

Beaumont Health

Secure Email Reference Guide

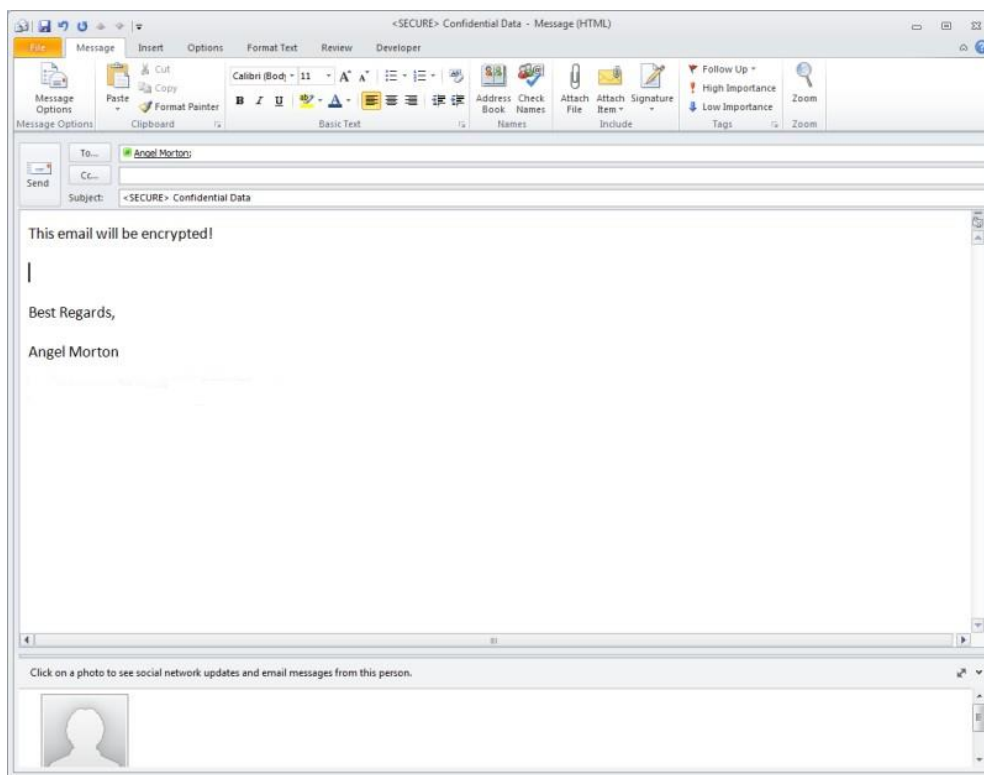
Contents

Sending secure email	2
Receiving secure email.....	4
How do I open a secure message?.....	4
How do I register for the first time?.....	5
How do I authenticate?.....	6
How do I recover my password?.....	7
How do I read my secure message?.....	8
What are signatures and what does it mean if the signature is valid or invalid?	9
How do I access attachments sent to me?.....	9
Responding to secure email.....	10
How do I reply, reply to, or forward a secure email?.....	10
How do I add an attachment to the secure email?.....	10
How do I get a copy of the secure email that I send?	10
How do I know my message is sent?.....	10
Security	11
How do I sign out?.....	11

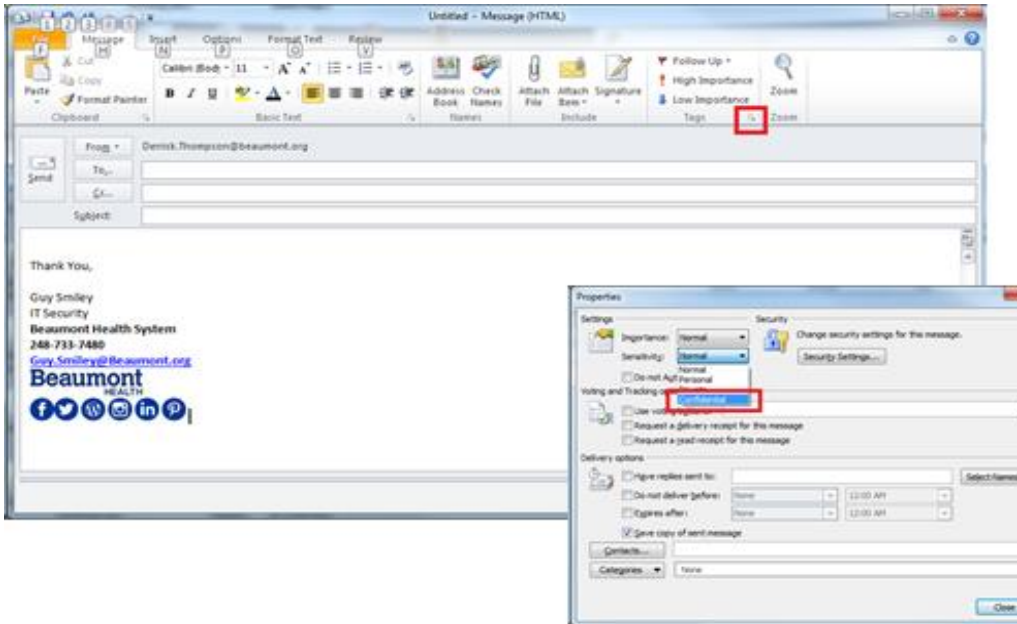
Sending secure email

Beaumont users can use one of the following two methods to send a secure email from within Outlook.

