

Biscom Instructions for External Users

Table of Contents

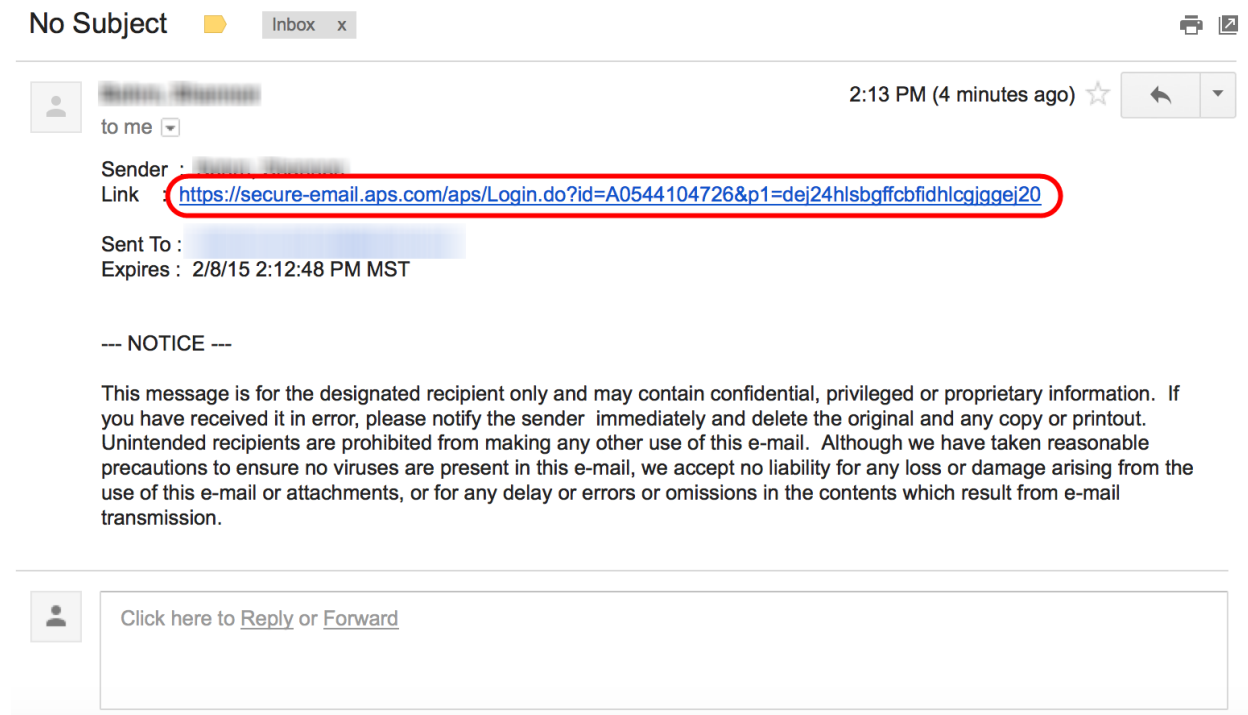
Sign up/Activation	2
Logging in/Signing Out.....	5
Forgot password.....	6
Opening an email	8
Downloading content	11
Replying to an email	11

Sign up/Activation

Biscom activation is free for those users that only download the content or reply to a secure message. If a user wants to utilize Biscom to create new secure messages, users will have to visit the Biscom website (www.biscom.com) and pay the monthly fee.

As a vendor, customer, or business partner of Pinnacle West – Arizona Public Service, you may receive sensitive or business confidential data via Biscom Secure Messenger. When receiving a Biscom Secure Message from a Pinnacle West or Arizona Public Service employee/contractor, an email similar to the one below will appear in your inbox.

** Keep in mind that the URL links will differ depending on the sender. If the sender is from Pinnacle West, then the URL will be <https://secure-email.pinnaclewest.com/pnw>. The example images below come from an APS account which has the URL <https://secure-email.aps.com/aps>.*



By clicking on the highlighted link, you will be brought to the following page to accept the terms of service.



Terms of Service

Please review the terms of service below and click on the button to continue

These messages or WorkSpaces are for the designated recipient only and may contain confidential, privileged or proprietary information. If you have received them in error, please notify the sender immediately and delete the original and any copy or printout. Unintended recipients are prohibited from making any other use of this e-mail or file. Although we have taken

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After clicking the 'I accept the terms of service' button, you will be brought to the External User Registration page as shown below. Fill out all of the required fields marked with the red asterisk (*) and then click the 'Register' button at the bottom of the screen.

External User Registration

To view your delivery, you must be a registered user. APS & Pinnacle West users do not register here, please click the below link. Only external users have to register. External users Visit the [Account activation page](#) or click [here](#) to have the activation email resent.

For APS & Pinnacle West Employees, click here to sign in using your email and password.

