

Iron Port Secured Envelope User Guide

Contents

This document provides an end-user-oriented overview of the Iron Port Secure Email system for people who receive secure emails sent by Department of Managed Health Care (DMHC).

Why Secure Email?

When you are sent an email, the email typically travels over the internet in order to be delivered. Email that travels over the internet is inherently insecure. Consequently, it can be read fairly easily by someone other than you.

In many cases, the fact that the email might be read by someone else might not be a cause for concern. However, when financial information, health care information, or other sensitive information travels by email, interception by an unauthorized person may compromise your privacy, may violate the sending organization's internal security policies, and may violate state and federal privacy regulations.

Because of these concerns, DMHC is implementing a change in the way we deliver sensitive, confidential email. This change will allow email to be encrypted before it is sent over the internet so that only the intended recipient will be able to open the message.

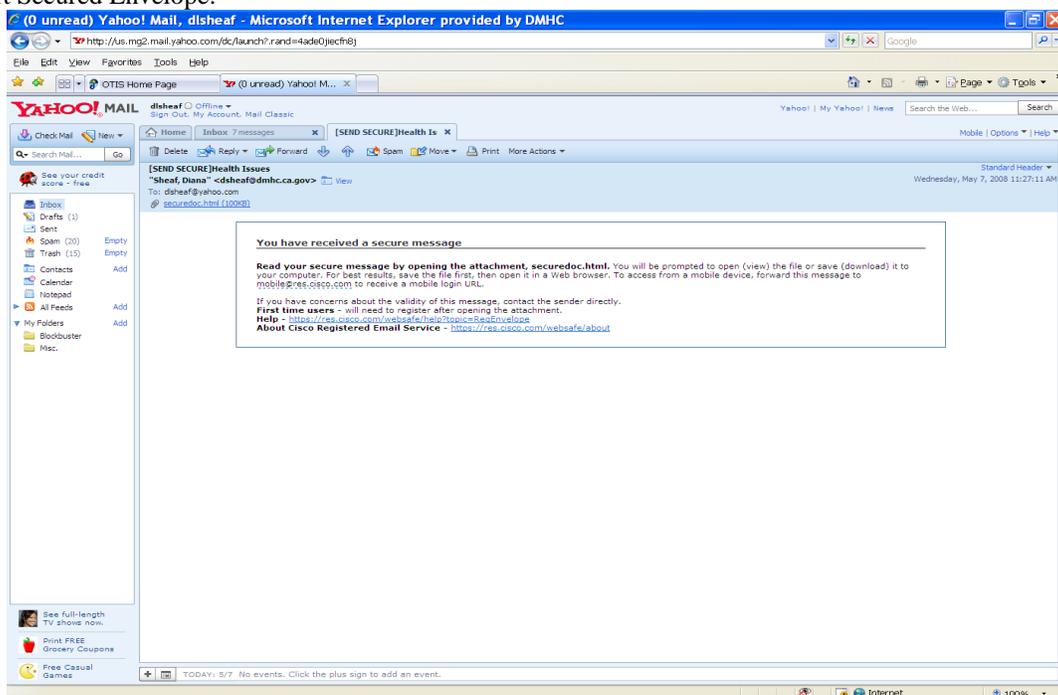
What Emails will be Encrypted?

The sender of the email will make the decision to encrypt the email before sending it to you. The sender may know that either the email or an attachment contains sensitive information and thus requires encryption.

As a precaution, all outbound emails will be content scanned for sensitive or confidential data (example: social security numbers).

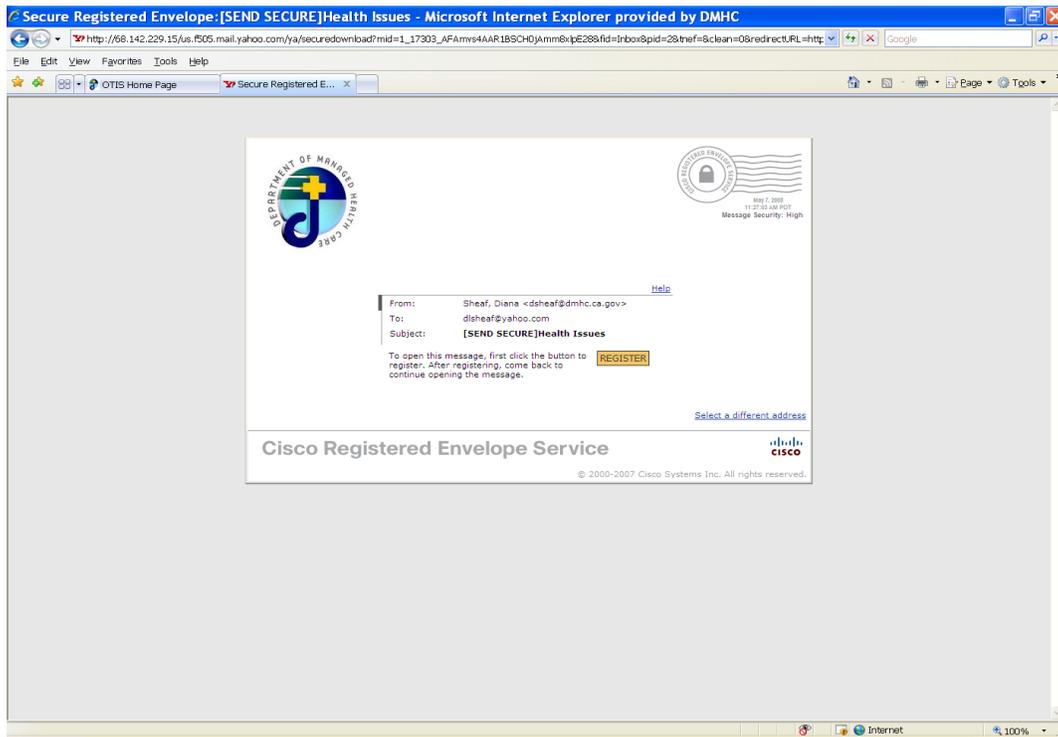
Receiving first Secured Envelope and Enrolling in our Secure Email System

The DMHC secure messaging solution is called Iron Port Secure Mailbox. Each time you receive a Secured Envelope (our term for a secure email), you will receive an email as shown below. The email will have an attachment, named "securedoc.html", which informs the recipient that the attached securedoc.html file is a secure Iron Port Secured Envelope.



Iron Port Secured Envelope User Guide

Please open the attachment using your web browser. Since this is your first secure Secured Envelope, you will be asked to register with the enrollment service (CRES). The screen shot on the next page shows the Secured Envelope attachment opened in a browser, with a request to select the “Register” button to register.



Please click on the “Register” button to complete the enrollment.

Iron Port Secured Envelope User Guide

Cisco Registered Envelope Service New User Registration - Microsoft Inter...

https://res.cisco.com/websafe/register?uid=83b120bd9571

File Edit View Favorites Tools Help

Cisco Registered Envelope Service New User...

CISCO
Welcome

New User Registration

* = required field

Email Address

First Name*

Last Name*

Password* Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Passwords must contain both letters and numbers.

Confirm Password*

Personal Security Phrase Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

Remember me on this computer.

Cisco Registered Envelope Service

[About](#) [Terms of Service](#) [Privacy Policy](#) © 2001-2007 Cisco Systems Inc. All rights reserved.

Internet 100%

You will also be asked to provide the answer to a question like ‘What is your favorite color?’ You can select the question you want to answer. If you ever forget your password, you’ll be asked to answer this same question in order to reset your password.

Again, the entire process of enrollment will take under one minute and is completed over a secure internet connection. You will only have to enroll once, no matter how many secure emails you receive.

If you have successfully registered, you will see the following screen:

Cisco Registered Envelope Service New User Registration - Microsoft Inter...

https://res.cisco.com/websafe/custom.action?cmd=enrollsta

File Edit View Favorites Tools Help

Cisco Registered Envelope Service New User...

CISCO Welcome

NEW USER REGISTRATION

Thanks! You've created a Cisco Registered Envelope Service account. To complete your registration, please activate your account.

How to Activate Your Account

Check Your Email

You will soon receive an email message at: disheaf@yahoo.com. Follow the instructions in the email to activate your account.

To exit this page, close your browser window.

