



*Department of Managed Health Care
(DMHC)*

Secure Email Encryption Guide

*Office of Technology & Innovation
May 2011*

DMHC Secure Email Encryption Guide

!

I. Purpose

The purpose of this document is to assist consumers with encrypted email messages from the DMHC.

II. Introduction

Consumers are **not** required to purchase any additional software or hardware to receive email from DMHC.

Note: *Access to the Internet via a web browser is needed.*

III. Receiving Email - “External” Recipients

DMHC’s Microsoft-based encryption solution uses password authentication. You will need to go through an initial registration/authentication process.

IMPORTANT - The secured envelope will not contain the DMHC logo but use the Microsoft Exchange Hosted Encryption logo instead.

What is password authentication?

Password authentication is a simple and streamlined way for recipients of encrypted email to view the email’s contents. The first time you receive an encrypted email and attempt to view it, you will be prompted to create a password to view the encrypted email message. Once the password is created, you can use it to view encrypted emails quickly and securely.

DMHC Secure Email Encryption Guide

A.) Using password authentication for the first time to view encrypted email

- Open the email and you will observe Figure 1 and Figure 2 within the email
- Double-click on the HTML attachment (Figure 1)
- You will need to authenticate before you can click on “Read Message” button (Figure 2)

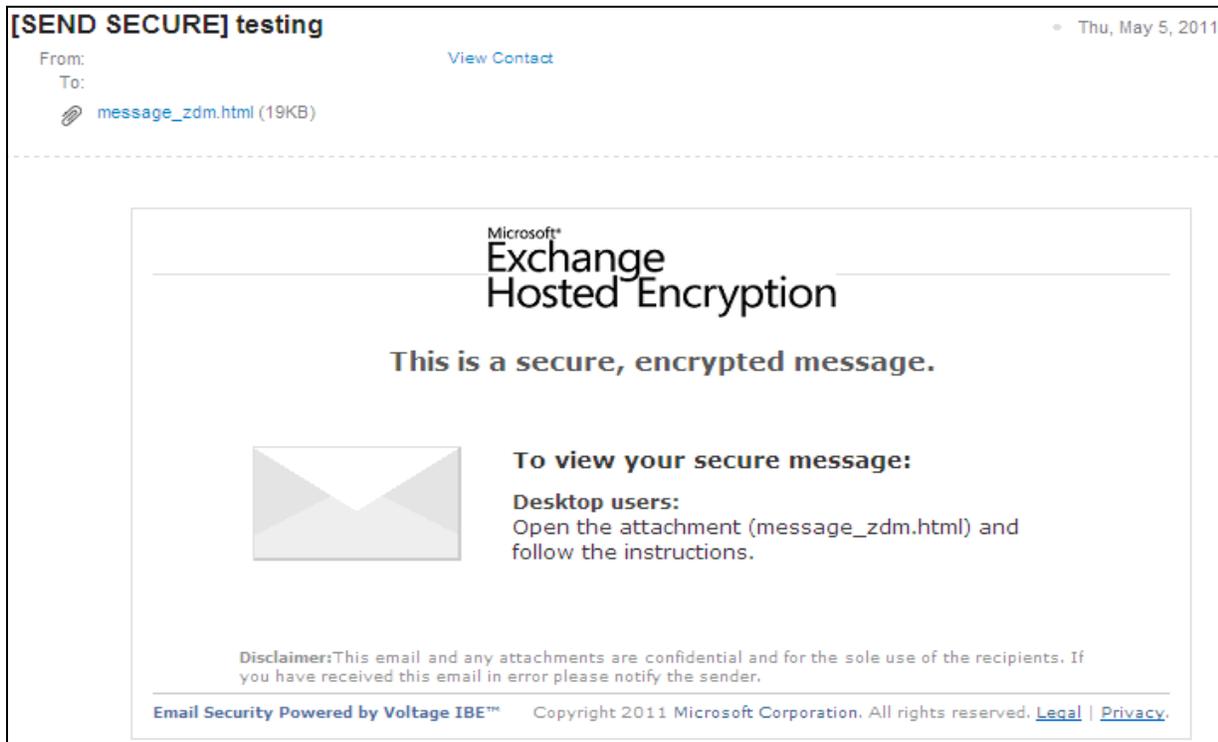


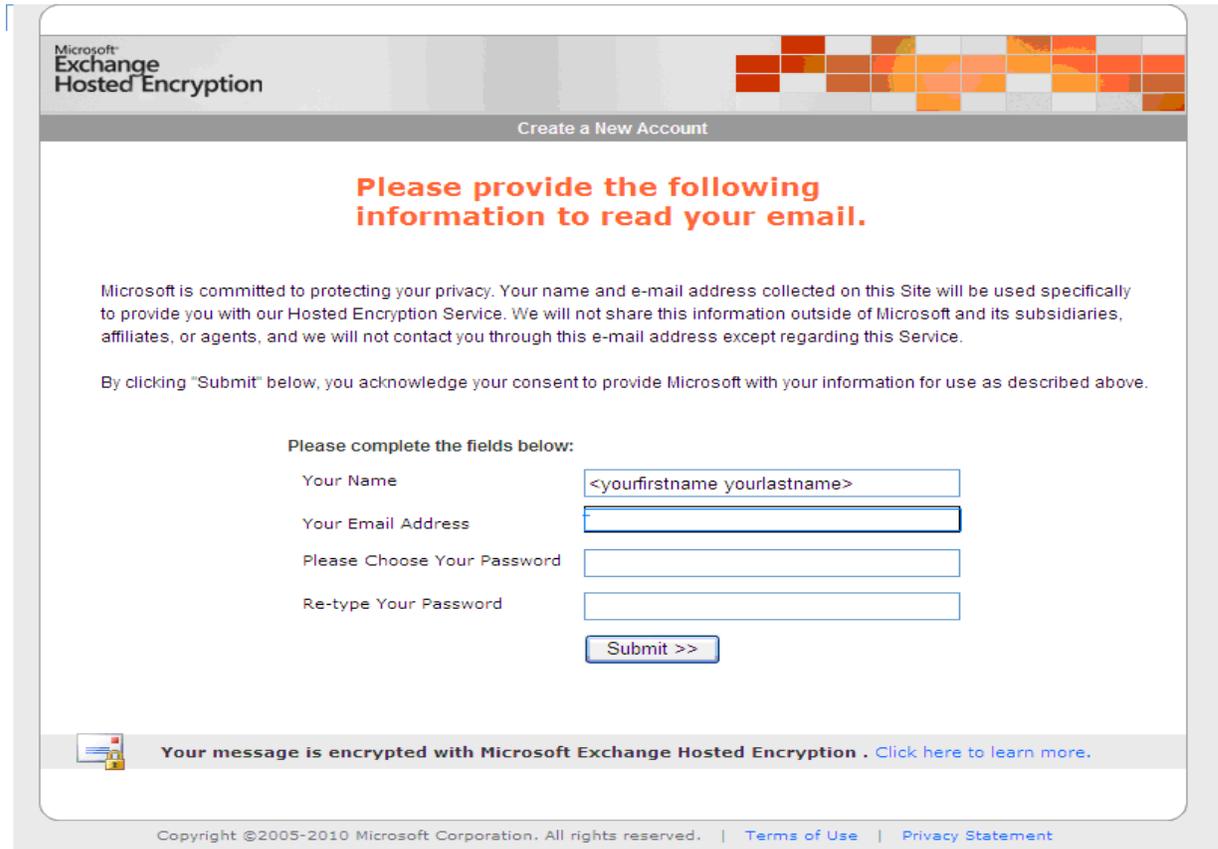
Figure 1 - Notice that you have received an encrypted email. Click the attachment to read the email.



Figure 2 – Contents of web page after opening the HTML attachment. Click Read Message to read the email