Email address*

Confirm email address*

Name First name Middle name Last name

Display as*

Password*

Confirm password*

Password strength

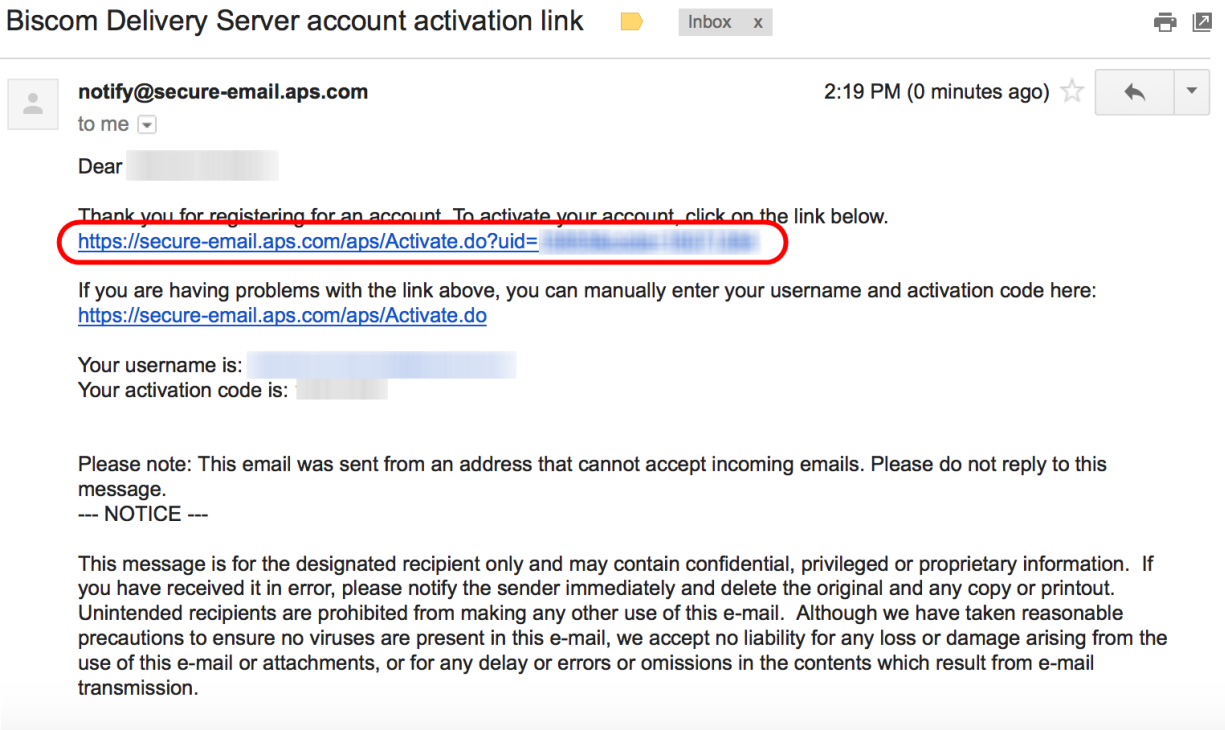
Password reset question * Question

Answer Hint

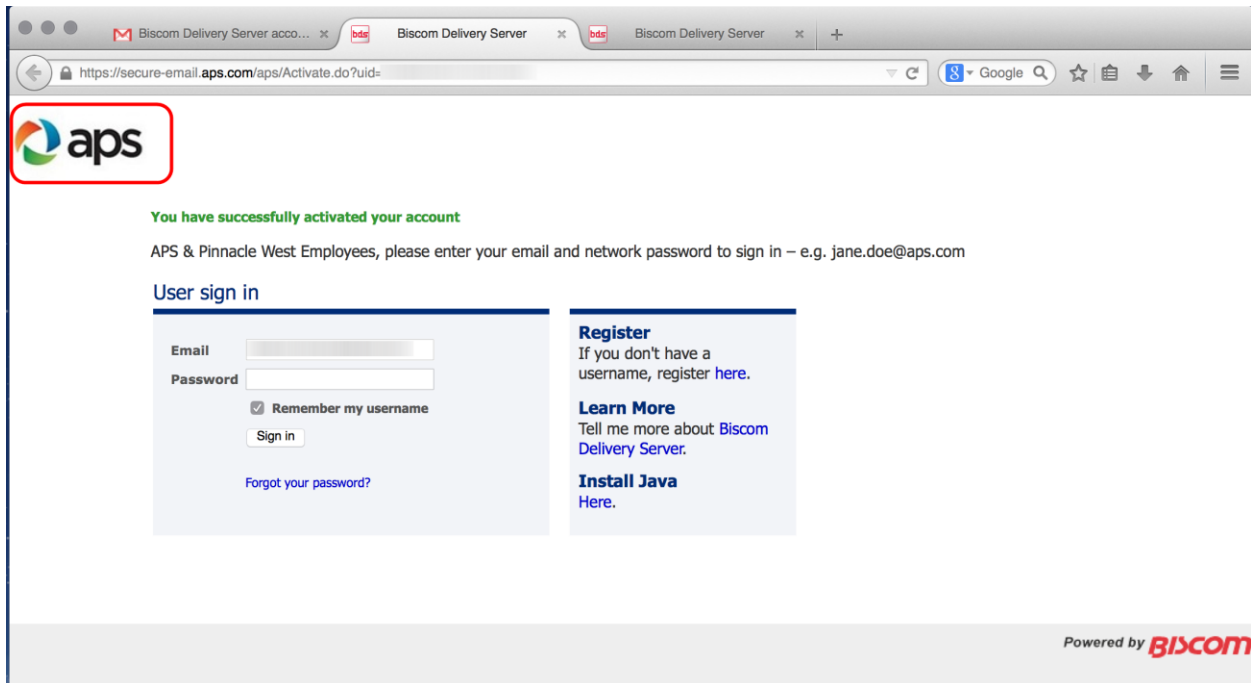
* Required fields

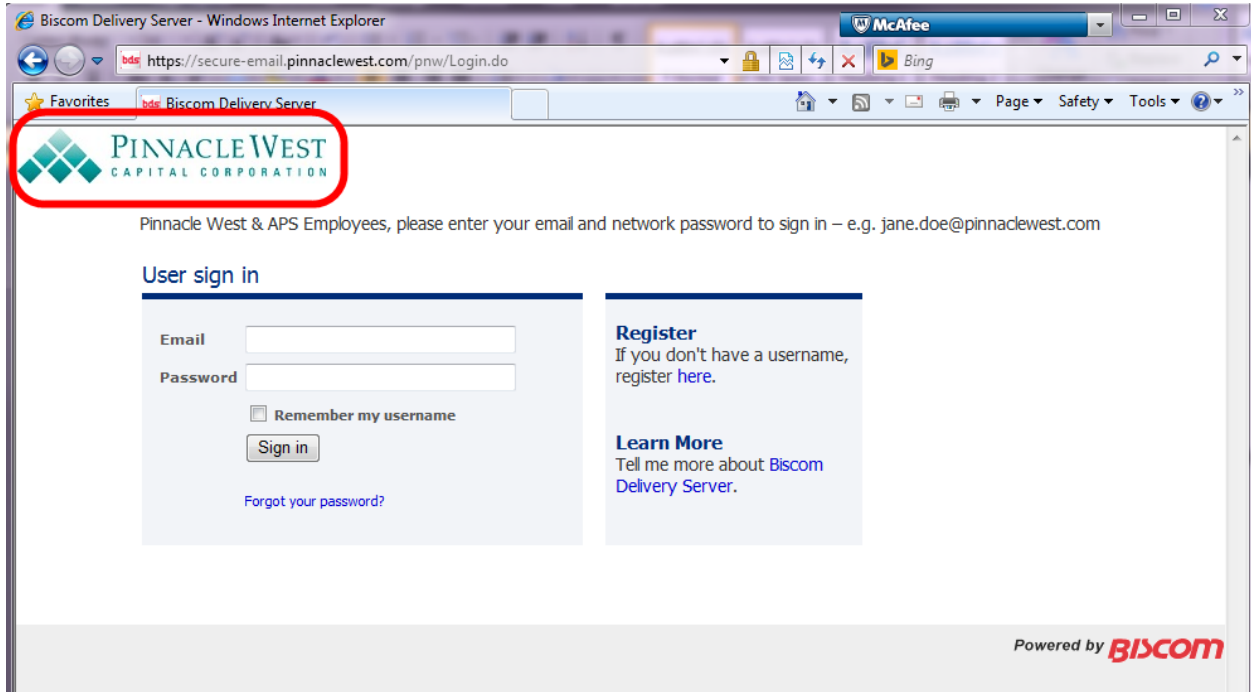
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Once registered, users will need to wait for their activation email to appear in their inbox. An example of the activation email is shown below. By clicking on the highlighted link, you will activate your account.



