



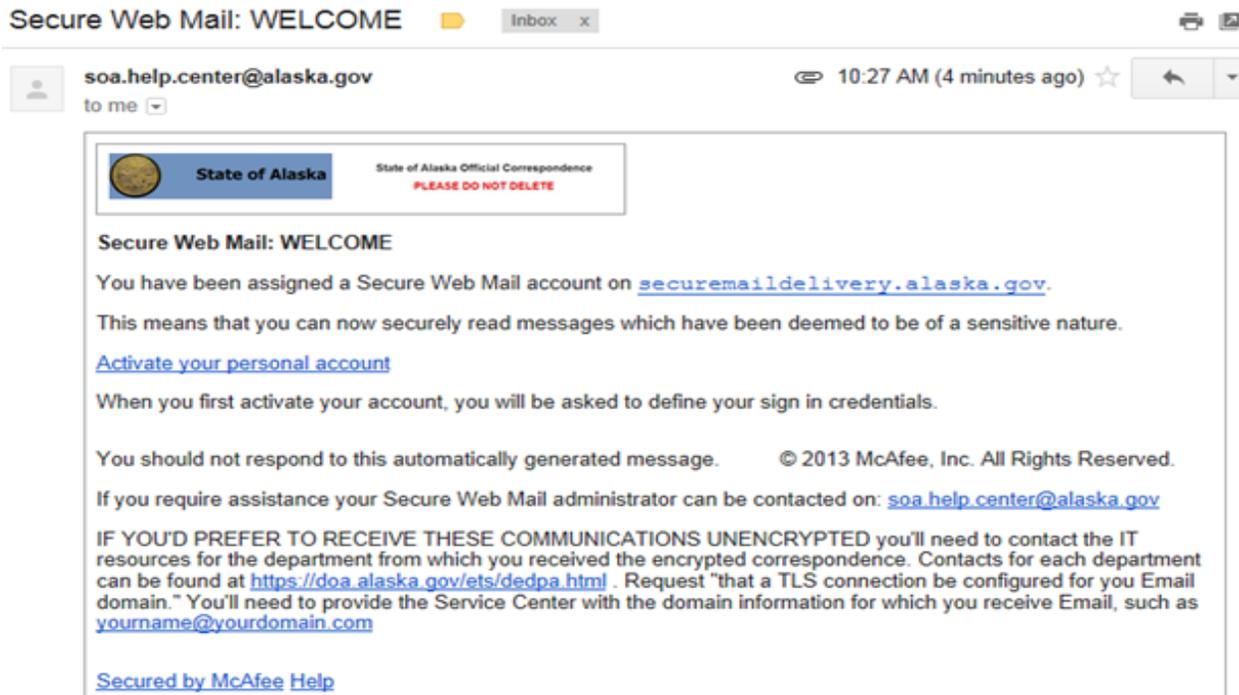
Department of Administration Enterprise Technology Services

ETS is a customer based team that provides quality telecommunications & information technology services for all branches of state government.

Secure eMail Retrieval (First Time)

When an outbound Email is sent from within Alaska.gov, or within the address spaces assigned to Alaska.gov, using the ETS hosted Exchange system and the mail is determined to contain certain sensitive information, external recipients (the receiver) will be displayed with the following:

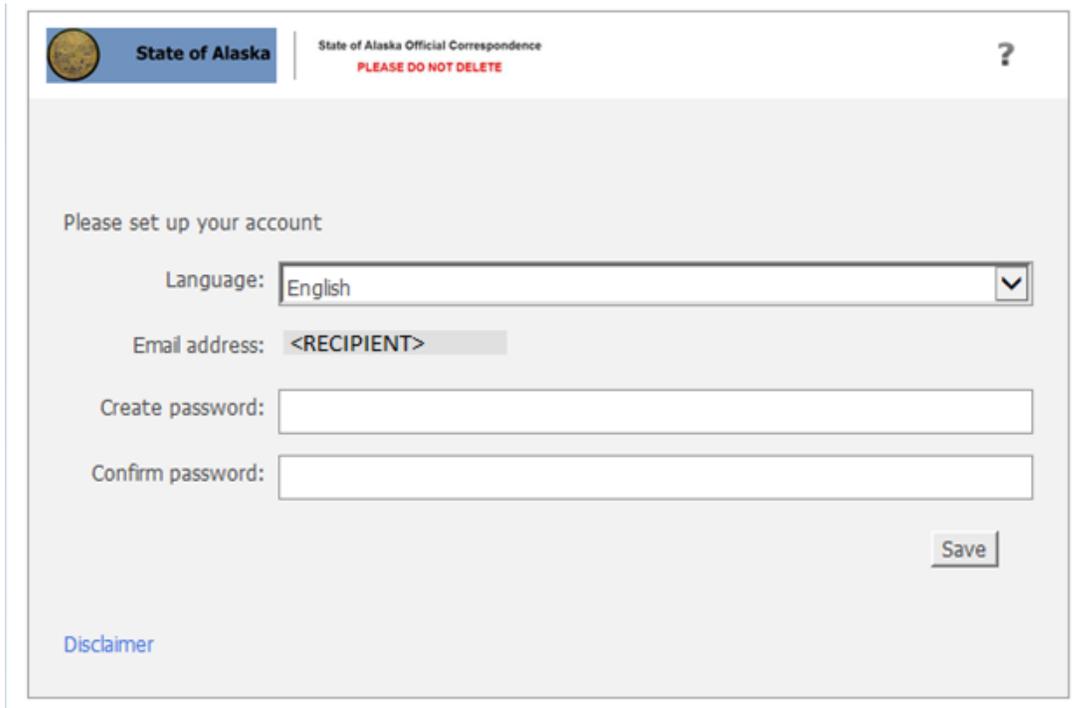
Figure 1



Establishing your Secure Web Mail Account:

- 1.) Select the blue link: "Active your personal account"

Hi wtg"4"



The screenshot shows a web page for setting up a Secure Web Mail account. At the top left is the State of Alaska logo. To its right, the text reads "State of Alaska Official Correspondence" and "PLEASE DO NOT DELETE" in red. A question mark icon is in the top right corner. The main heading is "Please set up your account". Below this are four input fields: "Language:" with a dropdown menu set to "English"; "Email address:" with a placeholder "<RECIPIENT>"; "Create password:" with an empty text box; and "Confirm password:" with an empty text box. A "Save" button is located at the bottom right of the form area. A "Disclaimer" link is visible in the bottom left corner.

- 2.) Enter a password for your Secure Web Mail account. Your password must meet these complexity requirements as noted:

Your password must be between 8 and 40 characters

The password must have uppercase and lowercase characters

The password must contain both letters and numbers

The password must have at least one special character (anything that is not number or a letter)

Figure 3

State of Alaska | State of Alaska Official Correspondence
PLEASE DO NOT DELETE ?

Security Questions

Select and answer 5 questions to help you reset a forgotten password.

In what city did you meet your spouse/significant other?
Answer

What was your childhood nickname?
Answer

What is the name of your favorite childhood friend?
Answer

What is your oldest sibling's birthday month and year? (e.g. January 1900)
Answer

What is the middle name of your youngest child?
Answer

[Disclaimer](#)

3.) Establish your five Security Questions; you will only be required to answer two of these five during a password reset. You will be presented a “questions saved” splash screen before being re-directed to your newly created online Secure Web Mail mailbox. In order to access the Secure Web Mail encrypted mail sent to you by a SOA employee you will need to go back to mail@yourdomain.com email account, as exemplified by Figure 4 below.

