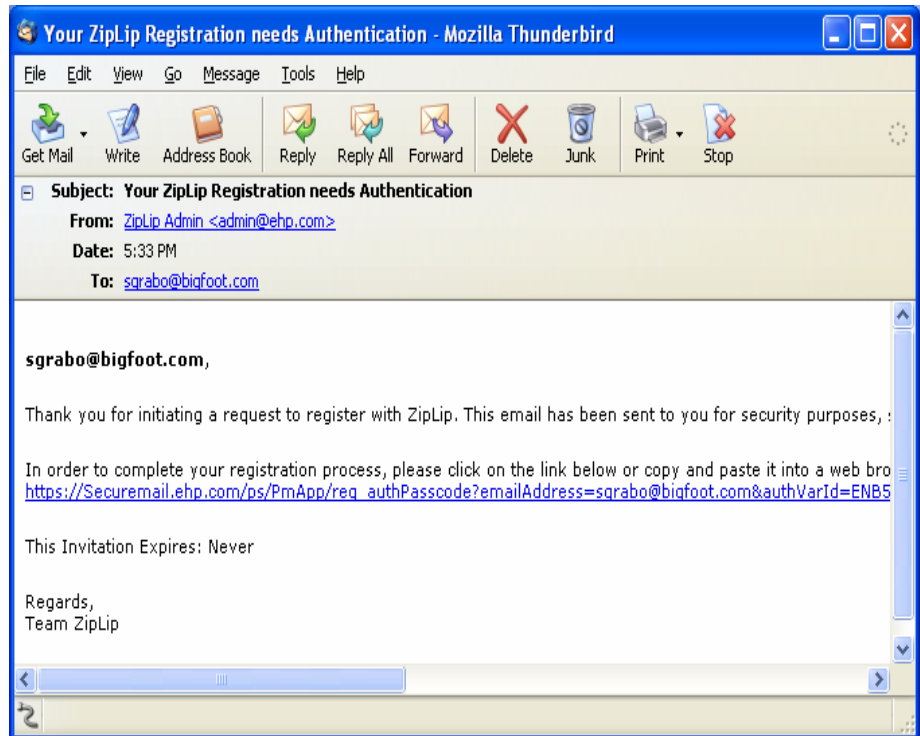


The screenshot shows a Mozilla Firefox browser window titled "First Advantage Corporation Registration - Mozilla Firefox". The address bar shows the URL "https://securemail.ehp.com/ps/FmApp/r". The page content includes the First Advantage logo and the heading "Authentication...". On the left, a box labeled "Step 2" contains the text: "An authentication code has been emailed to you at sgrabo@bigfoot.com. Please follow the instructions in your email to complete your registration process." On the right, there is an "Email Address:" field with the value "sgrabo@bigfoot.com" and a message: "An authentication code has been emailed to you at sgrabo@bigfoot.com. Please follow the instructions in your email to complete your registration process." The status bar at the bottom shows "Done" and "securemail.ehp.com GP".

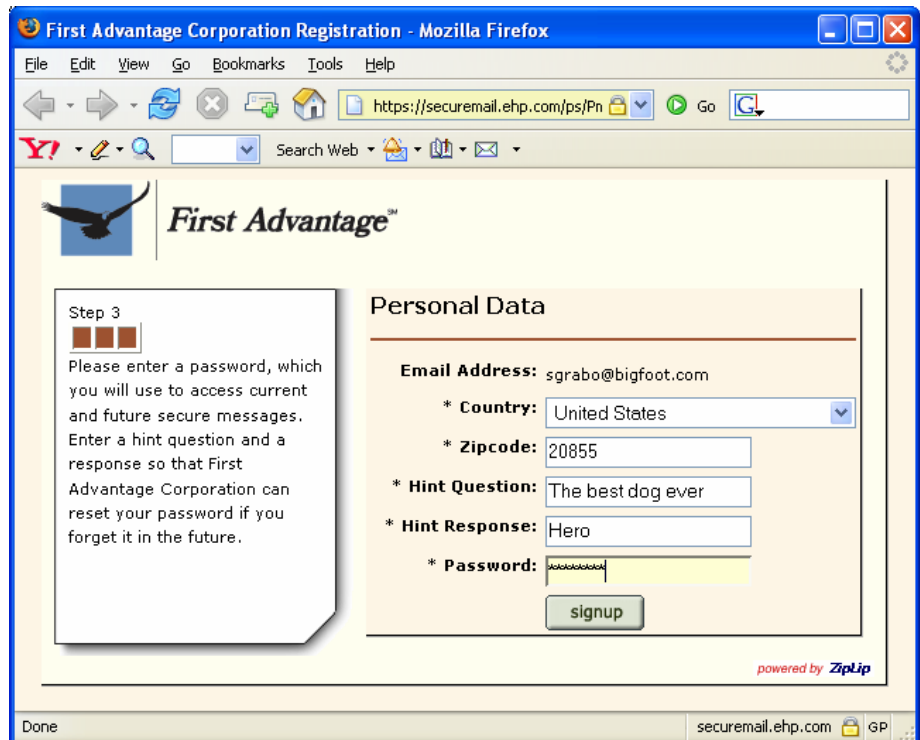
Step 2: Account Validation

The e-mail you receive will look similar to this:

Clicking on the link will bring you back to the SecureMail system.