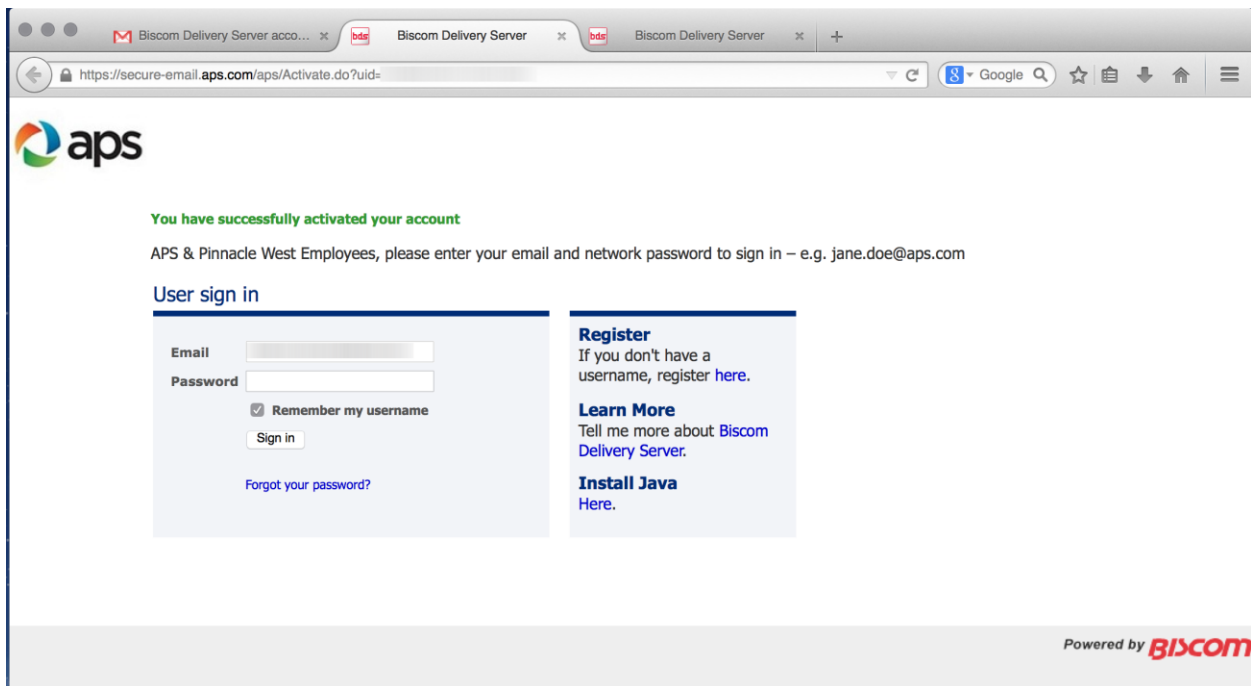
Your account will be active once you are brought to the below 'User sign in' screen. Depending on the sender (Arizona Public Service or Pinnacle West) the logo in the upper left-hand corner will change as you can see below.