Figure 4

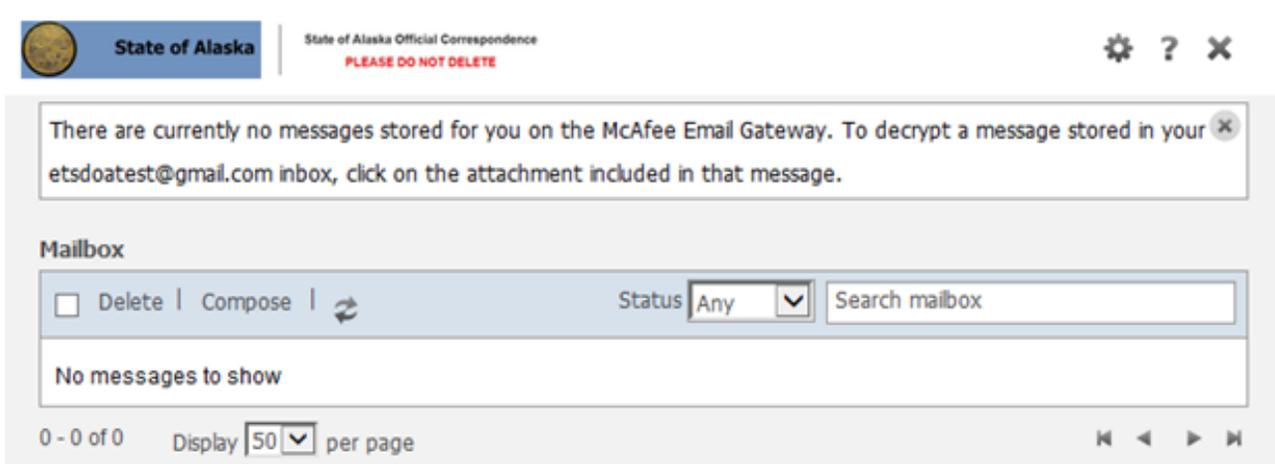
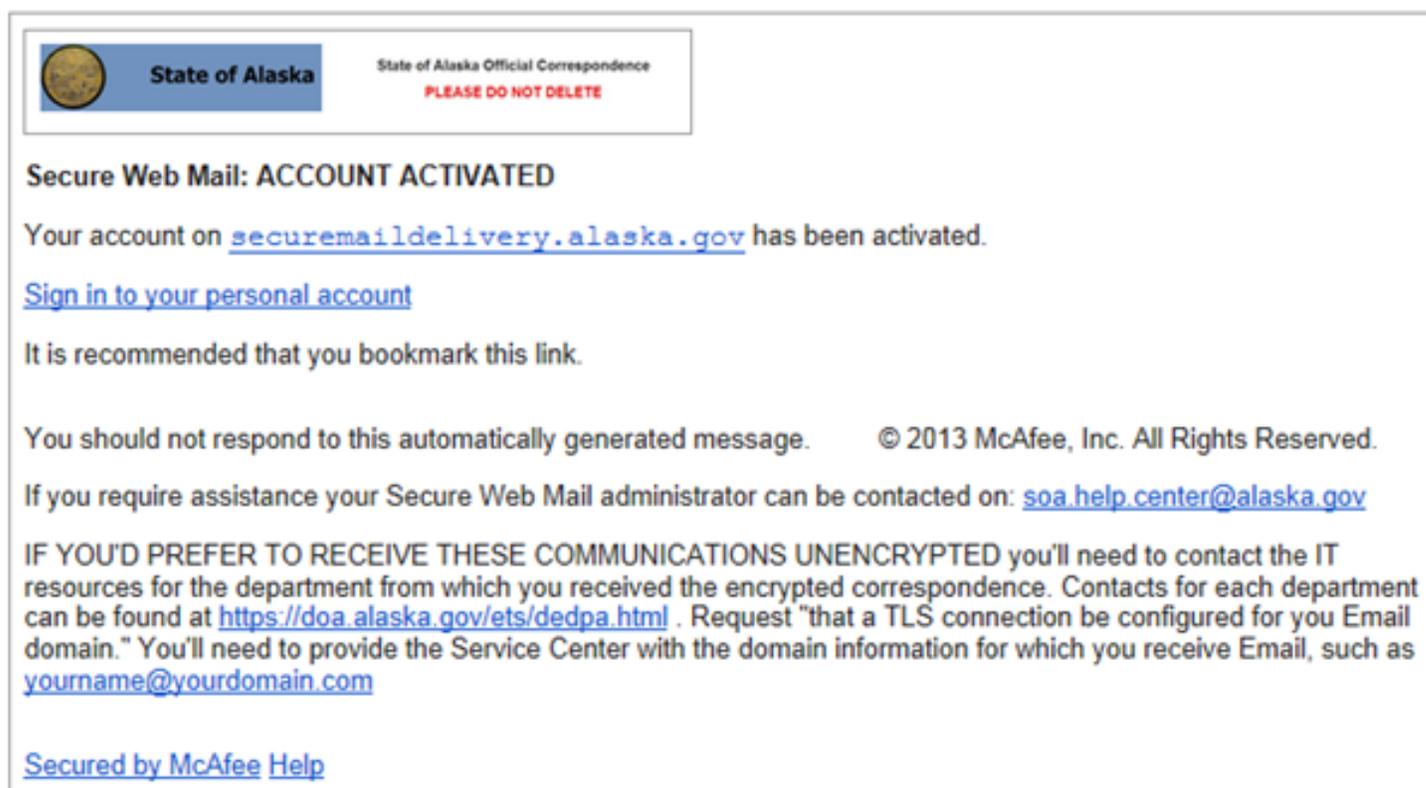


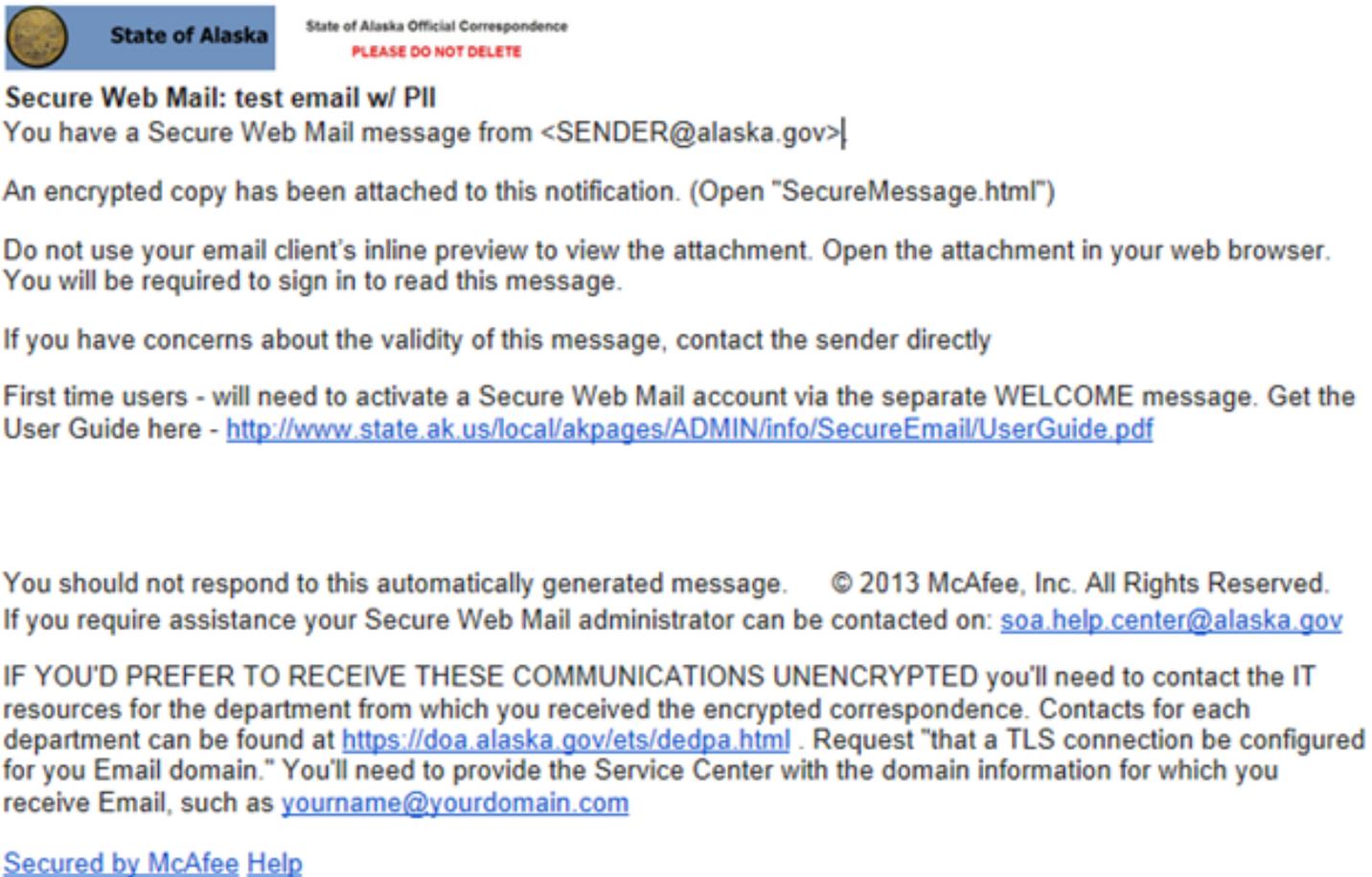
Figure 5



Opening your Secure Web Mail eMail:

- 1.) Open the attachment, referenced by not shown in Figure 6:. You may have to save the attached .html file locally and execute (double-click) it or drag it into an Internet Explorer window if your machine is configured to open the file in an editor or nothing happens.

Figure 6



2.) Opening the attachment will open your default web browser, as you are being directed to the SOA Secure Web Mail eMail system. You may be presented a browser window like Figure 7 below, if the browser does not redirect, press the “Read Message” button. You may also be warned by your web browser that you are submitting information to an external webpage. This is true, so you can agree to this warning if you want to retrieve the email.

Figure 7

You will be automatically redirected to the Secure Web Mail Client within a few seconds.
If you are not redirected, please check that you have Javascript enabled in your web browser.

This may not work on a mobile device.



3.) You will then be prompted for a Password; you should enter the password you established earlier in this document.

Figure 8

A login form for the State of Alaska. At the top left is the State of Alaska logo. To its right is the text "State of Alaska Official Correspondence" and "PLEASE DO NOT DELETE" in red. A question mark icon is in the top right corner. Below this is a "Language:" label followed by a dropdown menu showing "English". Underneath is an "Email address:" label followed by a text input field containing "<Recipient>". Below that is a "Password:" label followed by an empty text input field. A blue link "Forgotten your password?" is positioned below the password field. A "Sign In" button is located at the bottom right of the form area. A blue link "Disclaimer" is at the bottom left of the form area.

4.) After successfully entering your password you will be brought to your online account email, where the email that was included in the attachment of the original notification will be displayed.

Figure 9



Notes: During your registration process or throughout any opening attempt for encrypted messages, if you receive an error message in your browser, please hit your browser's back button and re-attempt the action.

Due to the inability for most multifunction devices to OCR a scanned image on the fly, it is recommended that if you're scanning information, which would normally require encryption when going outbound from the State of Alaska, ensure you send it to your own address and then send it external using [secure] in the subject line.

Never put personal or confidential information in the subject line. The subject line is not encrypted.