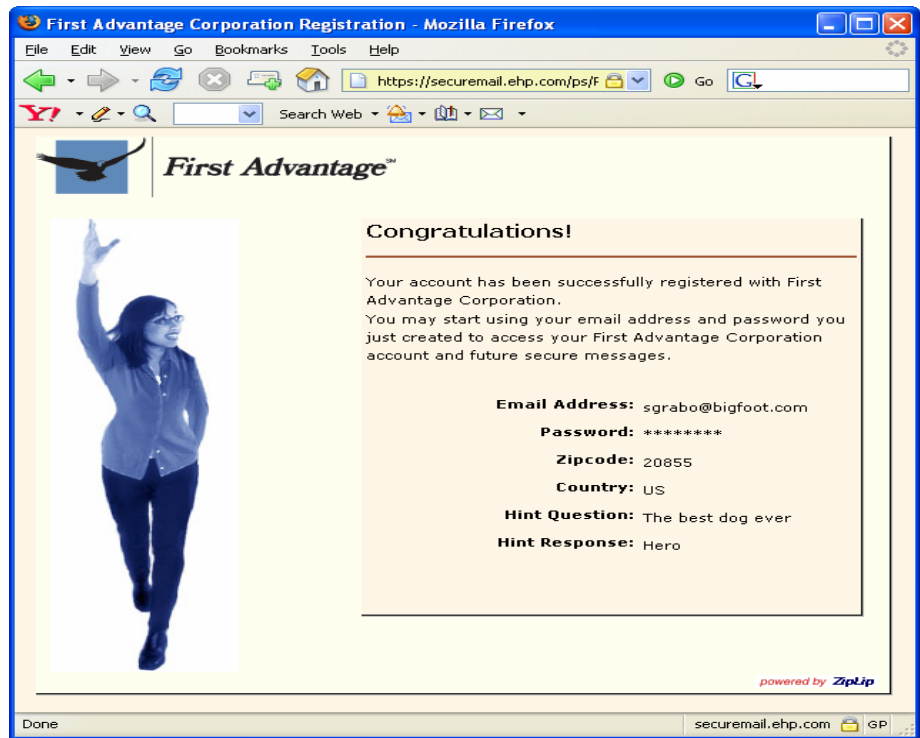


Here you will be asked to provide a small amount of personal information, including your password. FADV strongly recommends that your password consist of some combination of characters, numbers, and special symbols (such as \$ or @). Additionally, we recommend that your hint question and response be something only you would know, and is easy to remember.



When you save this information by clicking on the Signup button, you'll receive the following screen, indicating successful registration.

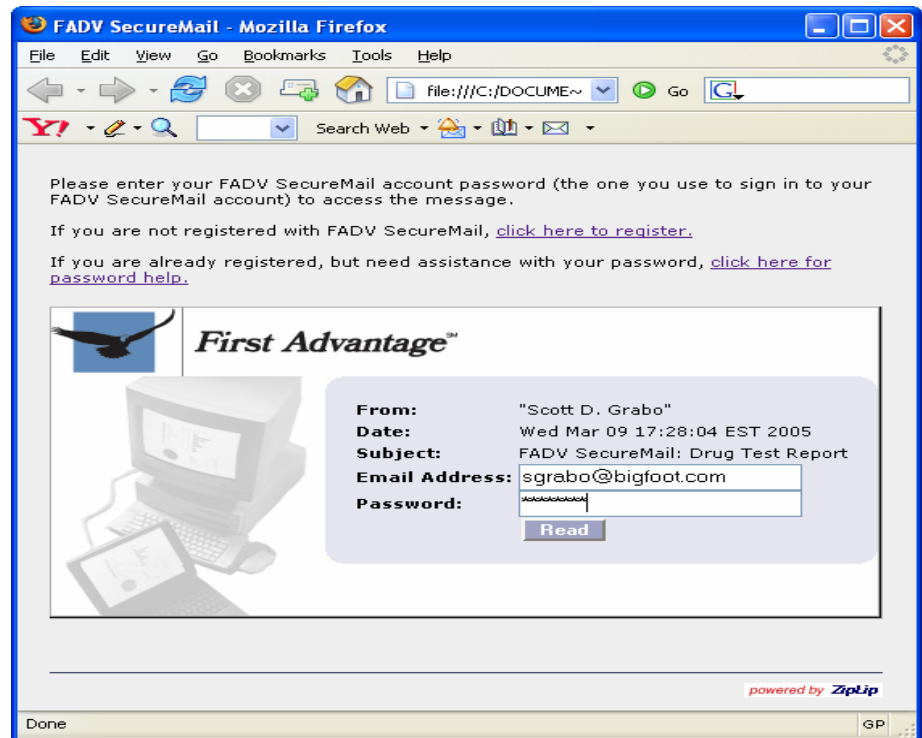
You're now ready to use FADV's secure mail!



