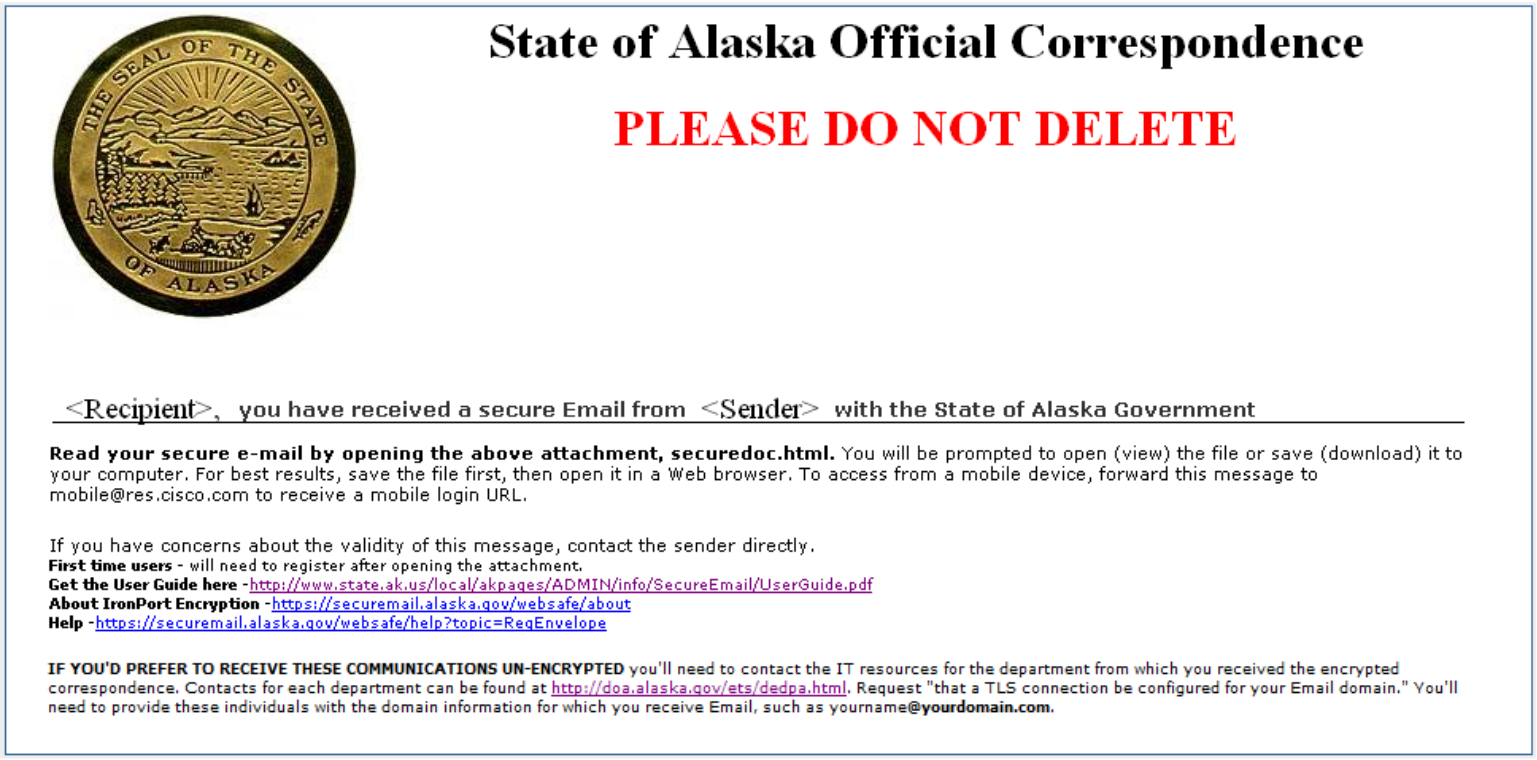
Secure eMail Retrieval
(First Time)

When an 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, or if the mail is sent directly from the Secure eMail appliance by first logging in with your SOA Email address and current password, external recipients (the receiver) will be displayed with the following:

Figure 1



State of Alaska Official Correspondence

PLEASE DO NOT DELETE

<Recipient>, you have received a secure Email from <Sender> with the State of Alaska Government

Read your secure e-mail by opening the above attachment, securedoc.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.
First time users - will need to register after opening the attachment.
Get the User Guide here -http://www.state.ak.us/local/akpages/ADMIN/info/SecureEmail/UserGuide.pdf
About IronPort Encryption -https://securemail.alaska.gov/websafe/about
Help -https://securemail.alaska.gov/websafe/help?topic=RegEnvelope

IF YOU'D PREFER TO RECEIVE THESE COMMUNICATIONS UN-ENCRYPTED you'll need to contact the IT resources for the department from which you received the encrypted correspondence. Contacts for each department can be found at http://doa.alaska.gov/ets/dedpa.html. Request "that a TLS connection be configured for your Email domain." You'll need to provide these individuals with the domain information for which you receive Email, such as yourname**@yourdomain.com**.

Note: The small links in blue are explanatory. Clicking them won't retrieve your encrypted message but may help you to understand the process.

1.) Open the attachment. 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.

If you experience Figure 4 below, you'll notice the text in Figure 2 in the same page above Figure 4. If you see Figure 3, this text won't be present:

Figure 2

Reasons you may be seeing this text:

1. You are seeing this text in your preview pane. Please open the attachment to read your secure message.
2. You have opened the attachment and
    a. You do not yet have an account. Please select your email address and click the Open button to create an account.
    b. You have an account. Once the Open button appears, enter your password and click Open.

If the Open button does not appear, please forward the original email to: mobile@res.cisco.com

Following that text, if the text exists, we have the authentication applet; otherwise you'll have an opportunity to register:

Figure 3

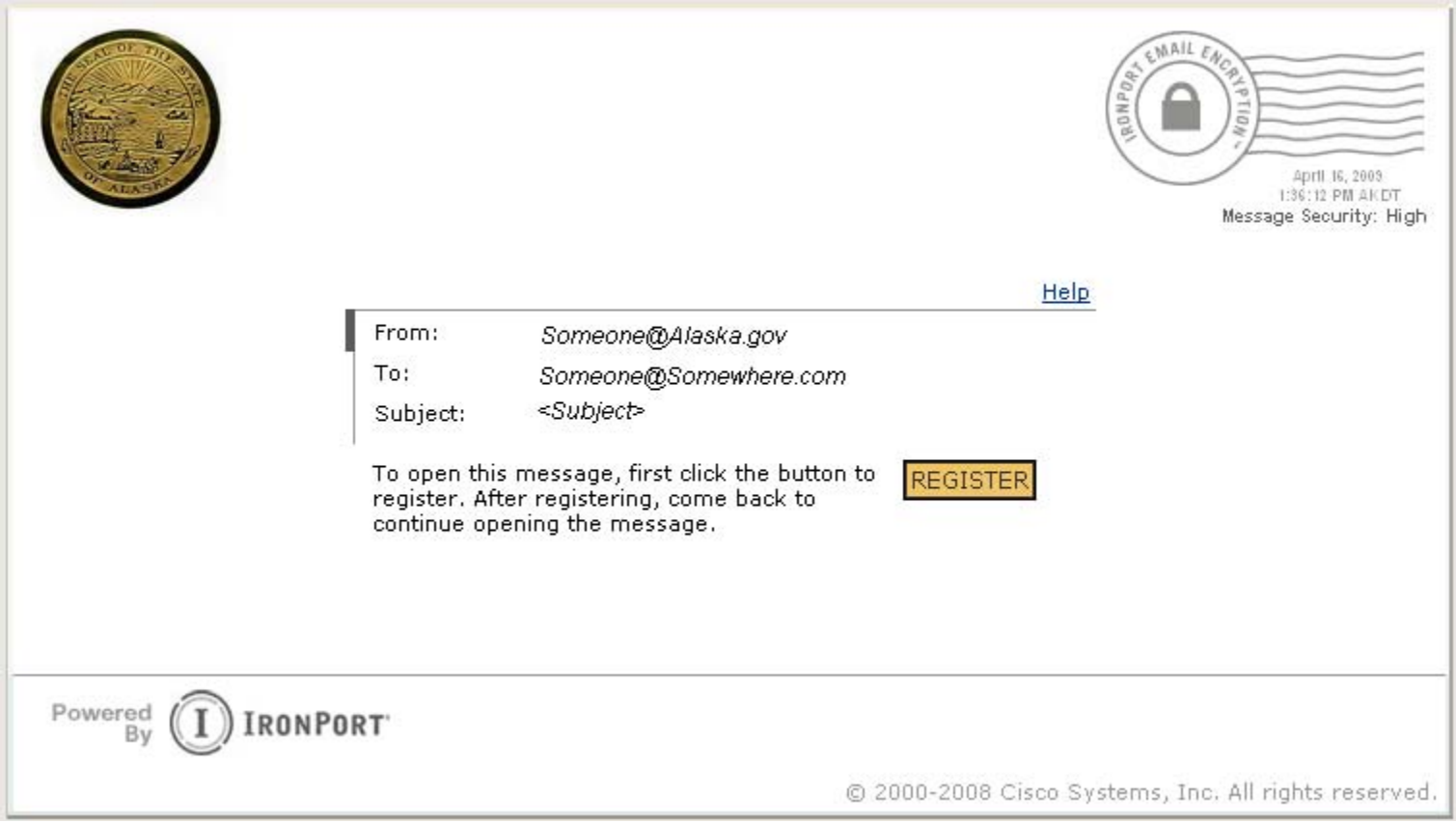


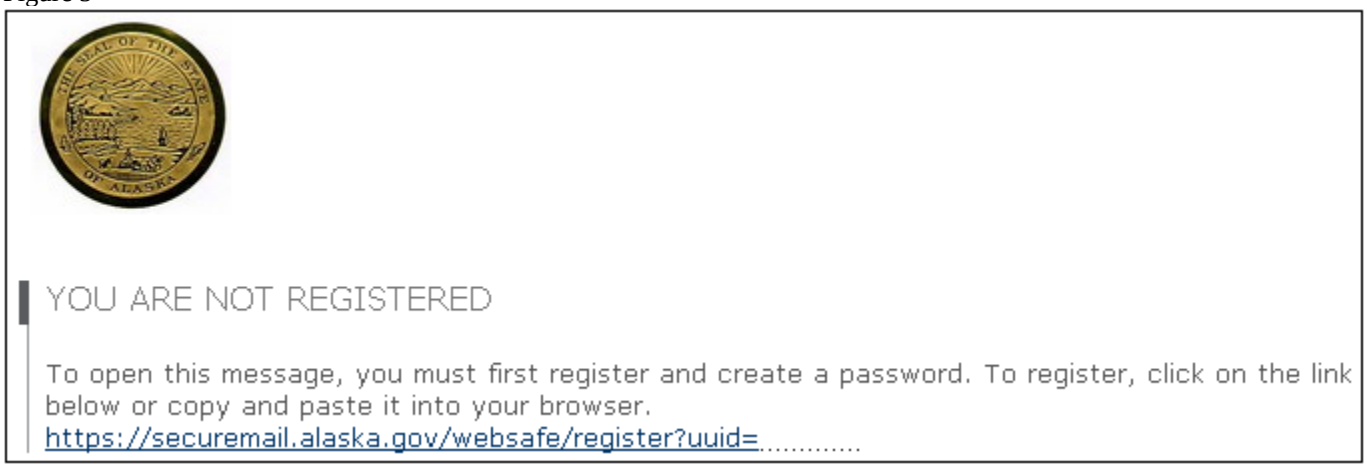
Figure 4

2.)

A.) If you've never opened a secure message from the "To:" address you'll most likely be presented with Figure 3.

B.) If you've previously created an account from the computer you're working from but the To: address is different than the address you previously registered with, you'll be presented with an "Open" button even though you don't have an account with the address in the To: line. Attempt to authenticate with any random string of characters and you'll be presented with "Figure 5."

Figure 5



Click the link.

Now you're presented with the screen you would have had if you had the applet with the Register option:

Figure 6

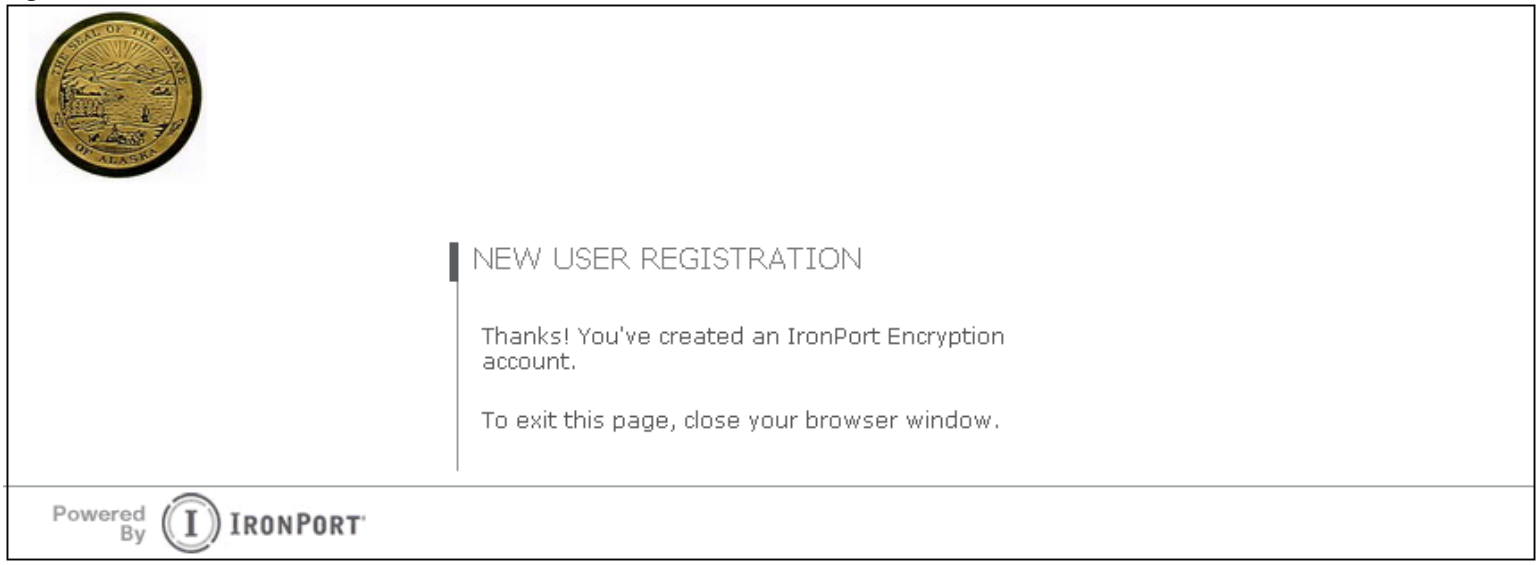
You password must meet these complexity requirements as noted:

- 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 a number or a letter)

Enter your information and click “Register”

Congratulations:

Figure 7



3.) Re-open the attachment and enter your password to receive your encrypted message. Each subsequent re-opening will require a resubmission of the password you configured for the receiving address.

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 browsers 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 and only "[secure]" is stripped from the subject when present.

If you accidentally send an Email to an incorrect external recipient, you have the ability to immediately lock the message or alternatively configure an expiration date. Navigate to https://securemail.alaska.gov and authenticate with your SOA password. On the left side, you have an option to "Manage Messages." Click the option and click "search." The messages you've sent external to Alaska.gov, which were subject to encryption, are presented. Check the box to the left of the message you wish to configure and select "Update Expiration for Messages" or "Lock/Unlock Message." If you lock a message, it will be locked until you unlock it. If you expire a message it will remain expired unless you manually extend the expiration date, which can be done any time by you.