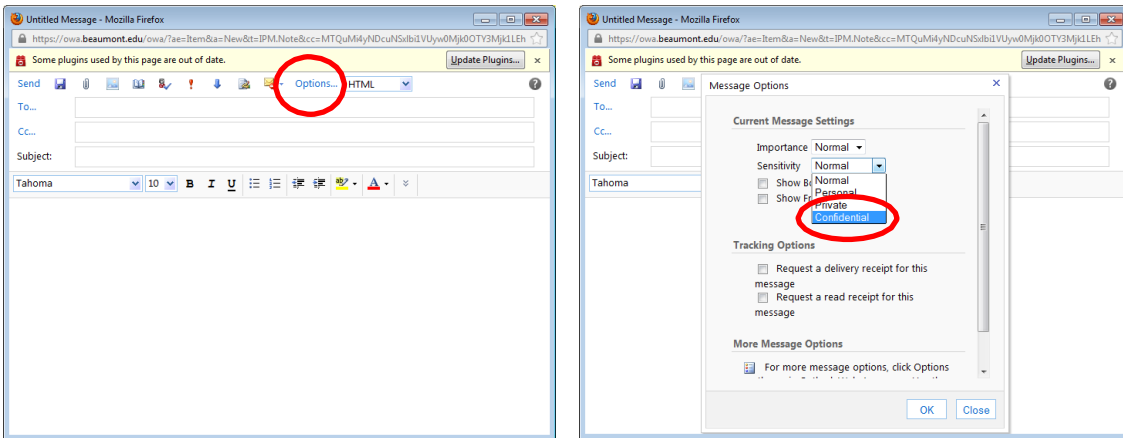
1. Type the word secure or SECURE in the subject line of the email. Be sure the word SECURE or secure is surrounded by the <> or [] symbols (e.g. <secure> or [SECURE]).



2. Set the sensitivity to Confidential by one of the following methods:
 - a. In the Outlook client you can click on the Dialog Box Launcher in the Tags section on the toolbar then change Sensitivity to Confidential



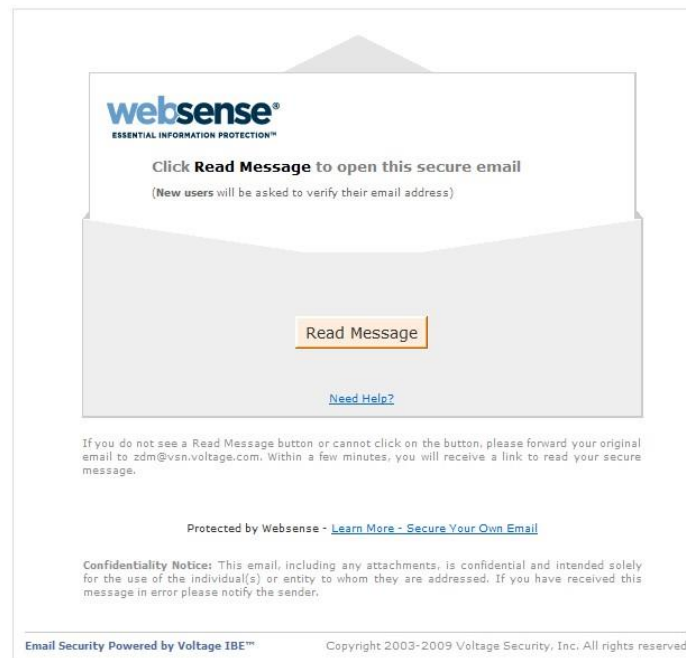
- b. In Outlook Web App (OWA) manually set the sensitivity to Confidential by clicking on Options and selecting Confidential from the Sensitivity drop down list as shown below



Receiving secure email

How do I open a secure message?

Non-Beaumont email recipients can receive a secure message in almost any email client. A secure message is received in their inbox with the encrypted attachment named **message_zdm.html**.



To read your secure email, click the **message_zdm.html** attachment. Next, click the **Read Message** button on the page that opens in your Web browser.

If you are a first-time user, you'll be asked to register. You'll have to provide your name and set a password. Another email message will be sent to you to verify that you are the owner of the email address.