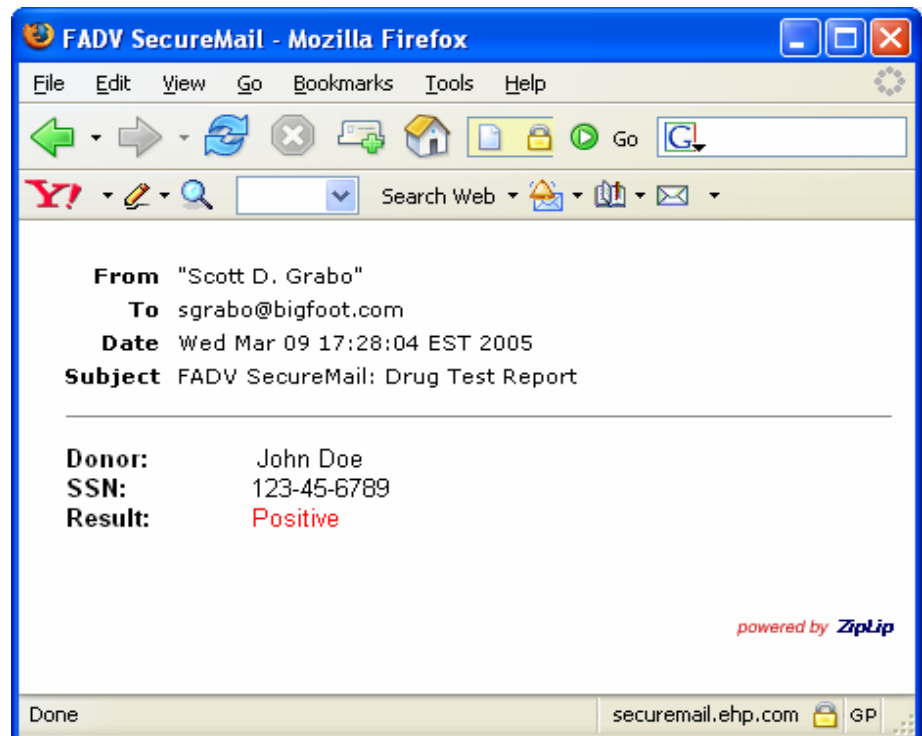
Viewing your SecureMail

You are now able to view the encrypted e-mail.

Go back to the encrypted attachment that you opened previously, and enter the e-mail address you just registered, and enter the password.