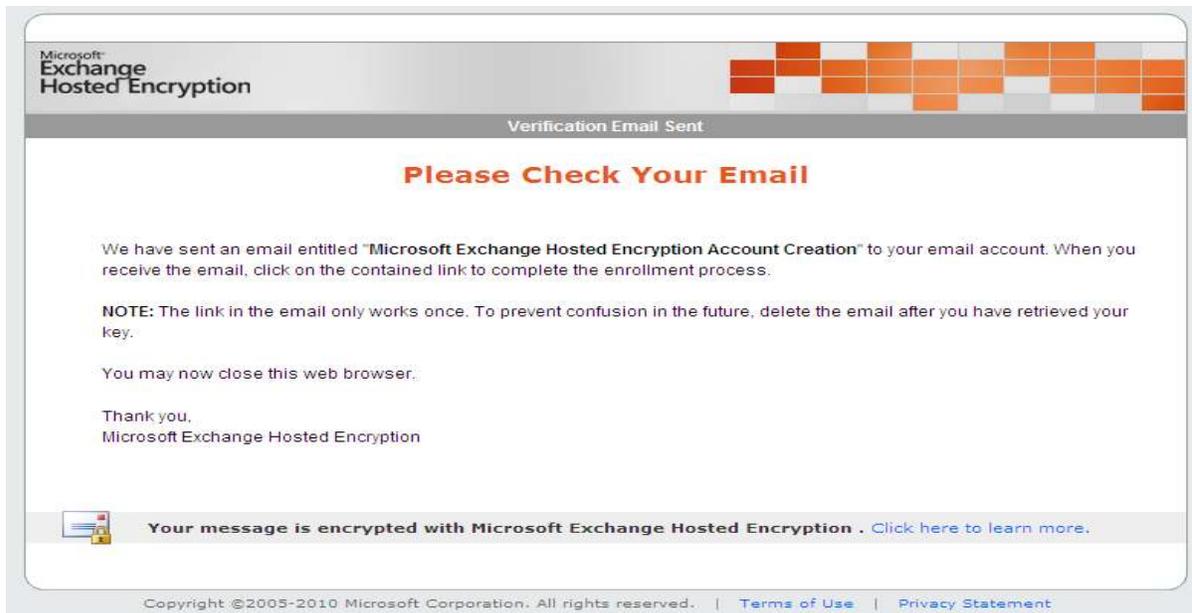
DMHC Secure Email Encryption Guide

- Enroll by entering your account information (i.e. name, email address), create a password, and click submit.



The screenshot shows the 'Create a New Account' page for Microsoft Exchange Hosted Encryption. The page has a header with the Microsoft Exchange Hosted Encryption logo and a decorative orange and red grid pattern. Below the header, the text reads 'Create a New Account' and 'Please provide the following information to read your email.' A paragraph explains that Microsoft is committed to protecting privacy and that the collected information will be used specifically for the Hosted Encryption Service. Below this, a 'Submit' button is mentioned. The form fields are: 'Your Name' with a placeholder '<yourfirstname yourlastname>', 'Your Email Address', 'Please Choose Your Password', and 'Re-type Your Password'. A 'Submit >>' button is at the bottom of the form. At the bottom of the page, there is a footer with copyright information and links to 'Terms of Use' and 'Privacy Statement'.

- After completing the above information, click Submit. The system will then send the below message.



The screenshot shows the 'Verification Email Sent' page for Microsoft Exchange Hosted Encryption. The page has a header with the Microsoft Exchange Hosted Encryption logo and a decorative orange and red grid pattern. Below the header, the text reads 'Verification Email Sent' and 'Please Check Your Email'. A paragraph explains that an email titled 'Microsoft Exchange Hosted Encryption Account Creation' has been sent to the user's email account. A 'NOTE' states that the link in the email only works once. Below this, the user is instructed to close the web browser. The page concludes with 'Thank you, Microsoft Exchange Hosted Encryption'. At the bottom of the page, there is a footer with copyright information and links to 'Terms of Use' and 'Privacy Statement'.

- When the verification email arrives, click on the link in the message to complete the account creation process. (See Figure 3)

DMHC Secure Email Encryption Guide

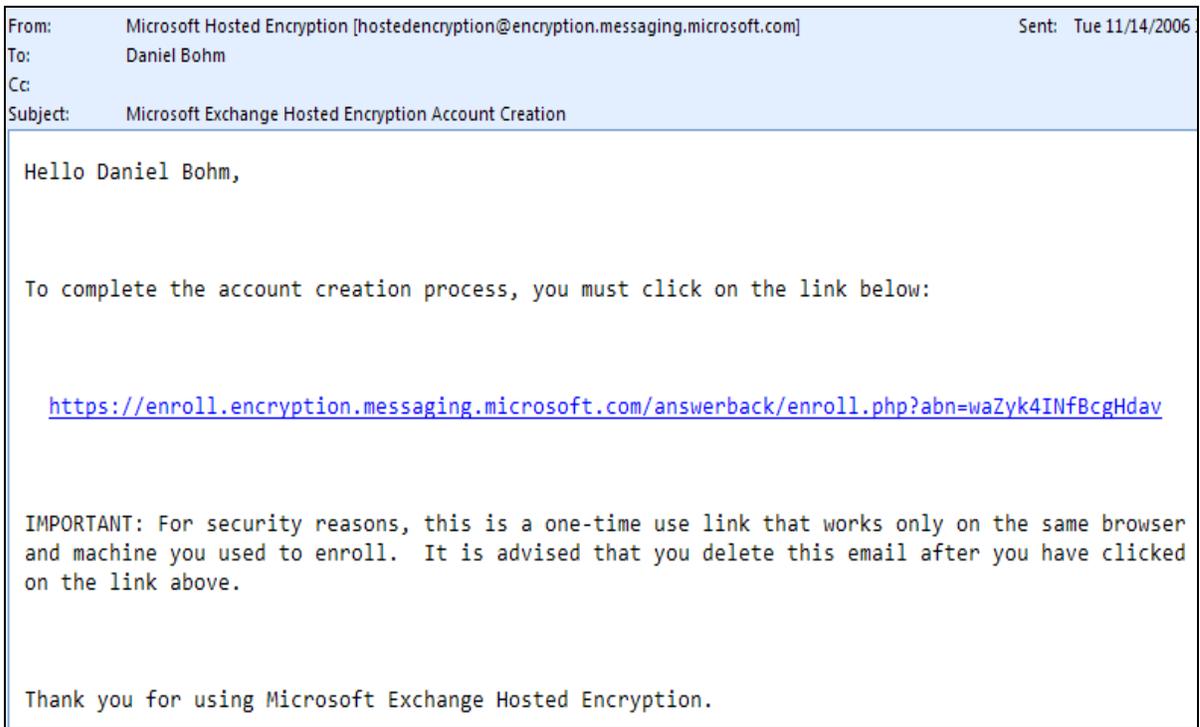


Figure 3 – Email to confirm creation of new account.

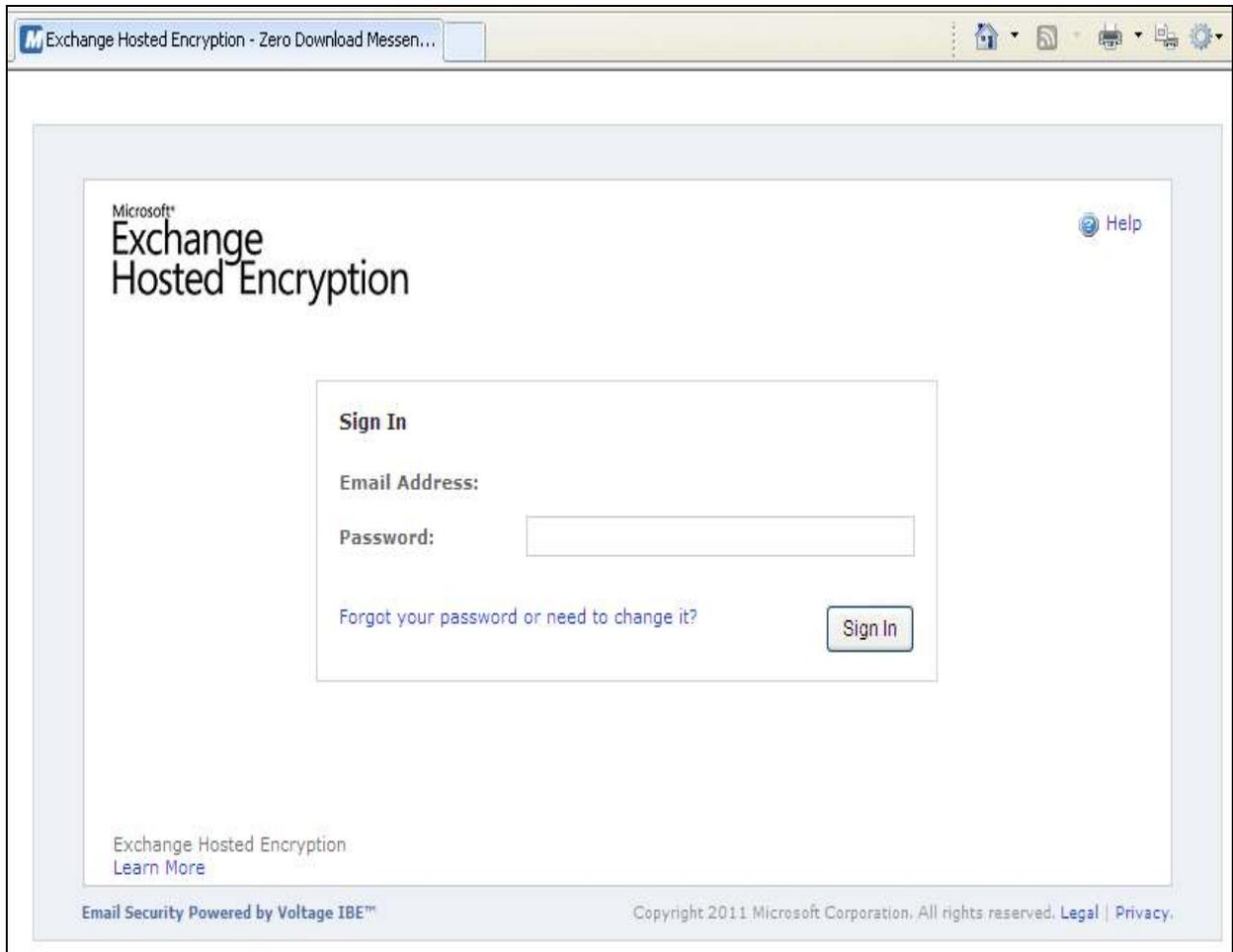
This completes the authentication process.

DMHC Secure Email Encryption Guide

B.) Decrypting email messages (after authentication)

As explained on Page 3:

- Open the email and you will observe in Figure 1 and Figure 2 within the email
- Double-click on the HTML attachment (Figure 1) **-or-**
- You may now click on “Read Message” button (Figure 2).
- The following screen will appear:



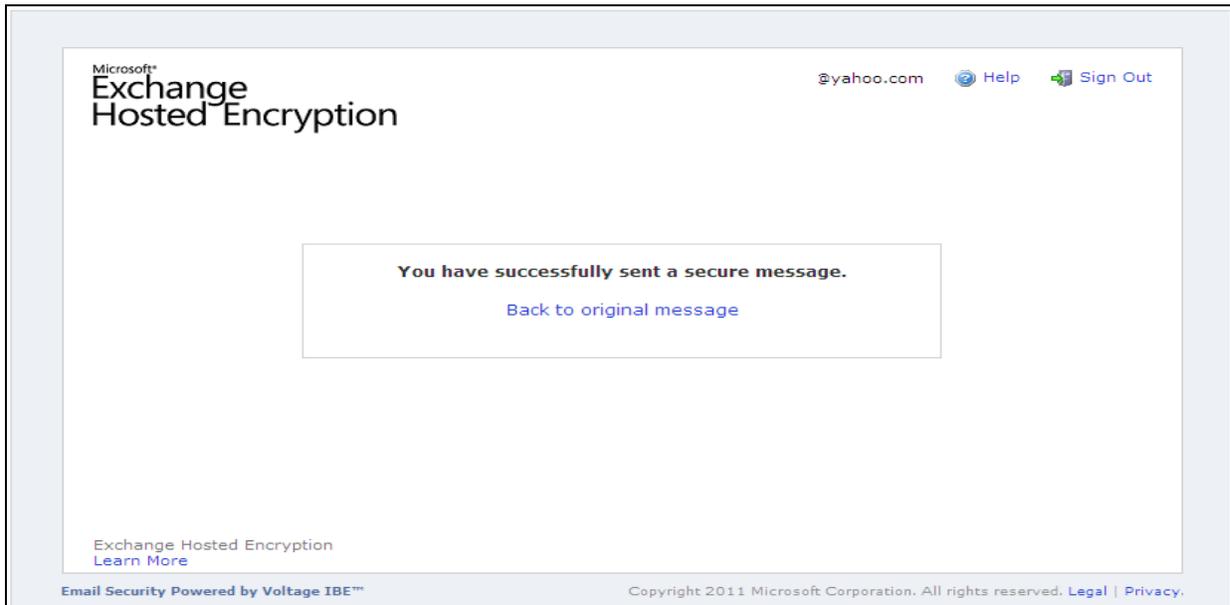
**Figure 4 – Enter your password to decrypt and view the email.
There is also an option to reset or change your password if needed.
(Please see Page 9 for additional information).**

DMHC Secure Email Encryption Guide



Figure 5 – The decrypted email with options to reply or forward securely.

- After replying to an encrypted message, you will see the below screen.

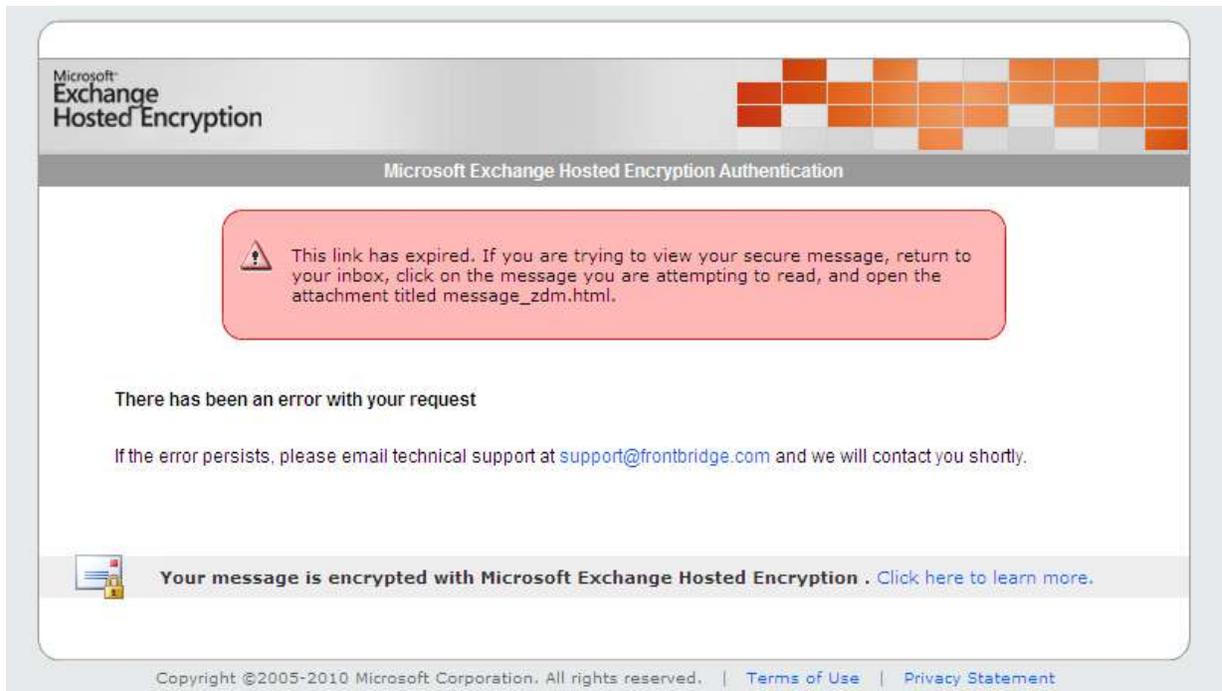


- Click on Sign Out to exit.

DMHC Secure Email Encryption Guide

Additional information regarding working with encrypted emails:

- For security purposes, the link provided to read your encrypted email can only be clicked once. If you attempt to click on the same link a second time, you will receive the following error:



- In order to read the email, you will need to go back to the original email you received and follow the authentication process again. This will cause a new email to be sent to you with a new link.
- Alternatively, you may clear your Internet cookies and cache.
- If you are still unable to read the message, contact the DMHC Help Center at 1-888-466-2219 and let them know of the issues you are experiencing.

