



# **End-User Reference Guide**

Websense® Advanced Email Encryption

**v7.x**

## **Websense Advanced Email Encryption**

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# 1

## End-User Reference

Websense® Advanced Email Encryption encrypts email from end user to end user based on policy, protecting confidential communications with your business partners and customers.

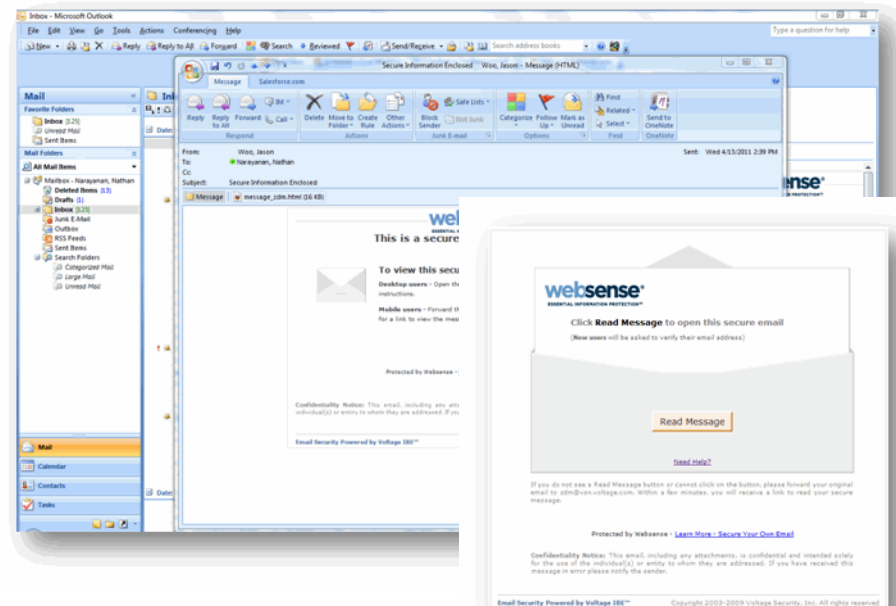
In this guide, find out what to do if you're a first-time user, along with how to open, respond to, and forward a secure email, and other actions you can take.

- ◆ [Receiving secure email, page 2](#)
- ◆ [Responding to secure email, page 6](#)
- ◆ [Security, page 9](#)

## Receiving secure email

### How do I open a secure message?

You can receive a secure message in almost any email client. A secure message is received in your inbox with the encrypted attachment named **message\_zdm.html**.



To read your secure email, click the **message\_zdm.html** attachment. Next, click the **Read Message** button on the page that opens in your Web browser.

If you are a first-time user, you'll be asked to register. You'll have to provide your name and set a password. Another email message will be sent to you to verify that you are the owner of the email address.

If you are a registered user, you'll just need to provide your password and authenticate. When the authentication process completes, the secure email will be displayed in your Web browser.

*An MS Outlook plug-in is available to make it even easier to read your secure email. This plug-in can be purchased directly from Voltage.com. Just install and you can access your encrypted e-mail in your inbox, offline.*

### How do I register for the first time?

If you are a first-time user, you'll be asked to register when you open the secure message attachment. As indicated below, registration is a simple step in order to validate that you are the owner of the email. You will provide your name, password,

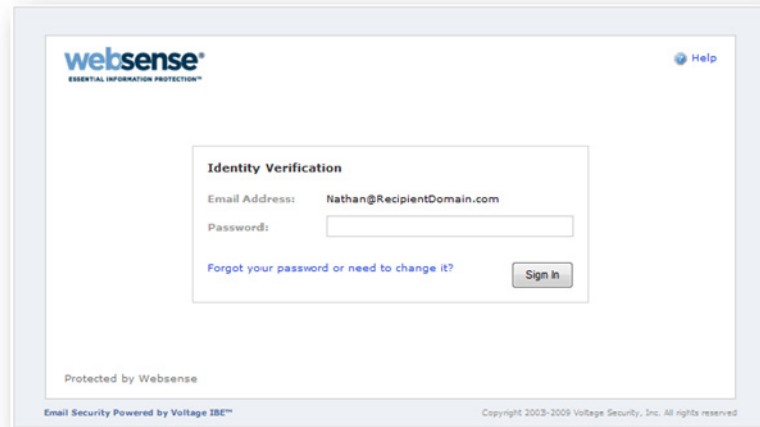
and a security question to complete registration. The security question will be used for your password recovery if you forget your password.

The image displays two screenshots of the Websense registration interface. The larger screenshot on the left shows a registration form titled "Complete the following to continue:". The form includes fields for Name (Nathan), Email Address (Nathan@RecipientCustomer.com), Password (6 letters/numbers recommended, masked with dots), Verify Password (masked with dots), Recovery Question (Your first car), and Answer (Mustang). Below the form, a message states: "You will be asked for this password p... We value your right to privacy. We will never share your email address...". The footer of the form indicates "Protected by Websense" and "Email Security Powered by Voltage IBE™". The smaller screenshot on the right shows a "Check Your Email" screen. It informs the user that a temporary message has been sent to their email account to verify their email address. The subject of the message is "Identity Verification - Do Not Reply". It lists two steps to complete the process: 1. Open the email message, and 2. Click the link in the email within 2 hours. A note specifies: "(Note: if you do not receive this message in your inbox within the next few minutes, check your Spam/Junk email folder)". It concludes with "You may now close this window." The footer of this screen also indicates "Protected by Websense" and "Email Security Powered by Voltage IBE™".

An email will be sent to your address for you to verify your identity. Click on the link in your inbox and that will complete your registration process.

## How do I authenticate?

You'll have to provide your password in order to read your secure message. This is the password that you provided during registration. This is to validate that you are the person this message is intended for.

The screenshot shows a web browser window with the Websense logo at the top left, which includes the text "websense" and "ESSENTIAL INFORMATION PROTECTION™". A "Help" link is at the top right. The main content area is titled "Identity Verification". It contains an "Email Address:" field with the value "Nathan@RecipientDomain.com" and a "Password:" field with a text input box. Below the password field is a link that says "Forgot your password or need to change it?". To the right of this link is a "Sign In" button. At the bottom of the page, there is a footer that reads "Protected by Websense" and "Email Security Powered by Voltage IBE™". On the far right of the footer, it says "Copyright 2003-2009 Voltage Security, Inc. All rights reserved."

Once you sign in with your password, your secure message will be displayed in the browser you are using.

If you forgot your password, or would like to change it, click on the link to recover it. For further information on how to recover to change your password, please visit the section [How do I recover my password?](#).

## How do I recover my password?

If you forgot your password, or would like to change it, click the link, **Forgot your password**, to recover it. You'll be prompted to answer your security question that you provided during registration. If you do not know the answer, you can click the link **Forgot your Answer?**



The screenshot shows a web browser window with the Websense logo at the top left. The main content area is titled "Please Answer the Password Recovery Question". It contains the following fields and text:

- Email Address: Nathan@RecipientCustomer.com
- Question: Your first car
- Answer: [Text input field]
- Forgot your answer? (link)
- Continue (button)

At the bottom, it says "Protected by Websense" and "Email Security Powered by Voltage IBE™". A copyright notice "Copyright 2003-2009 Voltage Security, Inc. All rights reserved" is at the bottom right.

An email will be sent to your inbox to validate that you are the owner of the email address. You'll be required to click the link within 2 hours after which your password recovery request will become void.

You will be prompted to reset your password when you click the link.

## How do I read my secure message?

Once you have authenticated successfully, the secure message will open in your browser. From here you will be able to read your message, reply, reply all, and forward this message to another email ID securely.

The screenshot shows a web browser window displaying a secure email message. The message header includes:

- From: Jason@SendingCustomer.com (Authenticated by secure-mailcontrol.com) Valid Signature
- To: Nathan@RecipientCustomer.com
- Sent: Wed Apr 13, 2011 10:42 AM (1 hour ago)
- Subject: Secure Information Enclosed

The message body contains:

Dear Nathan,

Welcome! You have been enrolled in secure finance portal.

