

## 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.

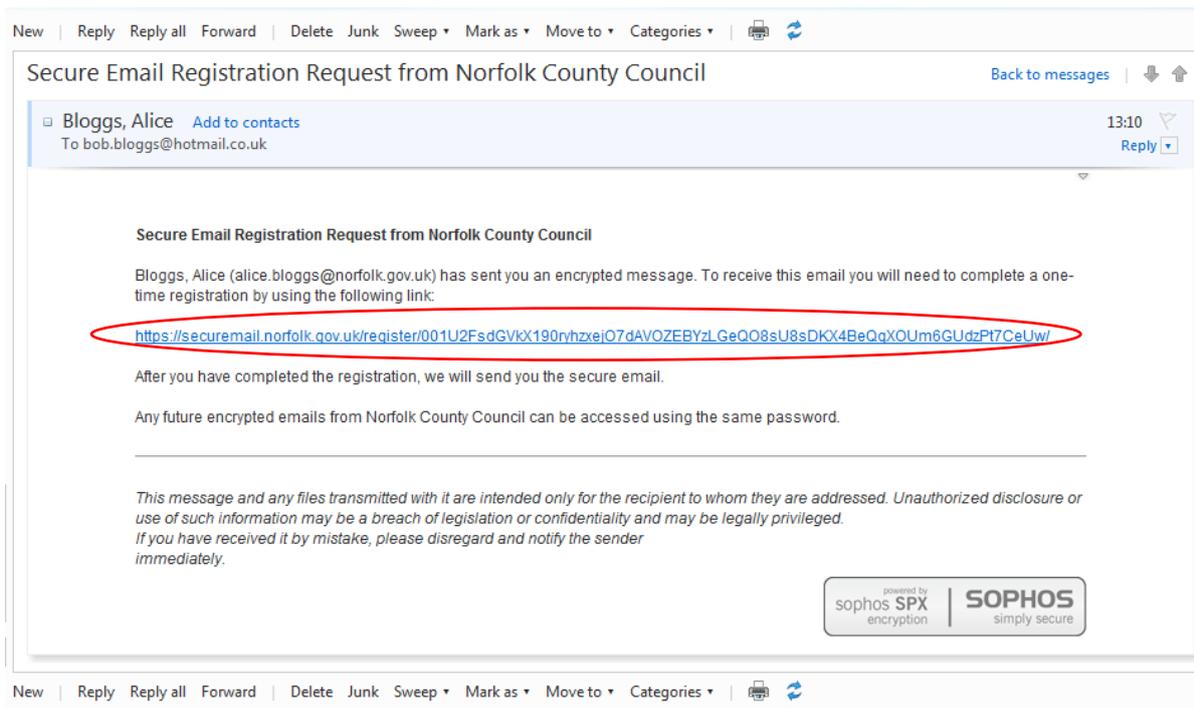
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### Registration

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).

Image 1

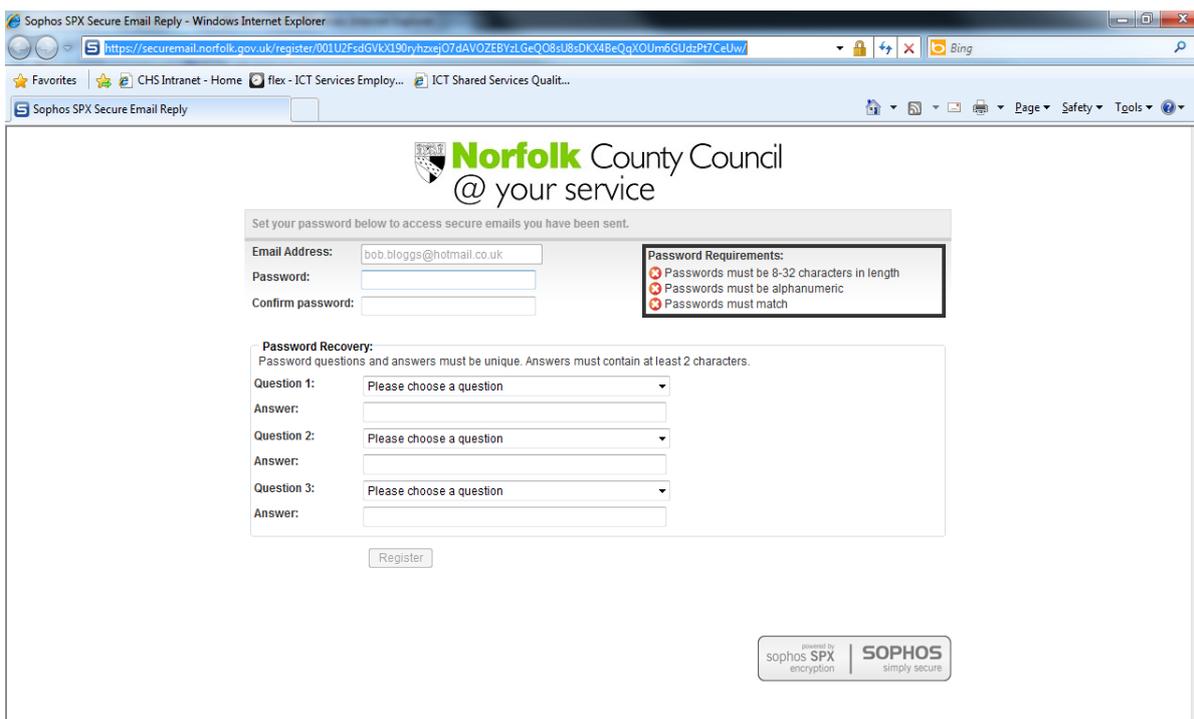


If not done immediately, a reminder will be sent every 5 days up to a maximum of 20 days.

