

Commodity Office Secure Email

From time to time, you may receive an email from us that looks a little unusual. That's because our email server detected something within it that might have been confidential, even though there is nothing confidential contained in it. You can feel safe in following these instructions and opening the email. Here's a sample of what this type of email may look like.

From: sam.carr@arkansas.gov
To: you@your_email.com
Subject: SecureEnvelope Notification
Attachment: SecureEnvelope.html

Open the SecureEnvelope attachment to view the secure message from sam.carr@arkansas.gov. If you have previously created an account, you will need to enter your password to access the message. If you do not have an account, you will be prompted to create a new password. This password will need to be entered twice. Once in the password blank and again in the confirm password blank to protect your account.

Message Details:

From: sam.carr@arkansas.gov
To: you@your_email.com
Subject: varies, different every time

If you have any questions concerning this message please contact the State of Arkansas DIS Call Center at (501) 682-4357 or (800) 435-7989

To view the secure email, click on the attachment "SecureEnvelope.html". This will connect you back to our secure email server to insure that the email was sent to you from our office.

If this is the first time you have received an email like this from us, you will be shown your email address and a place to enter and verify a password. This is a new password that you will make up and retain for opening our secure email documents. If you lose your password, contact the Arkansas DIS Call Center at (501) 682-4357 or (800) 435-7989.

When receiving later secure email from us, you will only have to enter your password after you click on the attachment to view the contents of the email.