



# **Advanced Email Encryption End-User Guide**

Forcepoint Email Security Cloud

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# Advanced Email Encryption End-User Guide

Forcepoint Email Security Cloud offers support for advanced email encryption. The Advanced Email Encryption feature 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.

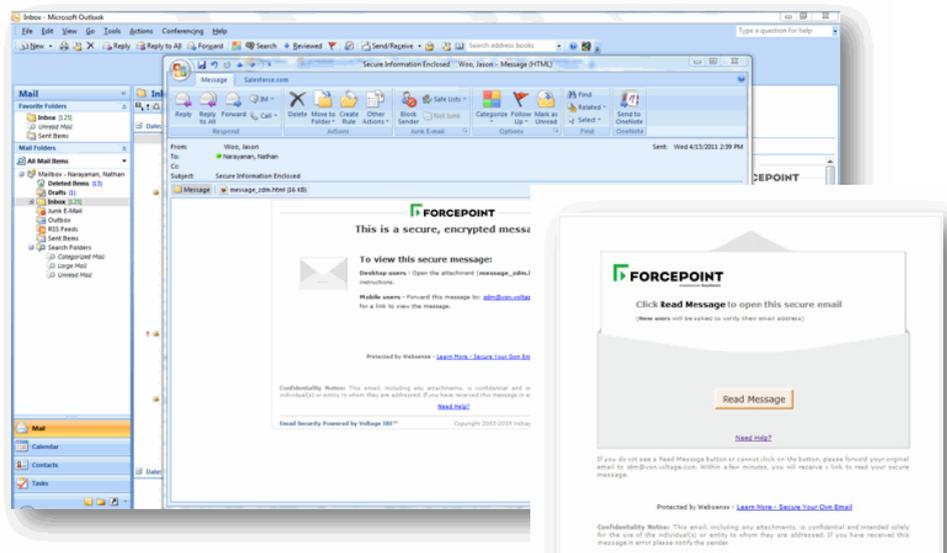
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## Receiving secure email

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

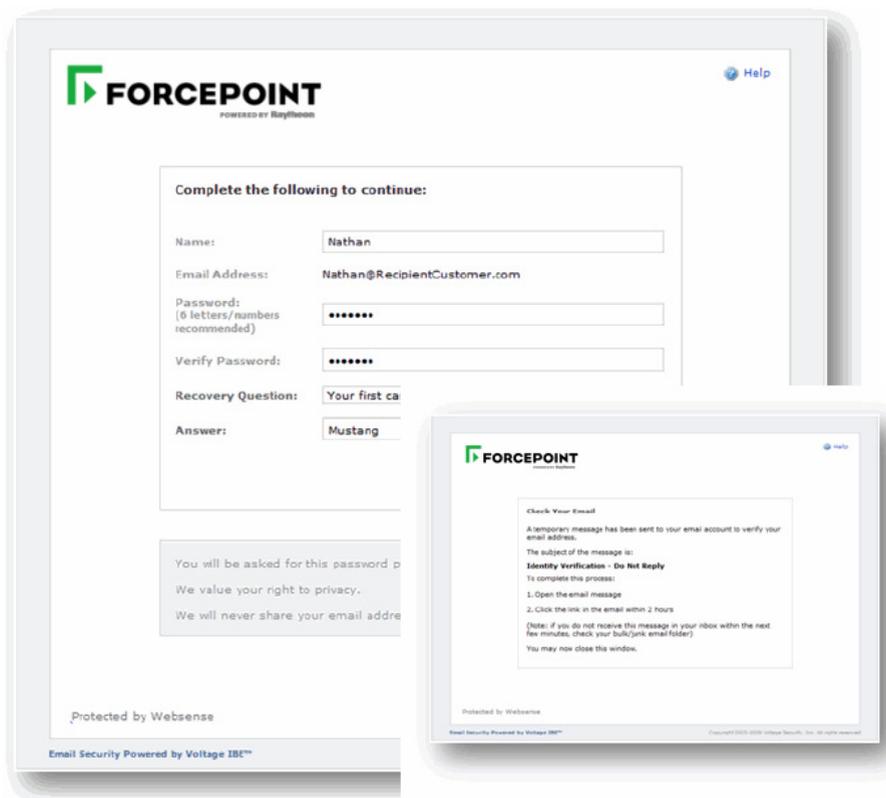
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If you're a first-time user, you'll be asked to register. You'll have to provide your name and set a password. Another email message will be sent to you to verify that you are the owner of the email address.

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.

## 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 is used in the password recovery procedure should you forget your password.

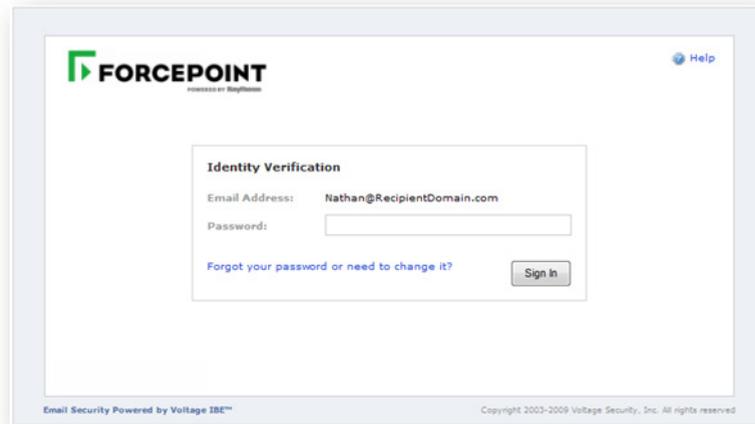


An email will be sent to your address for you to verify your identity. Click on the link in your inbox to complete the registration process.

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## 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 for whom the message is intended.



The screenshot shows a web browser window displaying the Forcepoint Identity Verification login page. At the top left is the Forcepoint logo with the tagline "POWERED BY BAYSTACK". At the top right is a "Help" link. The main content area is titled "Identity Verification" and contains a form with the following fields: "Email Address" with the value "Nathan@RecipientDomain.com", and "Password" with an empty input field. 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 "Email Security Powered by Voltage IBE™" on the left and "Copyright 2003-2009 Voltage Security, Inc. All rights reserved" on the right.

Once you sign in with your password, your secure message is 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 or change your password, see [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**. You'll be prompted to answer the security question you selected during

registration. If you do not know the answer, you can click the link **Forgot your Answer?**

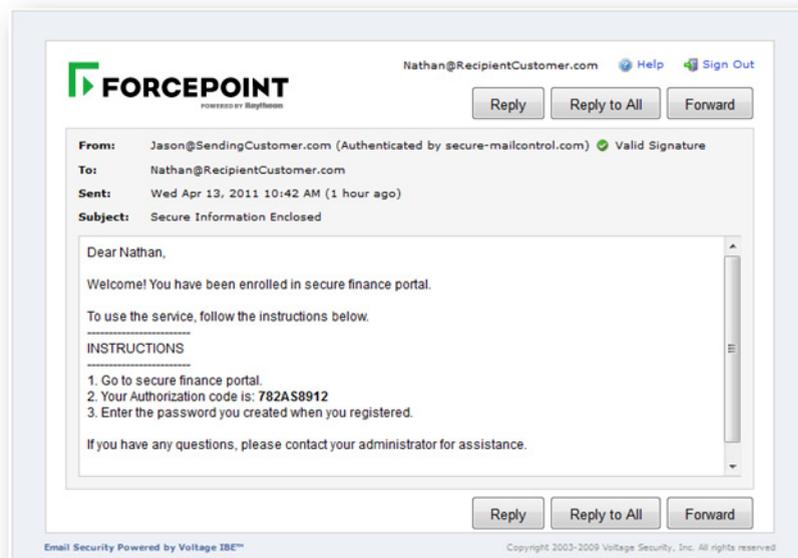


The screenshot shows a web interface for password recovery. At the top left is the Forcepoint logo with the tagline "PROTECT BY REPLYING". At the top right is a "Help" link. The main content area is titled "Please Answer the Password Recovery Question". It displays the email address "Nathan@RecipientCustomer.com" and the question "Your first car". Below the question is a text input field for the answer. There is a "Forgot your answer?" link and a "Continue" button. At the bottom, it says "Email Security Powered by Voltage IBE™" and "Copyright 2003-2009 Voltage Security, Inc. All rights reserved."

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 becomes void. When you click the link, you will be prompted to reset your password.

## How do I read my secure message?

Once you have authenticated successfully, the secure message opens in your browser. Now you are able to read your message, reply, reply all, and forward the message to another email ID securely.



The screenshot shows a secure email message in a browser. At the top left is the Forcepoint logo. At the top right, it shows the email address "Nathan@RecipientCustomer.com" and links for "Help" and "Sign Out". Below these are buttons for "Reply", "Reply to All", and "Forward". 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)", and "Subject: Secure Information Enclosed". The message body starts with "Dear Nathan," followed by "Welcome! You have been enrolled in secure finance portal." and "To use the service, follow the instructions below." Under "INSTRUCTIONS", there is a numbered list: "1. Go to secure finance portal.", "2. Your Authorization code is: 782AS8912", and "3. Enter the password you created when you registered." It ends with "If you have any questions, please contact your administrator for assistance." At the bottom, there are buttons for "Reply", "Reply to All", and "Forward". At the very bottom, it says "Email Security Powered by Voltage IBE™" and "Copyright 2003-2009 Voltage Security, Inc. All rights reserved."

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## 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 opens to enable you to access the attachment.

## Responding to secure email

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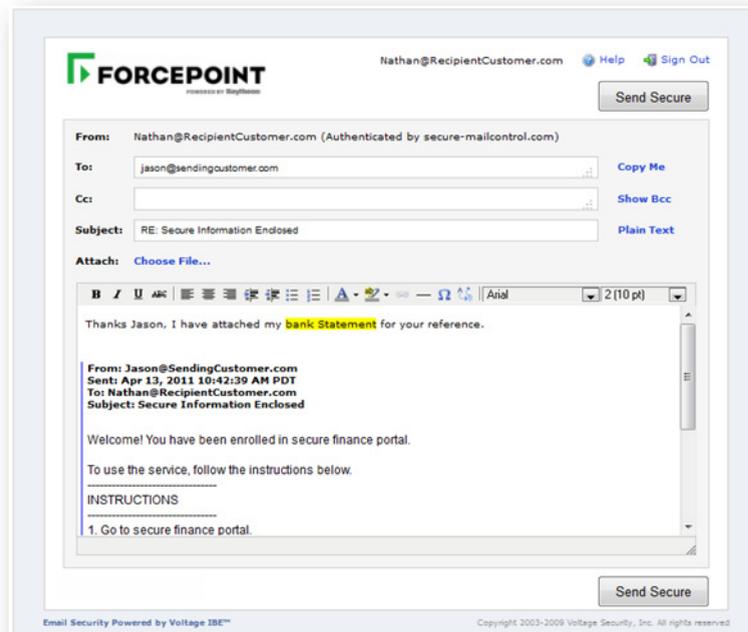
### How do I reply, reply to, or forward a secure email?

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.

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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.

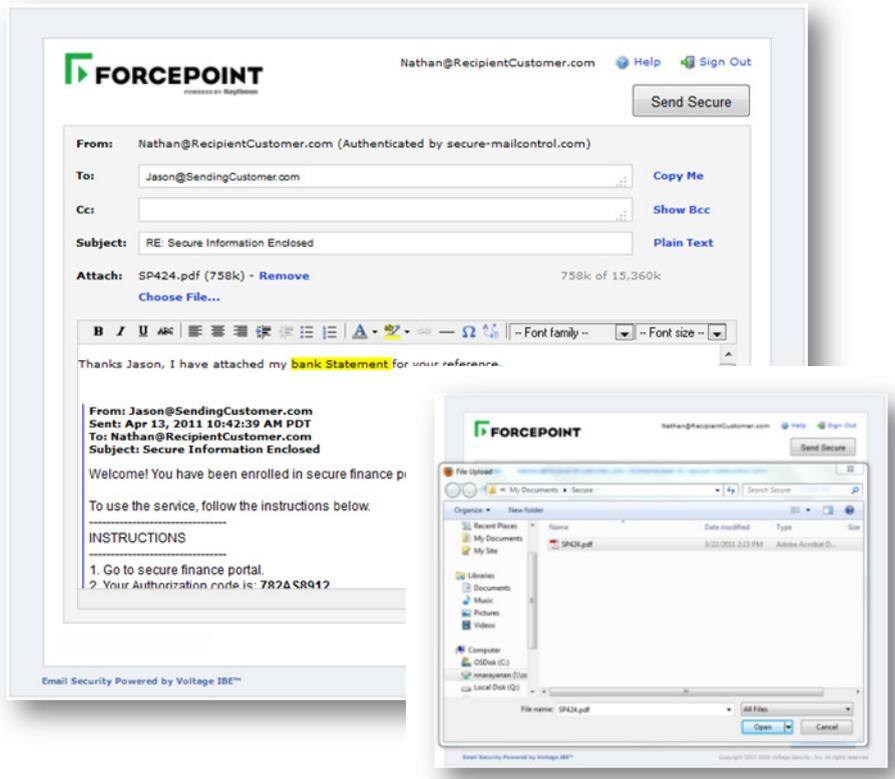
## How do I add an attachment to the secure email?

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.

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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.

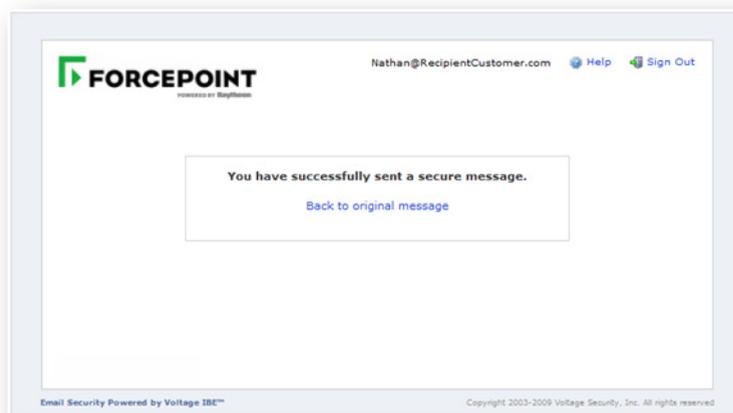
## How do I get a copy of the secure email that I send?

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.

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## 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.

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## 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:



