

Your guide to encrypted email from Norfolk County Council

Norfolk County Council has a responsibility to ensure that all potentially sensitive data sent from the organisation is secure in transit, so we have introduced an email encryption system.

This guidance tells you how to access encrypted emails from us.

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Registration

Firstly, you will receive an email telling you that we have sent you an email (Alice Bloggs in the example below) and in order to retrieve it (and any attachments); you will need to register a password, by clicking on the link in the email (Image 1).

lew Reply Reply all Forward Delete Junk Sweep • Mark as • Move to • Categories • 🖶 🕏	
Secure Email Registration Request from Norfolk County Council Back to message	ges 🖶 🏠
Bloggs, Alice Add to contacts To bob.bloggs@hotmail.co.uk	13:10 🕅 Reply 💌
Secure Email Registration Request from Norfolk County Council Bloggs, Alice (alice.bloggs@norfolk.gov.uk) has sent you an encrypted message. To receive this email you will need to complete a one-	
https://securemail.norfolk.gov.uk/register/001U2FsdGVkX190ryhzxej07dAVOZEBYzLGeQ08sU8sDKX4BeQqX0Um6GUdzPt7CeUw/ After you have completed the registration, we will send you the secure email.	
Any future encrypted emails from Norfolk County Council can be accessed using the same password.	
This message and any files transmitted with it are intended only for the recipient to whom they are addressed. Unauthorized disclosure or use of such information may be a breach of legislation or confidentiality and may be legally privileged. If you have received it by mistake, please disregard and notify the sender immediately.	
sophos SPX encryption SOPHOS simply secure	
lew Reply Reply all Forward Delete Junk Sweep • Mark as • Move to • Categories • 🖶 🕏	

If not done immediately, a reminder will be sent every 5 days up to a maximum of 20 days.

After this time the email will be deleted and the registration request link will become invalid. You will need to contact the sender to request the email again.

After you click on the link, you will be directed to the page shown below (Image 2).

	Image 2
🧭 Sophos SPX Secure Email Reply - Windows Internet Explorer	
S https://securemail.norfolk.gov.uk/register/001U2FsdGVkX190yhzsej07dAV0ZEBYzLGeQ08sU8sDKX4BeQqX0Um6GUdzPt7CeUw/	÷ Q
🖕 Favorites 🛛 🙀 🔊 CHS Intranet - Home 🖸 flex - ICT Services Employ 👔 ICT Shared Services Qualit	
🔓 Sophos SPX Secure Email Reply	ge ▼ <u>S</u> afety ▼ T <u>o</u> ols ▼ 🕢 ▼ 🦈
Norfolk County Council <i>Q</i> your service	<u>^</u>
Set your password below to access secure emails you have been sent.	
Email Address: bob bloggs@hotmail.co.uk Password Requirements:	
Password: Careform passwords must be alphanumeric	
Password Recovery:	
Question 1: Please choose a question	
Answer:	
Question 2: Please choose a question -	
Answer:	
Question 3: Please choose a question -	
Answer:	
Register	
sophos SPX SOPHOS encryption Simply secure	

You then need to enter a password. It must meet the following criteria -

- 8-32 characters in length
- Must be alphanumeric
- Passwords must match

Passwords are also case sensitive

Once the details have been completed successfully the password requirements box icons will switch to green, as shown below.

Password Requirements:
Passwords must be 8-32 characters in length
Passwords must be alphanumeric
Passwords must match

Password Recovery Questions

You will also be asked to complete three questions and answers should you forget your account password. Please be aware that answers should contain at least 2 characters, are case sensitive and should be treated as confidential as your main account password would.

Be careful not to select the same question more than once.

IMPORTANT NOTE:

When setting your password it is essential that you set a memorable one.

If you are unable to remember your password and have to reset it you will *not* be able to view any emails associated with that password.

You then click the 'Register' button. If completed correctly you will see the following (Image 3) -



If you don't see this 'Success' screen, the password creation hasn't worked, meaning you will need to close the window and click the link in the email again (Image 1).

Once registered you may close this window. The encrypted email is then delivered to you (this is not instantaneous so please be patient), you'll find the message within the attachment (circled in Image 4).



