

Encrypt and Send Email Guide for Internal Users

How to send business or personally sensitive emails securely

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Document control

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Introduction

Secure email is a method of sending information in emails and attachments which are protected against unauthorised access.

This guidance will assist you in how to use Encrypt & Send in Outlook. If you are unsure if and when you should be using Encrypt & Send, please see 'Appendix 1 Secure Email Process' for guidance.

The London Borough of Barnet uses Encrypt & Send to securely send emails and attachments of a sensitive business or personal nature to non-public partner organisations, individuals and the public.

Using Encrypt and Send is the responsibility of all Barnet staff and should be used only when:

- Sending sensitive business and personal information via email to a individual or organisation outside of the London Borough of Barnet's secure email network

and if

- You can not use the GCSx secure email method
(For more information on GCSx please see the box* below)

Emails sent using Encrypt and Send are not sent directly to an email address they are stored on a **Secure Message Center** which protects the sensitive information against unauthorised access.

The external recipient of the email receives a notification email to their email address, the email contains a link to the Secure Message Center. They log on to Secure Message Center to view the email and any attachments using a password they create at initial registration.

Once registered, external users can use the Secure Message Center to reply, forward or compose new emails but only to '@barnet.gov.uk' email addresses.

For more information on the Secure Message Center used by external recipients used to manage emails sent via Encrypt and Send please see the following guidance:

[Secure Message Center - Email Guide for External Users](#) - How to receive and send confidential emails securely

* **GCSx** is a secure network between public bodies, local authorities, Health, Police, Criminal Justice and other PSN (Public Sector Network) connected organisations. If you have a GCSx email account in Outlook it is possible to send information securely by email without any additional security providing that the recipient also has a secure network email address.

For guidance on using GCSx and a list of compliant email addresses please see: [GCSx Email Guide for Internal Users](#)

Access

Encrypt and Send is used when composing an email in Outlook, but is not automatically installed for all Barnet staff.

Barnet staff are required to send all sensitive business and personal data securely. If you do not have Encrypt and Send it is your responsibility to request its installation via the ServiceDesk:

Email: servicedesk@barnet.gov.uk Tel: 020 8359 3333

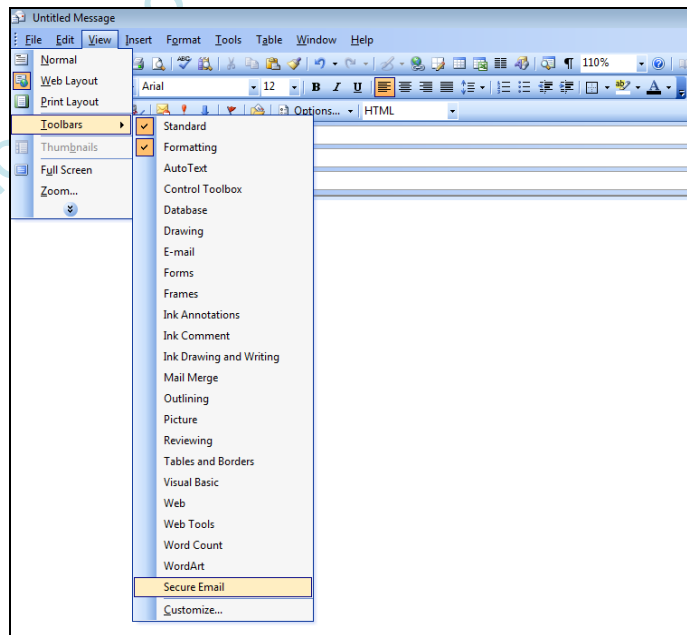
You can check if Encrypt and Send is installed in your Outlook as follows:

- Open **Outlook**
- Select **New** to compose a new email
- As well as the usual **Send** button you will also have an **Encrypt & Send** button



If you think you have Encrypt and Send installed in Outlook but can not see the **Encrypt & Send** button you can check this as follows:

- Open **Outlook**
- Select **New** to compose a new email
- Select **View** from the tool bar
- Select **Toolbars**
- Select **Secure Email**

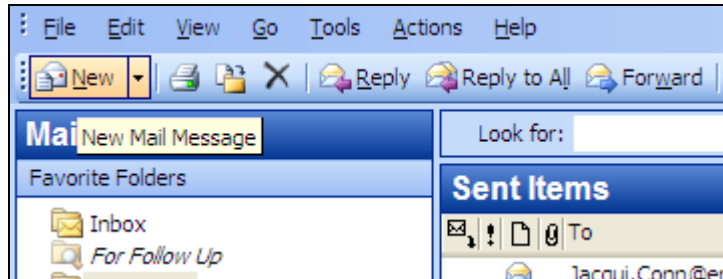


If the Secure Email option is ticked **Secure Email** and you can still not view the **Encrypt & Send** button please log this issue with the Service Desk for investigation and resolution.

Important Note: Emails sent via Encrypt & Send are stored for 90 days on the Secure Message Center before being deleted. You will receive notification if the 'recipient' has not picked up the email after 90 days. Therefore please ensure that important emails are followed up via normal email / phone call to confirm that the recipient can access your email held on the Secure Message Center.

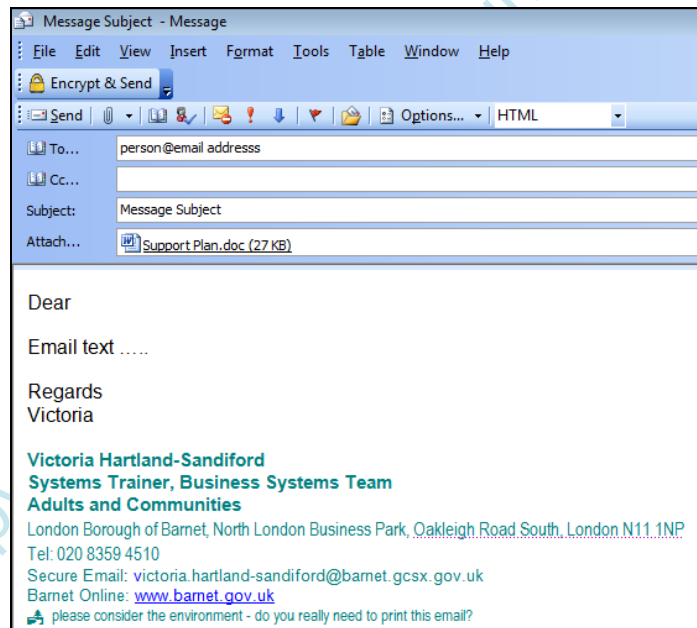
Sending Emails

To send a secure email, open outlook and select **New** mail message (as you would to compose and send an email normally)

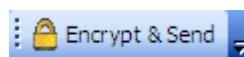


This will open a new email window for you to compose your message.

- Enter the email address of the recipient in the **To...** field
- Enter a **Subject** and any **Attachments** (as required)
- Complete your email by adding text and contact details.



- When you click on the **Encrypt & Send** button, the email and any attachments will then be sent to the **Secure Message Center** and a notification email is also sent to the recipient

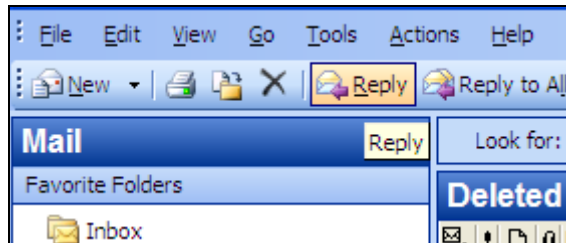


Ensure you click **Encrypt & Send** and NOT **Send** or the email will not be sent securely to the Secure Message Center resulting in a breach of policy and a possible breach of the Data Protection Act.

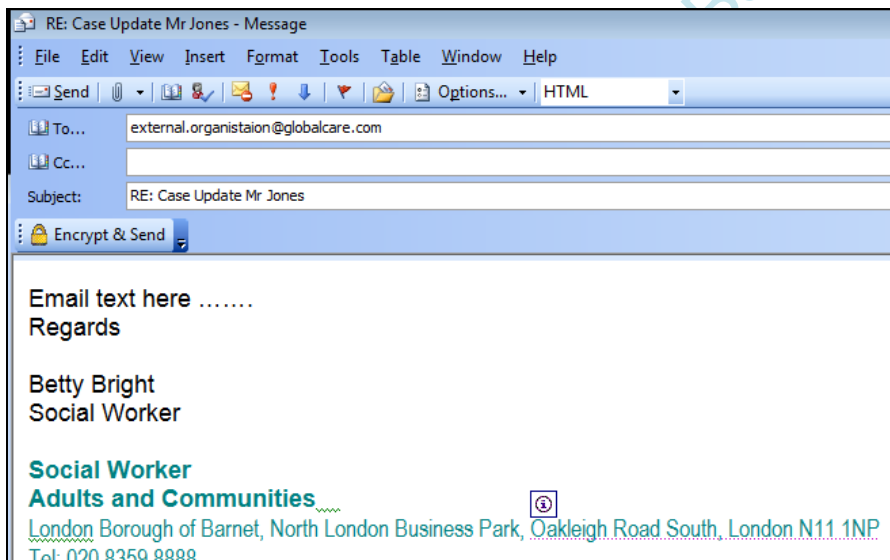
Replying to Emails

If you have received an email from an external email address (i.e. not ending in @Barnet.gov.uk) you can reply to it using Encrypt and Send as follows:

- Select **Reply** when email is either highlighted or open



- Complete your message text and add attachments as required



- Select the **Encrypt & Send** button

Ensure you click **Encrypt & Send** and NOT **Send** or the email will not be sent securely to the Secure Message Center resulting in a breach of policy and a possible breach of the Data Protection Act.

