To send an email securely to users outside the State of Indiana email system, the State of Indiana uses a service by DataMotion, Inc. called SecureMail. Emails sent via this method are not sent directly to the recipients’ inbox, but are sent to SecureMail and the recipient has to go to the SecureMail website to retrieve the email.

To send a secure email from Outlook

1) Email your recipients to let them know that they will be receiving another email for accessing the secure email. This is helpful to the recipient(s) to let them know that the email they receive is valid.
2) Start a new email in Outlook
3) Put Secure at the beginning of the Subject line and then the rest of your subject line (i.e. Secure Here is the information). This is what redirects the message to the SecureMail system.
4) Enter your recipients and other text information as you would in any other email
5) Click Send
6) At this point the email will be sent to the SecureMail system and the SecureMail system will send an email to each recipient(s), like the one below, so that they can create an account and retrieve the email

user@idoa.IN.gov has created a secure e-mail message for you at:

https://certifiedmail.in.gov/r.aspx?b=16&eh=kljisd0s-uy89h;24o8y-s0d

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: Test to user@gmail.com
From: user@idoa.IN.gov
To: user@gmail.com
Created: 10/24/2017  9:51:09 AM (GMT-04:00)
Message Expires: 10/24/2018  9:51:09 AM (GMT-04:00)
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7) If this is the first time you have sent a secure email, then you will receive an email, like the one below, telling you that a DataMotion SecureMail e-mail account has automatically been created for you. Click on the link in the email to add a password to your SecureMail account. Do not...
use the same password as your network login.

A DataMotion SecureMail e-mail account has automatically been created for you at:

https://certifiedmail.in.gov/r.aspx?b=8&e=user%40idoa%2EIN%2EgXX&p=R1AD

To Activate your account simply follow these steps:

1. Click on the above link.
2. Create a password and verify it to protect your account
   or
   If you already have a password, enter it when prompted
3. Access your account to send and receive DataMotion SecureMail.

If you need help, please send an e-mail to CMSupport@iot.in.gov.

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8) When a person opens the email, then you will receive an email indicating the message was opened, like the one below

Your secure message was opened by user@gmail.com on 9/27/2017  8:12:33 AM (GMT-04:00).

For full tracking details login to your account at:

https://certifiedmail.in.gov/l.aspx?u=user@idoa%2EIN%2EgXX&l=en-us

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- After you have sent your first secure email and put a password on your SecureMail account, then you can access the SecureMail system by going to https://certifiedmail.in.gov and entering your username and password.
- External users can only reply to messages they receive, they cannot compose new messages.
- If external users have any issues with their account, they should email CMSupport@iot.in.gov
Common Problems:

Problem 1:
I forgot my password.

Solution:
From the login page (https://certifiedmail.in.gov), use the "Click HERE to reset your password" link. This will walk you through resetting a password.

Problem 2:
My account is disabled.

Solution:
Email CMSupport@iot.in.gov and they will re-enabled the account.