Important Issue

- The timeout for responding to an encrypted message is 15 minutes. This timer starts as soon as you process the authentication through the message_vsr.html attachment.
- You will have 15 minutes to:
 1. authenticate
 2. open authentication email
 3. read your decrypted message
 4. compose a reply to the sender
 5. and send your encrypted response.
- If the email answer back is delayed for any reason or replying takes more than 15 minutes to compose, the session will timeout and you will receive an error (see above).
- As soon as you have received one answer back that has expired, you must request another answer back from the HTML message in order to view the encrypted message again.

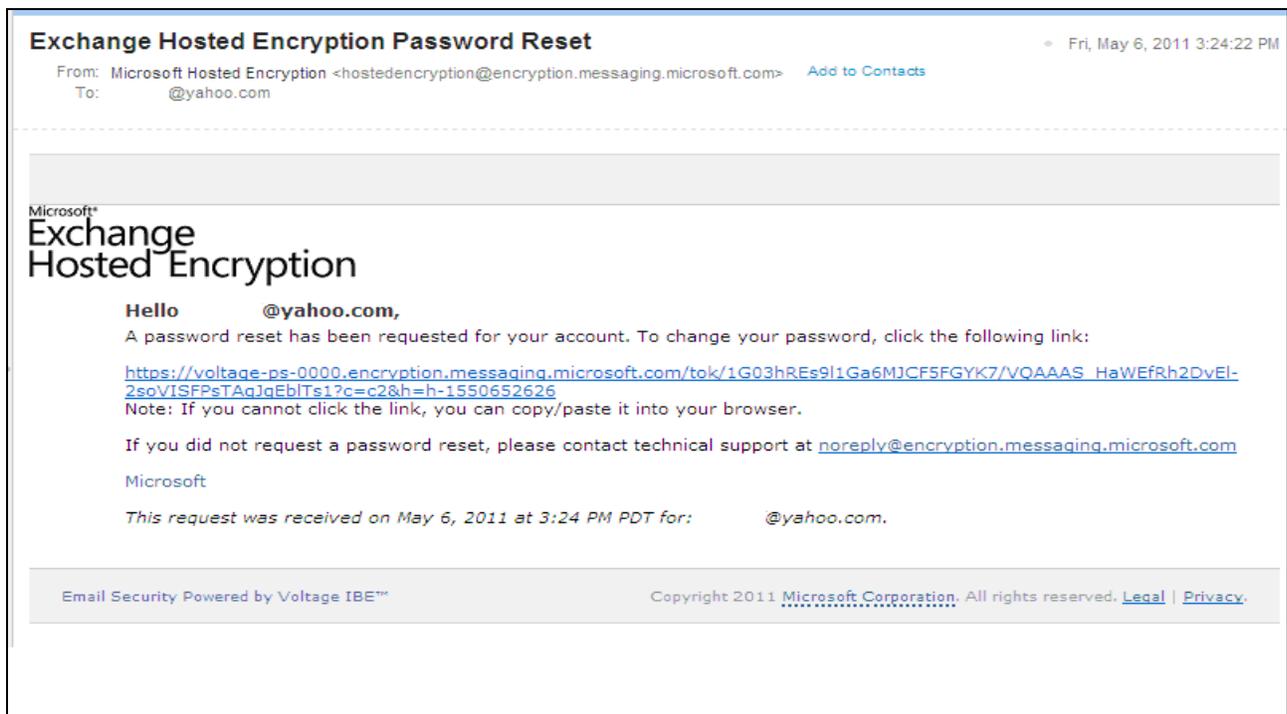
DMHC Secure Email Encryption Guide

C.) Resetting a password

- In the Sign In screen (See Figure 4) click on the link in the “Forgot your password or need to change it?”.
- The following screen will appear.

