BARNET
LONDON BOROUGH

Secure Message Center
Email Guide for External Users

How to receive and send confidential emails securely

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Document control

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Introduction

This guidance will assist you to access and make use of the email Secure Message Center.

The London Borough of Barnet uses 'Encrypt & Send' to securely send emails and attachments of a sensitive personal nature to partner organisations and to the public.

The emails are sent to a Secure Message Center which protects the sensitive personal information against unauthorised access.

When someone outside of the London Borough of Barnet's email network receives an email notification for the first time they will be asked to create an account on the Secure Message Center. Once the account is set up on the Secure Message Center they will be able to:

- **view** email and attachments sent to them
- **reply** to the people who sent emails
- **forward** the email to people that have a @**barnet.gov.uk** email address
- **compose** a new email to people with a @**barnet.gov.uk** email addresses.

Important note:
The Secure Message Center is a temporary storage area. All emails received to and sent from the Secure Message Center are kept for a period of 90 days only, after which they will be deleted.

If you need to save emails and attachments you can 'cut and paste' email text and save attachments to a secure location.

Always ensure that all private, sensitive and personal information is kept secure and deleted in accordance with relevant Records Retention Guidance.

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Registering

Initial Email

When you receive an email sent securely from the London Borough of Barnet to your email address for the first time, you will see a message similar to this in your email inbox:

You have a London Borough Of Barnet Secure Email message from Person @barnet.gov.uk.

To view the secure message, click here.

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on Mar 07, 2011 @ 05:45 PM (GMT).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

https://securemail2.messagelabs.com/s/e?b=barnet&m=ABBF6uBG0ncQ7pcKGNagUbBp&em=dt98pjk%40hotmail%2ecom

This email has been scanned by the MessageLabs Email Security System.
For more information please visit http://www.messagelabs.com/email

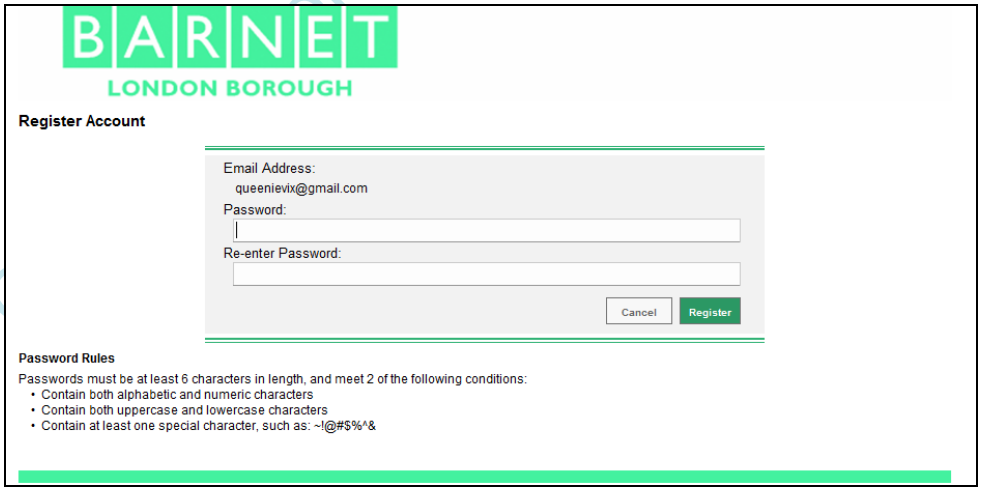
To view the secure email and any attachments click on the link in the email that says **"To view the secure message, click here"** which will take you the registration screen of Barnet's Secure Message Center.

Registration

The first time you go to Barnet's Secure Message Centre, you will need to register yourself. (Once you have registered, you will be able to return to the site and access your emails just by entering your password).

Please see the 'Generic (shared) Email Addresses' in the 'Problems' section. If you are using a generic (shared) email address eg: care.referrals@organisation.co.uk

Registering your email address is a one-time, quick and easy process



Your email address will be automatically displayed on the registration screen, enter the following information:

- **Password** (the 'Password Rules' on the bottom of the screen will guide you to create a 'strong' password)
- **Re-enter password**

Once the details above have been entered click: '**Register'**

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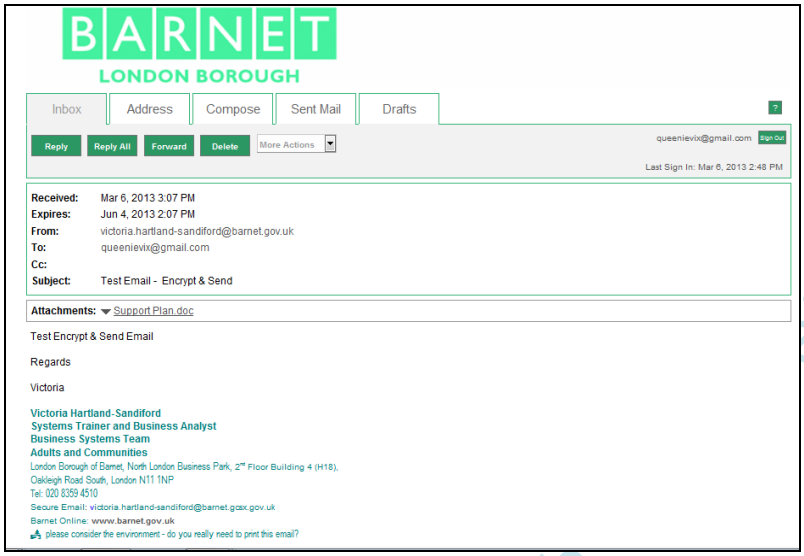
Once the account is set up only your password will be required to access the Secure Message Center in future.

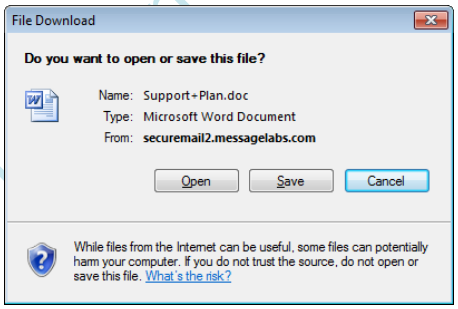
When you have set up the account successfully the Secure Message Center will open your inbox and display the initial email sent to you securely from the London Borough of Barnet.



Attachments

Any attachments will be displayed above the text of the email and can be viewed as follows:

- click the down ▾ arrow or the underlined attachment name
- click **Open** when the file download message appears:



- the document will open in a separate window and can be saved and closed as required.

If you find you are unable to open the attachment as described above please see the 'Attachments' section in the 'Problems' section.

Managing your Email

When an email is opened you have the following additional options to help you manage your emails:

- **Reply**
- **Reply to All**
- **Forward**
- **Delete**

Further guidance on managing your emails can be found on 'Opening Emails, Replying and Forwarding' section.

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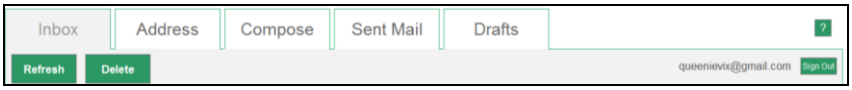
Navigating

After you have successfully registered and activated your password, you can navigate the **Secure Message Center** using the tabs at the top of the page.



- **Inbox tab** - lists all of the unexpired, encrypted email messages that you have received. From the Inbox, you can view the details of each message by clicking the Subject.

- **Address tab** - allows you to add and manage email addresses of people you correspond with, add and manage groups of contacts and send messages to them directly from this page.

- **Compose tab** - allows you to create messages to the subscribing organization. You can attach files to your messages, save a draft to complete later and send messages from this tab.

- **Sent tab** - lists the messages you have sent using the Secure Message Center. You can review the text of sent messages, the intended recipients and other details about each message.

- **Drafts tab** - displays incomplete messages that have not yet been sent. Messages saved while composing, replying to or forwarding an email message are saved here as well as email messages automatically saved as a draft when your session times out.

- **Help icon ? -** displays online help for the Secure Message Center.

- **Sign Out button** - allows you to exit the Secure Message Center. The system has a Remember Me function to keep you signed in. However be very careful about using this function, especially if you use a shared or unencrypted computer, as other people may be able to access your account. Clicking the Sign Out button will delete the Remember Me cookie.

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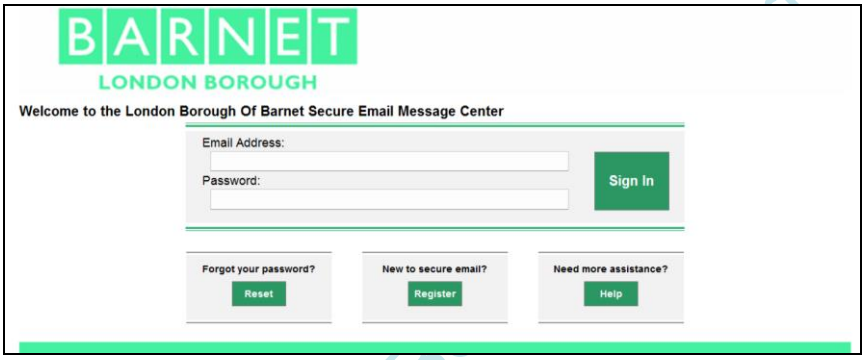
Logging On

After you have created your Secure Message Center account you can log in at any time to manage emails sent to you or to compose new ones.

To log on to the Secure Message Centre:

- Open **Internet Explorer**
- Type in the following secure email web address:
  https://securemail2.messagelabs.com/s/e?b=barnet
- Enter your **Email Address** and **Password.**
- Click **Sign In**



It is recommended that you save the internet address of the Secure Message Center as a favourite in your internet browser so you can quickly log on to view or compose secure emails.

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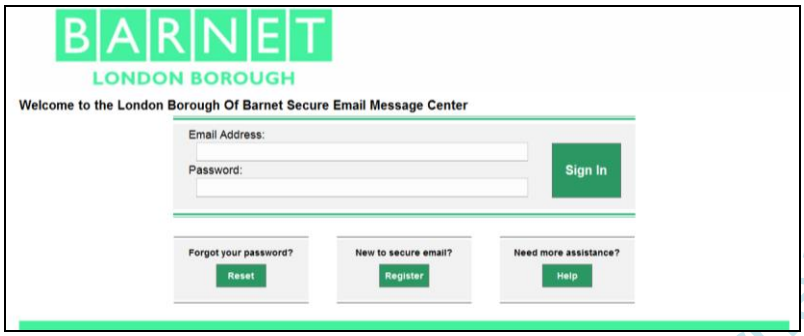
Passwords

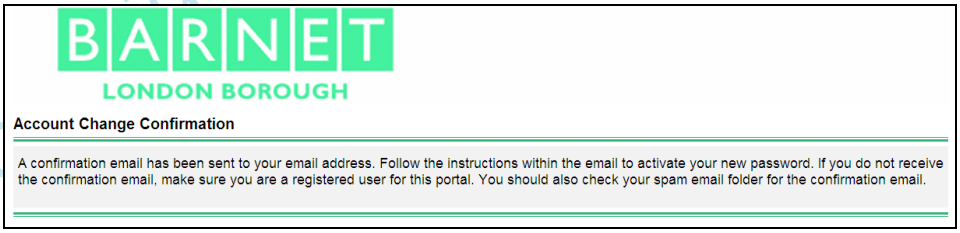
If you cannot remember your password or you wish to change it at any time:

- On the login screen
- Click on **Reset** in the '**Forgot your password**' box

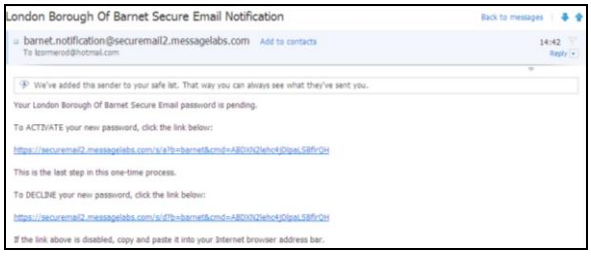


On the **Reset Password** screen enter:

- **Email Address**
- **New Password**
- **Re-enter New Password**
- Click **Reset**



A verification email will be sent to your registered email address to complete the process.



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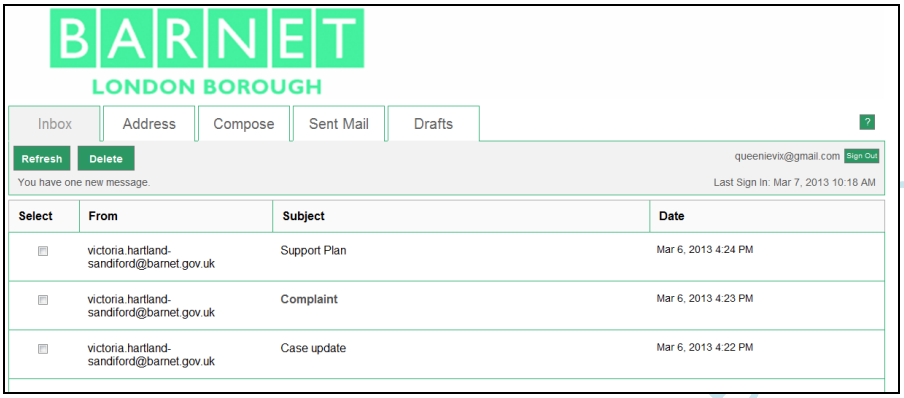
Opening Emails, Replying and Forwarding

Opening an Email

To view all received emails click on the **Inbox** tab. Emails are listed in date order and unread emails have the 'Subject' in bold text.

Click on the 'Subject' of the email to open it.



When the selected email is open you can either reply to the sender or forward to someone else or delete the email by clicking **Reply, Forward** or **Delete**

Replying to an email

Once **Reply** is selected the **Compose** tab will open.
You can only respond to the person who sent the email and no others can be copied in.

- Enter the text of the email and click **Send**

Forwarding an email

Once **Forward** is selected the **Compose** tab will open. You can only forward and copy messages from the Secure Message Center to email addresses that end in **@barnet.gov.uk.**

- Enter the recipients email address/s in the **To:** and **Cc:** boxes
- Amend the details in the **Subject:** box if required
- Enter the text of the email and click **Send**

Drafts and Attachments

Before sending an email when in the **Compose** tab you have the option to save the email as a draft or attach document/s:

- **Save Draft** – the email will be save to the **Drafts** tab and can be completed and sent at a later time/date

- **Attach File** – you can **Browse** your computer to find and **Add File** and **Finish** (select **Browse** to repeat the process for up to 10 files up to a total of 75 MB)

Further guidance on attaching documents can be found on the 'Attachments' Section.

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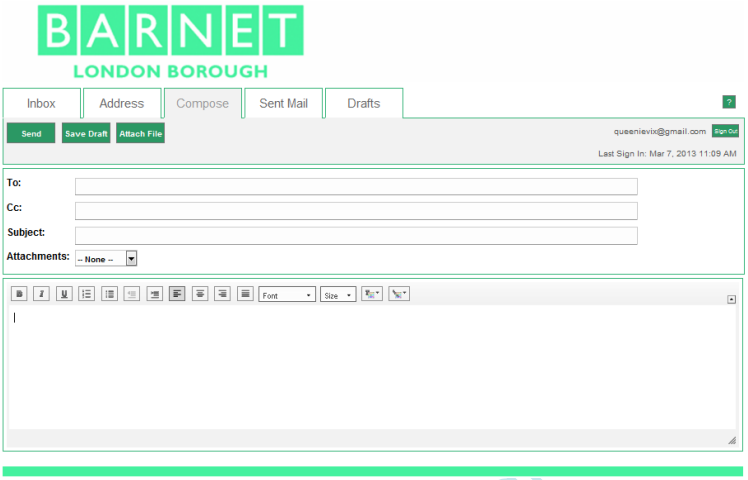
Composing an Email

To compose and send a new email message select the **Compose** tab.

You can only send emails from the Secure Message Center to email addresses that end in **@barnet.gov.uk.**



- Enter the recipients email address/es in the **To:** and **Cc:** boxes
- Enter the email title in the **Subject:** box
- Enter the text of the email and click **Send**

A copy of the sent email is saved and can be viewed in the **Sent Mail** tab

Important note
Ensure you check the email address. If you make a typing mistake when adding a new email address and try to send an email to an invalid email address you will not receive a failure message. If you need to confirm that an email has arrived ensure you contact the recipient via an un-secure email or by telephone.

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Attachments

When composing an email on the **Compose** tab you can also attach documents to the email:

- Click on **Attach File**
- Click **Browse** to locate the document on your computer
- When selected the document title will show in the **Attach Files** box
- Click **Add File**
- Click **Finish**

To add multiple files click **Browse** again before you click **Finish** and repeat the process for up to 10 files, up to a total of 75 MB.

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Problems

Access

If unable to access the Secure Message Center the first time you receive an email it may be due to an internet restriction put in place by your organisation. Contact your IT department to request the removal of the restriction allowing you access to the site.

Generic (shared) Email Addresses

Some organisations have a generic (shared) email address where emails are dealt with by more that one person, for example: care.referrals@organisation.co.uk.
All individuals responsible for dealing with the generic (shared) emails will need to know the password to enable them to access the Secure Message Centre once registration has taken place.

Please ensure that the registered password is not accessible or disclosed to any unauthorised individuals

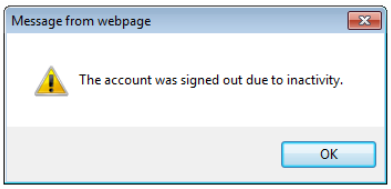
Account locked

After three unsuccessful sign in attempts, you will be locked out of your account for 30 minutes.
If you become locked out of your account, you will be sent a notification email message to your registered email address.
The email sent to you contains information on how to change your password and unlock your account.

An alterative is to change your password which can be done at any time, for further guidance see the 'Passwords' Section on page 7.

Inactivity

The Secure Message Center will close after a period of inactivity displaying the message to the right:

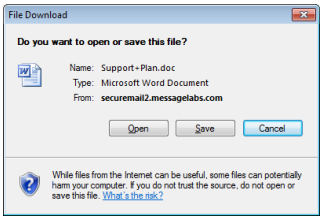


To continue using the Secure Message Center click OK and log back in.

If you were composing, replying or forwarding at the time of closure all messages will be save in the **Drafts** tab

Attachments

If you find you cannot open an attachment retry and select **Save** (NOT **open**) on the **File Download** screen.



Save the document to your PC from where it can then be opened.

Please ensure that all confidential, sensitive and personal information is kept secure and deleted as per the relevant Records Retention Guidance.

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Help and Sign Out

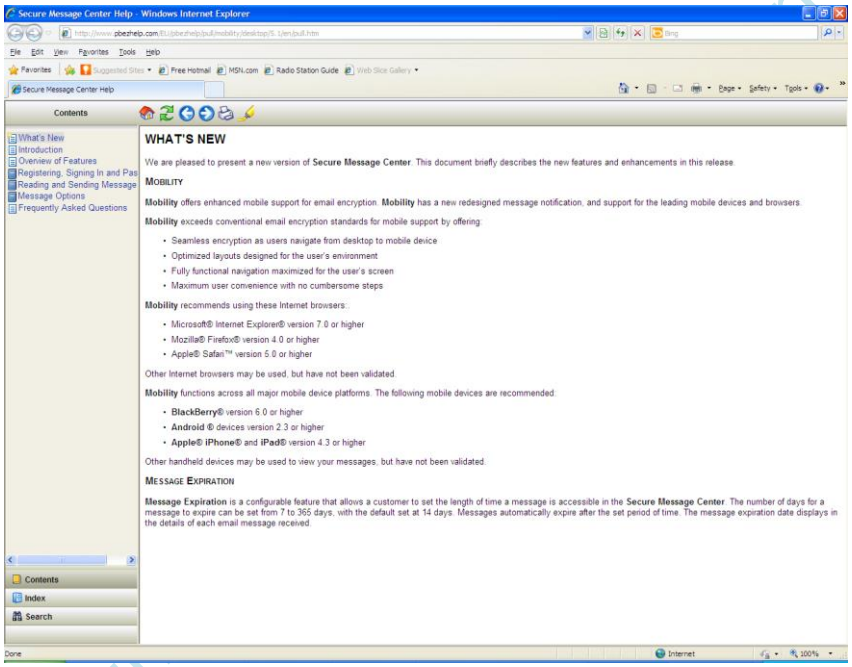
Help

To access the on line help and guidance pages when in the Secure Message Center:

- click on the ? button at the top/right of the screen ?

The Secure Message Center Help will open in a new widow.

	Click on the **Contents** or **Search** at the bottom left of the screen to find what you are looking for.



The Secure Message Center Help also has a 'Frequently asked Questions' section

Signing Out

To exit the Secure Message Center at any time click on the **Sign Out** button Sign Out at the top right of the screen.

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