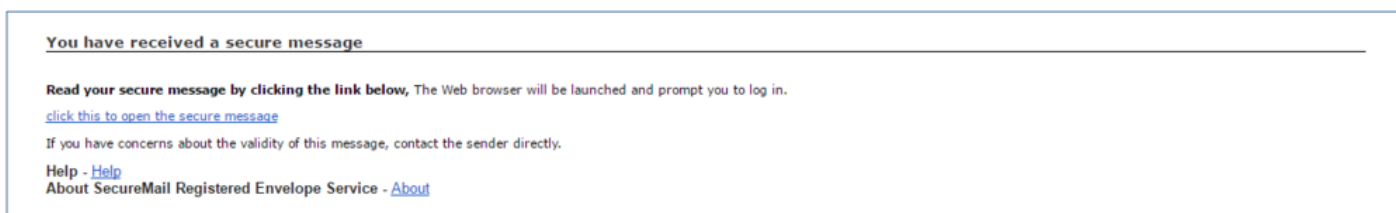


SecureMail - Opening an encrypted email

Sending an email is like sending a postcard. Private information, such as social security numbers and credit card numbers, should never be sent in an email unless it is encrypted. RedRock's SecureMail system can be used to send sensitive information securely by encrypting that data contained within the email. The following user guide provides a basic walk-through of what to do when receiving an encrypted email, as well as sending an encrypted reply.

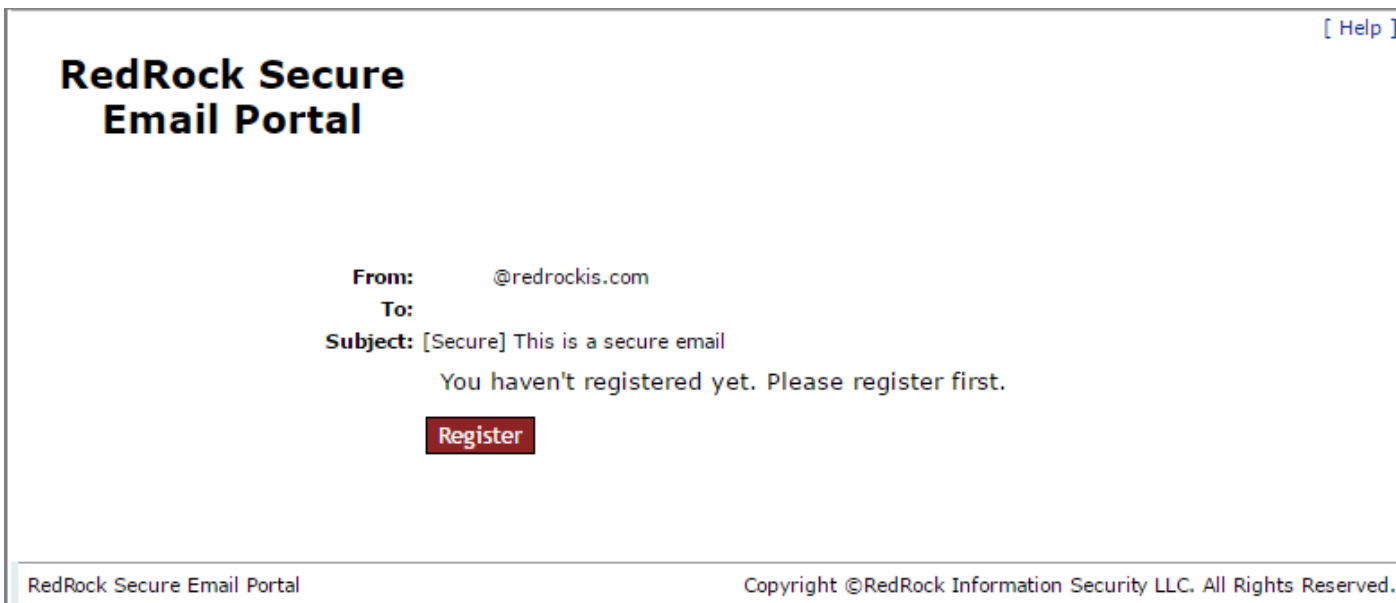
When a secure email has been sent, the recipient will receive a notification (**Figure A-1**) that a secure message has been received.

Figure A-1



Click on the link "click this to open the secure message" to be taken to the Secure Email Portal page. The recipient will be required to log into the portal to view the email. If this is their first time logging into the system, they will be required to register an account (**Figure A-2**). Click the "Register" button to begin the process of creating an account.

Figure A-2



By providing some basic information (**Figure A-3**), this will ensure the identity of the recipient for further

encrypted email communication and allow access to view the secure email. When selecting a password for the account, the following criteria must be met:

- **Minimum password length - 8 Characters**
- **Password Complexity requirements:**
 - **Uppercase letter**
 - **Lowercase letter**
 - **Number (0-9)**
 - **Non-alphanumeric Character (! @ # \$ % ^ & *)**

Figure A-3

REGISTER NEW USER

Email address: _____

Language: English ▾

Time zone: (GMT-5:00)Eastern Time(US & Canada) ▾

First name: _____

Last name: _____

Password: _____

Confirm password: _____

Secure question 1: What is the first name of your oldest child? ▾

Answer: _____

Secure question 2: What was the make of your first car? ▾

Answer: _____

Secure question 3: What is the first name of your spouse's/partner's mother? ▾

Answer: _____

Register **Cancel**

After selecting the "Register" a notification will appear to confirm that the account has been created (**Figure A-4**). Selecting "Continue" will redirect the page to the login screen. Use the password created when registering the account to access the encrypted email (**Figure B-1**).

Figure A-4

REGISTER NEW USER

Registration is successful, you can now open the secure document

[Continue](#)

Figure B-1



The screenshot shows a web interface for the RedRock Secure Email Portal. At the top right, there is a "[Help]" link. The main heading is "RedRock Secure Email Portal". Below this, the email details are displayed: "From: @redrockis.com", "To:" (empty), "Subject: [Secure] This is a secure email", and "Password:" followed by an empty input field. Below the password field is a link that says "Forgot the password?". At the bottom center, there is a red "Open" button. The footer contains "RedRock Secure Email Portal" on the left and "Copyright ©RedRock Information Security LLC. All Rights Reserved." on the right.

Once logged in, the encrypted email that was sent will be displayed (**Figure B-2**). Options are available to print, reply, or forward the message. All future correspondence (reply, forward, etc) within this console will also be encrypted.

Please note: Encrypted emails can only be sent to the company that originally sent the secure email. Attempting to send an email to anyone outside of the original sender organization will result in an "invalid domain" error.

Figure B-2

✕ Close ↩ Reply ↩ Reply All ➦ Forward 📁 Move More ▾

Subject: [Secure] This is a secure email

From:

To:

Welcome to SecureMail!



1101 40th St SE

Grand Rapids, MI 49508

P: [616] 534-1500 Fax: [616] 828-1723

Toll free: [877] 258-8065

www.redrockis.com