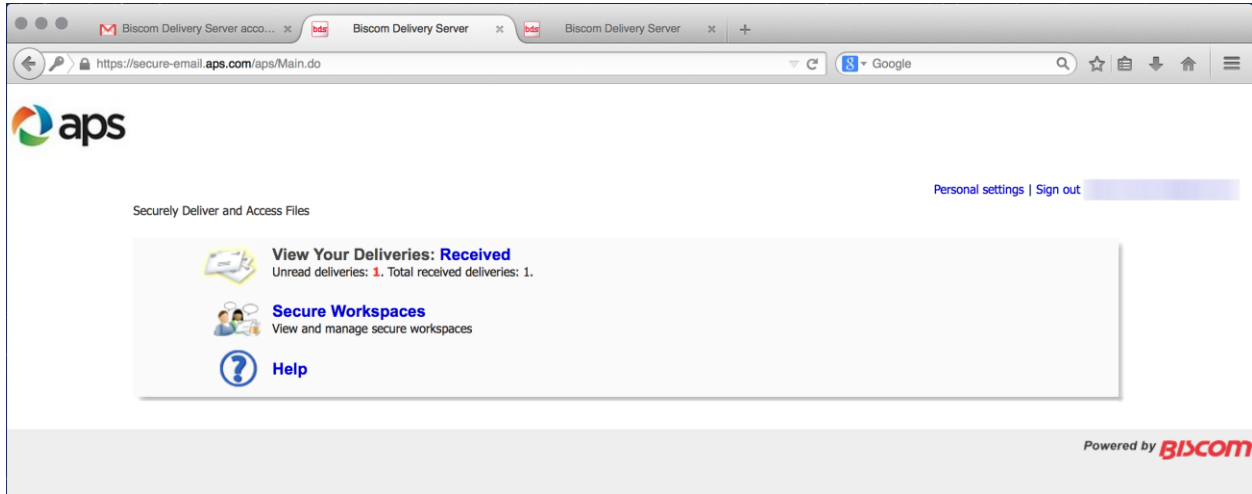


Logging in/Signing Out

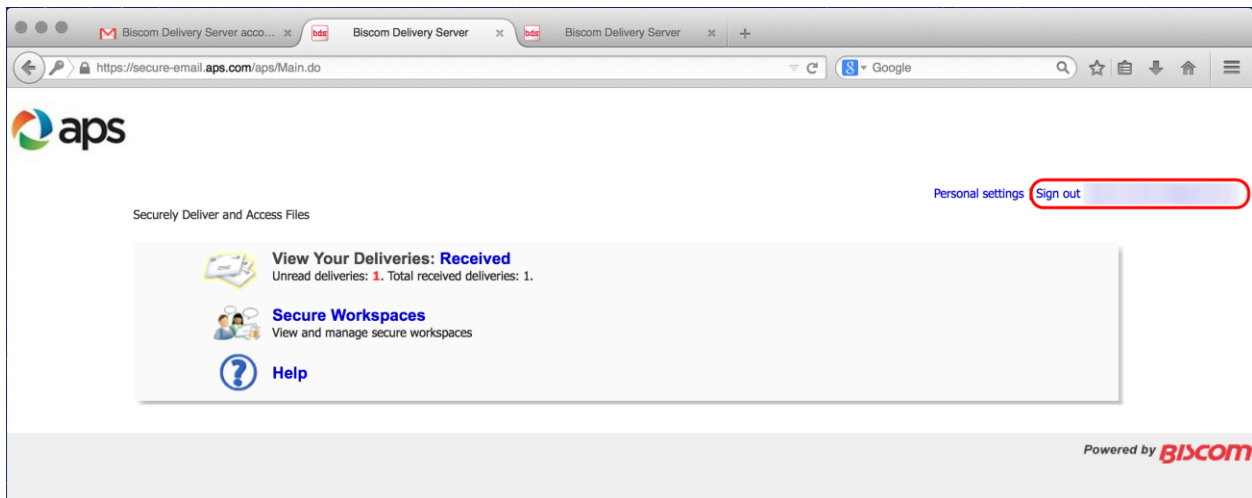
After activating your account, or by clicking on the link in your Biscom notification email, you will be viewing the 'User sign in' page of the APS/Biscom site.



Sign in with your email and password that you provided at activation. Once signed in, you will see the below screen which is the APS/Biscom Home page.

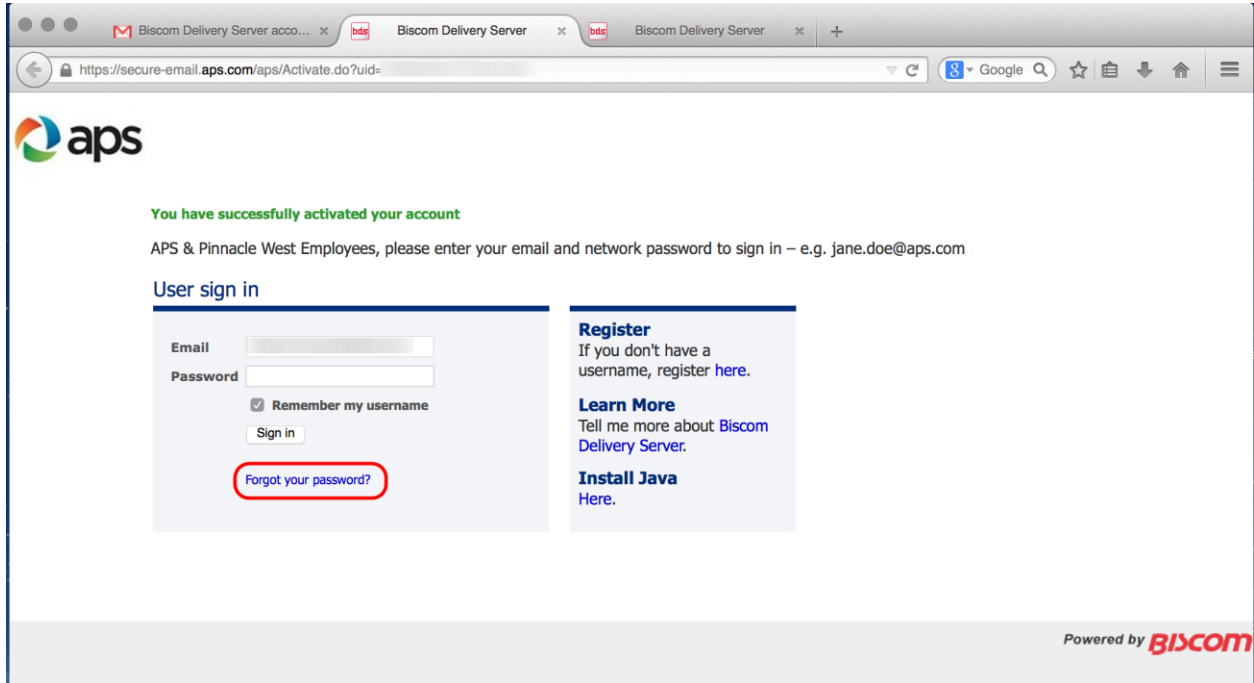


To sign out of Biscom, click on the 'Sign out' link in the upper right-hand corner of the page as shown below.