Help and Support

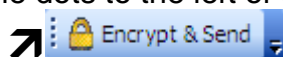
If you need assistance using secure email please contact the Service Desk on:


Email: servicedesk@barnet.gov.uk Tel: 020 8359 3333

Moving the Encrypt & Send Button

To avoid selecting the wrong button in error you may find it useful to move the **Encrypt & Send** button away from the **Send** button on your Outlook tool bar, this can be done as follows:

- Hover your mouse over the dots to the left of the **Encrypt & Send** button



- Your mouse pointer 'arrow' will change to the 'move' pointer 
- keep your finger down on the mouse and drag the **Encrypt & Send** button to where you want to relocate, then release your finger from the mouse.

The Encrypt & Send button can be moved up, down, left or right.



Helping External Recipients

External users of the **Secure Message Center** may contact you for guidance when they receive an email from you sent via Encrypt & Send.

Please ensure they have received the following guidance and make yourself familiar with it so you can assist them:

[Secure Message Center - Email Guide for External Users](#) - How to receive and send confidential emails securely

When communicating with external users please refer to the process of dealing with secure emails by using the words '**Secure Message Center**' as external users do NOT use Encrypt & Send.

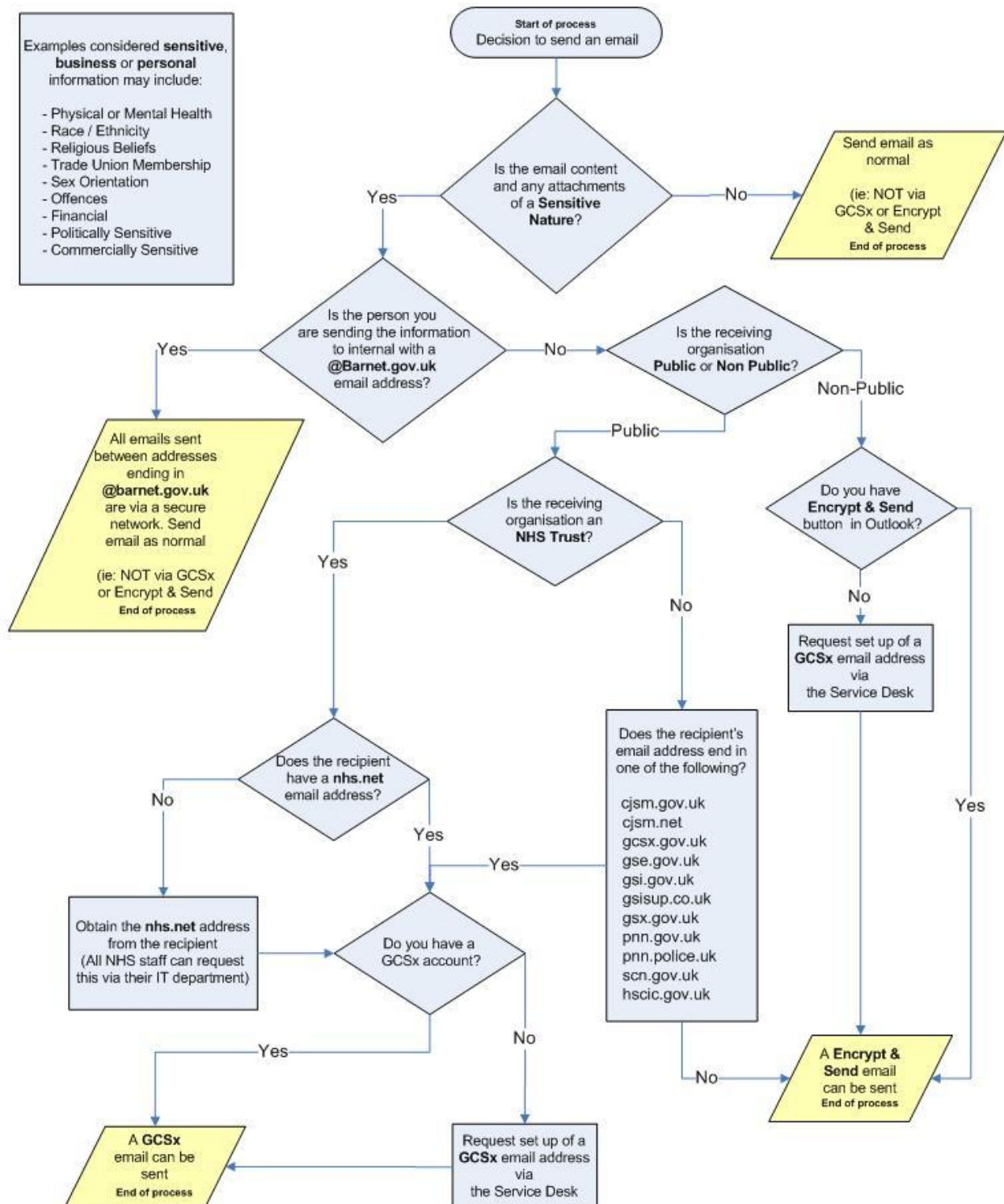
If you know that the external recipient has not received an email sent via Encrypt & Send before please attach the guidance to your initial email.

Appendix 1 – Secure Email Process

Putting the Community First



Secure Email Options and When to Use Them



Link to Guidance to be added:

[GCSx Email Guide for Internal Users](#)

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