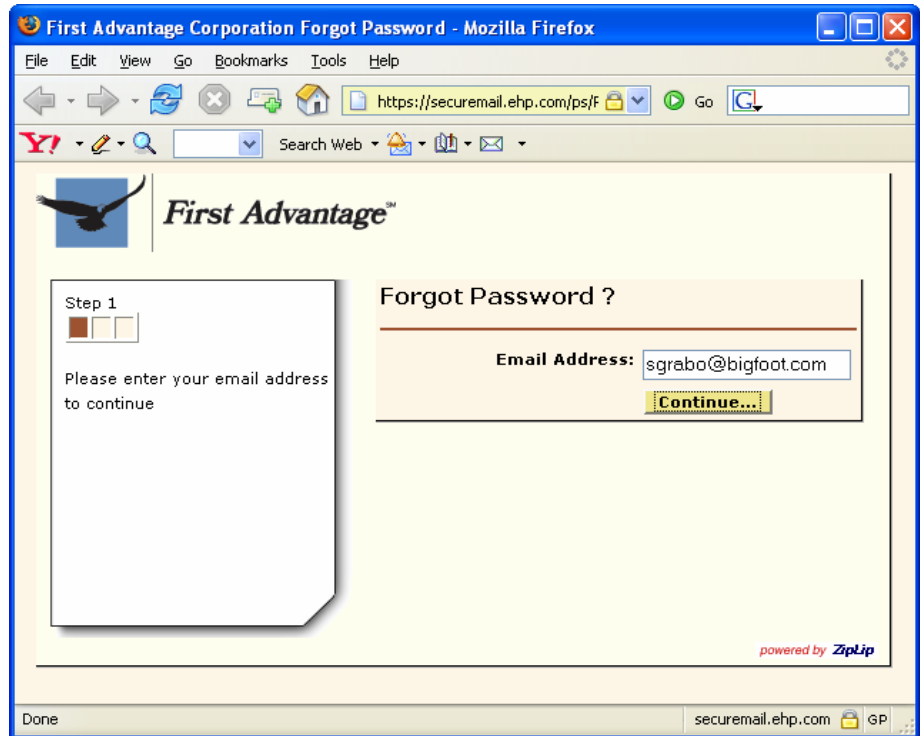


When you press the "Read" button, the e-mail that was sent to you is displayed.



Getting Password Help

If you forget your password, you can always click on the “click here for password help” link, which will take you to the following page.



First Advantage Corporation Forgot Password - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://securemail.ehp.com/ps/F

Search Web

First Advantage™

Step 1

Please enter your email address to continue

Forgot Password ?


Email Address: sgrabo@bigfoot.com

Continue...

powered by ZipLip

Done securemail.ehp.com GP

Clicking the “Continue” button will allow you to enter the hint response you provided earlier, and then request that you change your password.



First Advantage Corporation Forgot Password - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://securemail.ehp.com/ps/F

Search Web

First Advantage™

Step 2

For security purposes, please enter the right response to your hint question. Then enter your new password and click on continue.

Forgot Password ?

Email Address: sgrabo@bigfoot.com

Hint Question: The best dog ever

Hint Response: Hero

Choose a new password and enter it below:

New Password: [REDACTED]

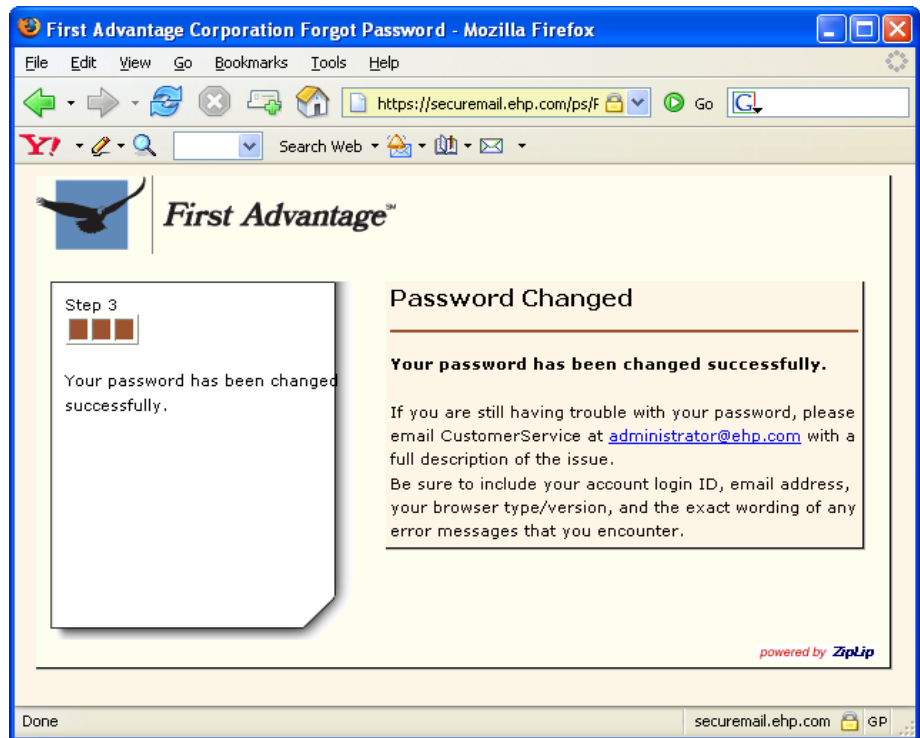
Retype Password: [REDACTED]

Continue...

powered by ZipLip

Done securemail.ehp.com GP

Clicking “Continue” again will confirm that the new password has been accepted, and can now be used in any e-mail sent to the registered address.





Troubleshooting

If during decryption you receive the message “Error decrypting message”, make sure that all popup-blockers have been disabled.

If you are unable to remember your password and also cannot remember your hint response, then you will need to contact FADV customer service. Your account will be reset, and you will need register again to read your encrypted e-mails.