

FastAttach Client FAQs

KEY FACTS ABOUT VYNE CONNECT

What is Vyne Connect?

Vyne Connect is an email encryption service that enables dental organizations to communicate electronically using their existing email service for a simplified user experience. Vyne Connect is a powerful messaging platform that offers confidence that only authorized users have access to protected information reducing the hassle of encryption while complying with the latest governmental regulatory standards keeping information safe through e-mail communications.

Recipients of Vyne Connect emails can access the content easily whether they register as a recipient or not. It's up to them – registration is not required to receive Vyne Connect emails, in fact, this is one of the key competitive advantages of Vyne Connect over other similar services. The sending organization simply defines how they want recipients to verify their identity – enter date of birth, account number or other custom information, and that's all the recipient needs to know to open a message. It's simple and that's a key feature!

As for encryption...Vyne Connect includes: built-in Transport Layer Security (TLS) and end-to-end AES-256 bit encryption (in addition to a dual factor authentication for encrypted messages,) automated back-ups and documented activity logs.

How much does Vyne Connect cost?

NEA has negotiated the most affordable pricing for a premium email encryption service for our clients and we have made it exclusively available as part of our *FastAttach* subscription service. Clients get both Vyne Connect encrypted email and *FastAttach* unlimited claim attachments - all for **only \$39 per month per Facility ID**. Similar encrypted/secure email solutions offered for dental professionals cost a minimum of \$20 per month for 5 users/email addresses, and the average industry cost is over \$46 per month.

How many email accounts can use Vyne Connect?

Clients have access for **up to 5 email addresses/users** for Vyne Connect.

What if we need more than 5 encrypted email accounts?

Currently, Vyne Connect does only support 5 email accounts per facility ID. We'd suggest setting up your Vyne Connect email users strategically giving access only to those who would maximize use of the encryption service in your practice.

What are the key features of Vyne Connect?

Vyne Connect enables you to take control of your communications using your existing email accounts. It provides flexible options for administering your email that a standard email service cannot. These intelligent message controls include the ability to:

- **Enable message recipients to very EASILY retrieve messages without being required to create an account or login/join a portal.**
- See a real-time proof of delivery log that gives you control over protected messages showing who, when and where each message was opened.
- Setup instant notifications that tell you when an email was viewed by the recipient
- Set expiration dates/times so that you only make a message available for a specified window of time
- Recall a message that may have been sent to an incorrect email address.
- Prevent information leaks or deny access to secure messages by revoking access privileges at any time – even after the email has been viewed.

Why do I need encrypted email; can't I just send information using my existing email account?

It's common for providers and teams to think of email as a quick way to send info to patients, payers and other providers, but depending on what's being sent, it can be a compliance nightmare. Standard email programs are NOT secure and do NOT encrypt information being sent; therefore, they should NEVER be used to communicate anything that contains Protected Health Information (PHI). Vyne Connect makes sending PHI or any other information necessary to parties outside of your organization a snap – and it helps keep you in line with increasingly complex security regulations like HIPAA.

There are so many “secure email” services out there; how do I know that Vyne Connect is better than the others or at least on par with them?

We've taken the guesswork out of having to search for and find the best email encryption program for your money. For years you've trusted NEA with your claim attachment services and you know that we live and breathe data security. Trust that we have done the research and after looking at many options, are now bringing to you the best product for the best value. We have used our industry connections to negotiate an unheard-of price for this robust, yet easy-to-use service and we stand behind it.

I already have secure email through another vendor. Do I need both?

We understand that some clients may already be using a secure encrypted email solution and if you're happy with that service and are paying less than \$5 per month for your existing service, then perhaps there's no reason to take advantage of the Vyne Connect service, but we would invite you to at least try it out and if you don't like it, you can opt-out at no charge by August 31, 2018. We are confident in the value of the service that Vyne Connect provides and feel strongly that our clients will see this value as well.

Be sure to compare the end user / email recipient experience of Vyne Connect with your existing service. **The ability to have message recipients very EASILY retrieve messages without being required to create an account or login/join a portal is a key differentiator of Vyne Connect and is not something found in most other similar services. If you're using an IT vendor, have them look at the Vyne Connect service and see how it could work for your practice.**

I am happy with my current secure email service; do I have to still pay for Vyne Connect or can I choose to not participate?

If you are not interested in taking advantage of Vyne Connect, **you may choose to opt-out at any time via [FastAttach Web](#).**

I have not yet received an invitation for Vyne Connect. Who should I contact?

Please **check your SPAM filter** to be sure that your invitation has not been caught-up in your SPAM filter.

If you have not received an invitation for Vyne Connect by a week after getting the availability notice, you should contact the NEA Support Team at: 800-782-5150, option 3, then 3, use our [online Chat Tool](#) or email us at: wcsupport@vynecorp.com to request assistance.

