# smartmail & smartportal - Recipient Access

Overview: This job aid reviews the process of accessing email content sent via encrypted smartmail delivery. It also will walk through all of the additional features available such as: replying to emails, uploading documents, as well as searching for property specific emails and documents.

1. Email recipients will receive a **smartmail** delivery notification in their Inbox. The sender information will also appear in the body of the smartmail.

   Click the **Click Here to View smartmail** button within the body of the smartmail message you received in your email inbox.
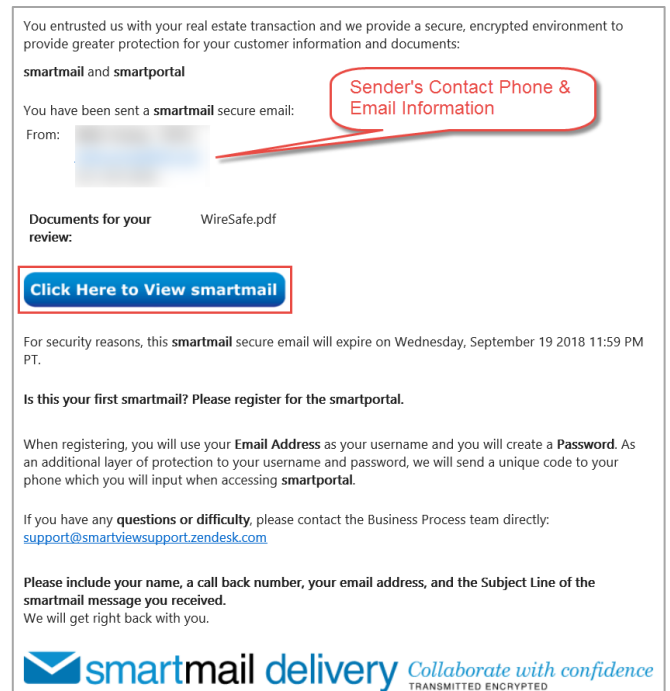
2. Enter your email address (the same address where the email was sent) and password, then click the **Log In** button.

   Please Note: If this is the first smartmail message you are receiving, please see the **New User Registration** Job Aid for instructions on completing the one-time smartmail account registration.

smartmail smartportal**:** Reply & Reply All v8.4
Updated: 9/12/2018
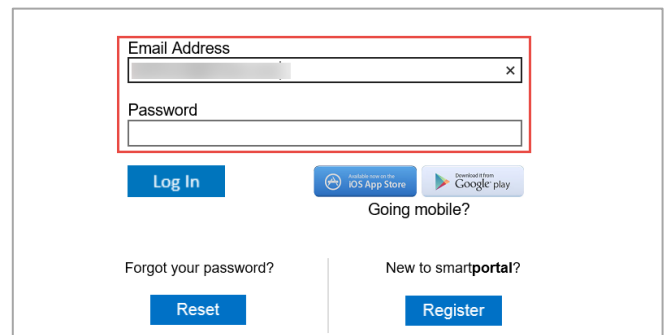
3. Recipients accessing the email may be challenged for a **Secondary Authentication**.

   The two-factor authentication code can be delivered to your Mobile Phone as an SMS text message. If you want to use this option, click on the **SMS Authentication** option.

   The two-factor authentication code can be delivered to your Mobile Phone or any Land Line number as an automated voice call. If you want to use this option, click on the **Voice Authentication** option.

   If you do not receive this prompt, proceed to Step 5.

4. Enter the 6-digit code you receive via text or voice call in the **Enter Passcode** field.

   You may also be prompted to "agree" to read the smartmail and any included document links. **Check the box I** agree.

   Then click the **View** button.
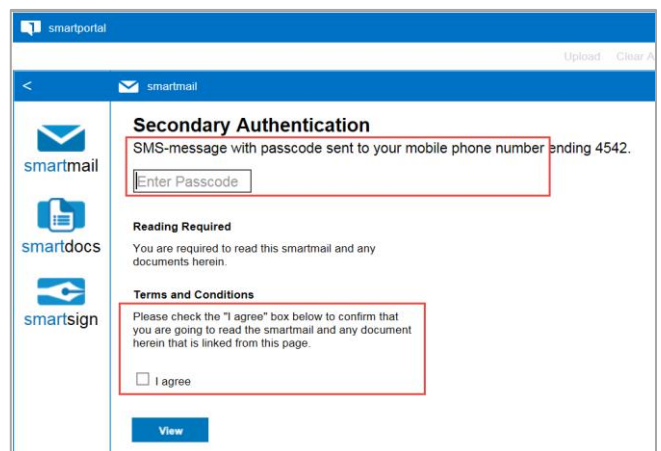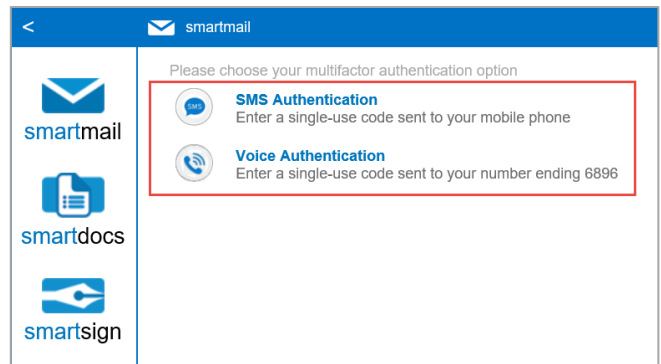
5. Once you have successfully logged in, you will be presented with **smartmail** HTML email. From this web page you can view the Subject and Body of the **smartmail,** as well as open any of the document links.
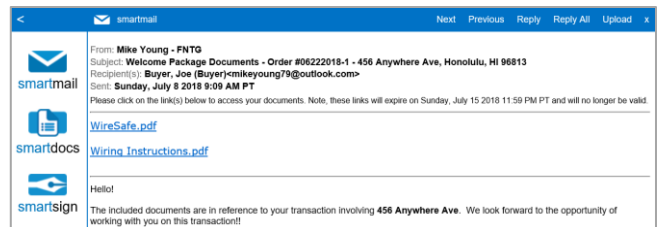
6. **While viewing any smartmail message, there are options in the top right corner:**

   Next = Navigate to the next smartmail message sent to your address (if applicable).
   **Previous** = Navigates to the previous smartmail message sent to your address (if applicable).
   Reply = Allows you to send an encrypted reply to the Sender of the original email message.
   Upload = Allows you to upload and return documents securely back to our system.
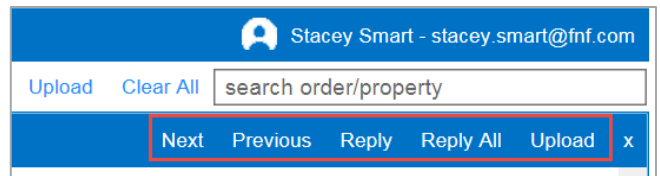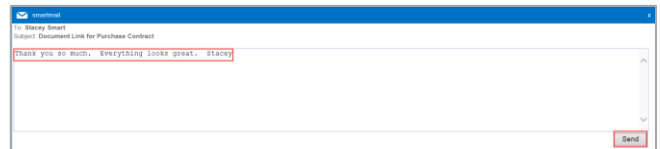

7. To **Reply** to any message, while viewing the message itself, click the **Reply or Reply All** link in the top right corner of the page.
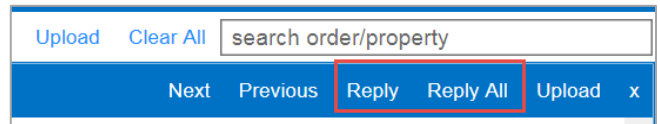
8. Enter your text response in the window provided, adding as much information as you like.

   Click the **Send** button to deliver your response as an encrypted email Reply.

9. Click **OK** to the Send confirmation.