To see the message, just click the attachment or attachments. You will then be prompted for the password (Image 5) that you created during the Registration process (Image 1).

			lmage 5
(Password		
	<u>^</u>	'alice.bloggs_2012-01-16' is protected. Please enter a Document Open Password. <u>E</u> nter Password: OK Cancel	

4

Important note:

For security reasons, your password will expire if 60 days go by without an encrypted email being sent from Norfolk County Council staff. If this happens you will need to re-register (Image 2) the next time you receive an encrypted email (Image 1).

The person sending you the email will never know your password.

Once you enter the password, the email and any associated attachments will be displayed (Image 6).

Every encrypted email will be headed with a banner page as shown in Image 6. This is for information purposes and cannot be removed.



You will be able to view the email, save the attachments and work on the data as you would any other email (Image 7).

Replying Securely

You can also reply securely by encrypting your email back to Norfolk County Council. Just click on the 'Reply' button in the encrypted attachment (circled in Image 7).



When you click on the reply button, you will be directed to a web page requesting your account password (Image 8) that you set up when registering (Image 2).

Sophos SPX Secure Email Reply - Windows Internet Explorer Sophos SPX Secure Email Reply - Windows Internet Explorer Sophos SPX Secure Email Reply - Windows Internet Explorer		
Favorites A CHS Intranet - Home File - ICT Services Employ PICT Shared Services Qualit	Jan Sara	
Sophos SPX Secure Email Reply	🏠 🕶 🔝 👻 🚍 🖶 💌 <u>P</u> age 🕶	<u>S</u> afety ▼ T <u>o</u> ols ▼ 🕢 ×
Norfolk County Council @ your service		*
Please log in to send a secure message. Email Address: bob.bloggs@hotmail.co.uk Password: Log in		
	FX SOPHOS	

You will then be directed to a web page where you will be able to compose your secure reply and attach any files (Image 9).

				Image
Sophos SP	X Secure Email Reply - Windows Internet	Explorer eply/4f1368802eaf999510a8a40de90164171e30089004f093d6/login		× ف ال
Generation Favorites	🔒 🔊 CHS Intranet - Home 🖸 fle	< - ICT Services Employ 👩 ICT Shared Services Qualit		
Sophos S	PX Secure Email Reply		🟠 🔻 🖾 👻 🖃 🖶 Y Page 🕶 S	§afety → T <u>o</u> ols → 🔞 →
		Norfolk Coun @ your service	ty Council	
	From To: Subje	bob.bloggs@hotmail.co.uk "Bloggs, Alice" ≺alice.bloggs@norfolk.gov.uk> ct Re: (SECURE REPLY) Encrypted E-mail		
			^	
	Send	Attachments V Send me a secure copy	Change password	
			sophos SPX Simply secure.	

Then click 'Send' below the text box to send the message

If you don't need to reply securely, you can just answer the email as if it were any other mail by using the normal email reply button (Image 10)

	Image 10
New Reply Reply all Forward Delete Junk Sweep • Mark as • Move to • Categories • 🖶 🕏	
Encrypted E-mail	Back to messages \mid 🌷 🎓
 Bloggs, Alice Add to contacts To bob.bloggs@hotmail.co.uk 	(i) 13:27 💛 Reply 💌
1 attachment (32.0 KB)	Hotmail Active View \land
alice.blopdf Download (26.6 KB)	
Download as zip	
You have received an Encrypted email from Norfolk County Council	

Managing your password

Forgotten Password

If you forget your password and need to recover it, click on the link 'Forgotten password?' in any secure email sent to you (Image 11).

	Image 11
ew Reply Reply all Forward Delete Junk Sweep • Mark as • Move to • Categories • 🖶 🕏	
Encrypted E-mail	Back to messages 📋 🐥 🎓
 Bloggs, Alice Add to contacts To bob.bloggs@hotmail.co.uk 	⊕ 13:27 🌾 Reply 💌
	~
1 attachment (32.0 KB)	Hotmail Active View
Alice.blopdf Download (26.6 KB)	
Download as zip	
You have received an Encrypted email from Norfolk County Co	ouncil
Open the attached PDF document to view your secure message.	
To access this message, you should open the attached document using Adobe Acrobat Reader vers contents, you must enter the password you have already set during the registration process.	sion 7.0 or higher. To view its
If you have any problems viewing the encrypted message or do not know your password, please con	tact the sender of the message.
Adobe Acrobat may restrict access to certain files, if you experience this, contact the original sender a Forgotten password? Use the following link:	and make alternative arrangements.
https://securemail.norfolk.gov.uk/portal/U2FsdGVkX18gY52hWhW3X5kLuU1201v0B9YrG8D9CjSjZN: gSLuCKzbgDAgGXim2bpcPZVuiel00nwuzHF3f9V04r/	qZ4oli5-
Need to change your password? Use the following link:	
https://securemail.norfolk.gov.uk/portal/U2FsdGVkX18ZCAyW0wB1SeDMStcgxwk1NtCUEh1KG0kK9i ggrJNEITNKuPHgUZXPJ3e/	8wNqi311-pq7WphR-tvhPNpqDuOD-
This message and any files transmitted with it are intended only for the recipient to whom they are addressed. Unaut infomation may be a breach of legislation or confidentiality and may be legally privileged. If you have received it by mistake, please disregard and notify the sender immediately.	thorized disclosure or use of such
	sophos SPX encryption SOPHOS
	Internet Protected Mode: On

You will then be taken to (Image 12)

Click 'Send password question(s)'.

	Norfolk County Council @ your service	
orgot your password?		
To reset or reco	ver your password	
Verify that the em	ail address below is yours, click 'Send password question', and follow the instructions.	
Email Address:	ncc@swilshaw.plus.com	
	Send password question(s)	

Upon doing so you will see the following message (Image 13)

Image 13

Image 12



Success!
You will receive your password question and instructions shortly.
You can now close this window.

A new email will be sent to you as follows (Image 14) and by clicking 'here' (see circled part) you will be directed to the following page (Image 15)

Subject SPX Password Recovery Request Information from Norfolk County Council	
From Encryption Service 1	
To ncc@swilshaw.plus.com 🕹	
Date Today 15:59	
• •	
Encrypted email notification from Norfolk County Council A request was received for the password question(s) for opening secure messages sent between Norfolk Count account. Clicking to answer the question(s) and reset or recover your password Note: if your mail program does not support active links, you can reset or recover your password by copying and pasting the text below https://securemail.norfolk.gov.uk/portal/U2FsdGVikX1-SI6bbRyqHCCDDkYLiAixj8CMNDNy6i4L2CjKZev2k8Qa-g1qEVpUDyAqHOETK	ty Council and your email /ord. ^{rinto your web browser: ^{voxA-jKn7QIHNA/}}
	powered by SPX encryption
Norfolk County Council @ your service	
Answer the password question(s) to reset or recover your password.	
Email Address: ncc@swilshaw.plus.com	
Question: What street did you live on as a child?	

Answer:

Question:

Answer:

Question:

Answer:

Submit

Recover my password

encrypted with this password.

You will then be prompted to input the answers you set when originally registering. *Remember, the answers are case sensitive and will be a minimum of 2 characters.* Upon doing so you will be presented with a screen (Image 16)

Retrieve your forgotten password. This will give you access to all previously received secured mail that was

What is the name of the company of your first job?

In what city does your nearest sibling live?



Password recovered successfully

Success!			
Password recovered successfully			
You will receive an encrypted message containing your password shortly.			
Use the following temporary password to open the message:			
,b.,+cm!			
You can close this window after you've successfully recovered your password.			

Do not close this window - this temporary password will be required.

A secure email message is then generated with your original account password in it (Image 17)

By clicking the attachment (circled in Image 17) you will be prompted to input the temporary password sent to you (Image 16) and will then be able to see your original account password that you set up (Image 2).

rom noreply@	norroik.gov.uk 🛎		
To ncc@swi	shaw.plus.com 🎗		
Date Today 16	:01		
	*		
oreply_2012-1	0-25-150144.pdf		
	You have received an Encrypted email from Norfolk County Co	ouncil	
	Open the attached PDF document to view your secure message.		
	To access this message, you should open the attached document using Adobe Acrobat Reader versi you must enter the password you have already set during the registration process.	ion 7.0 or higher. To view its conten	
	If you have any problems viewing the encrypted message or do not know your password, please contact the sender of the message.		
	Adobe Acrobat may restrict access to certain files, if you experience this, contact the original sender and make alternative arrangement		
	Forgotten password? Use the following link:		
	https://securemail.norfolk.gov.uk/portal/U2FsdGVkX1-4IRngWZrhgeQwCc2ge4G-wx_6_P4wFAhPv- wHherb0TfVvBM3ng355VsUXLjOoTAVjSh2gOs5Zw/		
	Need to change your password? Use the following link:		
	https://securemail.norfolk.gov.uk/portal/U2FsdGVkX1-yDCnxAjQGKWX6Nh6paa3YZ7znG58-wAUE9 <u>Cx8RnV3qUHuxQ/</u>	M4 U20FyJCLuKrN8Aq1 q2xv6W	
	This message and any files transmitted with it are intended only for the recipient to whom they are addressed. Unauthorize breach of legislation or confidentiality and may be legally privileged. If you have received it by mistake, please disregard and notify the sender immediately.	ed disclosure or use of such information me	
		SOPHOS	
		powered by SPX encryption	

What if I cannot remember the password or password recovery questions?

If you cannot remember either of these please send an email to – <u>servicedesk@norfolk.gov.uk</u> stating your name and the email address which was registered in Image 2

The email address which was registered will be deleted and you will have to go through the whole Registration process again. Any emails which you previously accessed via your forgotten password account will no longer be accessible. To access these you would need to contact the sender to resend them once you have gone through the Registration process again.

Changing your password

To change your password, click the link 'Need to change your password?', as shown below. (Image 18)

ncrypted E-mail	Back to messages 🦊 🕇			
Riggs Alice Add to contacts	iiii 12.27 💟			
To bob.bloggs@hotmail.co.uk	Reply •			
	\bigtriangledown			
1 attachment (32.0 KB)	Hotmail Active View			
nn alice.blondf				
Download (26.6 KB)				
Download as zip				
You have received an Encrypted email from No	orfolk County Council			
Open the attached PDF document to view your secure message.	Open the attached PDF document to view your secure message.			
To access this message, you should open the attached document using Ac contents, you must enter the password you have already set during the regi	dobe Acrobat Reader version 7.0 or higher. To view its stration process.			
If you have any problems viewing the encrypted message or do not know yo	ur password, please contact the sender of the message.			
Adobe Acrobat may restrict access to certain files, if you experience this, co	ntact the original sender and make alternative arrangements.			
Forgotten password? Use the following link:				
https://securemail.norfolk.gov.uk/norfal/LI2EsdGVkX18aY52hWbW3X5kLuLI	1201v0B9YrG8D9CiSiZNaZ4ali5-			
aSLuCKzbqDAqGXim2bpcPZVujeiO0rwuzHF3f9V04r/				
Need to change your password? Use the following link:				
https://securemail.norfolk.gov.uk/portal/U2FsdGVkX18ZCAyW0wB1SeDMSt	cqxwk1NtCUEh1KG0kK98wNqi31l-pq7WphR-tvhPNpqDuOD-			
<u>qqrJNETINKuPHqUZXPJ3e/</u>				
This message and any files transmitted with it are intended only for the recipient to who	om they are addressed. Unauthorized disclosure or use of such ied.			
information may be a breach of legislation or confidentiality and may be legally privileg If you have received it by mistake, please disregard and notify the sender immediately.				
information may be a breach of legislation or confidentiality and may be legally privileg If you have received it by mistake, please disregard and notify the sender immediately.	powered by			

You will then be directed to a page similar to the registration page (Image 19)

Norfolk County Council @ your service					
Choose the password you want to use for future secure emails.					
Email Address: Current password: Password: Confirm password:	ncc@swilshaw.plus.com	Password Requirements: Passwords must be 8-32 characters in length Passwords must be alphanumeric Passwords must match			
Password Recovery Password question Question 1:	ord change/reset question(s) y: is and answers must be unique. Answers must contain What street did you live on as a child?	at least 2 characters.			
Answer: Question 2:	<use answer="" existing=""> What is the name of the company of your first job?</use>	•			
Question 3: Answer:	 use existing answer> In what city does your nearest sibling live? <use answer="" existing=""></use> 				
	Change password				

When changing your password you must ensure -

- Old password is entered
- New password conforms to password requirements
 - 8-32 characters in length
 - Must be alphanumeric
 - Passwords must match

Remember that passwords are case sensitive

If you wish, you can also reset your recovery questions and answers here too.

Once changed successfully you will receive the following screen (Image 20)



Password changed successfully.



Use your new password to send or receive future secure emails. You can now close this window.

Please note:

- New password will only apply to opening new messages after the change process has completed.
- All old messages are still secured by your old password.

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