# Forcepoint

# **Email Security Cloud**

**Advanced Email Encryption End-User Guide** 

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# Introduction

Forcepoint Email Security Cloud offers support for advanced email encryption. The Advanced Email Encryption feature encrypts email from end user to end user based on policy, protecting confidential communications with your business partners and customers.

In this guide, find out what to do if you're a first-time user, along with how to open, respond to, and forward a secure email, and other actions you can take.

- Receiving secure email
- Responding to secure email
- Security

#### **Related concepts**

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# **Receiving secure email**

### How do I open a secure message?

You can receive a secure message in almost any email client. A secure message is received in your inbox with the encrypted attachment named **message\_zdm.html**.

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To read a secure email, click the **message\_zdm.html** attachment. Next, click the **Read Message** button on the page that opens in your Web browser.

If you're a first-time user, you'll be asked to register. You'll have to provide your name and set a password. Another email message will be sent to you to verify that you are the owner of the email address.

If you are a registered user, you'll just need to provide your password and authenticate. When the authentication process completes, the secure email will be displayed in your Web browser.

## How do I register for the first time?

If you are a first-time user, you'll be asked to register when you open the secure message attachment. As indicated below, registration is a simple step in order to validate that you are the owner of the email. You will provide your name, password, and a security question to complete registration. The security question is used in the password recovery procedure should you forget your password.

I) F(				Help
	Complete the follow	ving to continue:		
	Name:	Nathan		
	Email Address:	Nathan@RecipientCustomer.com		
	Password: (6 letters/numbers recommended)	•••••		
	Verify Password:	•••••		
	Recovery Question:	Your first ca		
	Answer:	Mustang	FORCEPOINT	٠
			Check Your Email Atemporary message has been email address.	sent to your email account to verify your
	You will be asked for t We value your right to		The subject of the message is: Identity Verification - Do Net To complete this process:	Reply
	We will never share yo		1. Open the email message 2. Click the link in the email with (Note: if you do not nocive this few minutes, check your bulk/jim You may now close this window.	message in your inbox within the next
Protected	by Websense		Potected by Websense Real Security Poweral by Volage IMF**	Copuradel 2005-2008 indeper Security, Sec. 48 rep

An email will be sent to your address for you to verify your identity. Click on the link in your inbox to complete the registration process.

### How do I authenticate?

You'll have to provide your password in order to read your secure message. This is the password that you provided during registration. This is to validate that you are the person for whom the message is intended.

Identity Verification	
Email Address: Nathan@RecipientDomain.com	
Password:	
Forgot your password or need to change it? Sign in	

Once you sign in with your password, your secure message is displayed in the browser you are using.

If you forgot your password, or would like to change it, click on the link to recover it. For further information on how to recover or change your password, see *How do I recover my password*?.

#### Related concepts How do I recover my password? on page 4

### How do I recover my password?

If you forgot your password, or would like to change it, click the link, **Forgot your password**. You'll be prompted to answer the security question you selected during registration. If you do not know the answer, you can click the link **Forgot your Answer**?

rowened by Raytheon		
Please Answer th	e Password Recovery Question	
Email Address:	Nathan@RecipientCustomer.com	
Question:	Your first car	
Answeri		
Forgot your answer	Contin	ue

An email will be sent to your inbox to validate that you are the owner of the email address. You'll be required to click the link within 2 hours, after which your password recovery request becomes void. When you click the link, you will be prompted to reset your password.

# How do I read my secure message?

Once you have authenticated successfully, the secure message opens in your browser. Now you are able to read your message, reply, reply all, and forward the message to another email ID securely.

	FOWTRED BY Reply to All	Forward
From:	Jason@SendingCustomer.com (Authenticated by secure-mailcontrol.com) 🧔 Valid Signa	iture
To:	Nathan@RecipientCustomer.com	
Sent:	Wed Apr 13, 2011 10:42 AM (1 hour ago)	
Subject:	Secure Information Enclosed	
Dear Na	than,	^
Welcom	e! You have been enrolled in secure finance portal.	
	ne service, follow the instructions below.	
INSTRU		E
	secure finance portal.	
	uthorization code is: 782AS8912	
3. Enter t	the password you created when you registered.	
If you ha	ve any questions, please contact your administrator for assistance.	
		*

# What are signatures and what does it mean if the signature is valid or invalid?

Every secure email is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message.

 $^{\checkmark\prime}$  symbol indicates that the signature associated with this email is valid and the message can be trusted.

A symbol means that the signature associated with this message is not valid and the message may have been forged. We recommend that you either contact the sender of the message or your local technical support personnel.

## How do I access attachments sent to me?

All secure attachments are contained within the message and will appear when you read the message. To open the attached files, click on the **[view]** button next to the attachment names - a new browser window opens to enable you to access the attachment.

# **Responding to secure email**

# How do I reply, reply to, or forward a secure email?

To reply to or forward a secure email follow the instructions. You will be able to reply or forward securely to the intended recipients.

#### Steps

1) Click **Reply** or **Reply-All**, or **Forward** at the top of the message. All recipients are already entered in the **To:** field for a reply or reply-all operation.

			Send Secure
rom:	Nathan@RecipientCustomer.com (Authen	ticated by secure-mailcontrol.com)	
0:	jason@sendingcustomer.com		Сору Ме
ic:			Show Bcc
ubject:	RE: Secure Information Enclosed		Plain Text
ttach:	Choose File		
Thanks	Jason, I have attached my <mark>bank Stateme</mark>	nt for your reference.	
Sent: A To: Nat Subject Welcon	ason@SendingCustomer.com pr.13, 2011.1042:30 AM EDY nam@RecipierUstomer.com : Secure Information Enclosed el You have been enrolled in secure financ he service, foliow the instructions below.	e portal.	E
Sent: A To: Nat Subject Welcon To use	pr 13, 2011 10:42:39 AM PDT an@RecipientCustomer.com : Secure Information Enclosed ie! You have been enrolled in secure financ	e portal.	E
Sent: A To: Nat Subject Welcon To use INSTRU	pr 13, 2011 10:42:33 AM PDT ana@RecipienCustomer.com : Secure Information Enclosed le! You have been enrolled in secure financ he service, follow the instructions below.	e portal.	

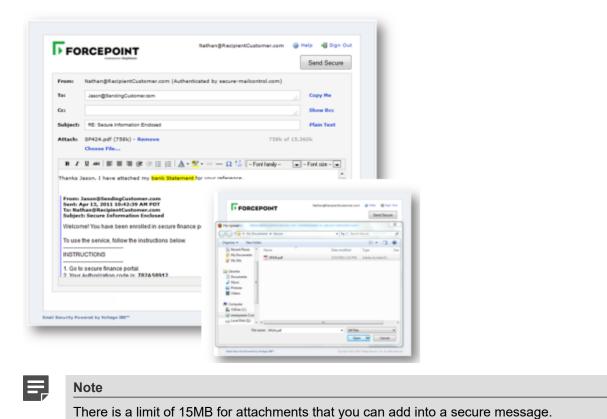
- 2) Add any email addresses in the **To**, **Cc** or **Bcc** fields (click **Show Bcc**). Email addresses can be separated with commas, semicolons, or blank spaces.
- 3) Type your message. You can use rich text editing to compose your reply. The original message is already included in the compose field. If you are forwarding,attachments are included as well.
- 4) Click Send Secure to send your reply.

# How do I add an attachment to the secure email?

You can add an attachment to your email when replying or forwarding. You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files, Web pages saved as HTML files, and more.

To add attachments to your secure email, click Choose File in the Attach field and select a file.

The selected file is uploaded immediately. To remove attachments, click the Remove link.



# How do I get a copy of the secure email that I send?

To get a copy of the secure email that you have composed, click **Copy Me**, to the right of the **To** field. When you send the message, an exact copy of the secure email is sent to your email account. If you do not want a copy of the secure email, click **Remove Me**, to the right of the **To** field.

# How do I know my message is sent?

When you click the Send Secure button, you will be prompted that your message has been sent successfully:

FORCEPOINT	Nathan @RecipientCustomer.com	🍘 Help	📲 Sign Out
You I	nave successfully sent a secure message. Back to original message		

# Security

### How secure are secure messages?

The secure email is encrypted with the equivalent of a 1024-bit key. It uses the breakthrough Identity-Based Encryption to ensure the privacy of your personal data without compromising ease of use. Each message is also signed by the sender to ensure authenticity of the sender and data integrity of the message.

In addition, all decrypted email messages are viewed through your Web browser using an SSL/TLS connection.

# How do I sign out?

In order to sign out, click the **Sign out** link at the top right corner. You have been successfully signed out when you see the following message:

FORCEPOINT	🎯 Help
Signed Out	
You are now signed out.	
To view your secure message: 1. Return to your inbox 2. Open the desired message 3. Follow the instructions in the message	
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