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

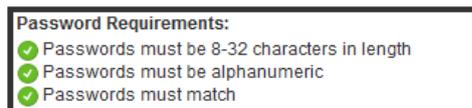


You then need to enter a password. It must meet the following criteria -

- 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 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.

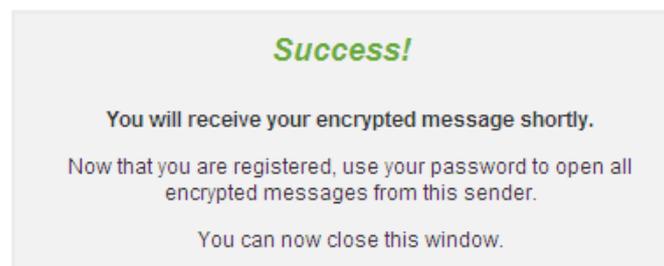
### **IMPORTANT NOTE:**

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) -

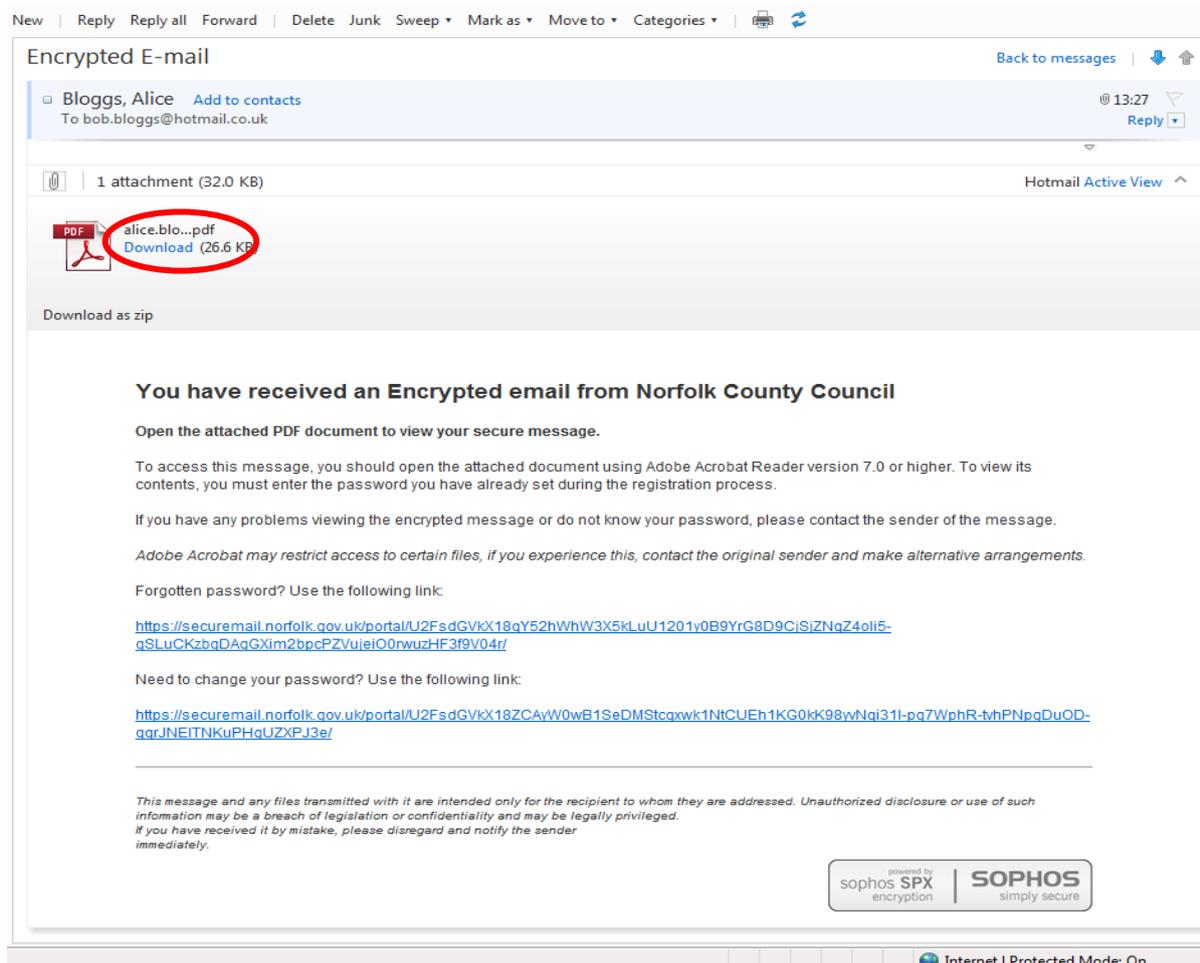
*Image 3*



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).