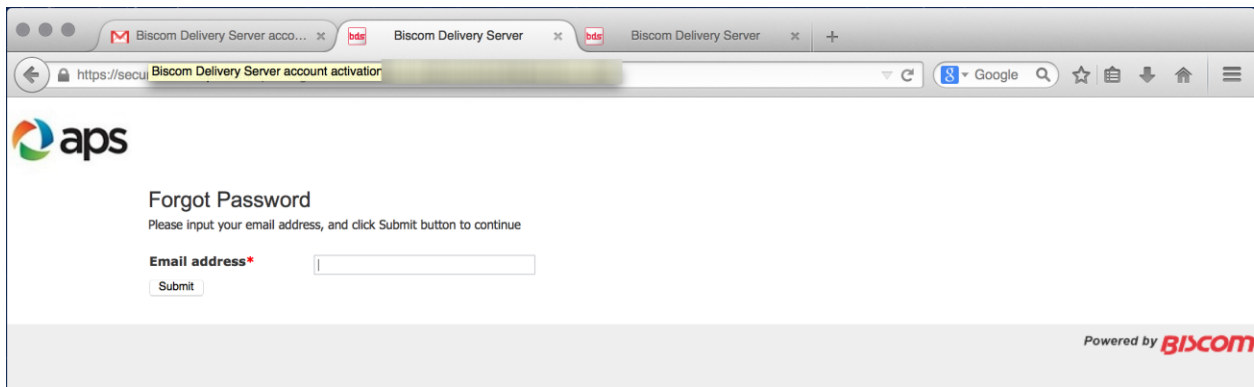


Forgot password

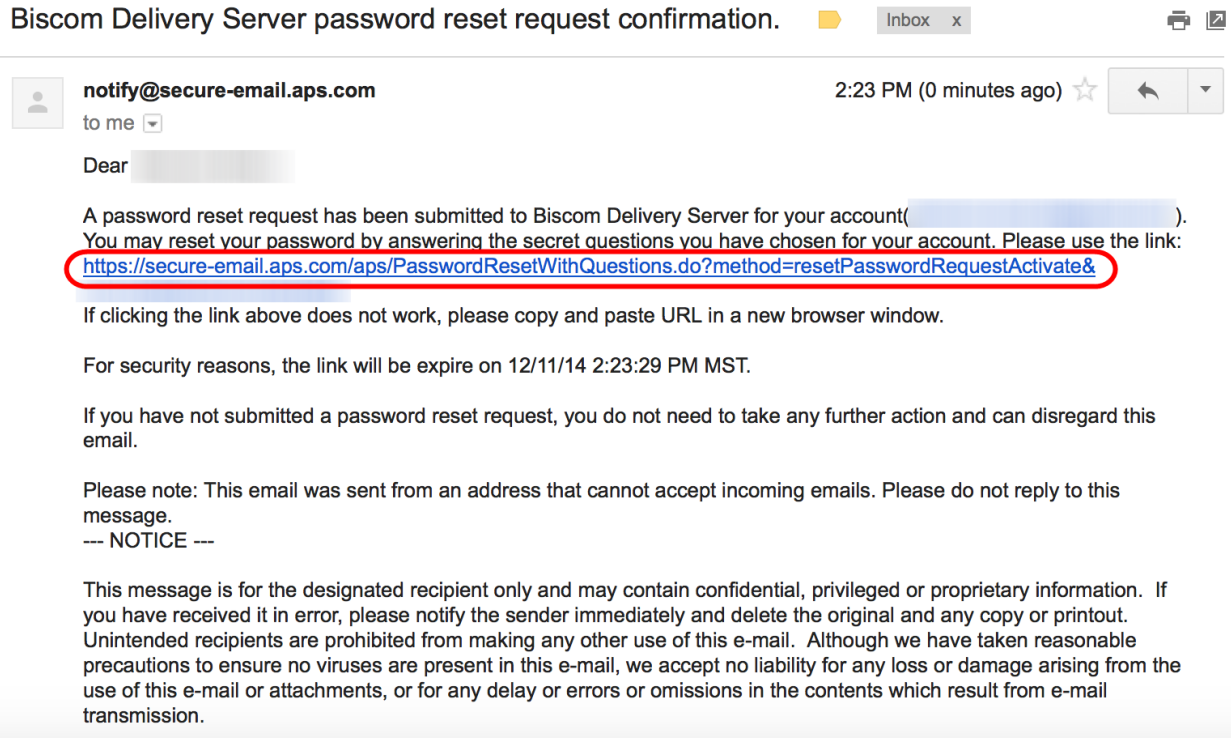
If you are unable to remember your password, reset it by utilizing the 'Forgot your password?' link.



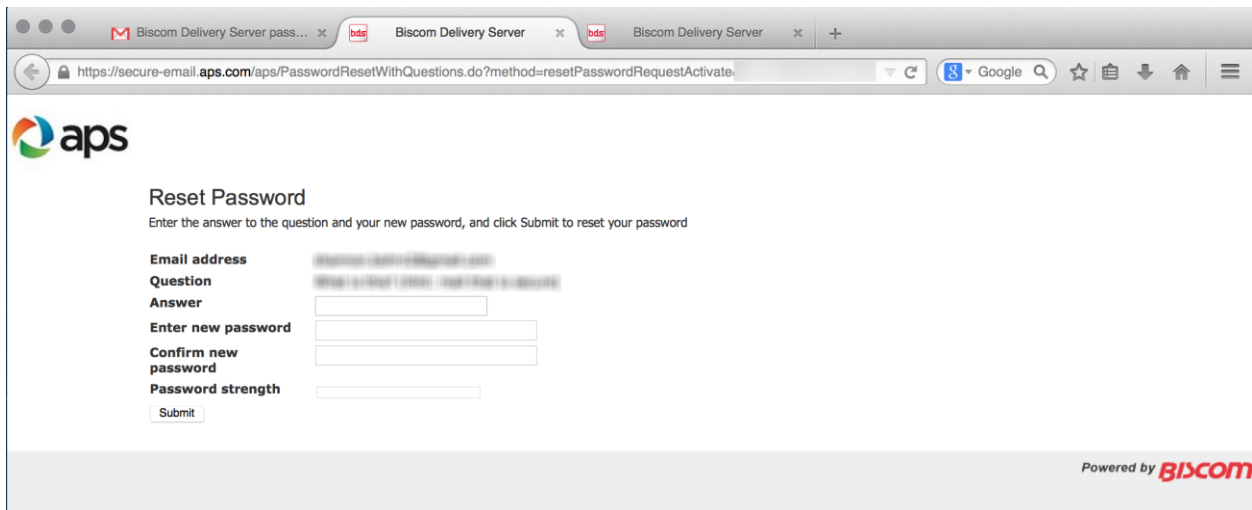
After clicking on the highlighted link, you will need to enter in their email address that was used to register and click the 'Submit' button.



A password reset confirmation email will be sent to your email within a few minutes. To reset your password, click on the highlighted link or copy and paste it into your web browser.



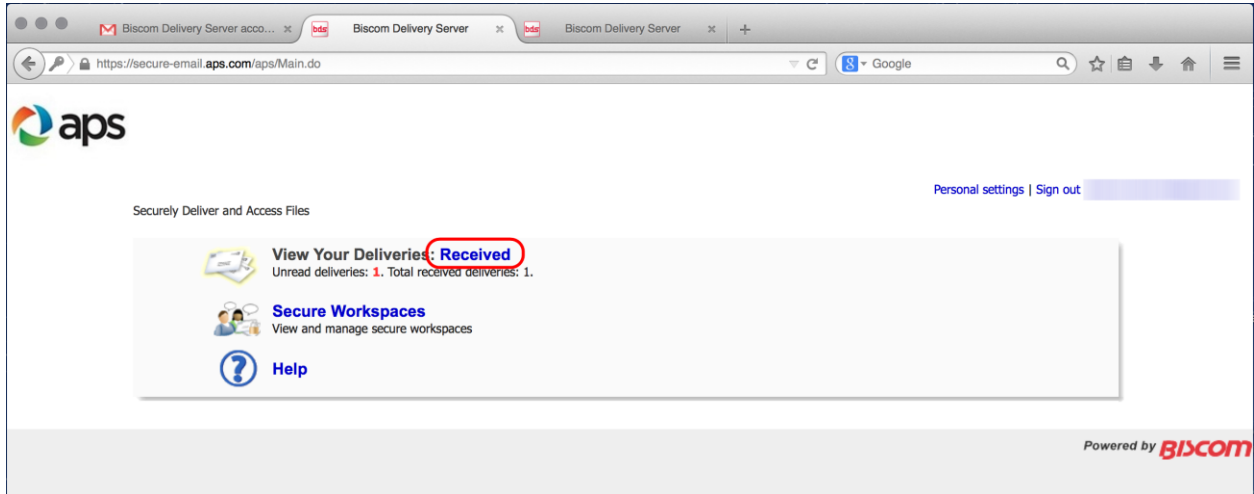
You should now see the below page where you will need to enter in your security answer as well as your new password. Once all fields are complete, click the 'Submit' button.



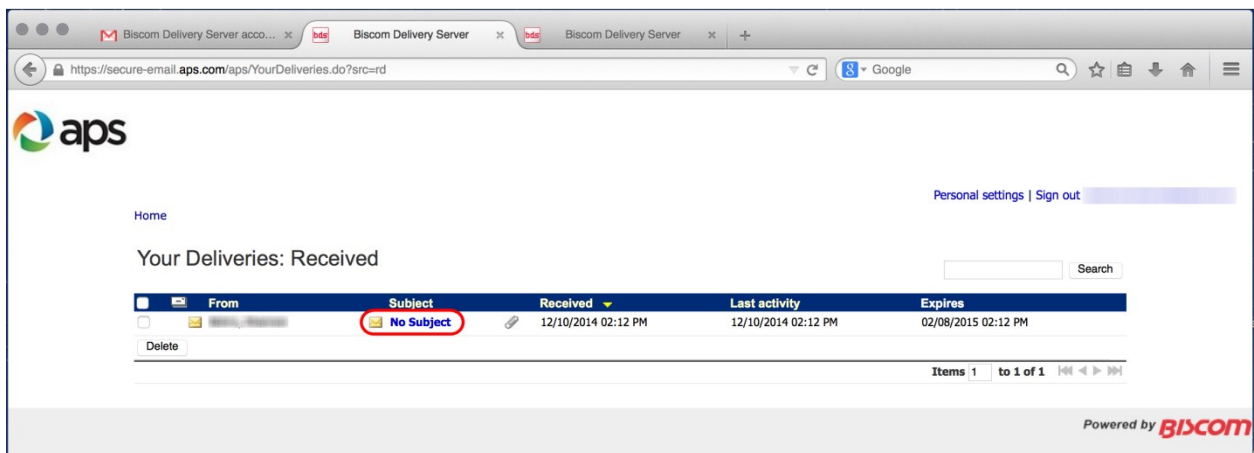
Your password is now reset and you can log in using your new password.

Opening an email

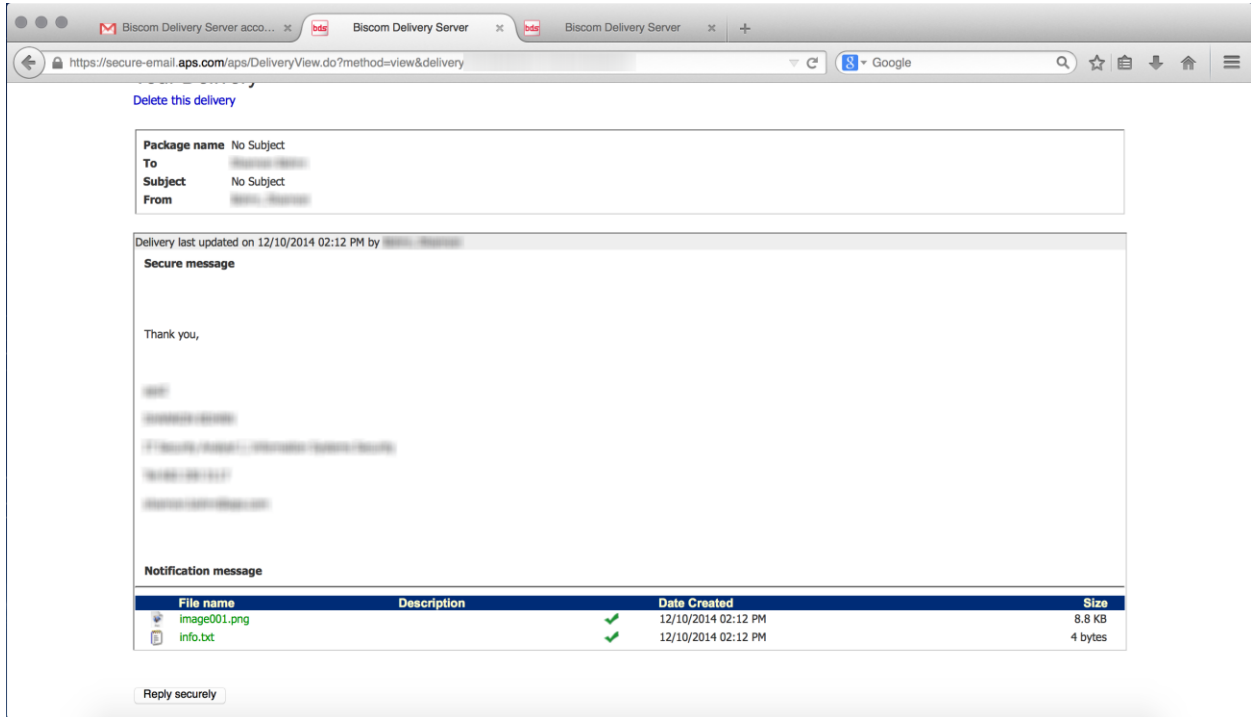
To open an email from the APS/Biscom Home page, click on the 'Received' link next to 'View Your Deliveries'.



