DataMotion (SecureMail) E-mail Encryption Reference Guide

Version 6.0

FSSA Privacy & Security Compliance Office

Contents

Introduction

SecureMail, a DataMotion product, is the State of Indiana's internally hosted solution for sending outbound encrypted e-mail messages Outside-the-State-Network (i.e., to an external e-mail address that does not end with **fssa.in.gov**). Internal e-mail sent Inside-the-State-Network (i.e., to an internal e-mail address that does end with **fssa.in.gov**) is encrypted by our centralized Exchange e-mail system.

E-mail sent to external recipients Outside-the-State-Network can only be encrypted using SecureMail. It is FSSA's policy that any e-mail messages that contain client personal information sent Outside-the-State-Network must be encrypted.

What is the cost to FSSA?

This service is provided to FSSA users and is hosted by the Indiana Office of Technology (IOT) at no additional cost. External users (e.g., those who are not using an **fssa.in.gov** e-mail account) will be able to receive and read their encrypted messages without any additional cost or client software. However, external users will need to create an account on the SecureMail web portal hosted by IOT.

How does it work?

When you send an e-mail using SecureMail:

1. Your e-mail is encrypted by SecureMail and posted to the SecureMail web portal, hosted by IOT; the e-mail is not sent to the recipient.
2. The recipient receives an e-mail message in their Inbox saying they have received a secure message from you. The e-mail message includes a secure link to the SecureMail web portal.
3. When the recipient clicks on the link, their web browser opens and they are automatically taken to the SecureMail web portal.
4. Once at the SecureMail web portal, they enter their User ID and password, and can then see and open your encrypted e-mail message.
    a. When going to the SecureMail web portal for the first time, they will be asked to setup their User ID (regular e-mail address) and password.
5. They can Reply to your e-mail, which will then show up on your Outlook Inbox.
6. E-mail messages you send by SecureMail also show up in your Sent Items folder in Outlook, just like regular e-mail.

Why use SecureMail?

E-mails you send Outside-the-State-Network (i.e., to an e-mail address that does not end with **fssa.in.gov**) travel over the Internet. Because the e-mail message is not encrypted it is possible for others to see the message content; and, those messages often are retained by the recipient's e-mail provider (e.g., Gmail, Yahoo, Hotmail, etc.), which means the e-mail provider may be able to see the message content, as well.

By encrypting the e-mail message, it cannot be seen by others as it travels over the Internet or by any e-mail provider.

In addition, certain federal laws require that we encrypt any e-mails that contain client personal information. This is done automatically when we send e-mails Inside-the-State-Network; but, it is not automatically done for e-mails sent Outside-the-State-Network unless SecureMail is used.

Overall, the use of SecureMail minimizes the risk that an unauthorized person could see confidential, client personal information you send by e-mail.

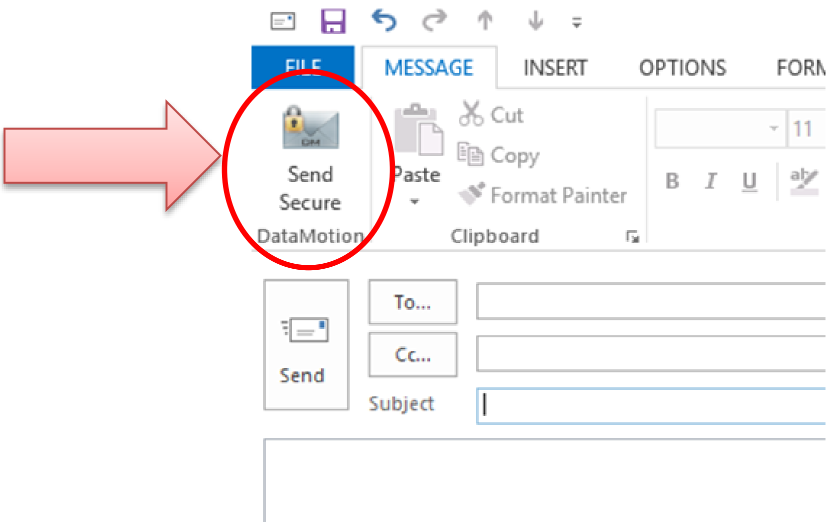
How can FSSA Staff obtain access to SecureMail?

FSSA staff who have been approved by their business unit to send confidential e-mails to external recipients have two (2) options (see below) they can use to send an encrypted message. If you are uncertain whether you have been approved to send confidential e-mail messages, please consult your supervisor.