BILLING INFORMATION

Can I opt-out of Vyne Connect and not be charged the additional \$5 per month?

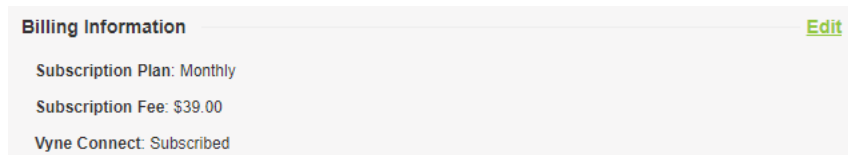
Yes, **clients who wish to opt-out of the Vyne Connect service may do so via the [FastAttach Web portal](#) at any time.** Current clients who opt-out **within 30 days of receiving the initial Vyne Connect availability notice** will not

be charged for the service. If you do not opt-out within the 30-day window, your next bill (and all future bills) will reflect an increase of \$5 per month for the Vyne Connect service.

How do I opt-out of Vyne Connect?

Clients who wish to opt-out of the Vyne Connect service may do so [via the FastAttach Web portal](#) by following the steps outlined below:

- a. Select **My Account > Account Summary** from the left-hand menu



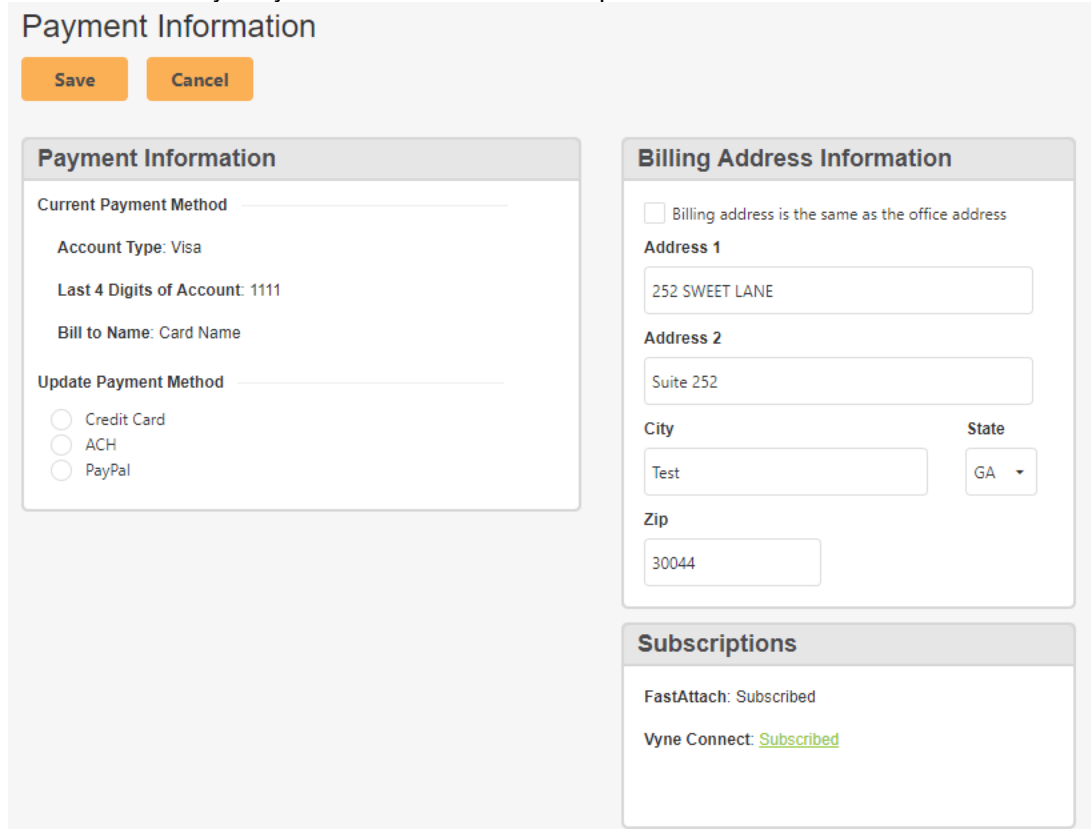
Billing Information [Edit](#)

Subscription Plan: Monthly

Subscription Fee: \$39.00

Vyne Connect: Subscribed

- b. Select **Edit** (requires the Edit Billing feature to be enabled for the user) to see the Account Summary>Payment Information - Subscription Status



Payment Information

Current Payment Method

Account Type: Visa

Last 4 Digits of Account: 1111

Bill to Name: Card Name

Update Payment Method

Credit Card

ACH

PayPal

Billing Address Information

Billing address is the same as the office address

Address 1

252 SWEET LANE

Address 2

Suite 252

City State

Test GA

Zip

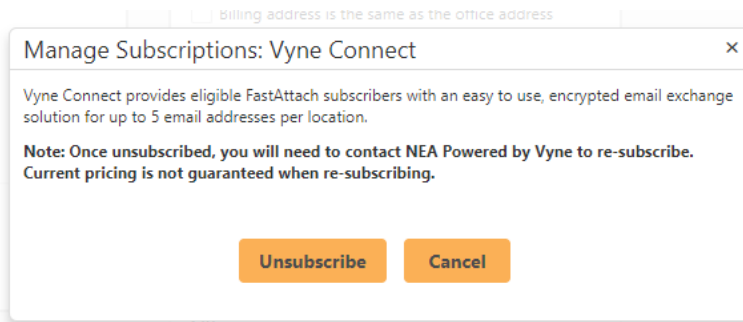
30044

Subscriptions

FastAttach: Subscribed

Vyne Connect: [Subscribed](#)

- c. Click the **Subscribed** link under the (new) **Subscriptions** box. A dialog will appear allowing the user to change the facility subscription preference.



- d. Once the user clicks the **Unsubscribe** button, the facility ID will be opted out of Vyne Connect.

After opting-out, can I opt back in for Vyne Connect at a future date?

Yes, clients who have previously elected to opt-out of the Vyne Connect service may, at any future date, decide to opt-in for the service if they choose to do so.

How do I opt back into Vyne Connect?

Clients who have previously elected to opt-out of the Vyne Connect service, may elect to opt-in again at any time by **contacting the NEA Billing Team at: 800-782-5150, option 4.**

How is Vyne Connect being billed to my Monthly FastAttach account?

Vyne Connect is billed as part of the normal monthly FastAttach subscription fees of \$39 and you will see the price change on your next bill.

I have an Annual account subscription for FastAttach. Am I eligible for Vyne Connect and if so, how is it billed to my account?

Annual subscription clients will be eligible for Vyne Connect upon their renewal/anniversary date. At that time, they will see an additional charge of \$60 (\$5 per month) added to their annual bill.

If I have a promo code giving me “X months” of free FastAttach service, do I also get Vyne Connect free for that same time period?

Yes, the free trial period for Vyne Connect will align with that of whatever FastAttach promotion is in place at the time of registration. No Vyne Connect fees will be charged separately and clients will have access to the Vyne Connect service at no charge just as they do the FastAttach service for the established free trial promo period.

GENERAL USAGE INFORMATION

Can I still use my own email address?

Yes, you will send protected messages from the email address that you use to register to Vyne Connect with, so you can keep your email address and domain.

How can I access my Vyne Connect email?

You may access your protected messages at any time by signing in at <https://app.protectedtrust.com/login> or if you are using the Vyne Connect Outlook Add-in, by logging in to your Outlook profile.

Which Operating Systems is Vyne Connect compatible with?

Our [web portal](#) can be used from any major operating system and web browser. The Vyne Connect add-in for Microsoft Outlook is compatible with Windows 7 or later and Microsoft Outlook 2007 or later.

Which method of encryption is used by Vyne Connect?

Vyne Connect uses Transport Layer Security (TLS) and Advanced Encryption Standard (AES) 256 bit.

Which regulations can Vyne Connect help me comply with?

Vyne Connect can help your organization comply with many regulations involving information security, particularly HIPAA.

Who can I send encrypted messages to?

You can send protected messages to anyone. If you need to send a protected message to a non-registered user, it is not required for the recipient to register with Vyne Connect to be able to receive encrypted messages.

How can I reset my password?

There are two ways you can reset your password.

If you forgot your password, go to <https://app.protectedtrust.com/ResetPassword>. Enter your email address and phone number that was used to register, and then follow the onscreen instructions to reset the password. If you do not remember the phone number you used to register, please contact wcsupport@vynecorp.com and we can provide you with last four digits of the registered phone number.

If you know your password but would like to change it, login to the Vyne Connect control panel with your registered email and password. Go to My Dashboard > Profile/Change Password > Type in new password twice to confirm > click Save Changes

What is the maximum size of a message that is supported by Vyne Connect?

The maximum size of a message is 1 GB, including attachments.

What if I forgot the answer to my shared secret?

If you cannot open a protected message because you forgot the answer to the shared secret, you will need to contact the sender by another means to verify the shared secret. If the sender also does not remember the answer to the shared secret, they will need to resend the message with a new-shared secret or new verification method.

What is the maximum number of recipients per message that is supported by Vyne Connect?

The maximum number of recipients per message is 25 recipients. Please note that you must also abide by our Terms of Use agreements. Spamming is prohibited.

How can I verify that the intended recipient viewed my protected message?

Vyne Connect provides a proof of delivery log, which shows who viewed the message, when the message was viewed, and the IP address and city/state of where the message was viewed, if available. When you send a message, you may also select a read receipt, which will send you a notification as soon as the message has been opened.

How can I delete a protected message?

If you have the Vyne Connect Outlook Add-In installed, you can delete a protected message just as you normally would in Outlook. However, this does not delete the message in the Vyne Connect web portal. Protected messages cannot be deleted, only expired or revoked. It is up to the sender to decide when a message is going to expire.

What does it mean to revoke a protected message?

When a message is revoked through the Vyne Connect web portal, the message will still remain in your Inbox or Sent folder. However, the contents within the message can no longer be viewed or accessed.

Can I un-expire a protected message?

Once a protected message has been expired, due to security purposes it cannot be un-expired.

What should I do, if I do not receive an invitation email?

If you did not receive your Vyne Connect invitation email, you can contact NEA Support at: 800-782-5150, option 3.

When I send an encrypted email and the recipient replies to me, is that also encrypted and secure?

Only the outgoing message sent via encrypted technology is secured. Any replies sent not using Vyne Connect or similar email encryption service would NOT be encrypted and therefore would not be secure.

COMPLIANCE INQUIRIES

What types of information can I send using Vyne Connect?

Vyne Connect takes the fear out of knowing what you can and can't send via email. Send anything from treatment plans to billing information with the Vyne Connect encrypted email service. You can use it along with your existing email accounts to communicate with patients, other providers, payers and anyone else you need to communicate with via email.

What type encryption is used by Vyne Connect?

Vyne Connect utilizes trusted encryption standards for its messaging platform. A minimum of two encryption protocols are used for every delivery of a Vyne Connect message or attachment – 128-bit HTTP over SSL and 256-bit AES. This provides advanced security for the data being sent.

COMPATIBILITY / USABILITY INQUIRIES

How do I know that Vyne Connect will work with my email service?

Vyne Connect provides a seamless workflow enabling users to send encrypted messages from Outlook 2007-2016, any webmail portal (gmail, yahoo, etc.), smartphone, tablet or any computer.

How user-friendly is Vyne Connect for the people I send emails to?

Vyne Connect is simple for recipients to use. **The ability to have message recipients EASILY retrieve messages without being required to create an account or login/join a portal is a key differentiator of Vyne Connect and is not something found in most other similar services.** When accessing an encrypted email sent by you, recipients are not required to register for a special account. Recipients can easily view, download and reply to your messages. You simply define how you want them to verify their identity – enter their date of birth, account number or other custom information and that's all they need to know to open your message.

How user-friendly is Vyne Connect for our staff to use?

Vyne Connect is simple for your teams to use and account setup can be done in just minutes! There's minimal training required and, best of all, you get to keep your existing email address.

Are there limits to the file size of what we can send using Vyne Connect?

Vyne Connect enables you to overcome the small file size limits of traditional email. You can send up to 1GB of data / attachments per message using Vyne Connect.

Can you tell me more about the web browsers that Vyne Connect supports?

Vyne Connect is fully supported on most major mainstream web browsers (IE, Firefox, Chrome, Safari, etc.) using most widely used Operating Systems (Windows7+, OSX 10.4+ and current Linux variants).

Does Vyne Connect integrate with Outlook?

Vyne Connect supports the Outlook Add-in for Outlook 2003, 2007, 2010, 2013 and Office 365.

Is there a mobile app for Vyne Connect?

Currently, a Vyne Connect mobile app is not available, however, you can access Vyne Connect using a supported browser on your mobile device.

How do I install and uninstall the Vyne Connect Outlook add-in for Microsoft Outlook?

- To download and install the Vyne Connect add-in for Microsoft Outlook, go to <https://www.protectedtrust.com/Download>, > click "Download" and save file >
- Click on the setup program you downloaded in your browser's recent downloads list.
- After installation completes, Microsoft Outlook will start up automatically.
To uninstall, open the Windows Control Panel, go to Programs and Features, select Protected Trust, and click Uninstall.

What versions of Outlook is the add-in compatible with?

The Vyne Connect add-in is compatible with Microsoft Outlook 2007 and later.

How do I check if I have the latest update of the Vyne Connect Outlook Add-In?

When you launch Outlook, click on the Vyne Connect menu, select Options, and then click Check for updates.

WHO DO WE CONTACT FOR SUPPORT

Who do I call if I need technical support for Vyne Connect?

Vyne Connect is supported by the NEA Support Team you know and trust. There's one number to call for all of your *FastAttach* and Vyne Connect needs. You can contact NEA by phone: 800-782-5150, option 3, then 3, use our [online Chat Tool](#) or email us at: wcsupport@vynecorp.com to request assistance with Vyne Connect.