Forcepoint Secure Messaging User Help

Welcome to Forcepoint™ Secure Messaging, a tool that provides a secure portal for the transmission and viewing of sensitive data in email. Use the portal to view messages that contain sensitive information sent to you by an organization that is using the portal for this purpose.

After you receive your first secure message and create an account on the portal, you may be able to perform some or all of the following activities in the secure messaging portal:

- View a secure message sent to you
- Reply to a secure message you have received
- Forward a secure message you have received
- Compose a new secure message
- Include an attachment in a secure message you send
- View secure messages you have sent
- Send a secure message to Trash
- Perform a keyword search of your messages

The tasks you are allowed to perform are based on the permissions you have been granted by the organization that sent you the secure message. For example, you may not be allowed to forward a secure message or include an attachment in a message you send from the portal.

Secure Messaging User Help is available in 8 other languages. See Forcepoint Documentation to download translated versions of the Help.

Contents:

- *Notification email and account registration*
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- *Account settings*

Notification email and account registration

You receive a notification email whenever a secure message has been sent to the portal for your viewing. This email provides details about the secure message, including message sender, message subject, and the number of attachments, if any.

The notification also contains a link for accessing the secure portal and a planned expiration date for the message and link.

The first notification contains a link that allows you to create an account in the portal, through which you can access current and future secure messages. Click the link in the notification to initiate the registration process.

Create a secure message portal account

Create your secure message portal account by clicking the link provided in the notification mail. A registration screen appears with the **Email address** field pre-filled with your address. Enter the following information:

- **Password**. Enter and confirm an account password. Your password must meet the following requirements:
  - Between 8 and 15 characters
  - At least 1 uppercase letter
  - At least 1 lowercase letter
  - At least 1 number
  - At least 1 special character; supported characters include:

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    If your password does not meet these requirements, the strength tool indicates that your password is invalid.
- **Security Question**. Select a security question from the drop-down list. This question is used to identify you if you need to reset your password.

  Enter the correct answer to your selected question. Note that the answer is case-sensitive.
- **Language**. Select your preferred secure portal language from the drop-down list.

Use the following steps to complete account registration:

1. Click **Create Account** to open your secure email in the message portal.

   Thereafter, when you click a secure message notification link, you are prompted for your email address and password in the portal Log On screen.
2. A pop-up message announces that a confirmation message has been sent to the email account you registered.
3. Open your email account and do 1 of the following:
   - If the confirmation message has arrived, open it and click the enclosed link to confirm your email address.
   - If the confirmation message has **not** arrived, click **Resend Account Confirmation** in the pop-up message (in step 2) to have the confirmation email resent.
4. After you successfully confirm your account email address, you can log in to the secure message portal to view your email.

You can view these settings and make any desired changes to them in the secure message portal. See *Account settings*, page 6, for details.

Reset password

If you forget your password, click **Forgot my password** in the Log On screen to open the Forgot Password dialog box. The **Email address** field is pre-filled with your address.

1. Answer the security question you chose when you created your secure message portal account. Remember that the answer is case-sensitive.
2. Click **Send Password Reset** to receive a link in email to reset your password. This email is sent to your local mail account.
3. Reset your password by entering and confirming a new password. See *Create a secure message portal account*, page 2, for details.
4. Log on to the secure message portal using your new password.

The password reset link will not work in either of the following circumstances:

● You use the link more than once.
● You use the link after its expiration date.

To resolve these issues, open the original secure message delivery notification to restart the password reset process.

Secure message portal

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The secure message portal includes the following left navigation menu items:

● Inbox
● Sent Items
● Trash
● Account Settings

A **Log Off** button appears in the Forcepoint Secure Messaging banner, in the upper right corner of the screen. Your email address appears to the left of the Log Off button.

Messages remain in the portal for a limited amount of time. The notification message for each secure message delivery contains the expiration date for the message.

Message lists in the secure portal

Clicking the **Inbox**, **Sent Items**, or **Trash** menu item opens a list of messages that have been received in, sent from, or deleted from, respectively, the secure message portal.

These message lists show sender or recipient addresses, message subject, and the date/time of email delivery or receipt. Click the **Inbox** left navigation menu item to open the list.

You can perform the following tasks in these message lists:

- *View a message*
- *Compose and send a new message*
- *Delete a message*
- *Search messages*
- *Refresh Inbox message list*

The Account Settings page contains your secure message portal account information, including your security question and answer. See *Account settings*, page 6, for information about viewing and changing your portal account settings.

View a message

Click the subject link to open and view your secure message. The message includes the following information about the message:

- **From**. Sender email address
- **To**. Recipient email address(es)
- **Subject**. Message subject
- **Date**. Date/time message was received in or sent from the portal
- **Attachment**. If the message includes an attachment, the filename appears as a link to the file.

The following operations may be available from the email, depending on the permissions given to you by the secure message portal administrator:

Action	Description
Reply	Compose a response directed to the message sender address
Reply All	Compose a response to all addresses listed in the message, including sender and recipients. If you have permission to reply only to recipients who belong to the organization that sent you the original secure message, any external recipient address is automatically removed from the address list. When you use this operation, you may not modify the recipient list by adding or removing any recipient address.
More Actions	
Forward	Forward the message to at least 1 other recipient. Depending on your permissions, you may forward: ● Only to recipients who belong to the organization that sent you the original secure message ● To at least 1 recipient who belongs to the organization that sent you the original secure message Separate multiple recipient addresses with semicolons.
Delete	Delete the message from the message list and send to Trash.
Attach file	Attach a file to the message.

Compose and send a new message

Click **Compose** (upper right of the screen) to open the Compose page. Use the following steps to send a new message:

1. Enter at least 1 message recipient in the **To** field. Depending on your permissions, you may send a new message:

   ■ Only to recipients who belong to the organization that sent you the original secure message

   ■ To at least 1 recipient who belongs to the organization that sent you the original secure message

2. Click **+CC** if you want to send a copy of the message to 1 or more recipients. Recipient limitations are the same as those listed in step 1.

3. Enter a message subject in the **Subject** field.

4. Enter message content.

5. When you are satisfied with your message, click **Send**. If you want to view your message, click the **Sent Items** left navigation menu item.

   If you decide not to send your message, click **Cancel**.

Delete a message

To delete a message in the Inbox, select the message or messages for deletion by marking the associated check box. Select all the messages in the message list by marking the **Select All** check box at the top of the list.

Click the **Trash** icon to send the selected messages to the **Trash** list.

Search messages

Use the search box (upper right in screen, next to the **Compose** button) to search for individual messages. Enter keywords in the search box and click the **Refresh** icon. You may search for terms in the message subject.

Refresh Inbox message list

Click the **Refresh** icon to update your Inbox message list with any email received after you opened the secure message portal.

Account settings

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The first time you open the Account Settings page, it contains the selections you made when you created your secure message portal account. You can view and change those settings on this page.

- Select a different portal language from the **Language** drop-down list.
- Select a different password reset security question from the drop-down list.

    Enter the correct answer for the new security question. Note that the answer entry is case-sensitive.

- Change your password by entering your current password in the **Old password** entry field, and then entering and confirming a new password.

    Your password must meet the following requirements:

    - Between 8 and 15 characters
    - At least 1 uppercase letter
    - At least 1 lowercase letter
    - At least 1 number
    - At least 1 special character; supported characters include:

        ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~

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