

Sending Secure Email

To send an encrypted email securely to any entity outside of the UFHJ network:

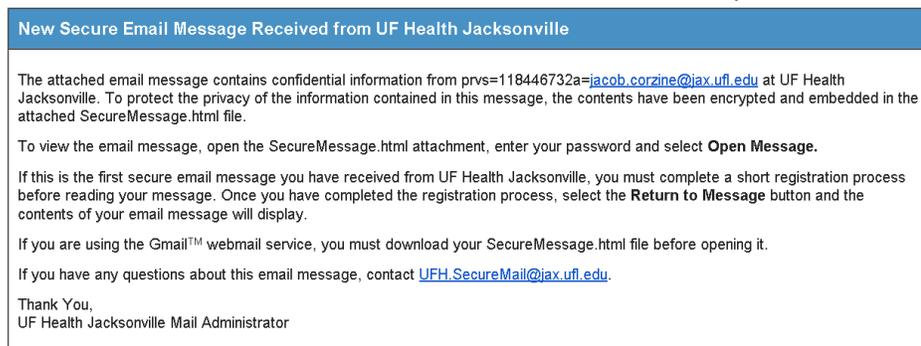
1. Open Outlook and choose “New Email”.
2. Fill out the appropriate destination address, subject & message (also add any desired attachments).
3. When you are ready to send the email click on the “Encrypt & Send” button:



Receiving Secure Email

Users who receive a secure email will go through a process similar to the following:

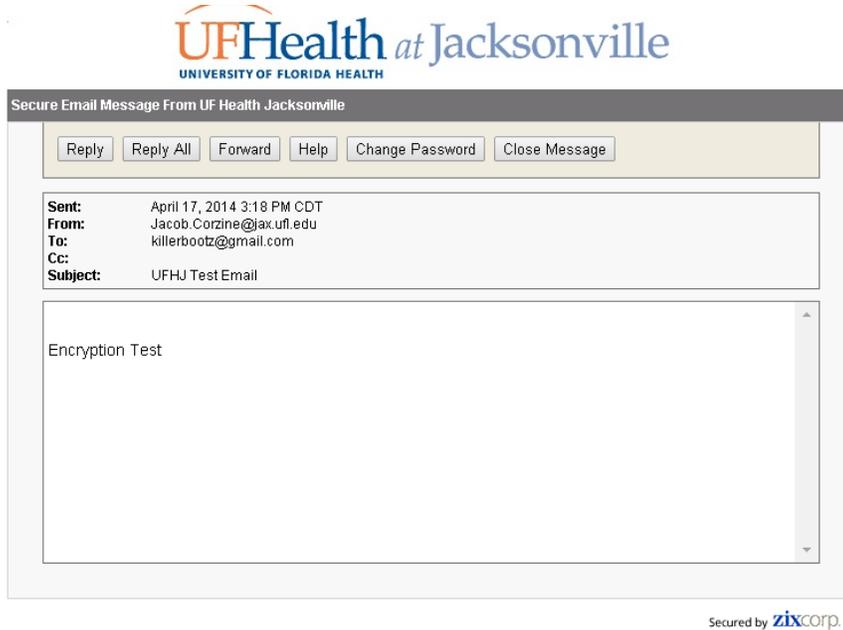
1. A secure email sent from the UFHJ network arrives in the recipients Inbox as follows:



2. The email contains an encrypted attachment labelled “SecureMessage.html”. The user will need to open this attachment (Gmail users will need to download the attachment first and then open). The opened attachment will look similar to the following:



3. First time users will be prompted to register their email address with the service and verify their address before proceeding (this is a one-time operation). After they have completed registration, they will be able to open the "SecureMessage.html" attachment, submit their credentials and view the secure email.
4. Once authenticated, the user will have the following options from the secure message portal:



5. It should be noted that the "Reply", "Reply All" & "Forward" buttons securely transfer the message from the portal. Email replies are securely delivered back to jax.ufl.edu and you will not need to register to view these replies. Any address sent outside of jax.ufl.edu that is used via the "Reply All" or "Forward" functions will result in that recipient needing to register with the secure email portal to view the email.

Password Management

1. In the event a registered recipient forgets their password, they can open one of the "SecureMessage.html" attachments and click on the "Forgotten Password" button. This will take them to a screen where they can change their password and re-verify their email account.
2. If a registered recipient changes their password and wishes to view a previously received secure email, they will not be able to open the email unless they use their old password (this is because it was encrypted using the users previous password). To update the message with the users' new password the user will need to open the "SecureMessage.html" attachment and click on the "Recover Message" button. This will request a copy of the same email, but encrypted with the new password.

General Help

1. If you run into any issues and need assistance, open the “SecureMessage.html” attachment and click on the “Help” option. If you do not have access to a secure email, the current help link is located: <http://www.pbezhelp.com/us/push/6.1/en/push.htm>
2. Any questions that may be UFHJ specific regarding email encryption or secure email functionality can be directed to UFH.SecureMail@jax.ufl.edu.
3. If you are experiencing issues with the “Send & Encrypt” button in Outlook or general Outlook functionality with secure email please call 244-7828 to enter a ticket with the ITS helpdesk.