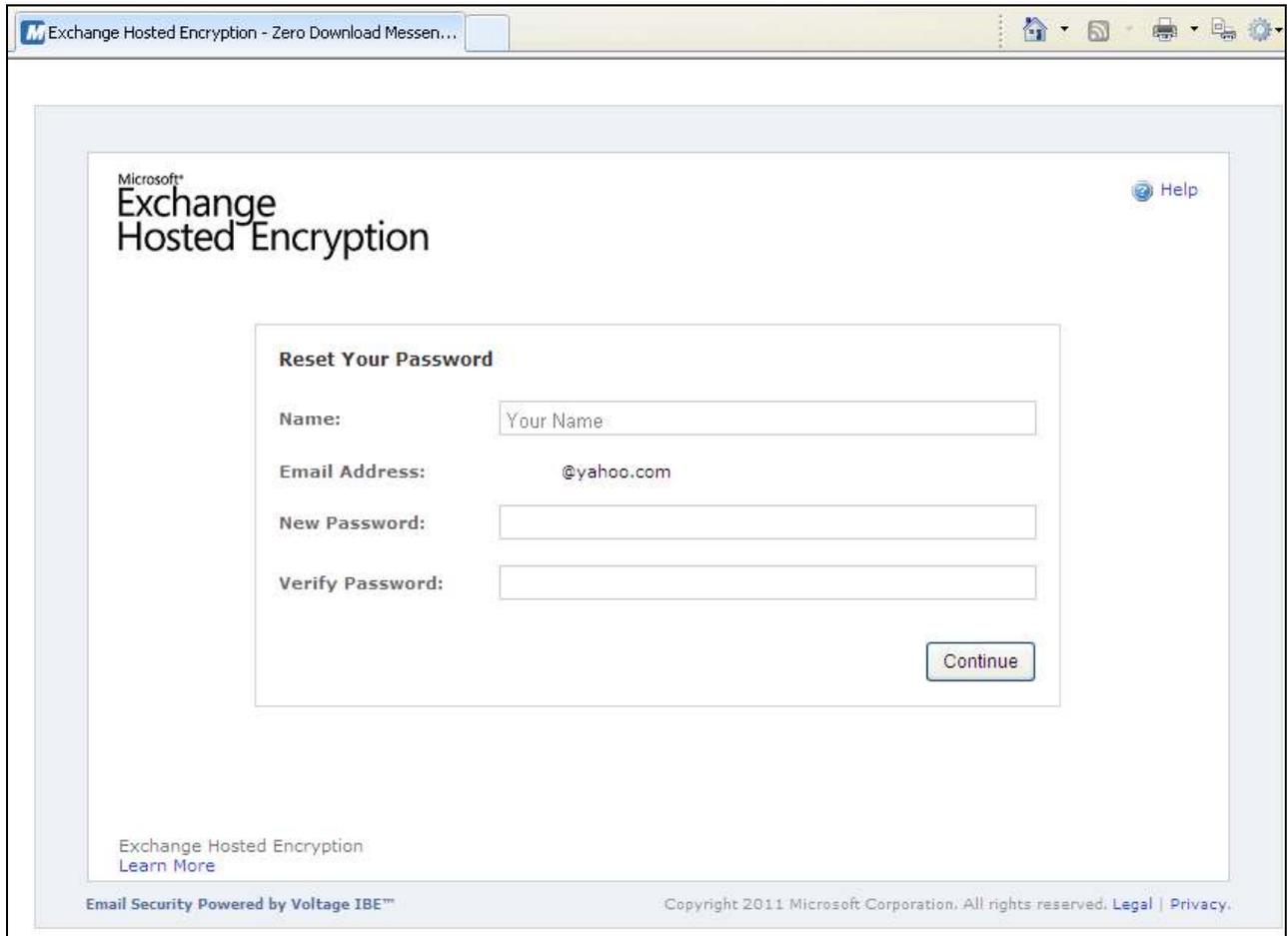


- An email will appear with the following information and link:



DMHC Secure Email Encryption Guide

- After clicking on the link, the following screen will appear.



The screenshot shows a web browser window with the title "Exchange Hosted Encryption - Zero Download Messen...". The page content includes the Microsoft Exchange Hosted Encryption logo, a "Help" link, and a "Reset Your Password" form. The form contains four input fields: "Name" (with placeholder text "Your Name"), "Email Address" (with placeholder text "@yahoo.com"), "New Password", and "Verify Password". A "Continue" button is located at the bottom right of the form. At the bottom of the page, there is a footer with the text "Exchange Hosted Encryption Learn More", "Email Security Powered by Voltage IBE™", and "Copyright 2011 Microsoft Corporation. All rights reserved. Legal | Privacy."

IV. Need Assistance?

If you are experiencing problems with email please contact the DMHC Help Center at 1-888-466-2219.