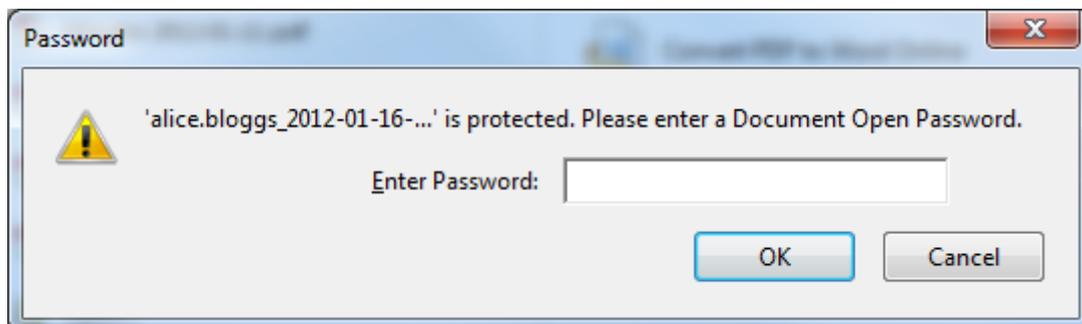
Once registered you may close this window. The encrypted email is then delivered to you (this is not instantaneous so please be patient), you'll find the message within the attachment (circled in Image 4).

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).

Image 5



## Important note:

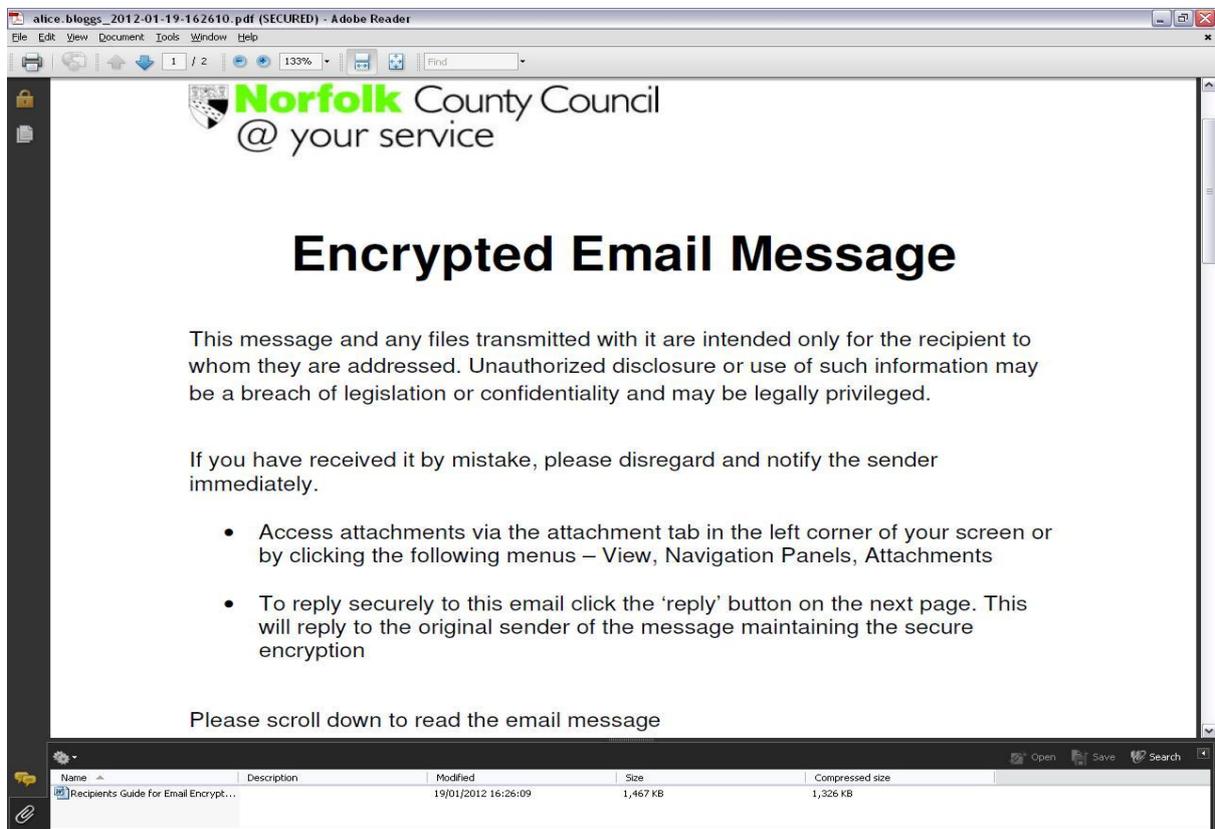
For security reasons, your password will expire if 60 days go by without an encrypted email being sent from Norfolk County Council staff. If this happens you will need to re-register (Image 2) the next time you receive an encrypted email (Image 1).

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.

Image 6

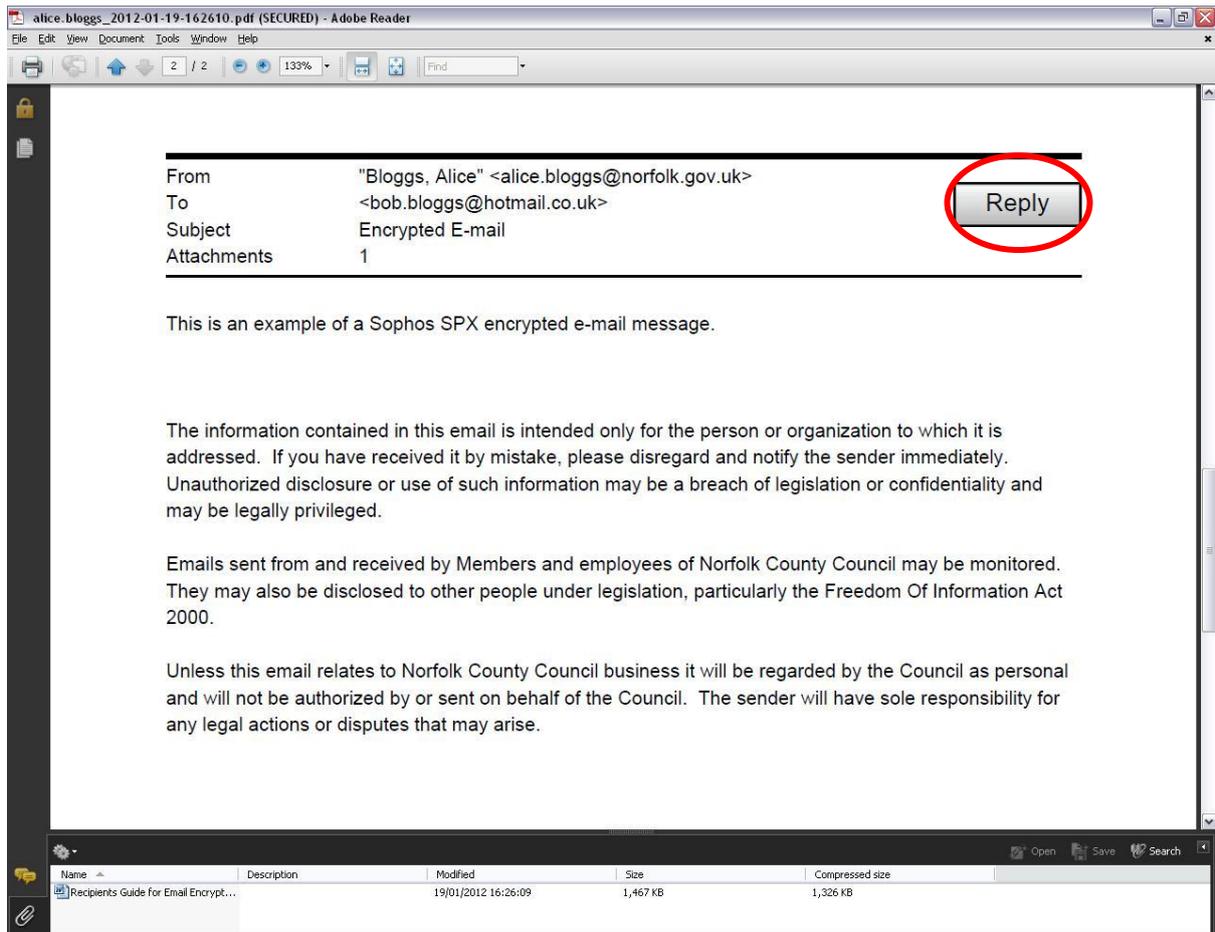


You will be able to view the email, save the attachments and work on the data as you would any other email (Image 7).

## Replying Securely

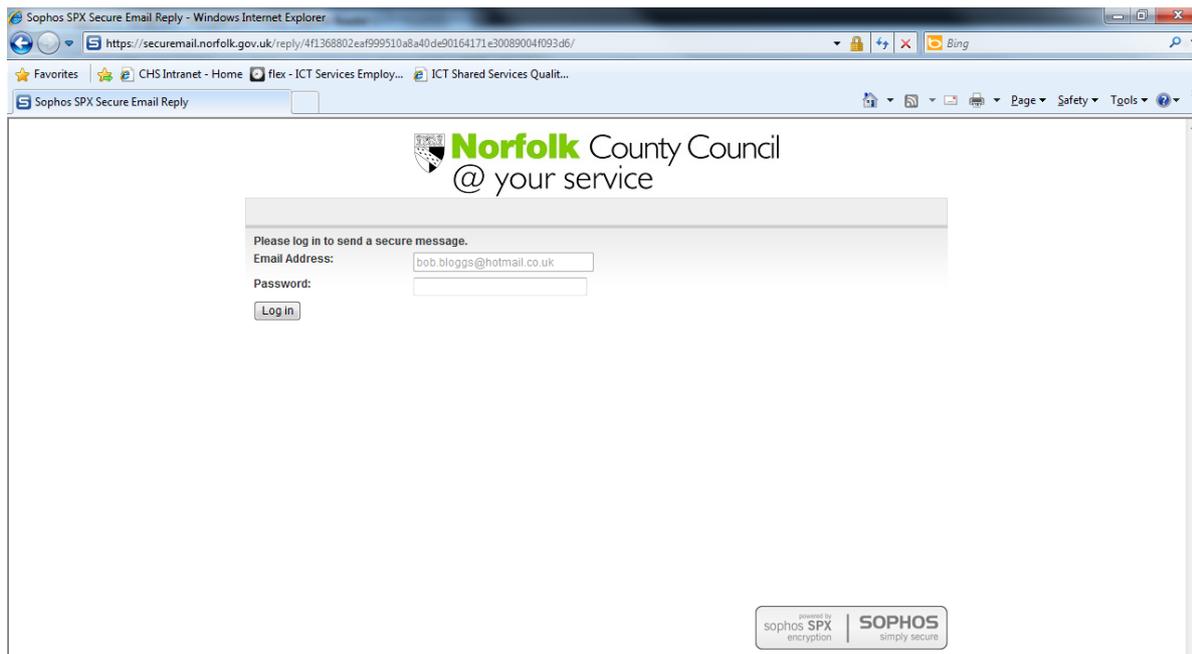
You can also reply securely by encrypting your email back to Norfolk County Council. Just click on the 'Reply' button in the encrypted attachment (circled in Image 7).

Image 7



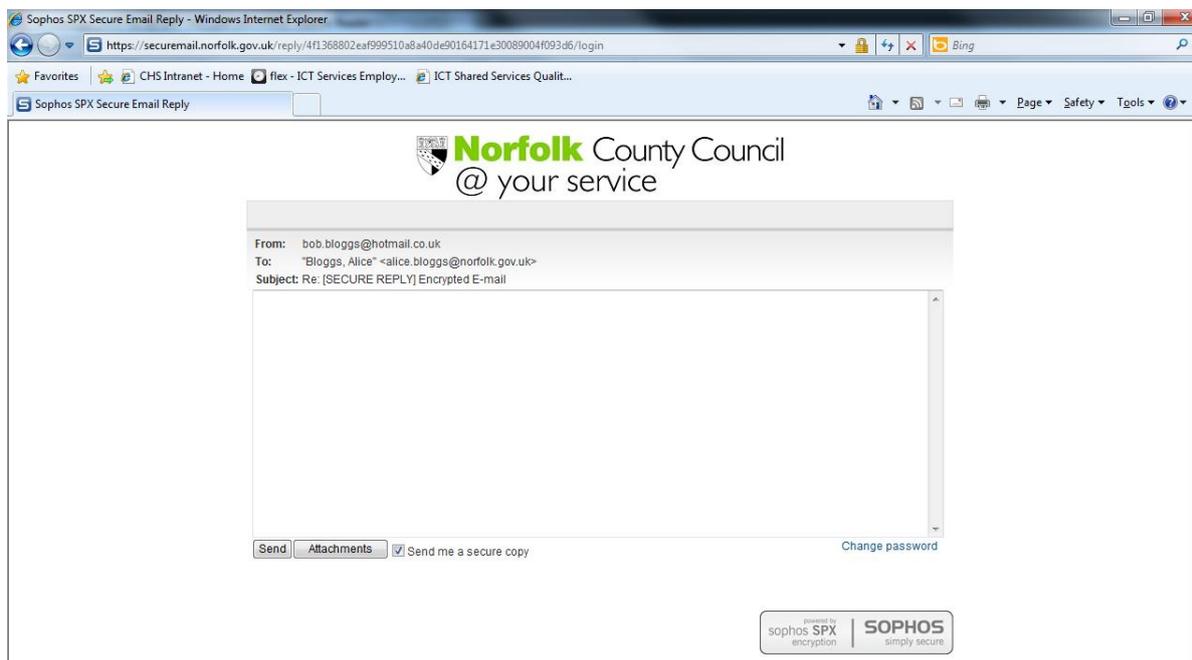
When you click on the reply button, you will be directed to a web page requesting your account password (Image 8) that you set up when registering (Image 2).

Image 8



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).

