

How to Decrypt MHP AxCrypt-Encrypted documents...

(These instructions assume that the encrypted file you have received is from Mental Health Partners, and that you have installed AxCrypt onto your computer. If the encrypted file does not originate from Mental Health Partners, these instructions may not work correctly. If you do not have AxCrypt installed, you can find the installation package [here](#).)

To open an AxCrypt-encrypted document from MHP, three components are needed to open the file. The three components are:

1. The **encrypted document**. The file is basically in the format “filename-doc.axx”.
2. The **MHP password** or passphrase. If you do not have the password, contact your organization’s MHP liaison requesting the MHP password.
3. The **MHP key-file**, a text file of random characters. If you do not have the key-file, contact your organization’s MHP liaison requesting the MHP key-file.

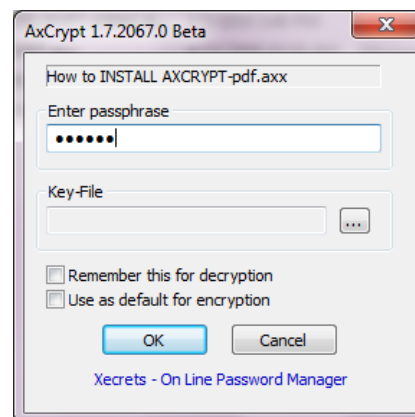
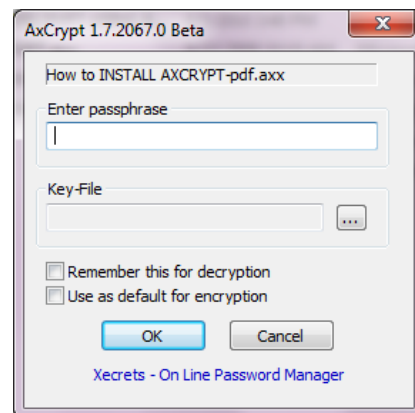
NOTE: *The three components should never be sent in the same e-mail, but should arrive independent of each other. Once received, the password and key-file should be used on forthcoming encrypted documents from MHP until an organization is informed of password or key-file changes from MHP.*

To decrypt an AxCrypt-encrypted document:

Double-click the encrypted file to display the Decryption dialog box (shown right).

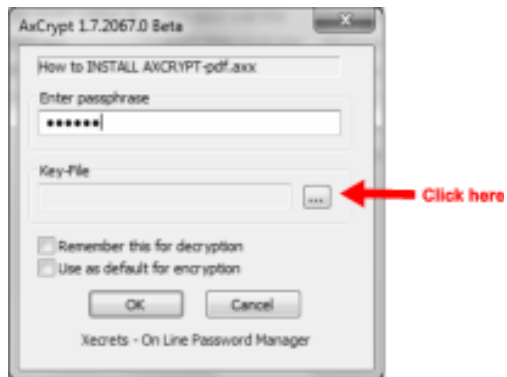
Enter the MHP password/passphrase into the dialog box.

If you do not have the password/passphrase, contact your MHP liaison requesting the MHP password.

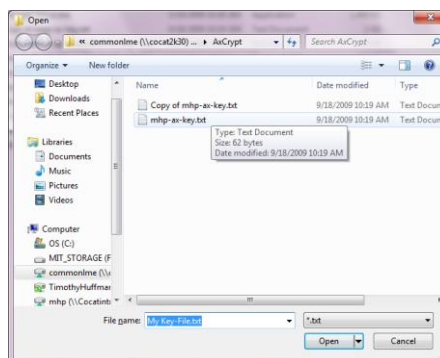


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Click the button beside of the key-file entry (see right) in order to select the MHP key-file.



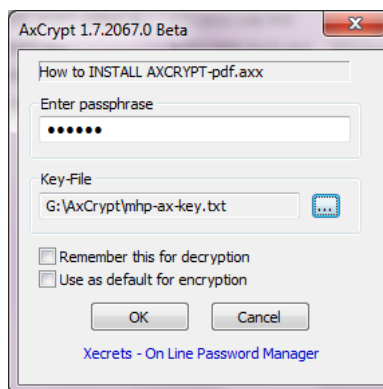
The 'Open File Dialog' box will appear (see right). Browse to the location of MHP key-file (file name: *mhp-ax-key.txt*). Click on the file, then click 'Open'.



The default name "My Key File.txt" is **NOT** the MHP key file. You must select the MHP key file.

If you **do not have the MHP key-file**, contact your MHP liaison requesting the MHP key-file.

The Decryption dialog box should show data in the password box and key-file box (see right). Click "OK" to open the file.



If you see the 'Invalid passphrase' message, try again. Remember, passwords are case-sensitive and must be entered exact.