Cisco Registered Envelope Service

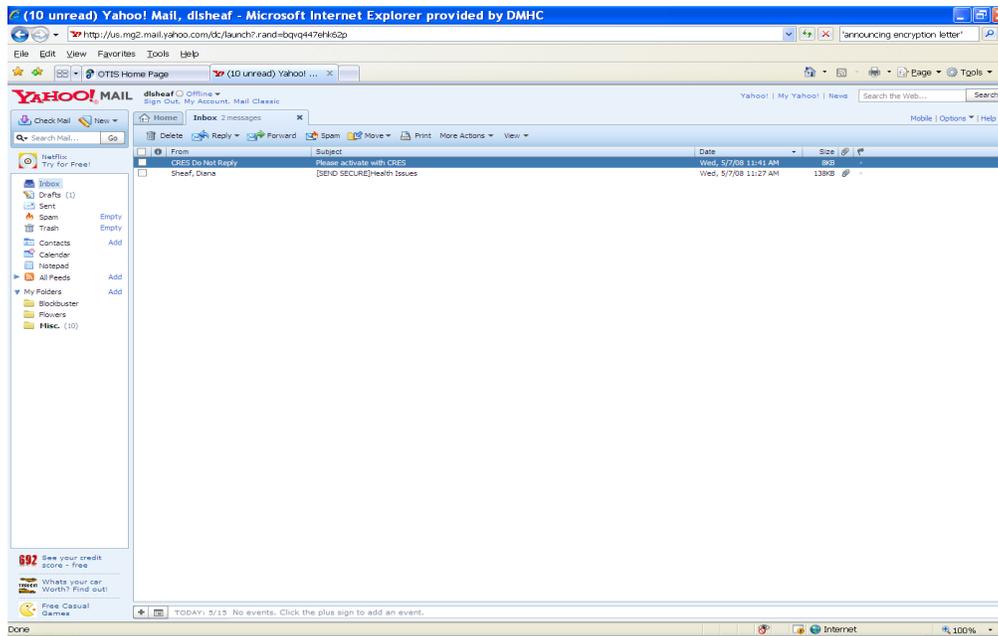
[About](#) [Terms of Service](#) [Privacy Policy](#) © 2001-2007 Cisco Systems Inc. All rights reserved.

Done Internet 100%

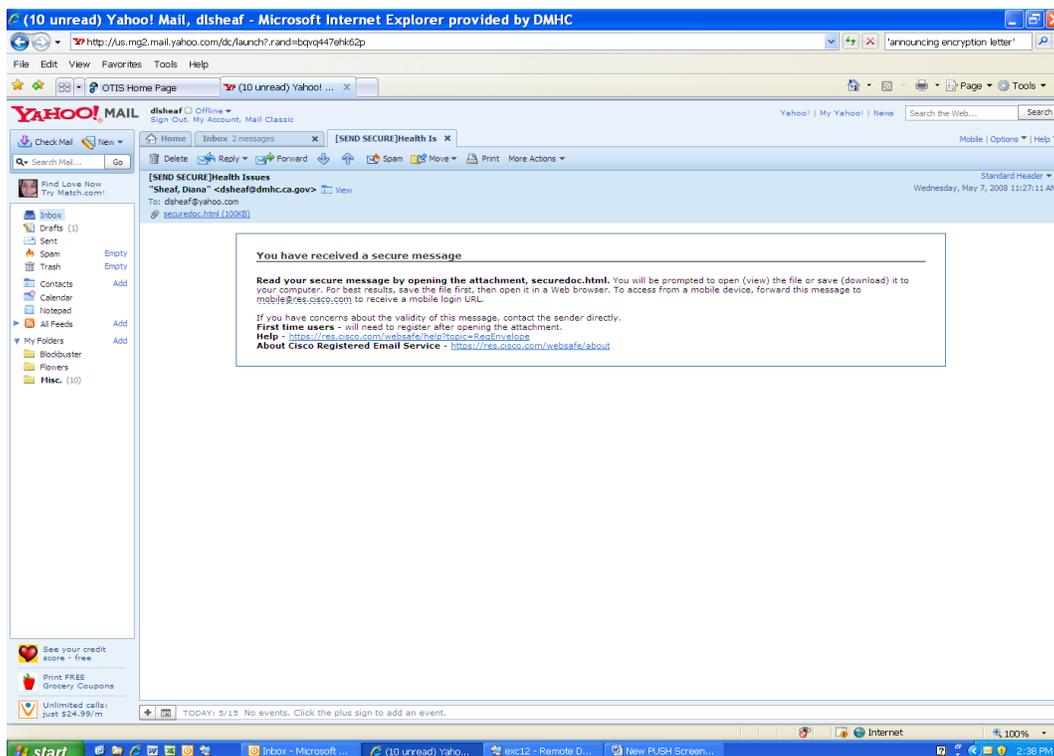
Iron Port Secured Envelope User Guide

How do I Open My Secured Envelope?

Exiting the above page will close your browser window. You will now go back to your email and within minutes you will see an email from CRES Do Not Reply with the subject of **Please activate with CRES.**



Click on this email and you will see the below email message:

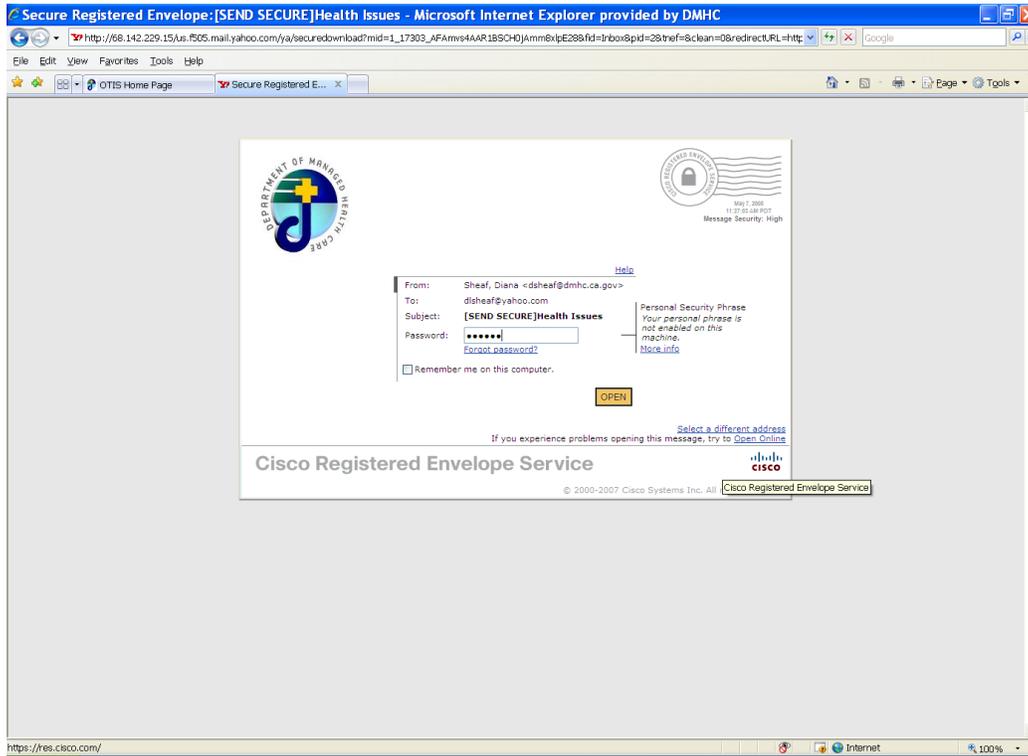


Iron Port Secured Envelope User Guide

After clicking on the [securdoc.html](#) link to open the secured email, two pop-up windows will appear.

1. Titled - Download Attachment. This assures you the attachment is virus free.

2. Titled - File Download. You will be asked if you want to open or save the file. If you choose to open the attachment, the following screen will appear:



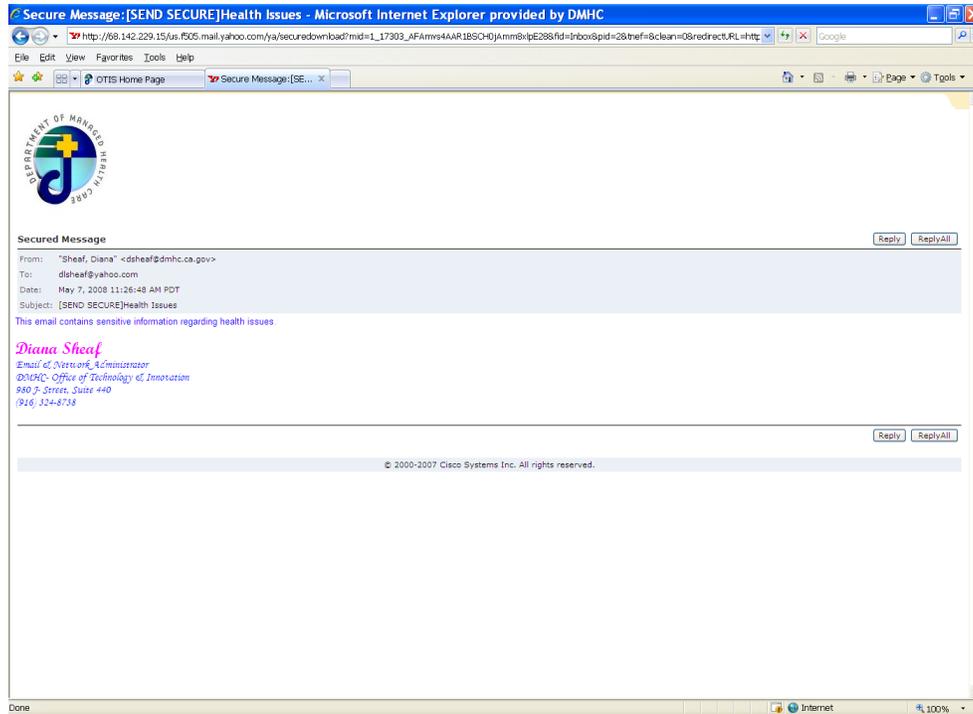
You will see the Envelope has changed, with the “Register” button replaced with an “Open” button and a Password entry field.