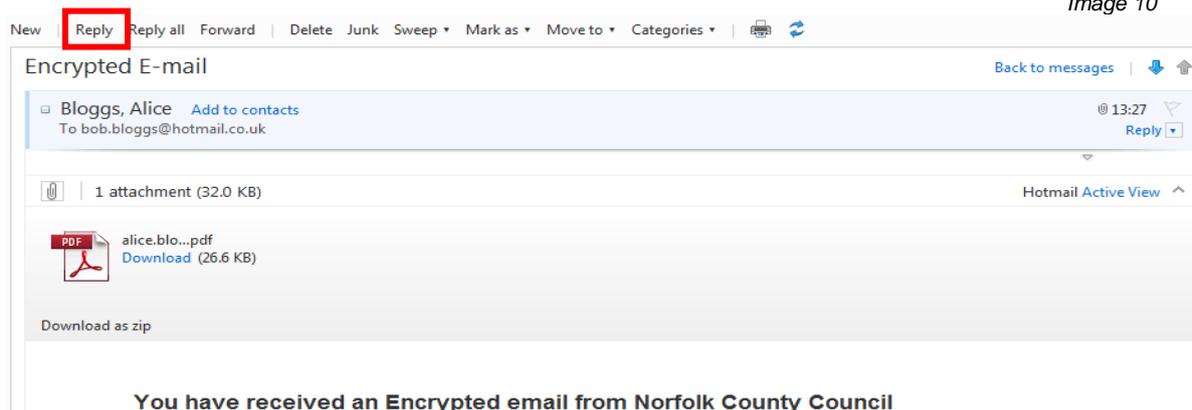
Image 9



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

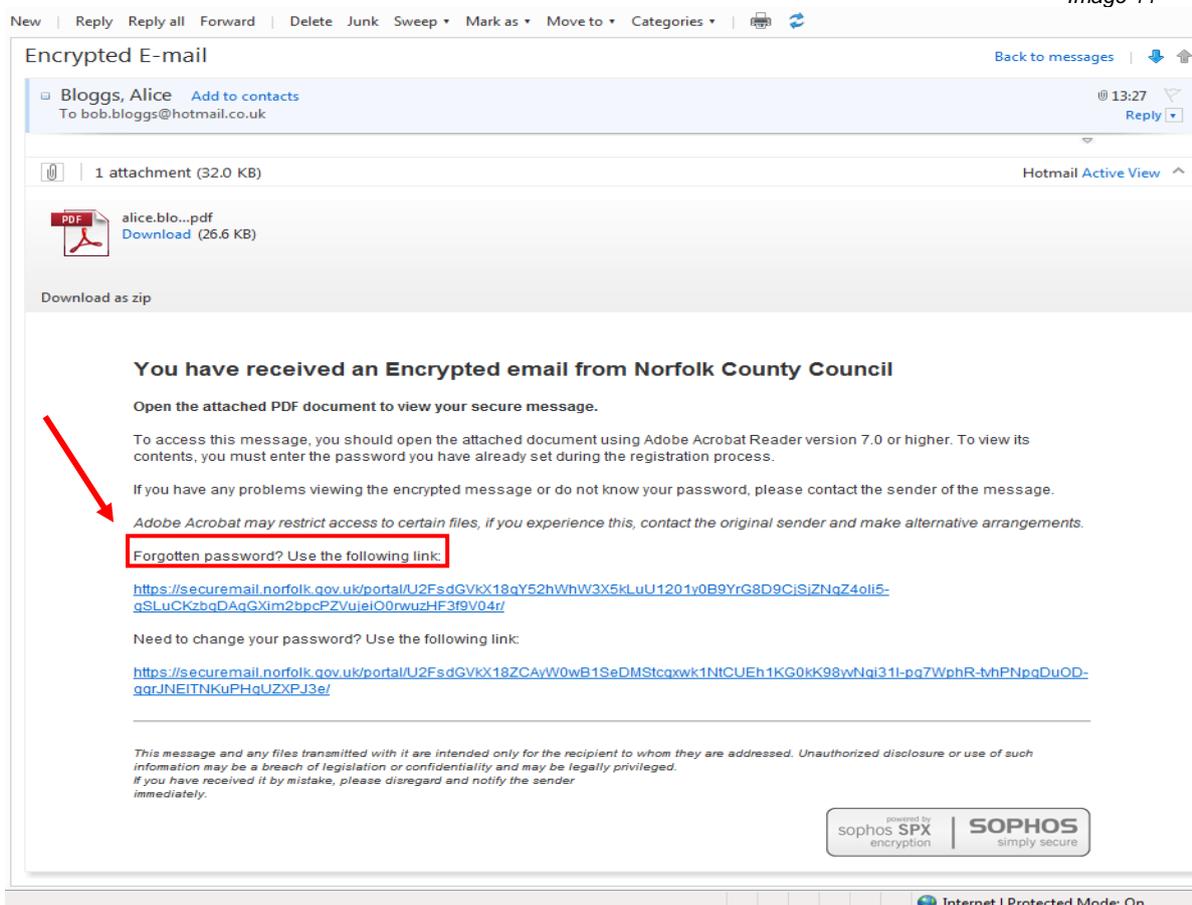


## Managing your password

### 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).

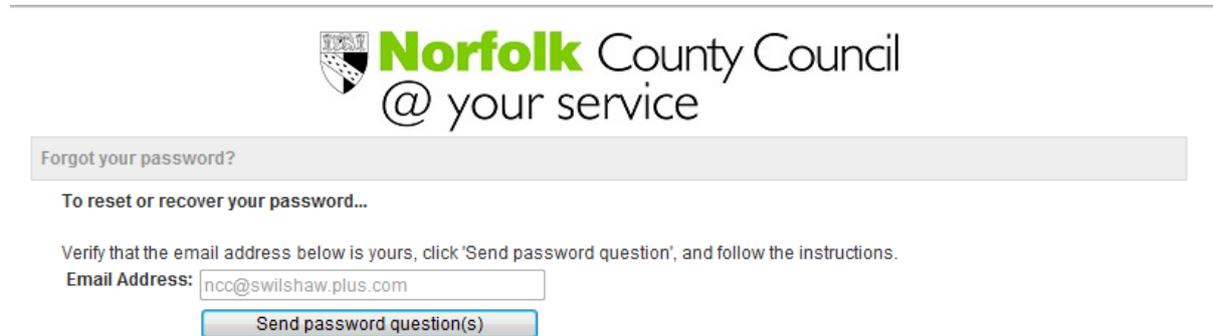
Image 11



You will then be taken to (Image 12)