Option # 1:

The FSSA user may have the DataMotion (SecureMail) Outlook plug-in installed. This will add a "Send Secure" button to the Outlook menu bar (**Figure 1.1**). The FSSA user should contact the IOT helpdesk for remote installation of the plug-in. Once installed, FSSA users simply have to click on the "Send Secure" button for their message to be encrypted (when sent to external recipients Outside-the-State-Network) and sent to the SecureMail web portal.

Figure 1.1 *"Send Secure" option button is located in the Outlook message form when composing a new e-mail message.*



Steps for Sending Encrypted E-mail through Outlook:

Step 1: Open Microsoft Outlook and select the "New" to open a new e-mail.

Step 2: *Enter the recipient of your e-mail in either the "To..." or "Cc..."

Step 3: Attach any documents (if necessary)

Step 4: To send the e-mail encrypted, click on the "Send Secure" icon located in the upper-left side of the Microsoft Outlook screen (**Figure 1.1**), just above the regular "Send" button.

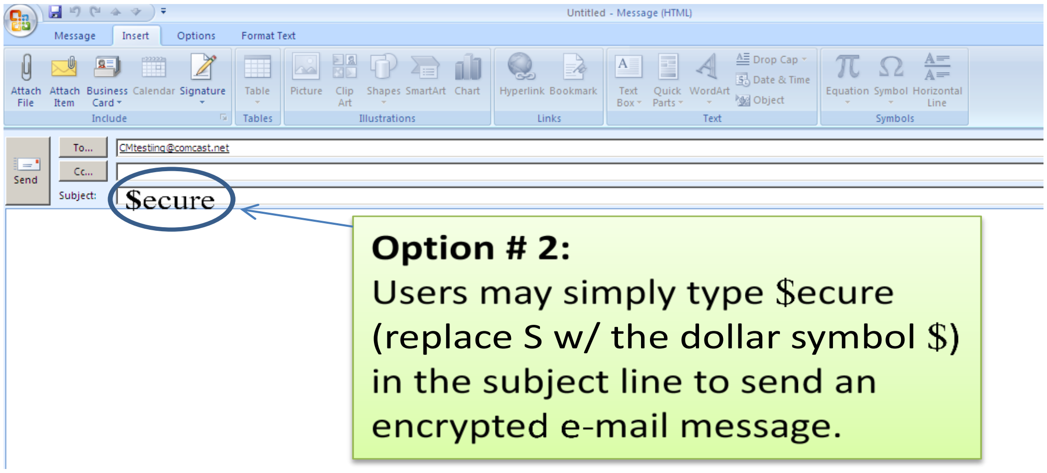
<u>*NOTE:</u> It's very important that you use extreme caution when addressing your message to avoid sending the e-mail to the wrong recipient. This may result in a breach of confidentiality since any user who receives your e-mail will have the ability to open the encrypted message.

Option # 2:

The other option is to type "**$**ecure" (i.e., replace the letter "S" with the dollar symbol $) in the subject of the message; this will also result in the message being encrypted by SecureMail. This method can be used on multiple devices such as smart phones, tablets, Outlook Web Access, and Outlook via Citrix (**Figure 1.2**).

Figure 1.2

*Type **$ecure** in the **subject line of a message to an external recipient will encrypt the message.*



To...: CMtesting@comcast.net

Subject: $ecure

Option # 2:
Users may simply type $ecure (replace S w/ the dollar symbol $) in the subject line to send an encrypted e-mail message.

<u>NOTE:</u> Do not put confidential data in the subject line! The subject line is not encrypted.**

How does the External Recipient get access to the encrypted e-mail message?

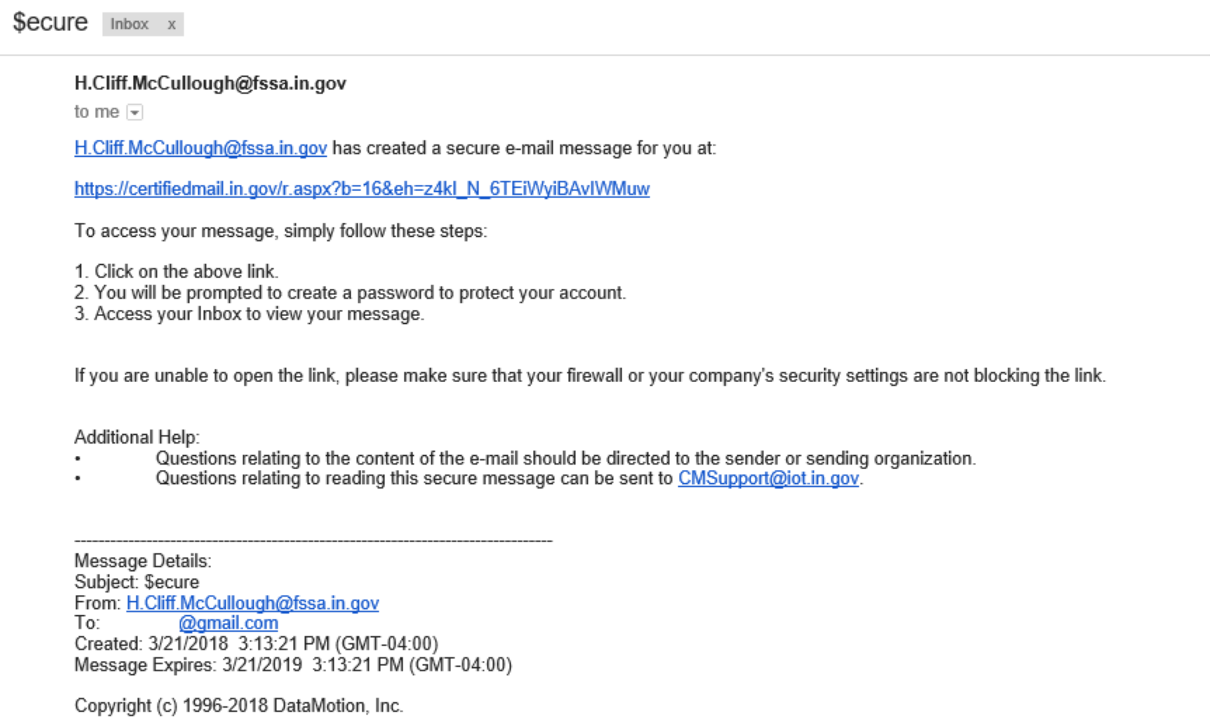
SecureMail will send an e-mail to the recipient from the FSSA user with instructions on how to access the e-mail message via the SecureMail web portal (**Figure 1.3)**. The e-mail includes a link to the SecureMail web portal. The recipient simply clicks on the link, and then enters their User ID (their regular e-mail address) and complex password to access your e-mail message.

When the recipient receives a SecureMail e-mail for the first time and clicks on the link, they will be instructed to setup their User ID and complex password. They will use this User ID and complex password for all future e-mails they receive via SecureMail.

It's very important to test this process with the external recipient when using SecureMail with the recipient for the first time. Send a test message (without confidential data) just to confirm the recipient does not have any problems or questions about logging into the SecureMail web portal or accessing the e-mail message. Once verified, you may proceed with sending the confidential message.

Figure 1.3

The intended recipient will get an e-mail message that looks like the image below, telling them that they have a secure (encrypted) message from you:



$ecure Inbox x

H.Cliff.McCullough@fssa.in.gov
to me

H.Cliff.McCullough@fssa.in.gov has created a secure e-mail message for you at:

https://certifiedmail.in.gov/r.aspx?b=16&eh=z4kl_N_6TEiWyiBAvIWMuw

To access your message, simply follow these steps:

1. Click on the above link.
2. You will be prompted to create a password to protect your account.
3. Access your Inbox to view your message.

If you are unable to open the link, please make sure that your firewall or your company's security settings are not blocking the link.

Additional Help:
- Questions relating to the content of the e-mail should be directed to the sender or sending organization.
- Questions relating to reading this secure message can be sent to CMSupport@iot.in.gov.

Message Details:
Subject: $ecure
From: H.Cliff.McCullough@fssa.in.gov
To: @gmail.com
Created: 3/21/2018 3:13:21 PM (GMT-04:00)
Message Expires: 3/21/2019 3:13:21 PM (GMT-04:00)

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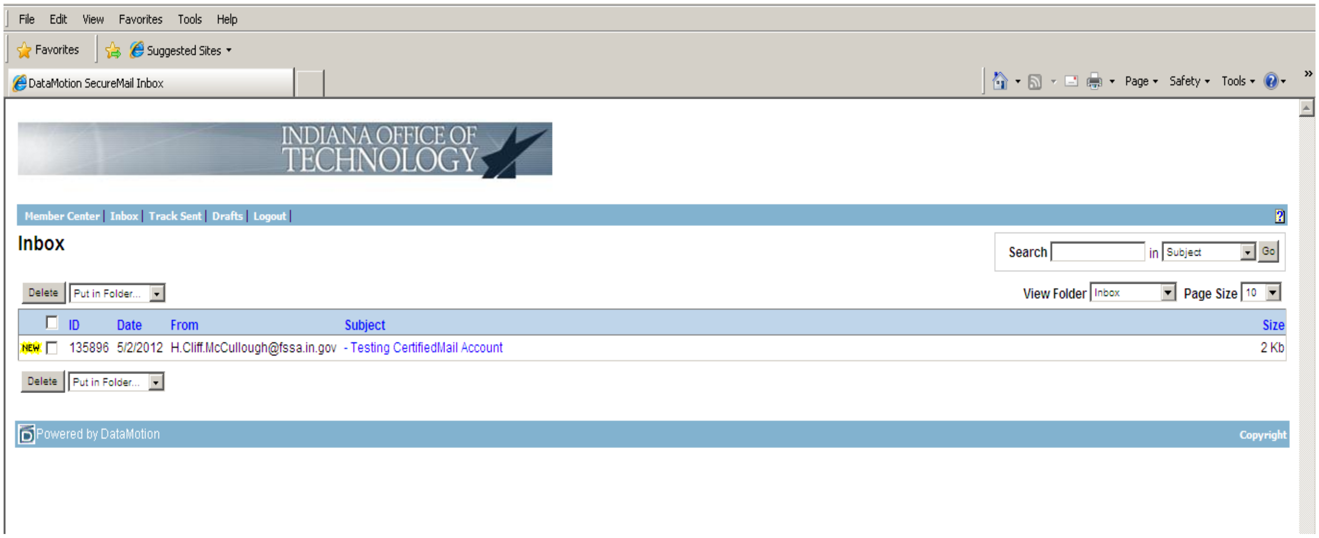
The web link in the e-mail message will open up the SecureMail web portal (Indiana Office of Technology banner). Once the external recipient has successfully authenticated (entered their

User ID and password), they will see the SecureMail web portal and encrypted messages (**Figure 1.4**).

Figure 1.4


File Edit View Favorites Tools Help
Favorites
Suggested Sites
DataMotion SecureMail Inbox
Page Safety Tools
INDIANA OFFICE OF TECHNOLOGY
Member Center | Inbox | Track Sent | Drafts | Logout |
Search
in Subject
Go
Delete
Put in Folder...
View Folder Inbox
Page Size 10
Powered by DataMotion
Copyright

Inbox

		ID	Date	From	Subject	Size
	□					
NEW	□	135896	5/2/2012	H.Cliff.McCullough@fssa.in.gov	- Testing CertifiedMail Account	2 Kb

To avoid an interruption in your business operations, it's important to have a communications plan with your external partners to whom you will be sending SecureMail. They should be alerted that they will be receiving a link to the SecureMail web portal in lieu of a direct e-mail from your business unit.

NOTE: When you receive a reply in your Outlook inbox from a message that you sent $ecure, your email reply back is no longer secure. You can either delete the PII/PHI and send normally or you **must** add $ecure back to the subject line prior to replying to the email.

SecureMail E-mail Retention:

DataMotion (Send Secure) e-mail messages sent from your FSSA Outlook account will be retained in your Outlook Sent Items folder.

It is also possible for you to send SecureMail e-mail messages directly from the SecureMail web portal (you can log onto the web portal using your FSSA e-mail address; first time use will require you to setup a complex password).

While these instructions are not intended to show you how to use the SecureMail web portal to send messages (instead of using Outlook), it is important to note that SecureMail messages sent from the web portal may automatically expire (by default) from the web portal within a designated timeframe from the sent date. Thus, you should consult legal guidance to verify you are following the proper retention schedule for e-mail sent via the SecureMail web portal. Please contact technical support @ CMSupport@iot.in.gov for assistance in maintaining an electronic version of e-mails from the SecureMail web portal for an extended period.

Additional Support Options:

Technical Support Questions may also be sent to: CMSupport@iot.in.gov

Privacy and/or Security policy questions regarding the FSSA requirements for using SecureMail may be sent to the following:

H. Cliff McCullough, Director
FSSA Privacy & Security Compliance Office
(317) 232-4732
FSSA.PrivacyOffice@fssa.in.gov