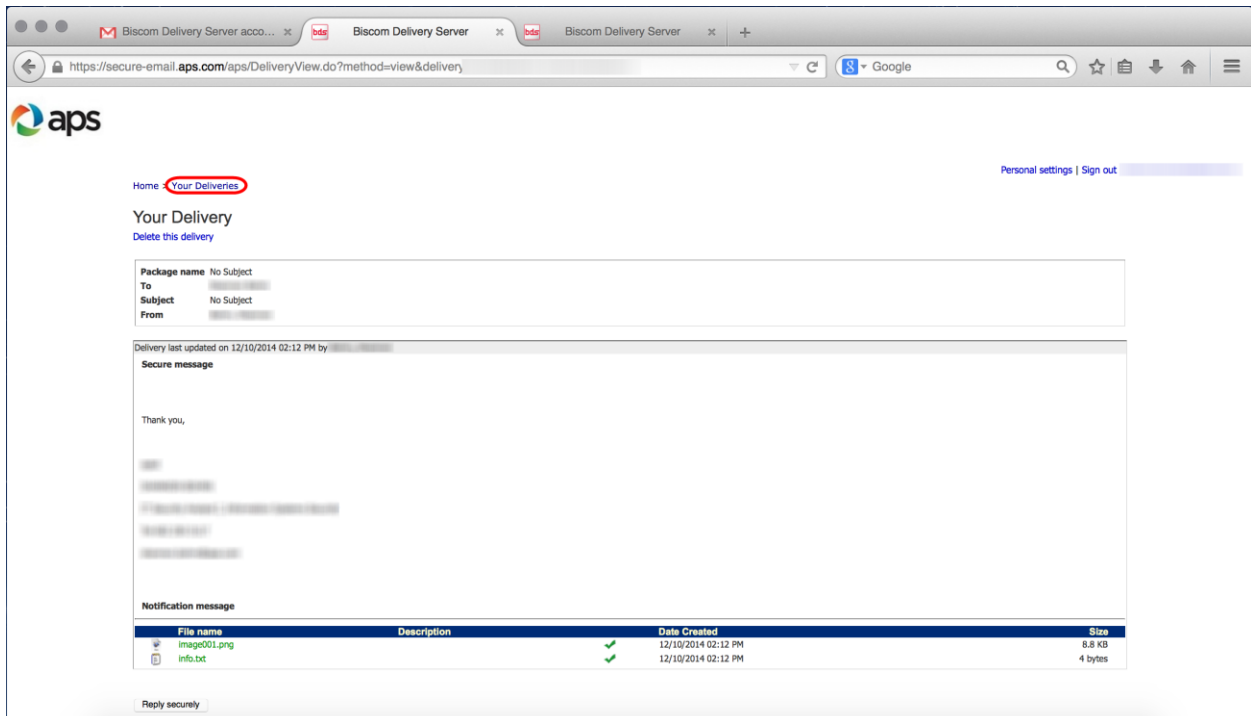
You will be brought to the 'Your Deliveries: Received' page which will list all of the secure messages you have received to this address via Biscom. To open an email, simply click on the 'Subject' field of the email you want to view.



On the next screen, you will be able to view the header information, content (text) and any documents that were attached to your message.

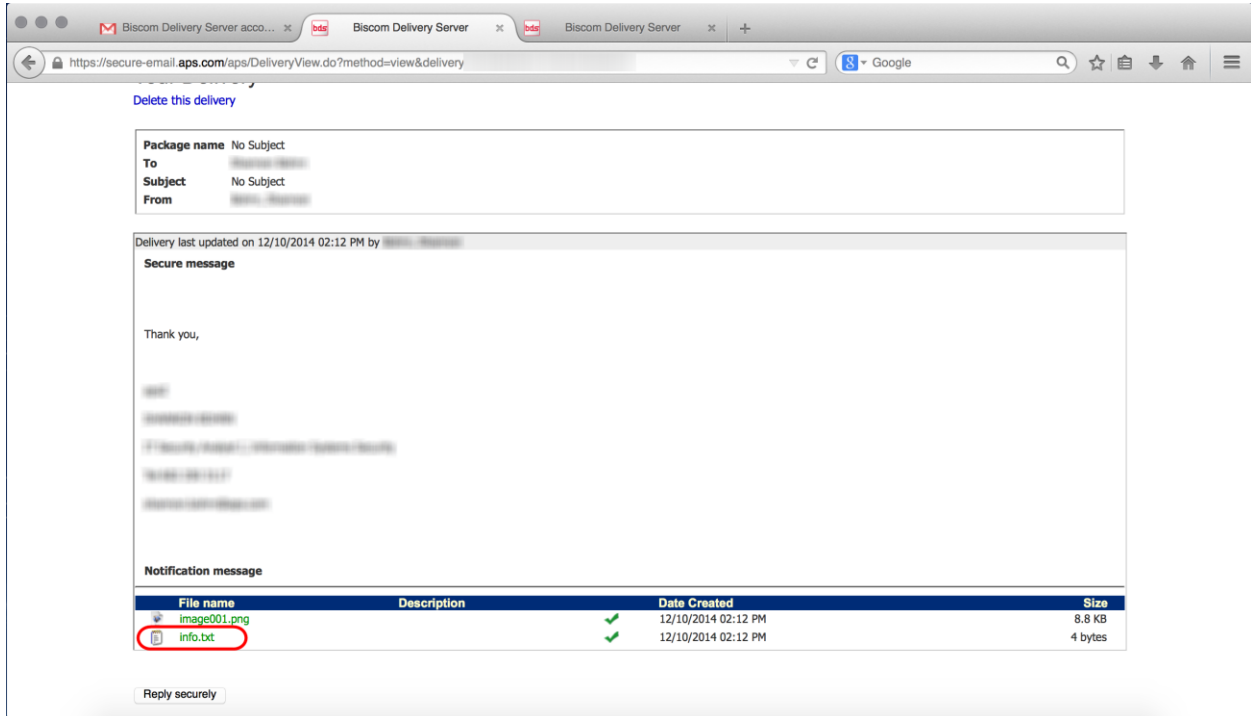


To view your other deliveries click on the *'Your Deliveries'* link at the top of the page.