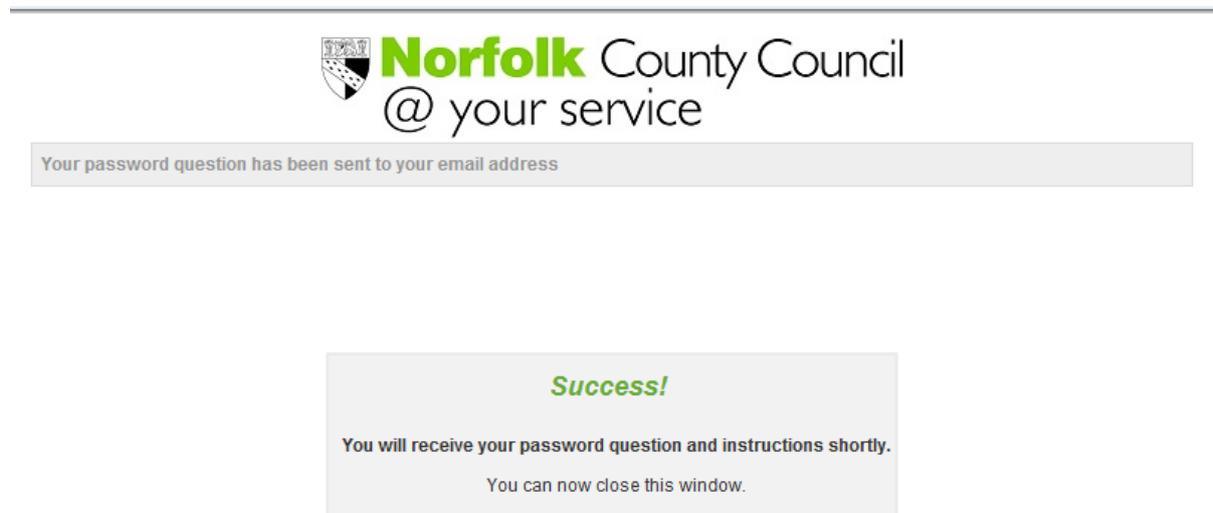
Click 'Send password question(s)'.

Image 12



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

Image 13



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)

Image 14



Image 15



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)



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:

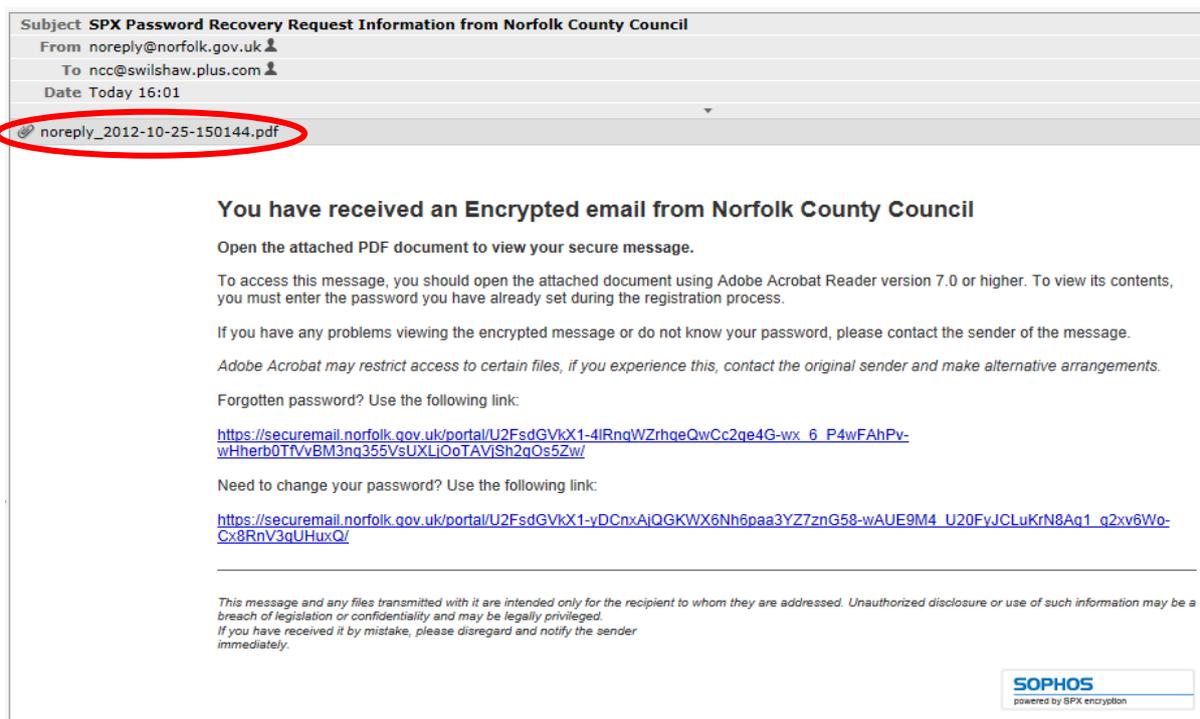
**,b.,+cm!**

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).



