

Mail Encryption Service

If you are sent a message which includes confidential information or file attachment, then either the sender or our mail system will mark the message to be secured using an encryption technique which delivers the message using a 'Secure PDF Exchange' – 'SPX'.

The procedure for reading this message is:

- 1) If this is the first secure message you have been sent from us, you will have to register.
 - a) Follow the instructions in the message telling you that a message is waiting.
 - b) Click on the registration link in the message.
 - c) Your web browser will display the registration page – this will be pre-filled with the e-mail address you are registering.
 - i) Create a password – it must contain text, numbers and a special character
 - ii) Confirm the password (to check you've not made a typing mistake)
 - iii) Create three security questions for later use should you forget your password.
 - iv) Click register to complete the process.

Encrypted Email Message

FRED LONGWORTH HIGH SCHOOL

Set your password below to access secure emails you have been sent.

Email Address: [Redacted]

Password: [Input field]

Confirm password: [Input field]

Password Requirements:

- ✘ Passwords must be 8-32 characters in length
- ✘ Passwords must be alphanumeric
- ✘ At least one special character (-!&%\$@*) is required
- ✘ Passwords must match

The red crosses will change to green ticks if you've created a satisfactory password.

Password Reset/Recovery:

Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1: [Please choose a question]

Answer: [Input field]

Question 2: [Please choose a question]

Answer: [Input field]

Question 3: [Please choose a question]

Answer: [Input field]

You MUST choose 3 questions from the list provided and provide answers of more than two characters for each. This is so you may recover or reset a forgotten password. You cannot complete the registration process until you have finished this step.

[Register]

Only when you've completed all the above steps are you able to click the 'Register' button to complete the process.

Sophos Email Appliance

SOPHOS

- 2) Following registration, your message will be released and will arrive in your e-mail inbox.
 - a) The message will contain some instructions on how to access the encrypted 'PDF' attached to the message – this contains the main body of the confidential e-mail and other files sent with it such as a Word Document, Excel Spreadsheet etc.
 - b) You should detach the file to a folder on your computer or network drive and open it using Adobe Acrobat Reader 7 or later. If you don't have this – it is a free download – links are provided or contact your IT support department and request it be installed.
 - c) When you open the file in Adobe Acrobat reader you will be prompted to enter a password – this is the one you created at the registration process.
 - d) Your file will open and can be dealt with as normal – any other files sent and secured within the PDF can be found by clicking on the 'paperclip' in the main reading pane or thumbnail area of the PDF.
- 3) The above process works on Windows, Mac, Linux, iOS and Android.
- 4) You can send a reply to the message using our secure mail server to maintain confidentiality, click the reply button in the secure PDF message to use this feature.
- 5) Each time you open the saved PDF you'll need to enter the password created during the registration process.
- 6) If you forget your password – you can recover or choose to re-set it using the security question process. There are links in the notification messages. If you re-set rather than recover your password – previously sent messages will not be accessible unless you subsequently recall that earlier password – this is because the key is created and embedded into the secured document using the password in existence at the time it was first sent.