If you are a registered user, you'll just need to provide your password and authenticate. When the authentication process completes, the secure email will be displayed in your Web browser.

How do I register for the first time?

If you are a first-time user, you'll be asked to register when you open the secure message attachment. As indicated below, registration is a simple step in order to validate that you are the owner of the email. You will provide your name, password, and a security question to complete registration. The security question will be used for your password recovery if you forget your password.

websense
ESSENTIAL INFORMATION PROTECTION™

[? Help](#)

Enter the following information to continue

Full Name

Email Address
[REDACTED]@yahoo.com

Choose a Password (at least 6 letters and numbers, mixed case)

Retype Password

Recovery Question
Please choose one

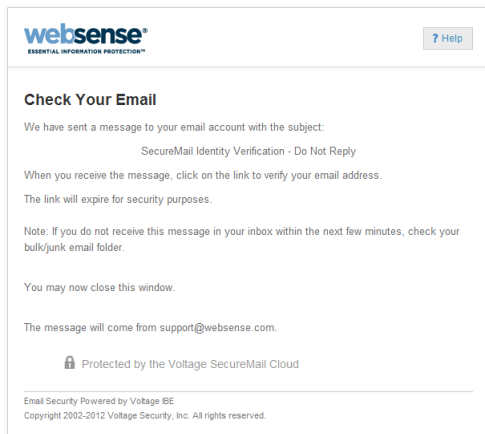
Answer

[Continue](#)

You will be asked for this password periodically for security purposes.
We value your right to privacy. We will not share your information or sell it to a third party.

Protected by the Voltage SecureMail Cloud

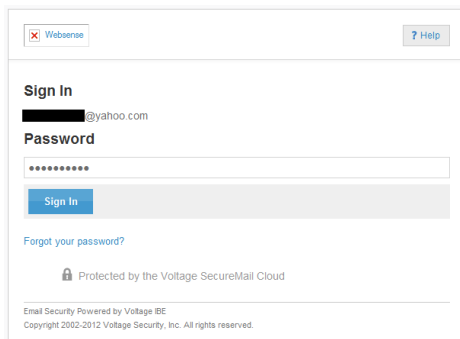
Email Security Powered by Voltage IBE
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An email will be sent to your address for you to verify your identity. Click on the link in your inbox and that will complete your registration process.

How do I authenticate?

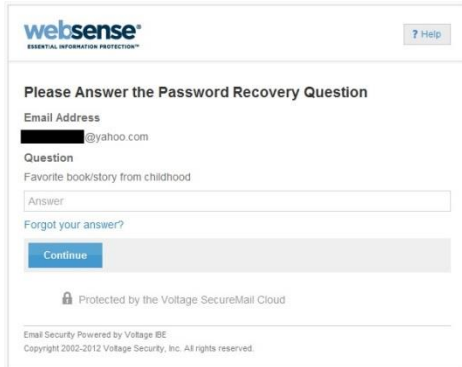
You'll have to provide your password in order to read your secure message. This is the password that you provided during registration. This is to validate that you are the person this message is intended for.



Once you sign in with your password, your secure message will be displayed in the browser you are using.

How do I recover my password?

If you forgot your password, or would like to change it, click the link, **Forgot your password**, to recover it. You'll be prompted to answer your security question that you provided during registration. If you do not know the answer, you can click the link **Forgot your Answer?**



The screenshot shows a web page for password recovery. At the top left is the 'websense' logo with the tagline 'ESSENTIAL INFORMATION PROTECTION'. A 'Help' link is in the top right. The main heading is 'Please Answer the Password Recovery Question'. Below this, the 'Email Address' is shown as a redacted address followed by '@yahoo.com'. The 'Question' is 'Favorite book/story from childhood'. There is an input field for the 'Answer'. Below the input field is a link for 'Forgot your answer?'. A blue 'Continue' button is at the bottom of the form. At the very bottom, there is a lock icon and the text 'Protected by the Voltage SecureMail Cloud', followed by small print: 'Email Security Powered by Voltage BE. Copyright 2002-2012 Voltage Security, Inc. All rights reserved.'

An email will be sent to your inbox to validate that you are the owner of the email address. You'll be required to click the link within 2 hours after which your password recovery request will become void.

You will be prompted to reset your password when you click the link.

How do I read my secure message?

Once you have authenticated successfully, the secure message will open in your browser. From here you will be able to read your message, reply, reply all, and forward this message to another email ID securely.