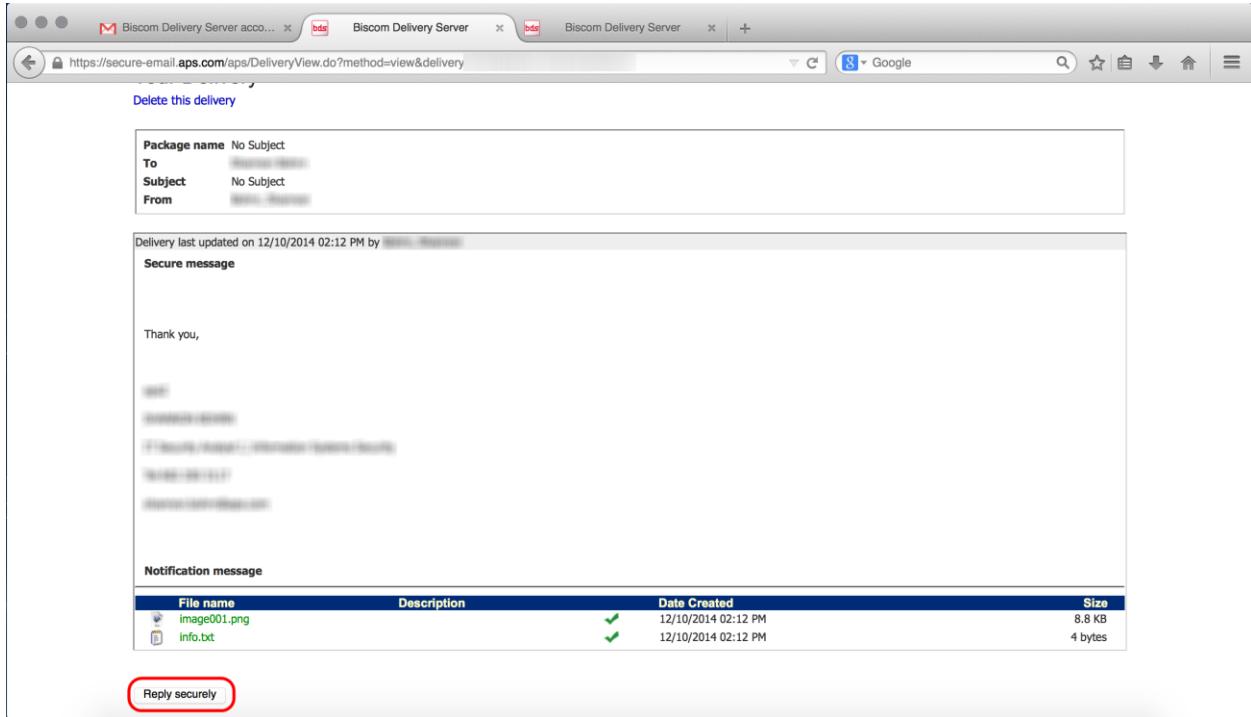
Downloading content

To download the content of your secure message, simply click on the link of the attachment you want to download and choose the option to open or save the file.

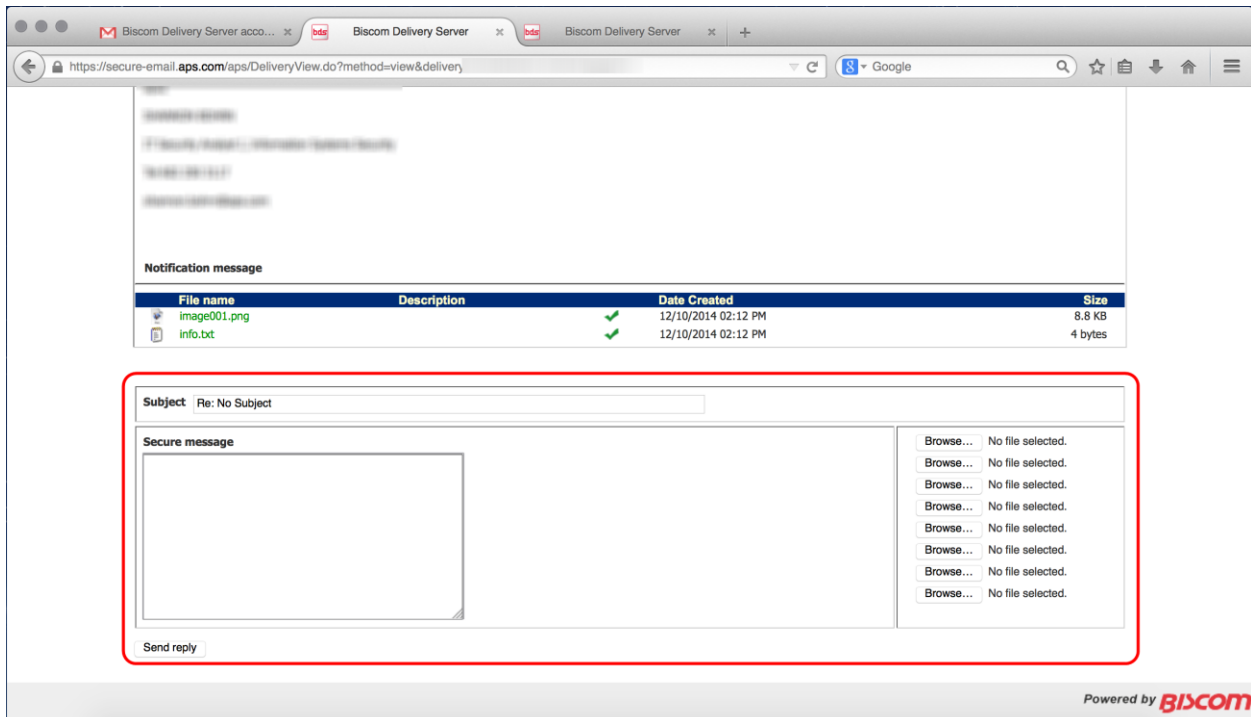


Replying to an email

When you need to reply securely to a message, click on the *'Reply securely'* button at the bottom of the page.



A new textbox will appear where you can type your message and attach any appropriate documents. Once your message is complete and ready to send, click the 'Send reply' button at the bottom of the textbox.



Once your message is sent, you will see it appear beneath the original message just like any other email thread.