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

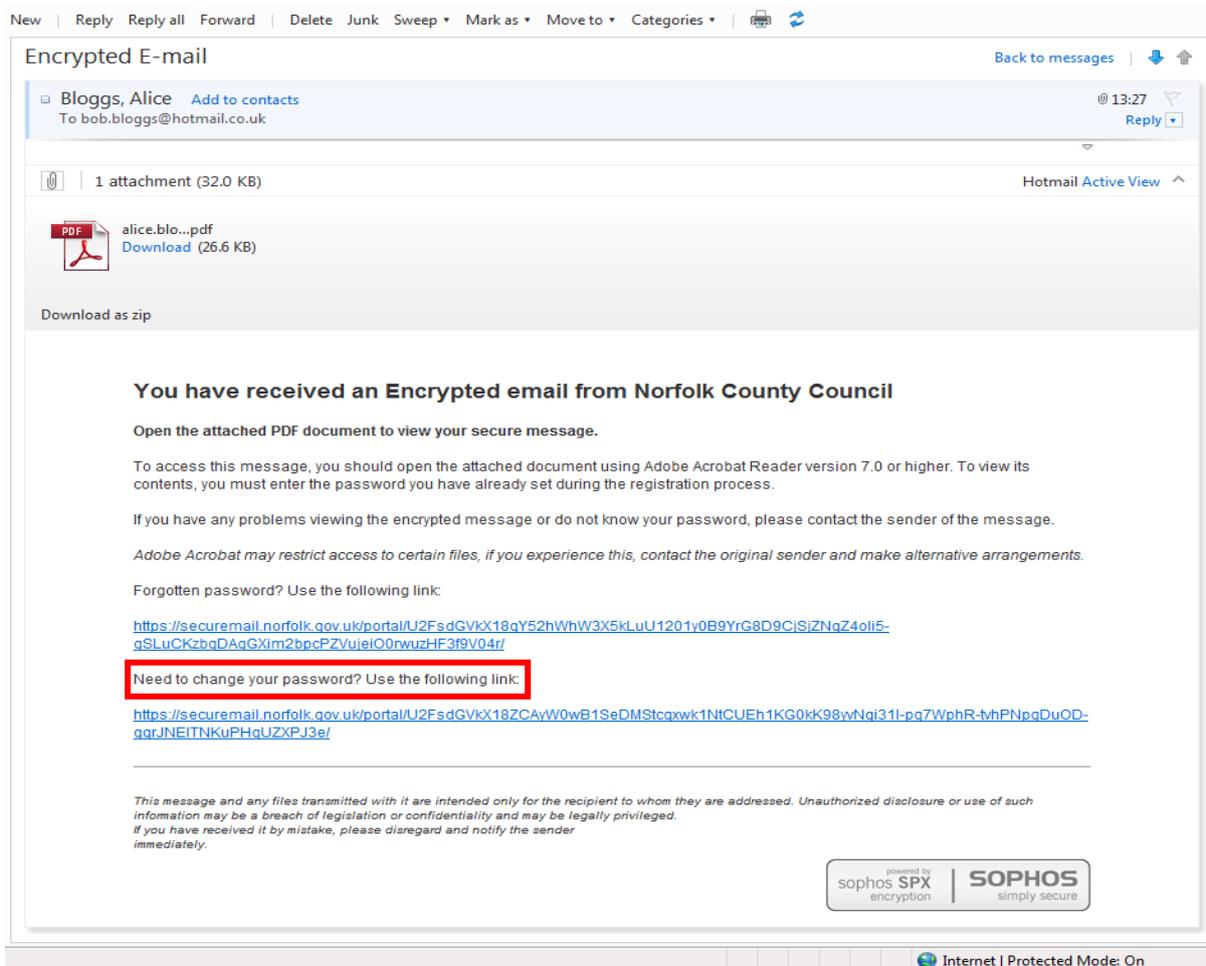
If you cannot remember either of these please send an email to – [servicedesk@norfolk.gov.uk](mailto:servicedesk@norfolk.gov.uk) stating your name and the email address which was registered in Image 2

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)

Image 18



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


**Norfolk County Council**  
 @ your service

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Choose the password you want to use for future secure emails.

<p><b>Email Address:</b> <input type="text" value="ncc@swilshaw.plus.com"/></p> <p><b>Current password:</b> <input type="password"/></p> <p><b>Password:</b> <input type="password"/></p> <p><b>Confirm password:</b> <input type="password"/></p>	<p><b>Password Requirements:</b></p> <ul style="list-style-type: none"> <li>✘ Passwords must be 8-32 characters in length</li> <li>✘ Passwords must be alphanumeric</li> <li>✘ Passwords must match</li> </ul>
<p><input type="checkbox"/> Update password change/reset question(s)</p> <p><b>Password Recovery:</b>          Password questions and answers must be unique. Answers must contain at least 2 characters.</p> <p><b>Question 1:</b> <input type="text" value="What street did you live on as a child?"/></p> <p><b>Answer:</b> <input type="text" value="&lt;use existing answer&gt;"/></p> <p><b>Question 2:</b> <input type="text" value="What is the name of the company of your first job?"/></p> <p><b>Answer:</b> <input type="text" value="&lt;use existing answer&gt;"/></p> <p><b>Question 3:</b> <input type="text" value="In what city does your nearest sibling live?"/></p> <p><b>Answer:</b> <input type="text" value="&lt;use existing answer&gt;"/></p>	
<input type="button" value="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.

**Success!**

Your password has been 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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