The screenshot displays a secure email interface. At the top left is the **websense** logo with the tagline "ESSENTIAL INFORMATION PROTECTION™". To the right are "Sign Out" and "Help" buttons. Below the logo, the sender information is shown: "From: [redacted]@beaumont.edu" with a "Print" button. A lock icon indicates the message is authenticated by "secure-mailcontrol.com" and has a "Valid Signature (Help)". The recipient is "To: [redacted]@yahoo.com". The message was sent on "Tue Dec 4, 2012 2:54 PM (5 minutes ago)" with the subject "EncryptMe". The message body contains the word "test". At the bottom, there are "Reply", "Reply to All", and "Forward" buttons. A lock icon and text state "Protected by the Voltage SecureMail Cloud". The footer includes "Email Security Powered by Voltage IBE" and "Copyright 2002-2012 Voltage Security, Inc. All rights reserved."

What are signatures and what does it mean if the signature is valid or invalid?

Every secure email is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message. The green check indicates that the signature associated with this email is valid and the message can be trusted. The red X means that the signature associated with this message is not valid and the message may have been forged.

The screenshot shows a web-based email composition interface. At the top left is the 'websense' logo with the tagline 'ESSENTIAL INFORMATION PROTECTION™'. To the right are 'Sign Out' and 'Help' buttons, and a user email address '██████████@yahoo.com'. A red 'X' icon with a warning message states: 'You must include a valid email address for the organization providing this secure message service.' Below this is the 'Compose New Message' section with a 'Send Secure' button. The 'From' field is '██████████@yahoo.com (Authenticated by secure-mailcontrol.com)'. The 'To' field is '██████████@yahoo.com' with a 'Show Cc/Bcc' button below it. The 'Subject' field is empty. The 'Attach' field has a 'Browse...' button. Below the fields is a 'Plain Text' editor with a rich text toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, font family, and font size. At the bottom of the editor is a 'Copy Me' checkbox and another 'Send Secure' button. A lock icon and text 'Protected by the Voltage SecureMail Cloud' are visible. At the very bottom, it says 'Email Security Powered by Voltage IBE' and 'Copyright 2002-2012 Voltage Security, Inc. All rights reserved.'

How do I access attachments sent to me?

All secure attachments are contained within the message and will appear when you read the message. To open the attached files, click on the **[view]** button next to the attachment names - a new browser window will open to enable you to access the attachment.

Responding to secure email

How do I reply, reply to, or forward a secure email?

To reply to or forward a secure email follow the instructions. You will be able to reply or forward securely to the intended recipients.

1. Click **Reply** or **Reply-All**, or **Forward** at the top of the message.
All recipients are already entered in the **To:** field for a reply or reply-all operation.
2. Add any email addresses in the **To:**, **Cc:** or **Bcc:** fields (click **Show Bcc**).
Email addresses can be separated with commas, semicolons, or blank spaces.
3. Type your message. You can use rich text editing to compose your reply. The original message is already included in the compose field. If you are forwarding, attachments are included as well.
4. Click **Send Secure** to send your reply.

How do I add an attachment to the secure email?

You can add an attachment to your email when replying or forwarding. You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files, Web pages saved as HTML files, and more.

To add attachments to your secure email, click **Choose File ...** in the **Attach** field and select a file. The selected file is uploaded immediately. To remove attachments, click the **Remove** link.

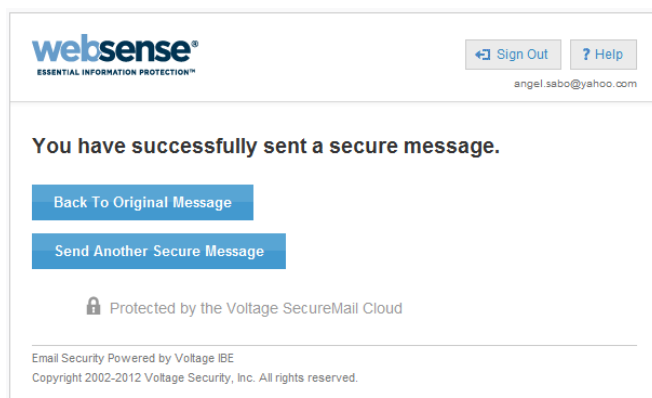
Note: There is a limit of 15MB for attachments that you can add into a secure message.

How do I get a copy of the secure email that I send?

To get a copy of the secure email that you have composed, click **Copy Me**, to the right of the **To:** field. When you send the message, an exact copy of the secure email is sent to your email account. If you do not want a copy of the secure email, click **Remove Me**, to the right of the **To:** field.

How do I know my message is sent?

When you click the **Send Secure** button, you will be prompted that your message has been sent successfully:



Security

The secure email is encrypted with the equivalent of a 1024-bit key. It uses the breakthrough Identity-Based Encryption to ensure the privacy of your personal data without compromising ease of use. Each message is also signed by the sender to ensure authenticity of the sender and data integrity of the message. In addition, all decrypted email messages are viewed through your Web browser using an SSL/TLS connection.

How do I sign out?

In order to sign out, click the **Sign out** link at the top right corner. You have been successfully signed out when you see the following message:

