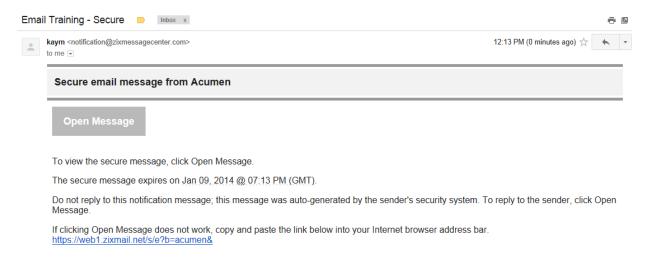
How to Access Acumen Secure Emails

Acumen, Inc is dedicated to protecting the privacy and security of information we may share about the people we support. As you are aware, email has become the preferred method for communication in today's marketplace. However, email is not a private conversation; unencrypted email messages can be intercepted and read. As such, Acumen, Inc has been utilizing an email encryption service since January 2014.

When we send you a secure, encrypted email communication, you will receive a notification email in your inbox with instructions on how to open the message. When you select "Open Message," you will be directed to a Secure Message Center.



You will go through a *one-time* registration process.



Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.



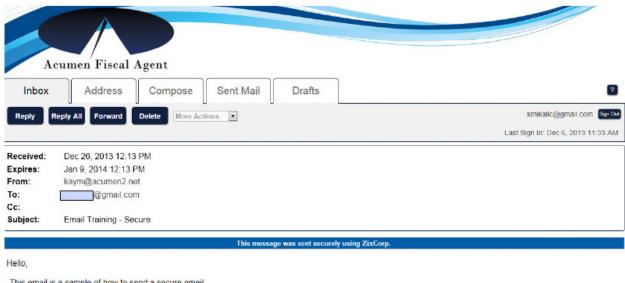
Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- · Contain both alphabetic and numeric characters
- · Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$%^&

For Customer Support, send an email message to customerservice@acumen2.net.

After you register and sign in, you can view the message and download any attachments. You can also respond, and any reply you make will be encrypted and secure.



This email is a sample of how to send a secure email.

Please don't hesitate to contact us if you have any questions. Thank you for your commitment to protecting the privacy of the people we support.