To use the service, follow the instructions below.

**INSTRUCTIONS**


1. Go to secure finance portal.
2. Your Authorization code is: **782AS8912**
3. Enter the password you created when you registered.


If you have any questions, please contact your administrator for assistance.

At the bottom, it says "Protected by Websense" and "Email Security Powered by Voltage IBE™". A copyright notice "Copyright 2003-2009 Voltage Security, Inc. All rights reserved" is at the bottom right.

## What are signatures and what does it mean if the signature is valid or invalid?

Every secure email is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message.

A  symbol indicates that the signature associated with this email is valid and the message can be trusted.

A  symbol means that the signature associated with this message is not valid and the message may have been forged. We recommend that you either contact the sender of the message or your local technical support personnel.

## How do I access attachments sent to me?

All secure attachments are contained within the message and will appear when you read the message. To open the attached files, click on the **[view]** button next to the attachment names - a new browser window will open to enable you to access the attachment.

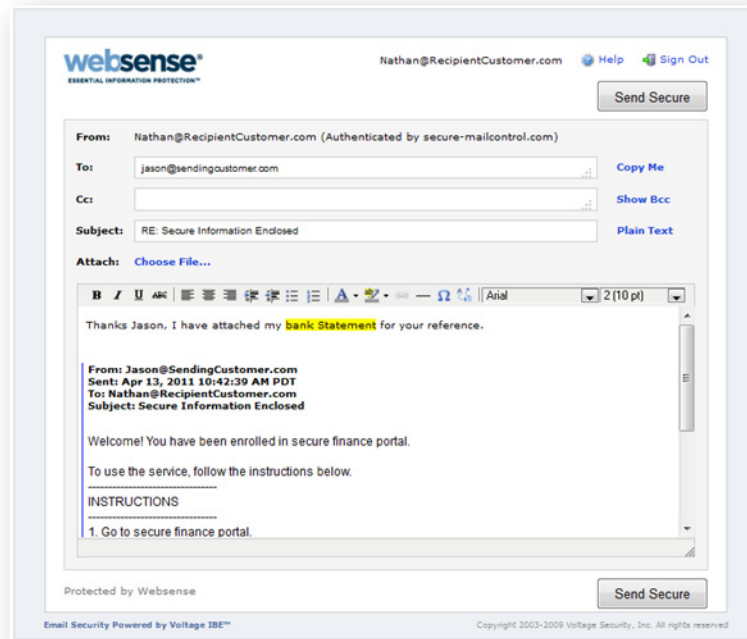
## Responding to secure email

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### How do I reply, reply to, or forward a secure email?

To reply to or forward a secure email follow the instructions. You will be able to reply or forward securely to the intended recipients.

1. Click **Reply** or **Reply-All**, or **Forward** at the top of the message.  
All recipients are already entered in the **To:** field for a reply or reply-all operation.



