

## INTRODUCTION

The **State of Washington Secure Email Portal (Secure Email Portal)** is a secure way to compose, receive, view, reply to and forward encrypted messages over the Internet.

Messages are encrypted individually for each recipient and include a certified time stamp. These security measures ensure that no one except the intended recipient can read the message. Because every message is digitally signed, the recipient has irrefutable proof of the sender's identity.

Messages are stored securely until they expire.

## OVERVIEW OF FEATURES

After you have successfully registered and activated your password, you are ready to navigate the **Secure Email Portal** using the tabs at the top of the page.

The **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 selecting the **Subject**. Once the message details display, you have additional options.

- The **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.
- The **Compose** tab allows you to initiate messages. You can attach files, save a draft to complete later and send messages from this tab.
- The **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.
- The ? icon directs users to this guide.
- The **Sign Out** button allows you to exit the **Secure Email Portal**.

## REGISTERING

The first time you receive a secure email, you will need to register your email account with the Secure Email Portal system. Registration is a one-time, quick and easy process.

1. Select the Open Message button in the email message.  
**NOTE:** If your email program does not support active links, cut and paste the link provided in the message into your browser.

The **Register Account** page automatically displays your **Email Address**.

2. Type a **Password** that complies with the standards established by Washington state policy. See the next section for more help with password creation.
3. Re-enter your password.
5. Select **Register**.

The **Secure Email Portal** opens and displays your email message. You now have access to the **Secure Email Portal**.

## ESTABLISHING A PASSWORD

Washington's IT security policy establishes [password guidelines](#) to ensure the integrity and privacy of information shared through its systems, networks and applications.

Create a password following these parameters:

- Be 10 or more characters long and contain each of the following character classes: uppercase letters, lowercase letters, numerals, special characters.
- Not contain the user's name, UserID or any form of their full name.
- Not consist of a single complete dictionary word, but can include a passphrase.
- Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different.

The Secure Email Portal supports the following special characters: ~, !, @, #, \$, %, ^, &. Note the asterisk and period are not valid special characters.

Password examples for Felix Hernandez with user name fhernandez and email address felix-hernandez@isp.com:

Bad: Hernandez1 (includes user name)

Bad: baseball34 (includes single complete dictionary word)

Bad: fhernandez\* (is user id and includes an unsupported character)

Good: MsA11st^rplyr (11 characters comprised of upper and lower case letters, supported character and numbers, and isn't a dictionary word or part of the user id, email or user name)

Passwords expire 180 days after being set. Reset or new passwords need to be different from the prior password.

Bad: MsA11st^rplyr1 (simply adding a number to the end of the prior password)

Good: G~beyeB@sb@11 (brand new and meets requirements)

## ACTIVATING YOUR PASSWORD

You must activate your password if you change it at any time. After changing your password:

1. Go to your regular email inbox and find the new email message with "State of Washington Notification" in the **Subject**.
2. Open the email, which contains two links:
  - **ACTIVATE** your new password.
  - **DECLINE** your new password.
3. To activate your password, select the **ACTIVATE** link.  
**NOTE:** If your email program does not support active links, copy and paste the link into the

**Address** field of your Internet browser and press ENTER.

The **Activation Successful** page opens.

4. Select **Continue**.  
The **Sign In** page displays.

You can now sign in and have access to the **Secure Email Portal**.

## SIGNING IN

To sign in from the **Welcome** page:

1. Enter your registered **Email Address**.
3. Enter your **Password**.
5. Select **Sign In**.

## CHANGING YOUR PASSWORD

**Reset Password** allows you to change your password at any time. To change your password:

1. From the **Welcome** page, locate **Forgot your password?** and select the **Reset Password** button. The **Reset Password** page displays.
2. On the **Reset Password** page, enter your **Email Address**.
3. Enter a **Password** that complies with Washington's secure password guidelines.
4. Re-enter your new password.
5. Select **Reset Password**.

You will receive a confirmation email in your regular email **Inbox** with instructions on how to activate your new password.

## READING AND SENDING NEW MESSAGES

When a new secure message arrives in the **Secure Email Portal**, you receive a notification email in your regular email inbox (associated with your registration email address). To read the message:

1. Open the notification email message in your inbox and select the hyperlink or Open Message button. Sign in with your password.

From here, you may be able to:

- Reply to, delete or forward the message.
- Open or save the attachments, if the message has an attachment.
- Save the email message as a text file.
- Save the email message and attachment as a .zip file.
- Go to the **Secure Email Portal** inbox.

## COMPOSING MESSAGES

The **Compose** tab gives you the ability send secure messages to multiple email recipients.

To compose a new message:

1. Select the **Compose** tab.  
You are taken to the **Compose** tab where a blank email message displays.
2. Enter one or more email addresses, separated by a *comma* or *semi-colon*, in the **To** field.  
In some cases, you can select the recipients from a drop-down list.
3. If you would like to send a copy of this email message, enter one or more email addresses in the **Cc** field.
4. Enter a description for your message in the **Subject** field.
5. Type your email message in the text box.
  - Select **Attach File** to attach files to your message before sending it.
  - Select **Save Draft** to save this message to the **Drafts** tab and send it later.  
**Note:** Before the session times out, your email message will be automatically saved as a draft message in the Drafts folder.
  - Use the formatting toolbar to customize your message text.
6. Select **Send** to send your completed message.

**Note:** The Secure Email Portal does not store sent messages. If you need to retain a copy of the email, include your email address in the To or Cc fields.

## REPLYING TO MESSAGES

You can reply to messages that you receive in your **Secure Email Portal Inbox**.

You have the option of replying to just the person who sent the message to you using the **Reply** button or replying to the sender as well as any other recipients using the **Reply All** button.

To reply to a message:

1. From an open message, select the **Reply** or **Reply All** button.  
**Note:** The **Reply** and **Reply All** functions do not allow a user to add recipients. If you need to include additional message recipients, use the **Forward** feature.

You are taken to the **Compose** tab where the message displays in **Reply** mode. The **To** and **Subject** fields are completed for you and the original message text displays.

**NOTE:** You cannot enter additional recipients or change the **Subject** text of a **Reply** or **Reply All** email message.

2. Type your response text below the **Attachments** field.
  - Select **Attach File** to attach files to your reply before sending it.

- Select **Save Draft** to save this message reply to the **Drafts** tab and send it later.  
**Note:** Before the session times out, your email message will be automatically saved as a draft message in the Drafts folder.
  - Use the formatting toolbar to customize your message text.  
**Note:** formatting can only be applied to messages originally sent to you in HTML.
3. Select **Send** to send your completed reply message.

## FORWARDING MESSAGES

You can forward most messages that you receive in your **Secure Email Portal Inbox** to other recipients.

To forward a message:

1. From any open message, select **Forward**.
2. Enter one or more email addresses, separated by a *comma* or *semi-colon*, in the **To** field. or select the recipient from the drop-down list.
3. If you would like to send a copy of this email message, enter one or more email addresses in the **Cc** field.
4. Type your message text.
5. Select **Send** to forward the completed message.

## USING THE FORMATTING TOOLBAR

When replying to, forwarding or composing a message, use the formatting toolbar to format the text of your message.

**Note:** formatting can only be applied to messages originally sent to you in HTML or new messages that you compose.

Select on the different parts of the picture below to see the function of each item:



## ATTACHING FILES TO A MESSAGE

While composing, replying to or forwarding a message, you can attach one or more files to be sent with the message. The number of files you can attach and the total size of these files are listed on the **Attach File** page.

To attach a file to a message you are composing:

1. Select **Attach File** at the top of the message.  
The **Attach File** page displays.
2. Select **Browse**.  
**TIP:** You can also type the path to the file.  
The **File Upload** dialog displays.

3. Select the file you want to attach by navigating to the folder and highlighting the file name.
4. Select **Open**.  
The file name appears in the box next to the **Browse** button.
5. Select **Add File**.  
The file name appears in the **Attachments** field.
6. Repeat the steps above until all files are attached.
7. Select **Finish**.

You are returned to the previous page with the files attached.

**Note:** To verify that all of your files are attached, select the arrow next to the **Attachments** drop-down field. All of the attached files are listed.

## REMOVING ATTACHMENTS FROM A MESSAGE

To remove an attachment from a message you are composing:

1. Select **Update Attachments** at the top of the message.  
The **Attach File** page displays with your files listed in the **Attachments** field.
2. Select the file you want to remove by selecting it in the **Attachments** field.
3. Select **Remove File**.
4. Select **Finish**.  
You are returned to the previous page without the attachments you removed.

**TIP:** You can also remove a file while composing your message by selecting it from the **Attachments** drop-down list and selecting **Remove File**.

## OPENING AND SAVING ATTACHMENTS

You can open and save attachments that you receive in the **Secure Email Portal**. To open or save a file attached to an email message, once in the open message, select the file name of the attachment you want to view and then follow the Internet browser instructions.

### NOTES:

- If you do not have the program required to open the file, you can save it, but cannot view it.
- The file size affects the speed at which you download the file. The larger the file, the longer it takes to download it.

## ADDING CONTACTS TO YOUR ADDRESS BOOK

You can enter and save contact information for those with whom you correspond regularly and then use that saved information to send email messages to each contact.

To add a contact to your **Address** book:

1. Select the **Address** tab.  
The **Address** page displays.
2. Select **Add Contact**.  
The **Add Contact** page displays.
3. Enter the **Contact** information:
  - First Name
  - Last Name
  - Email Address
4. Select **Save** to save the contact information.

## ADDING GROUPS TO YOUR ADDRESS BOOK

You can organize your contacts into groups and then send an email message to all the group members.

To add a group to your **Address** book:

1. Select the **Address** tab.  
The **Address** page displays.  
  
**NOTE:** Be sure that all contact members of the group have already been added to your Address book.
2. Select **Add Group**.  
The **Add a Group** page displays.
3. Type a unique, meaningful name for the group in the **Group Name** field.
4. Select one or more contacts from the **Available Contacts** list.
5. Select **Include**.  
The contact names are moved to the **Contacts in Group** list.  
**Note:** To remove a contact from the group, you can select the contact name in the **Contacts in Group** list and select **Remove**.
6. Select **Save**.  
The **Address** page displays with your new group in the list.  
**TIP:** Select the plus (+) sign to see the contacts included in each group.

## SAVING A MESSAGE AS A DRAFT

You can save a message that has not yet been sent as a draft that you can send later.

To save a message as a draft:

1. While composing, replying to or forwarding a message, select **Save Draft** at the top of the message.
2. You are taken to the **Drafts** tab where your message has been saved.
3. When you want to complete the message, select the **Drafts** tab.  
A list of your unsent draft messages displays showing the message subject and the date it was saved.

4. Select a message by selecting the **Subject** link.  
The message displays in the **Compose** tab for you to complete and send.
5. Complete the message and select **Send**.  
After a draft is sent, it is moved from the **Drafts** tab to the **Sent Mail** tab.

Additionally, when composing, replying to or forwarding an email message, just before your portal session times out, your message will be automatically saved as a draft message in the **Drafts** folder. When this happens, you are redirected to the **Drafts** page and a notification message stating “Your email message was automatically saved as a draft” displays.

## SAVING A MESSAGE AS A TEXT FILE

You can save messages that you have received to or sent a copy to yourself from the **Secure Email Portal** as a text file. You can then keep a copy of the message, even after it expires and has been removed from your Inbox.

**NOTE:** When saving a message as a text file, the UTF-8 character set is used. UTF-8 is a common used character set encoding that enables messages in different languages to be saved in a text file.

To save a message as a text file:

1. From the **Inbox** or **Sent Mail** tab, select the **Subject** link to open the message that you want to save.
2. Select the arrow next to the **More Actions** drop-down field.
4. Select **Save message as a text file**.  
Select **Go**.
5. Follow the Internet browser instructions to save the file to a location you specify.

## SAVING MESSAGES AND ATTACHMENTS

You can save messages with attachments that you have received to or sent a copy to yourself from the **Secure Email Portal** as a .zip file. You can then keep a copy of the message and attachment, even after it expires and has been removed from your **Inbox**.

To save a message and its attachment:

1. From the **Inbox** or **Sent Mail** tab, select the **Subject** link to open the message that you want to save.
2. Select the arrow next to the **More Actions** drop-down field.
3. Select **Save email message and attachments as a .zip file**.
4. Select **Go**.  
Follow the Internet browser instructions to save the .zip file to a location you specify.

## PRINTING

You can print any message in the **Secure Email Portal** as you would any web page.



To print a message or any other page, from your Internet browser, select **File > Print**. Follow the instructions on the screen to select a printer and print the message. For more information on printing Internet browser pages, see your Internet Browser application's Help.

## DELETING MESSAGES

Messages are automatically deleted from your **Inbox** tabs when they expire, but you can also delete them before the expiration date.

To delete a message:

1. Select the **Inbox** or **Drafts** tab that contains the message you want to delete.
2. Select the check box next to each email message you want to delete.  
**TIP:** You can select more than one message at a time to delete.
3. Select **Delete**.

The selected messages are deleted.

**NOTE:** To delete an open message, from an open message, select **Delete**.

## MESSAGE EXPIRATION

Messages automatically expire after 30 days. The message expiration date displays in the details of each email message you receive. If you want to keep a copy of the message after its expiration date, you can print it, save the message as a text file or save the message and any attachments as a .zip file.

Prior to the message expiration you may receive an email notification in your regular email **Inbox** with the following information:

- Date the message was sent
- Date the message expires

## FREQUENTLY ASKED QUESTIONS

### How long will messages be kept in the Secure Email Portal?

Thirty days. The expiration of each message is displayed in the body of the notification message you received.

### How secure is the Secure Email Portal?

Messages stored in the **Secure Email Portal** are encrypted with 168-bit triple DES encryption. Messages are viewed using secure Internet connections with high encryption. This level of encryption is considered highly secure by industry standards.

### What Internet browsers are recommended?

We recommend that you use one of the following:

- Microsoft® Internet Explorer® version 7.0 or higher
- Mozilla® Firefox® version 4.0 or higher

- Apple® Safari™ version 5.0 or higher

Other Internet browsers may be used, but have not been validated by Zix Corporation.

### **What mobile devices are recommended for use in reading messages in the Secure Email Portal?**

We recommend that you use one of the following:

- BlackBerry® version 6.0 or higher
- Apple® iPhone® and iPad® version 4.3 or higher
- Android® devices 2.3 or higher

Other mobile devices may be used to view your messages, but have not been validated by ZixCorp.

### **How can I access the Secure Email Portal?**

You can access the **Secure Email Portal** from a recommended mobile device or any computer with access to the Internet.

### **What privacy or cookie settings are needed in my Internet browser?**

Privacy settings must be set to medium, or lower and cookies must be enabled. See your Internet browser help for more information on privacy settings.

### **What should I do if I receive an error message when I try to sign in?**

If the error message is about your email address and/or password, make sure that you have entered your **Email Address** and **Password** information correctly.

If you still cannot sign in, select the Forgot your password? Reset button on the **Sign In** page. On the **Reset Password** page, enter your email address. Enter a **Password** that complies with the password rules shown, Re-enter your new password and select **Submit**.

If the error message is about something other than your email address and/or password, contact Washington State Consolidated Technology Services help desk: [ServiceDesk@cts.wa.gov](mailto:ServiceDesk@cts.wa.gov); 888-241-7597; TTY at 800-833-6388.

### **What do I do if I forget my password or want to change my password?**

On the **Welcome** page, select the Reset Password button under “Forgot your password?” See the instructions in Changing your Password for more information.

### **Can I send large file attachments?**

The number of attachments is limited to 10, with a total combined size of 30 MB.

### **How can I change the size of the text of a message I'm viewing in my browser?**

In Microsoft® Internet Explorer®, select the **View** dropdown menu, and use the **Zoom** option to increase or decrease the size of the message text. A shortcut is using **Ctrl +** or **-** to resize the font.

In Mozilla® Firefox®, to only zoom in on text on a page, select **View >Zoom > Zoom Text Only**. Then use **Ctrl +** or **-** to resize the font only.

In Apple® Safari™, use **Ctrl** and the **+** or **-** to resize the text on your screen.

### **Can other people view my secure messages?**

No, the **Secure Email Portal** servers receive the email messages securely and store them using 168-bit, triple DES encryption. Intended recipients must use their password to open any email messages they receive, therefore no one else can view your messages.

### **Can I get an expired message back once it is removed from my Inbox?**

If the message has expired and been deleted, it is no longer available. Due to the security features of the **Secure Email Portal**, the sender of the message must re-send it to you.

When a message expires, an expiration notification email message is returned to the sender.

You can still access the **Secure Email Portal** from an expired message notification in your regular email Inbox, but will not be able to see the expired email message.

**I'm not seeing the secure email you said you were going to send me. Where is it?**

If a secure message notification hasn't arrived in the recipient's mailbox, the secure message notification email may be blocked or quarantined by your anti-spam software. Please check your quarantine server or work with your local email administrator or internet service provider. The secure message notification email may have also been delivered to your "Junk" folder. If this is the case, you can retrieve the message from the "Junk" folder and add the sendsecure.m86security.com to your "safe sender list" so that any future notification will get routed to your Inbox. If you still can't find the secure message notification email, contact your IT department or internet service provider and have them white list sendsecure.m86security.com, which is IP address 63.71.11.102 for inbound mail. Please ask the message sender to resend the secure message.

**What do I do if I need additional assistance?**

For customer support, contact the Washington State Consolidated Technology Services (CTS) help desk: 888-241-7597; TTY at 800-833-6388 or [servicedesk@cts.wa.gov](mailto:servicedesk@cts.wa.gov).