Simply type in your password (the one you created on the enrollment site) and click on the Open button.

Viewing the Message

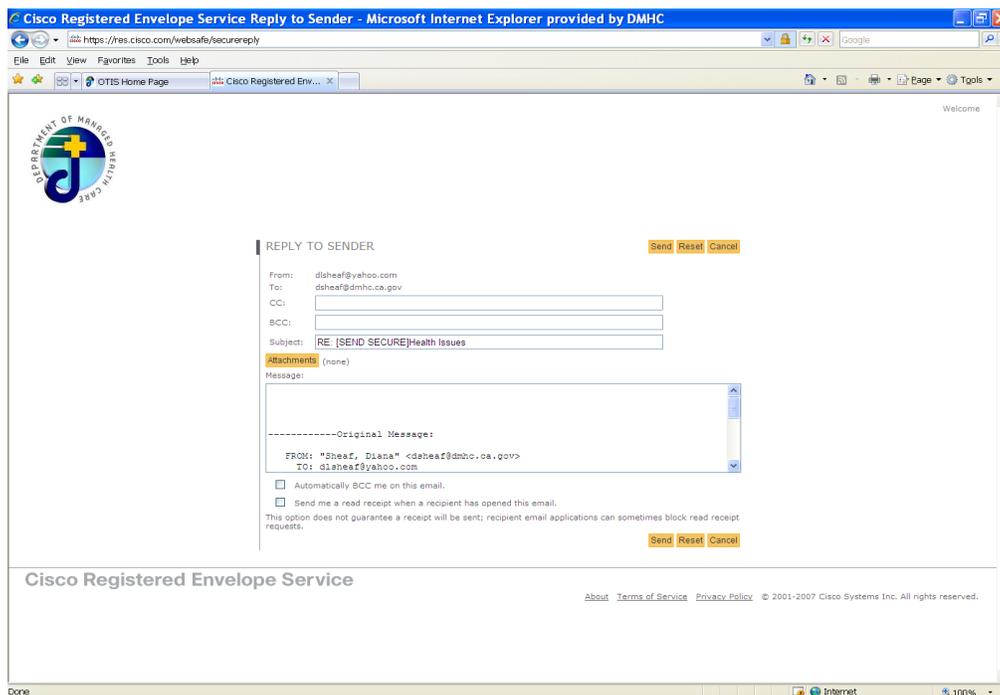
Once you open the Secured Envelope, you will see the contents of the original message, including any attachments. The page will look similar to the screen on the next page.

Iron Port Secured Envelope User Guide



You can now read the message, and by clicking on the attachments (if there are any) you can open or save them. Replying to a Secure Envelope

When you open your Secured Envelope, you will see the contents of the message, Reply button, and Reply to All button. You can securely reply to this message. Simply click on the “Reply” or “Reply to All” button and you will be brought to a secure web-site where you can construct your reply. The page will look similar to the screen below.



Just type in your response and hit ‘Send’.
Envelope Options

Iron Port Secured Envelope User Guide

Depending on how the message sensitivity is configured on the Iron Port server, the Secure Envelope may appear with checkbox and button options. Normally you'll just click on the 'Open' button, but for your reference, the other options you might see are explained here.

- Open Online Link – In the very rare case your browser does not support JavaScript, you will see a message on the envelope saying your browser does not support JavaScript. You can still open the Envelope if you use the Open Online button.
- Remember me on this computer – This option will be used in tandem with the message sensitivity configuration on the server to determine whether to prompt for the password every time a secure envelope is opened by the recipient.

Other Common Questions

When I send a Secure Reply, will it be in my desktop email system's 'Sent Items' folder?

No, because your Secure Reply is not sent using your desktop email system, it will not keep a copy in your 'Sent Items' folder.

However, if you select the "Automatically BCC me on this email." checkbox on the Secure Reply form, you will receive a secure bcc copy of the message for your records. Or you can edit your CRES profile to always have the above option selected.

What if I forget my password?

If you forget your password, you can reset it by going to a web-page for resetting passwords. A link to this page can normally be found on the email that accompanies the Secure Envelope, or on the Secure Envelope itself.

Do I need to install any software on my computer in order to open and read a Secure Envelope?

No. All that is needed is a web-browser such as Internet Explorer, Netscape, Firefox, or Safari.

When I open the envelope, I see something like this. What is it?



This is a message that most browsers display when you connect to a secure web-site; it allows you to confirm the security certificate is valid.