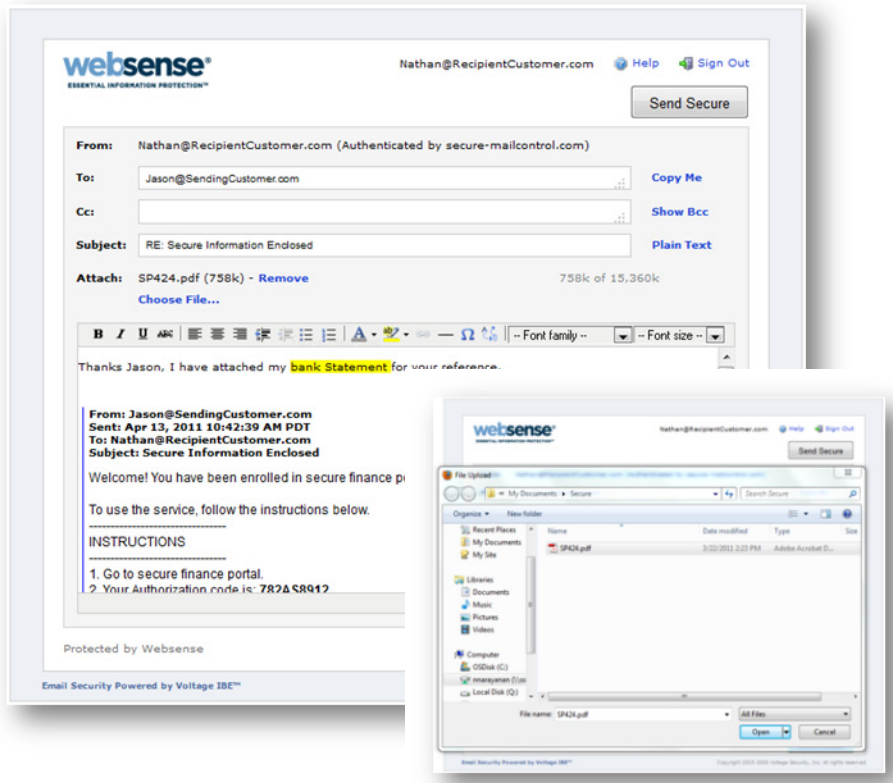
2. Add any email addresses in the **To:**, **Cc:** or **Bcc:** fields (click **Show Bcc**).  
Email addresses can be separated with commas, semicolons, or blank spaces.
3. Type your message. You can use rich text editing to compose your reply. The original message is already included in the compose field. If you are forwarding, attachments are included as well.
4. Click **Send Secure** to send your reply.

## How do I add an attachment to the secure email?

You can add an attachment to your email when replying or forwarding. You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files, Web pages saved as HTML files, and more.

To add attachments to your secure email, click **Choose File ...** in the **Attach** field and select a file.

The selected file is uploaded immediately. To remove attachments, click the **Remove** link.



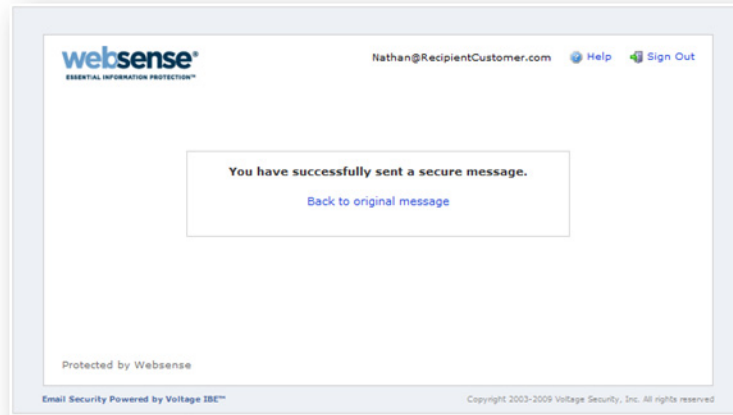
*Note: There is a limit of 15MB for attachments that you can add into a secure message.*

## How do I get a copy of the secure email that I send?

To get a copy of the secure email that you have composed, click **Copy Me**, to the right of the **To:** field. When you send the message, an exact copy of the secure email is sent to your email account. If you do not want a copy of the secure email, click **Remove Me**, to the right of the **To:** field.

## How do I know my message is sent?

When you click the **Send Secure** button, you will be prompted that your message has been sent successfully:



## Security

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### How secure are secure messages?

The secure email is encrypted with the equivalent of a 1024-bit key. It uses the breakthrough Identity-Based Encryption to ensure the privacy of your personal data without compromising ease of use. Each message is also signed by the sender to ensure authenticity of the sender and data integrity of the message.

In addition, all decrypted email messages are viewed through your Web browser using an SSL/TLS connection.

### How do I sign out?

In order to sign out, click the **Sign out** link at the top right corner. You have been successfully signed out when you see the following message:

