

# State of Washington Secure Email Portal

This document contains resources for State of Washington Secure Email Portal encrypted email recipients. You will learn how to read and respond to State of Washington Secure Email Portal messages.

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# 1. Receiving a Message

Each time you receive a new State of Washington Secure Email Portal message, you get an email notification with information about the message (date, sender, expiration date). You can read and reply to State of Washington Secure Email Portal messages using any modern desktop or mobile web browser.

**Note:** The message expiry date is stated in your email notification.

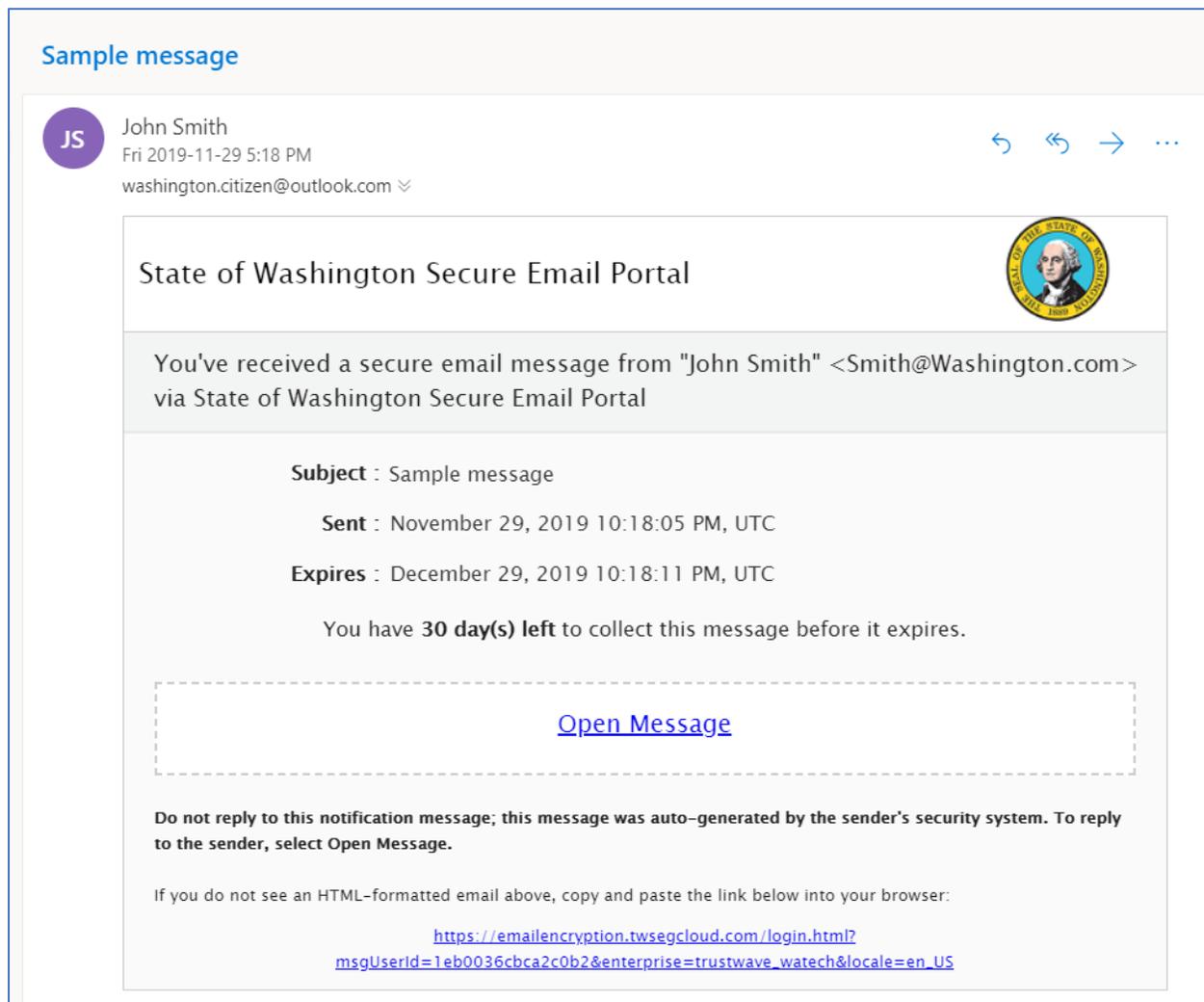


Figure 1: New Message Notification Email

**Note:** Your email address is partly obfuscated to keep your email address private on links you visit on the internet. Just enough of the address is shown for you to recognize it.

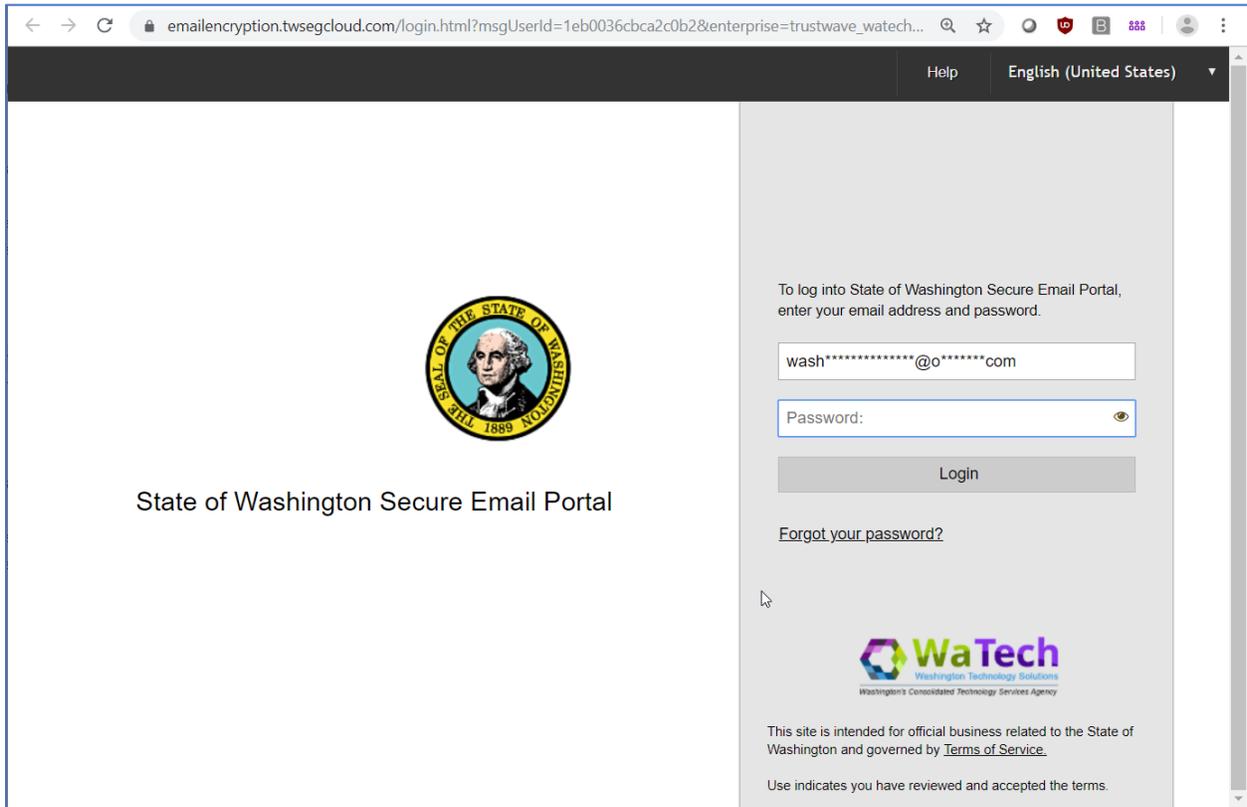


Figure 2: Login Page

When you enter your password and press the **Login** button, your secure message will be displayed.

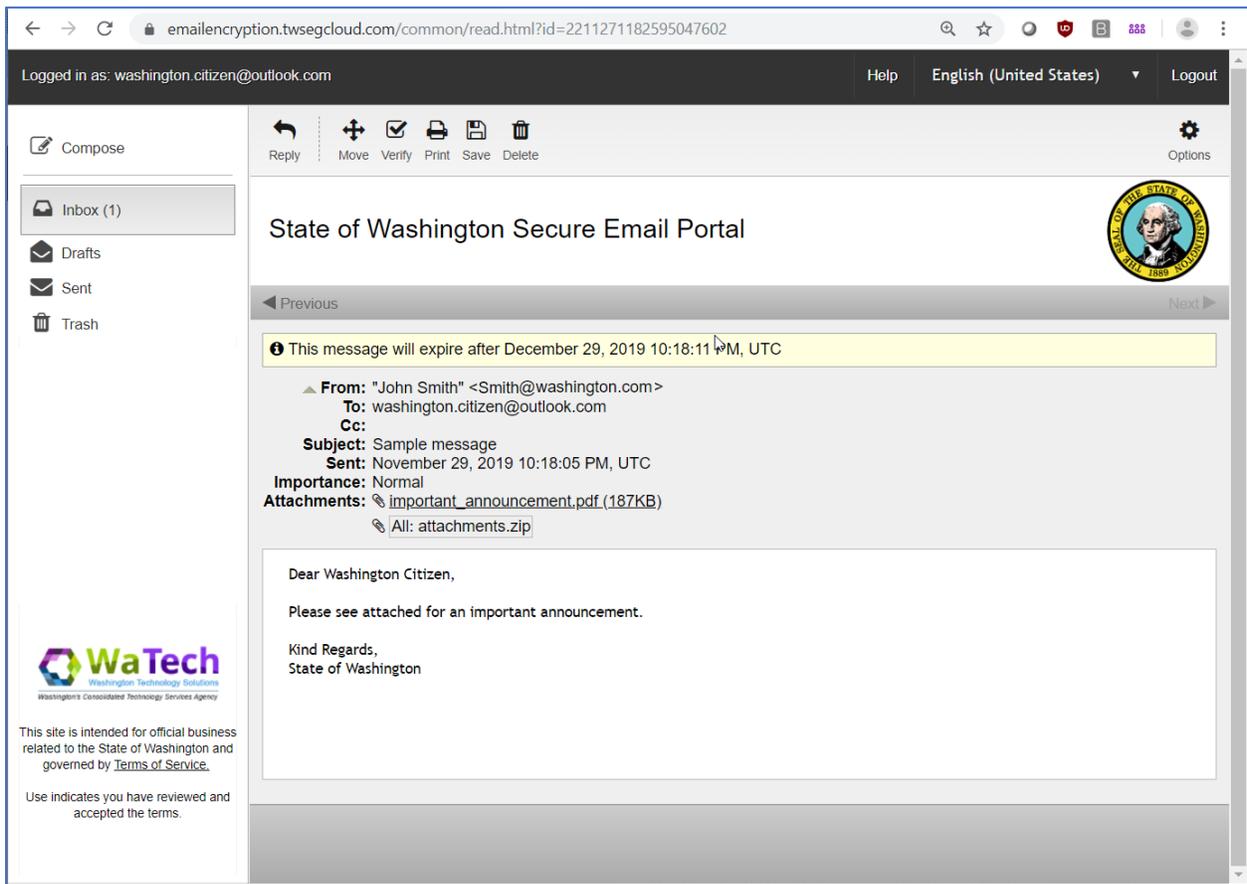


Figure 3: Viewing a message

## 2. Account Management

To log into the State of Washington Secure Email Portal, you need a **State of Washington Secure Email Portal** account. An account is generated automatically when the State of Washington sends you a secure email.

### 2.1. Activate your Web Portal Account

The email notification for your first State of Washington Secure Email Portal message includes a link to the account registration page. Once you have activated your account, you can log in and read your message.

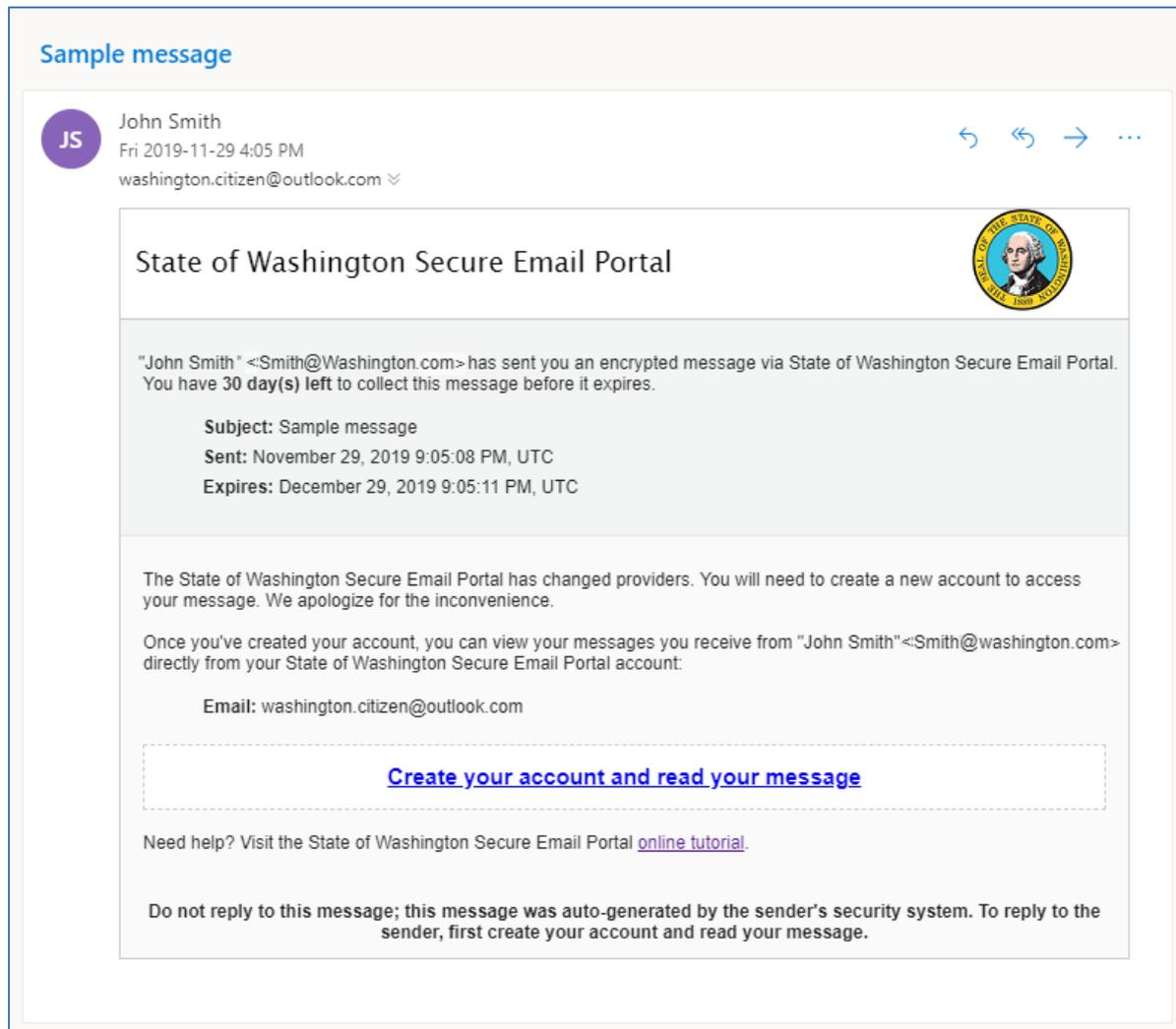


Figure 4: Account Registration Email

**Note:** The initial notification is in English (US). Once you visit the State of Washington Secure Email Portal, you can change your preferred language. Subsequent notifications are sent in the language that you selected.

To activate your State of Washington Secure Email Portal account,

1. Open your State of Washington Secure Email Portal activation email and click the **Create your account and read your message** link. The registration page appears with your email address pre-filled (using asterisks for privacy).

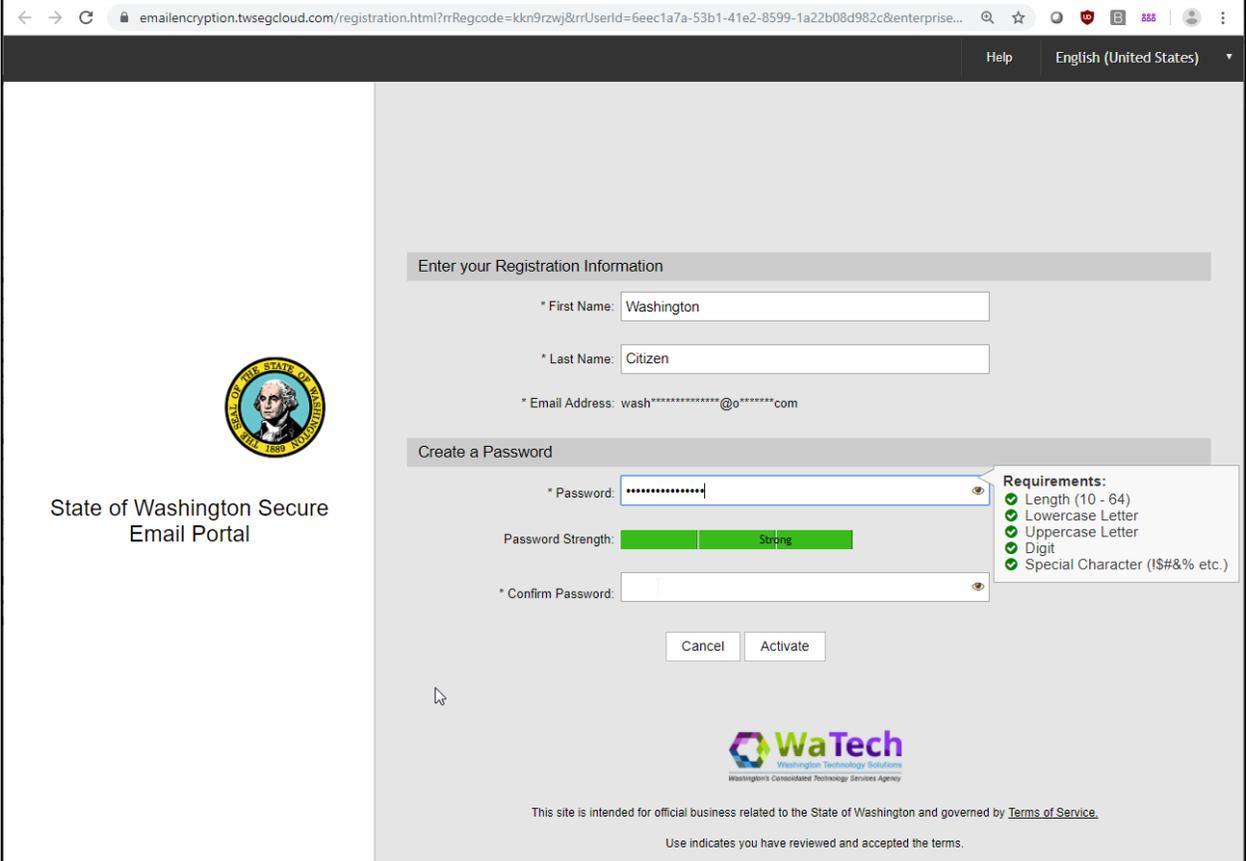


Figure 5: Account Registration Page

2. Select a password that meets the requirements:
  - At least 10 characters
  - Lowercase Letter
  - Uppercase Letter
  - Number
  - Special Character (!\$#&% etc.)

3. Click the **Activate** button. When your account is ready, you will be redirected to the login page.

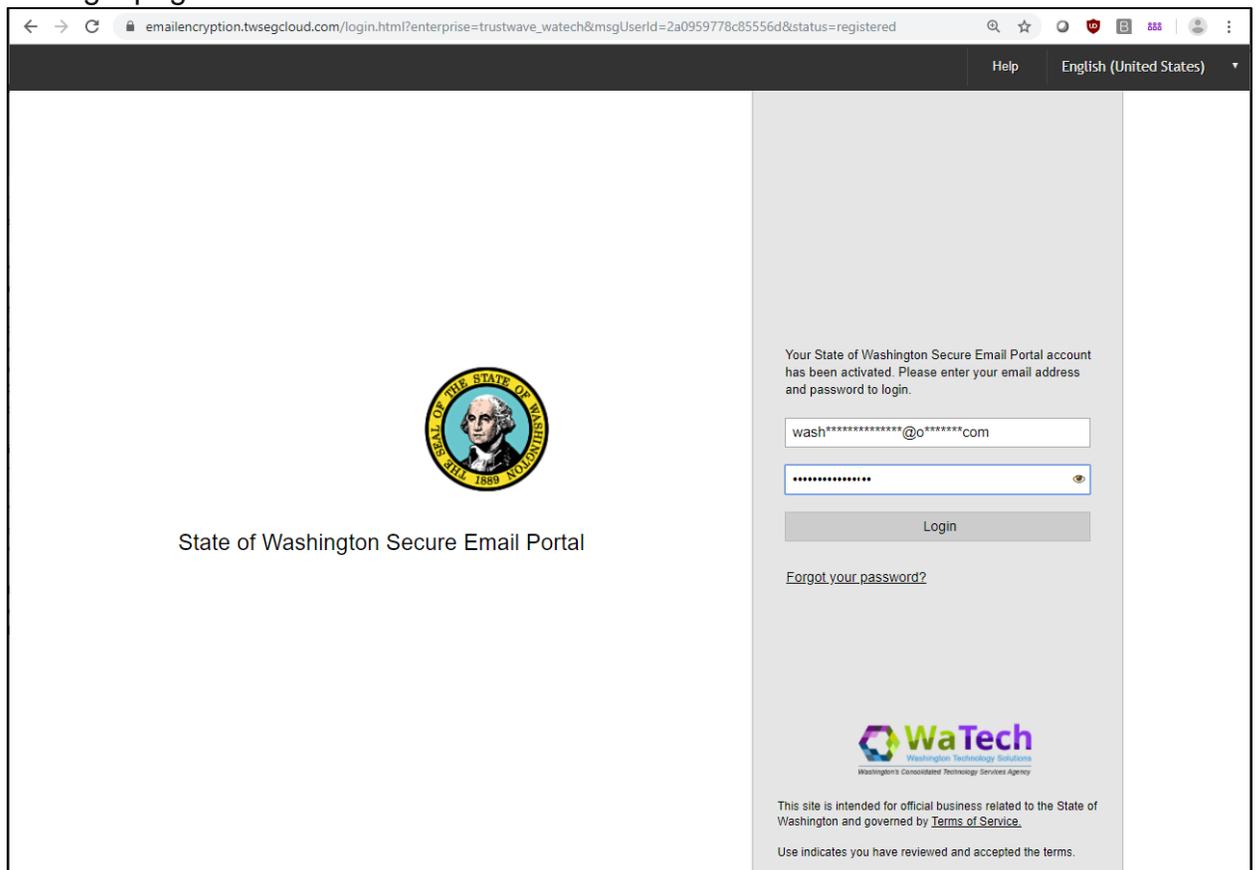


Figure 6: Login Following Account Registration

4. Enter the password you just created and click the **Login** button.

## 2.2. Reset your Password

You can recover your State of Washington Secure Email Portal account if you have forgotten your password. Before you start the password reset process, you will need the State of Washington Secure Email Portal notification email.

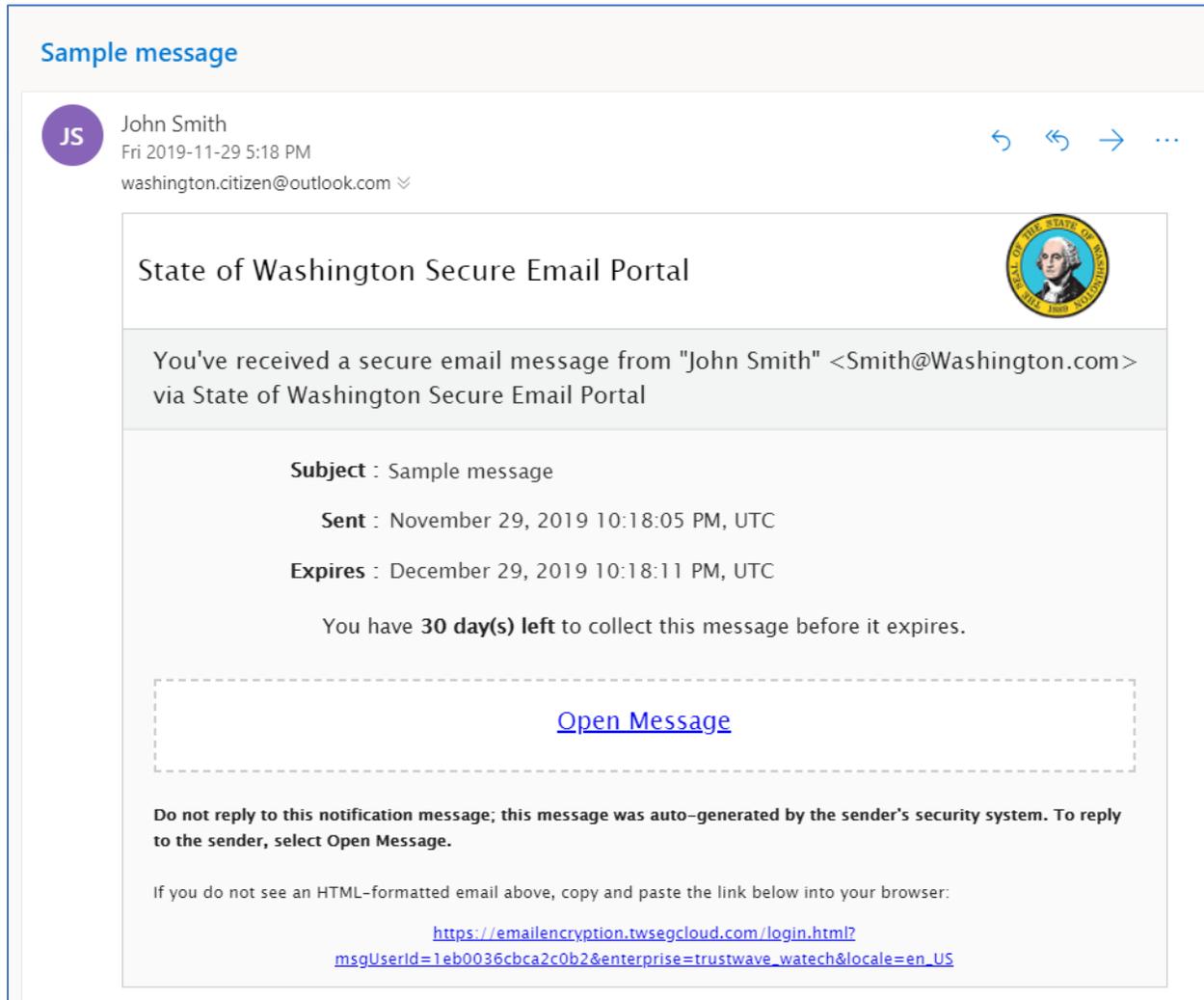


Figure 7: New Message Notification Email

To recover your password:

1. Open your State of Washington Secure Email Portal message notification.
2. Click the **Open Message** link. The *Login* page appears.



- The State of Washington Secure Email Portal sends a new account activation email to your address.

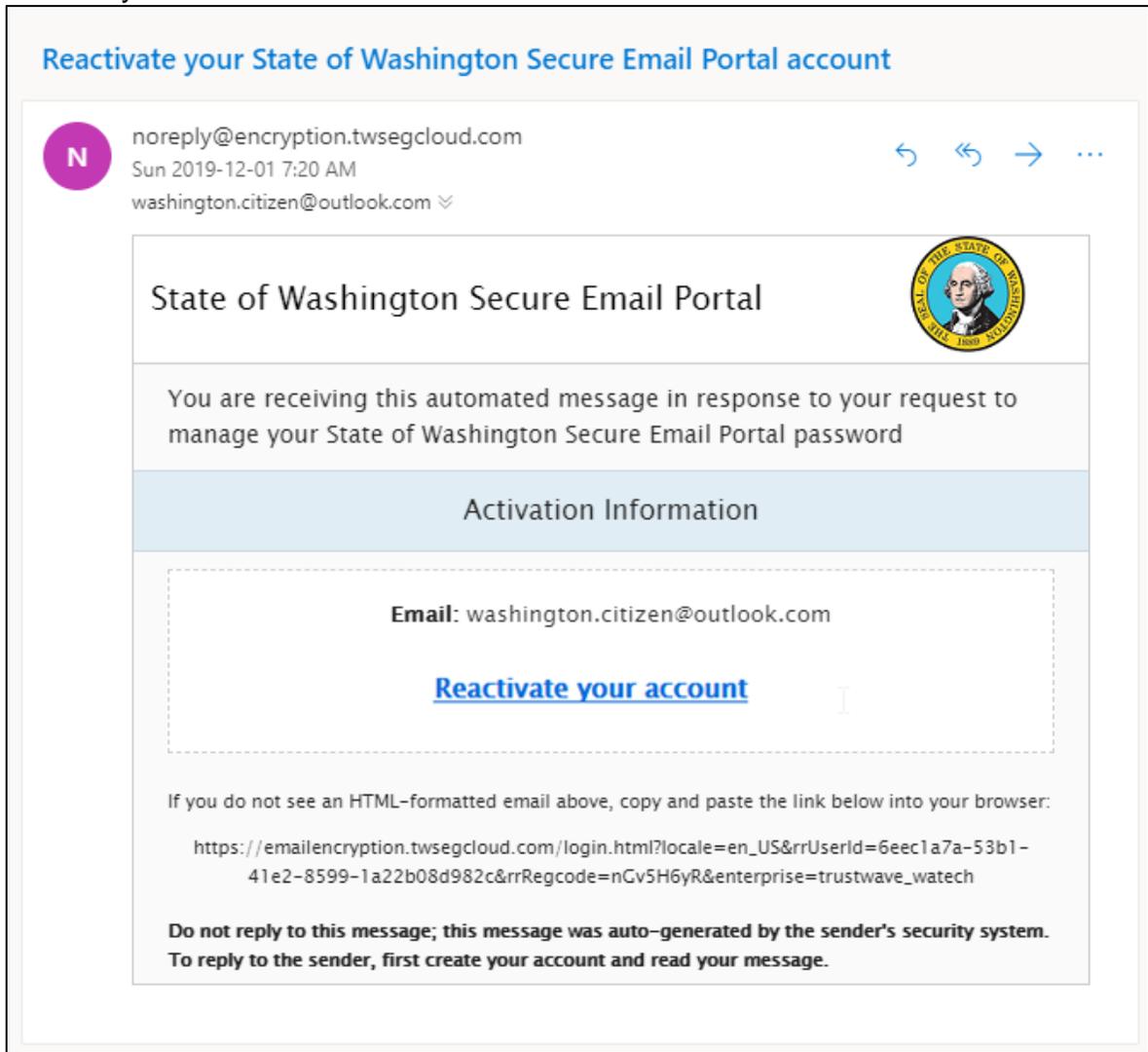
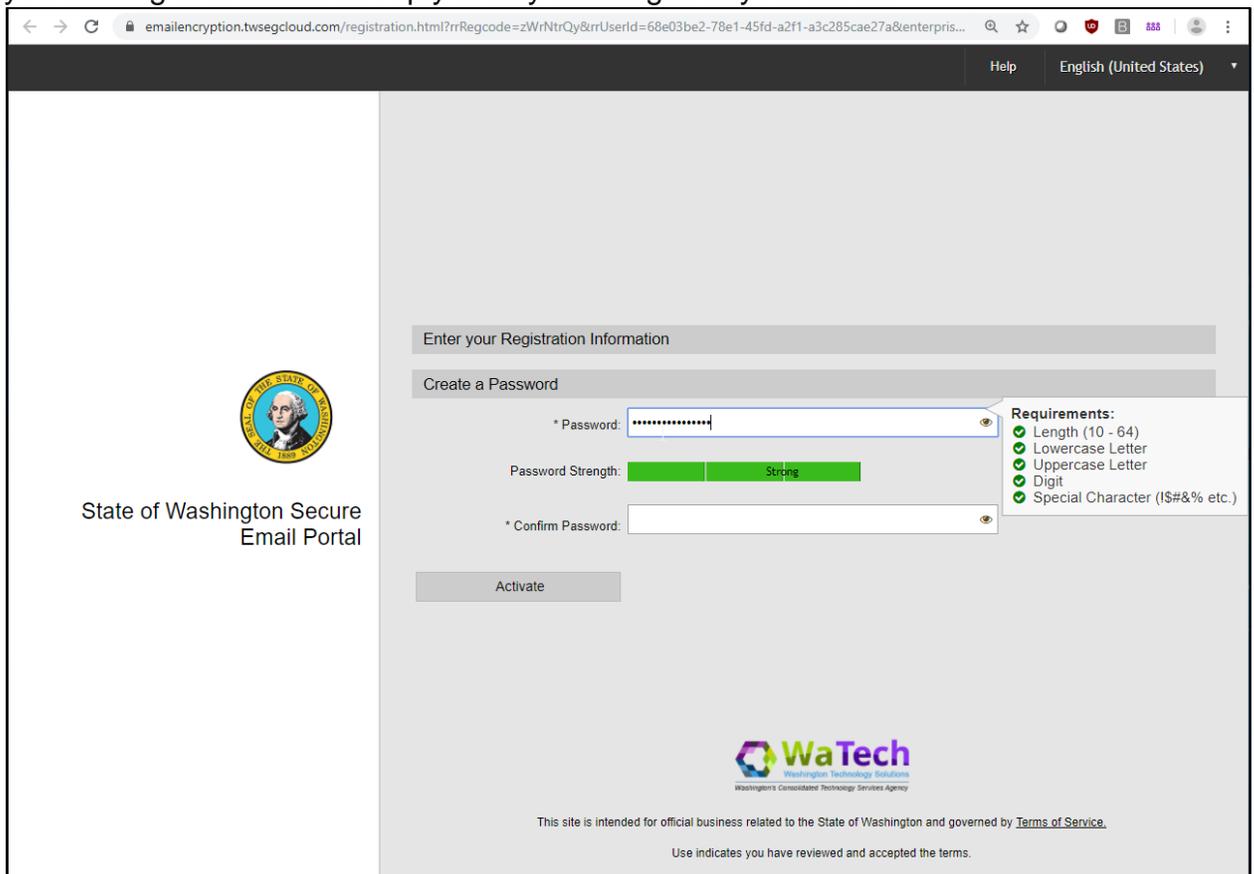


Figure 10: Reactivate Account Email Confirmation

7. Use the new account activation email to [re-register](#). Once registration is complete, you can log in to read and reply to any messages in your inbox.



emailencryption.twsegcloud.com/registration.html?rrRegcode=zWfNtrQy&rrUserId=68e03be2-78e1-45fd-a2f1-a3c285cae27a&enterpris... Help English (United States)

Enter your Registration Information

Create a Password

\* Password: [password field]

Password Strength: [Strong]

\* Confirm Password: [confirm password field]

Requirements:

- ✓ Length (10 - 64)
- ✓ Lowercase Letter
- ✓ Uppercase Letter
- ✓ Digit
- ✓ Special Character (!\$#&% etc.)

Activate

State of Washington Secure Email Portal

  
Washington Technology Solutions  
Washington's Consolidated Technology Services Agency

This site is intended for official business related to the State of Washington and governed by [Terms of Service](#).  
Use indicates you have reviewed and accepted the terms.

Figure 11: Reset Password Page

Note: You cannot re-use your previous four passwords. If you try a password that was used recently, you will see the following error. Try a new password.

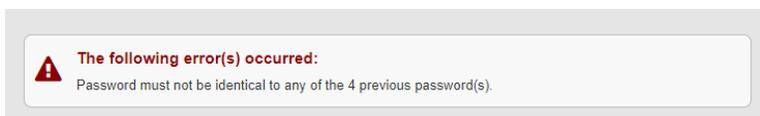


Figure 12: Error when new password matches an old password

## 2.3. View a Message

When you complete the registration process, or follow a notification email, the message associated with that notification will be displayed right away. If you do not have a message notification email, you can browse to the following URL in your browser:

[https://emailencryption.twsegcloud.com/login.html?enterprise=trustwave\\_watech](https://emailencryption.twsegcloud.com/login.html?enterprise=trustwave_watech)

1. Log into the State of Washington Secure Email Portal account by entering your email address and password. Click Login.
2. You are shown your secure mailbox. Select the message you wish to view.

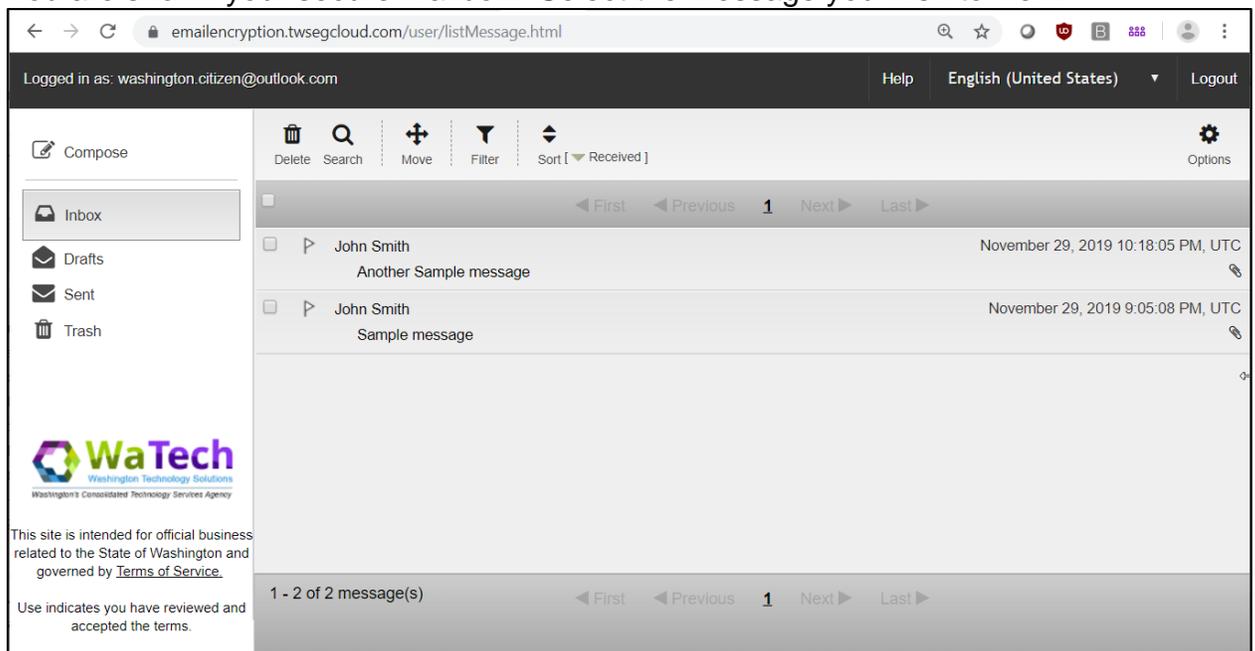


Figure 13: Mailbox View

3. The message will open in the same window.

## 2.4. Reply to a Message

You can reply to any State of Washington Secure Email Portal message. The State of Washington Secure Email Portal automatically saves a draft of your message every two minutes. You can also manually [Save a Draft](#) at any time.

To compose a reply:

1. Open the message that you wish to reply to.

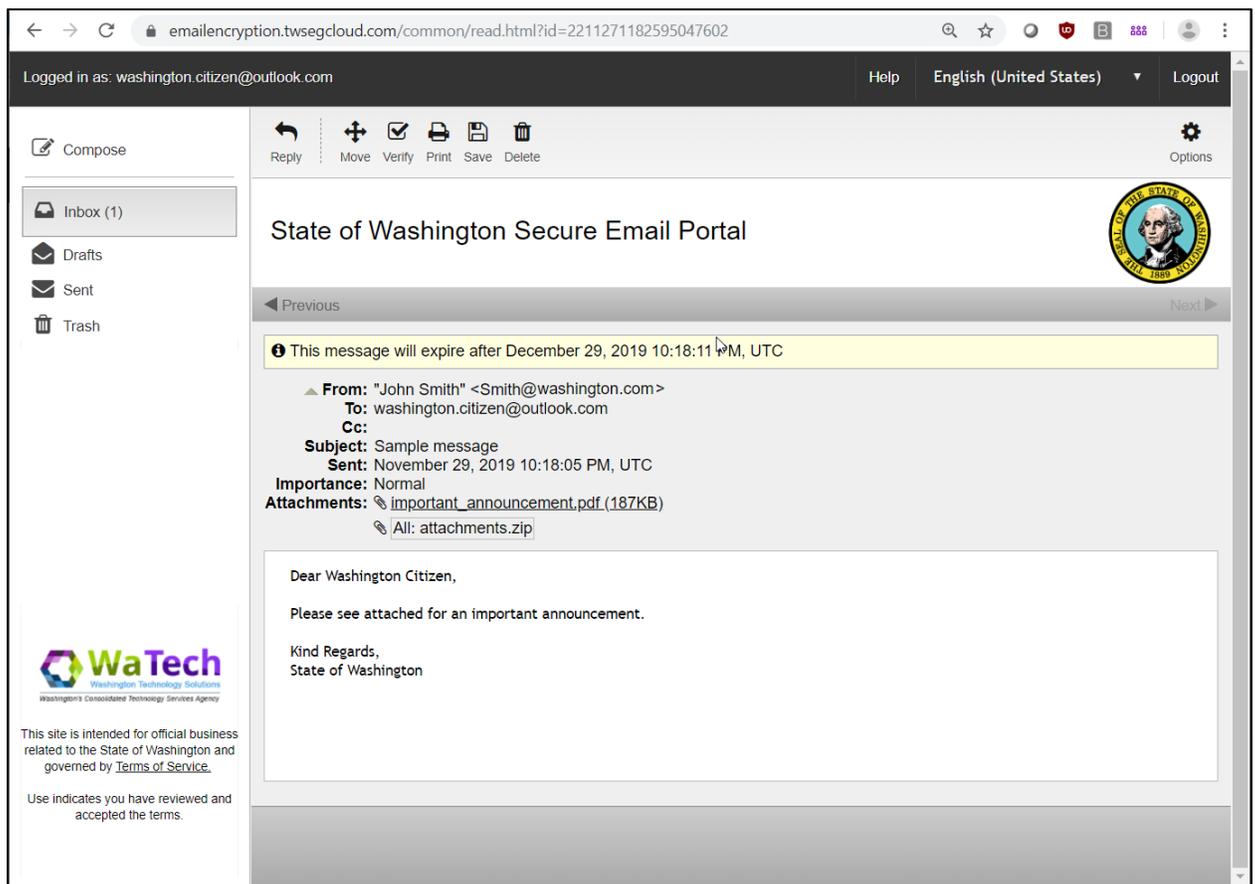


Figure 14: View a Message in order to Reply

2. Select **Reply** or **Reply All** from the *Reply* menu. The *Compose* page appears.

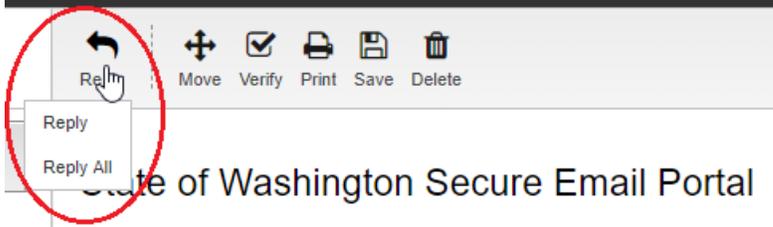


Figure 15: Reply drop-down menu

3. Compose your message and add any file attachments by clicking **Add attachment** button and browsing to the file.

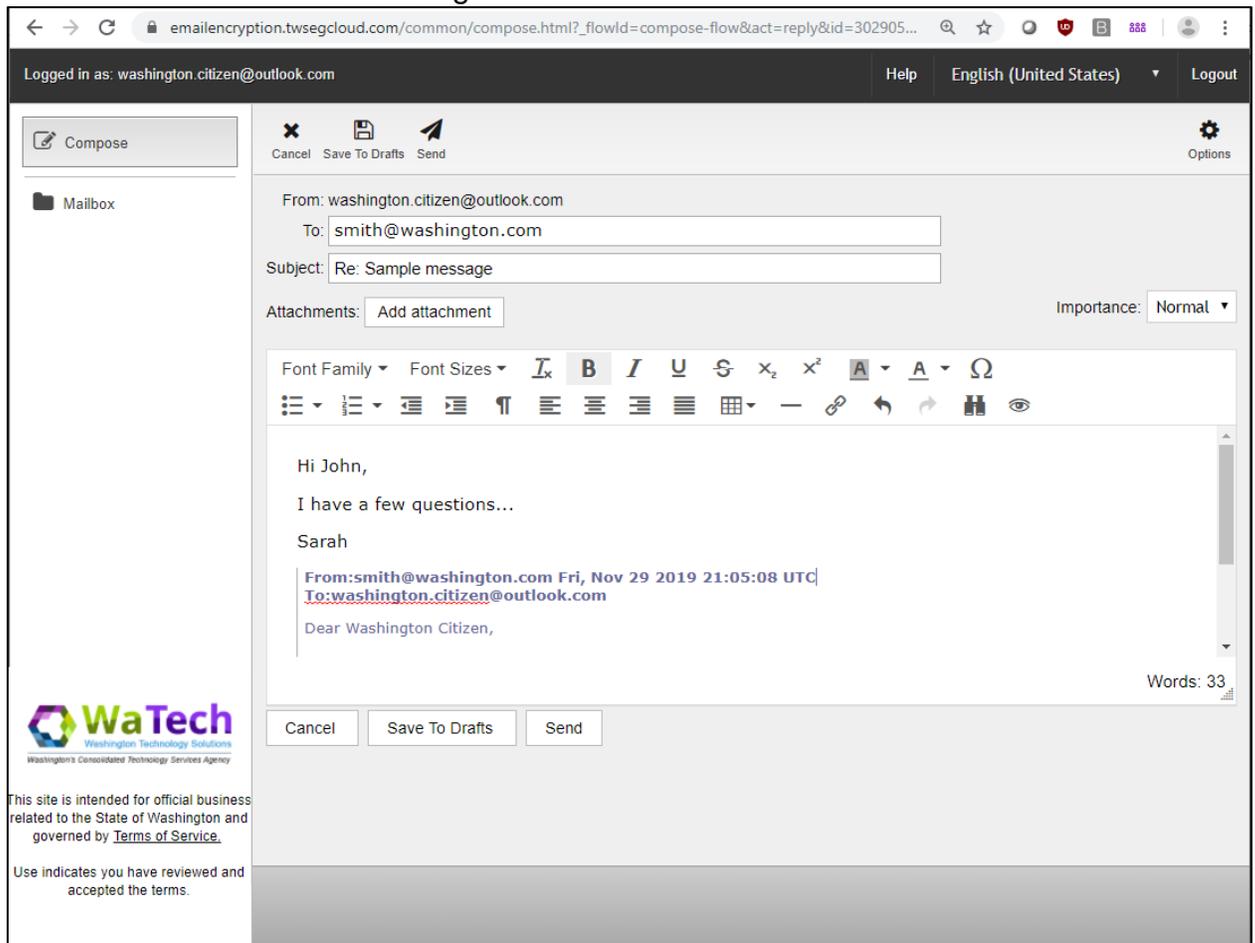


Figure 16: Compose a Secure Reply

4. Click **Send**. Your message is sent securely to the recipient.

**Note:** The Reply and Reply-all features do not allow you to add additional recipients. If you need to communicate with other people at the State of Washington, compose a new message instead.

## 2.5. Compose a New Message

You can compose a new message to the State of Washington. This is handy when you do not have any messages in your Mailbox view. When composing, the State of Washington Secure Email Portal automatically saves a draft of your message every two minutes. You can also manually [Save a Draft](#) at any time.

To compose a new message, you must know the email address of the person you wish to email. The available Washington email domains will appear in the drop-down list, and you will type the first part of the address (the part before the @ symbol) in the edit field.

1. Click the **Compose** button in the top-left corner of the screen.

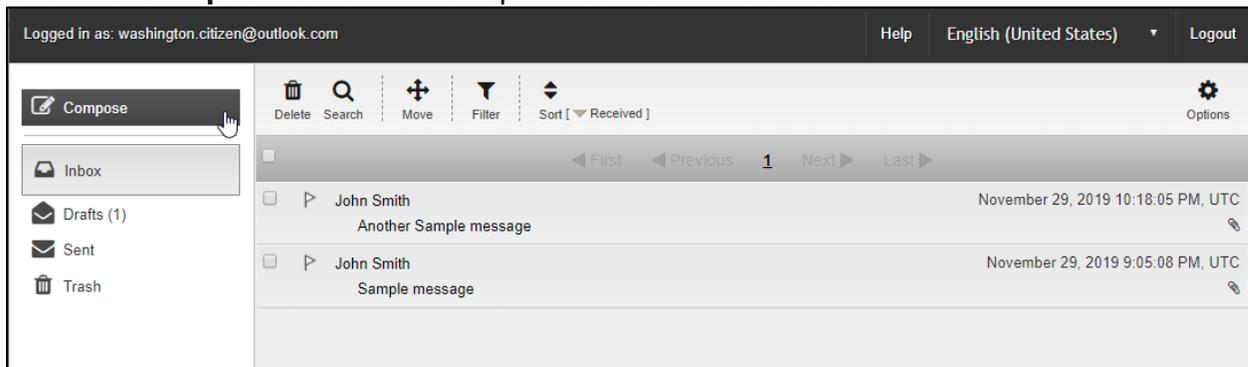


Figure 17: Compose Button

- Compose your message and add any file attachments by clicking **Add attachment** button and browsing to the file.

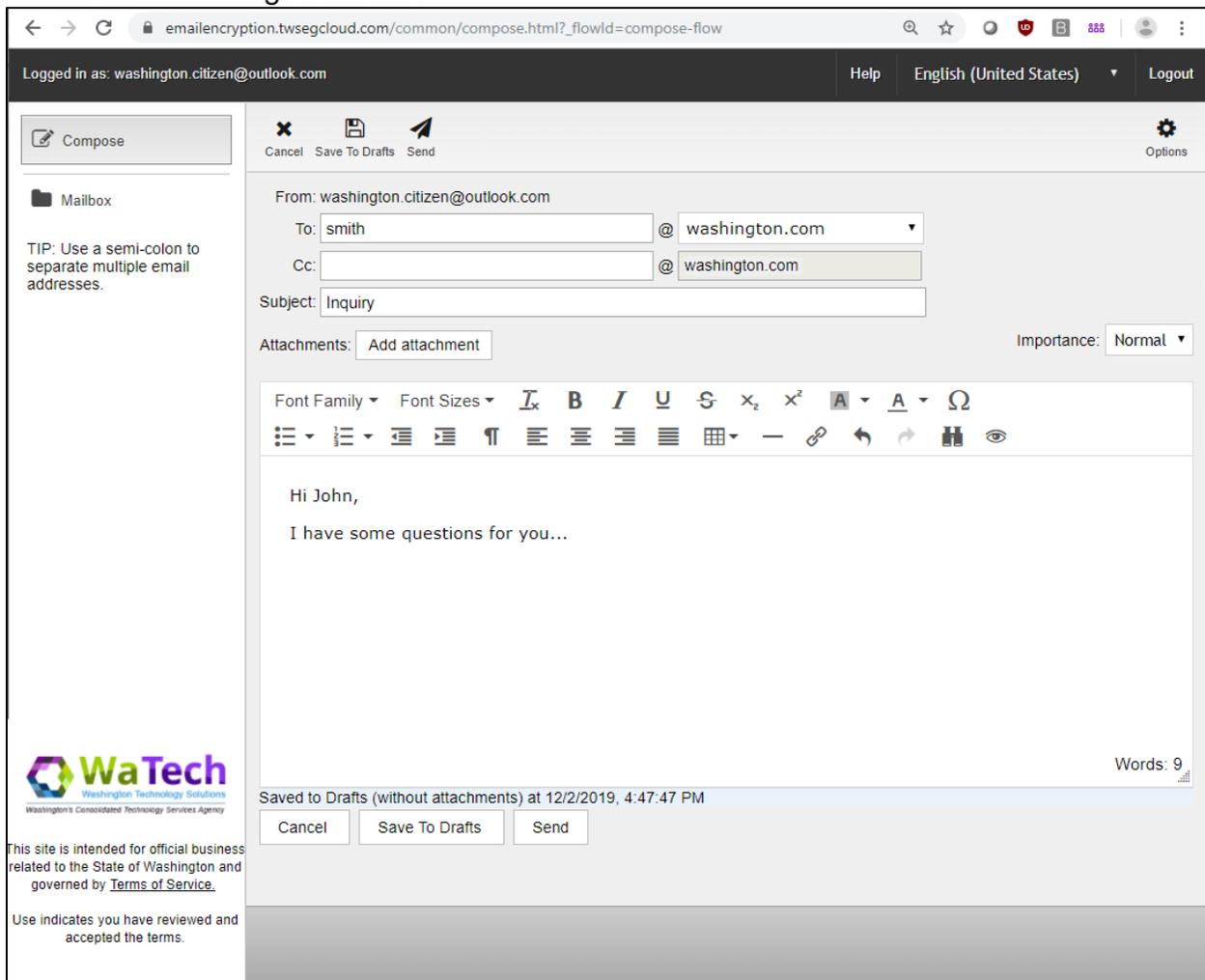


Figure 18: Composing a new message

- Click **Send**. Your message is sent securely to the recipient.

## 2.6. Save a Draft

If you wish to save an unsent message to be completed or sent later, you can save the message as a draft. New draft messages are saved to the *Drafts* folder and marked with a pencil  icon. You can move unsent drafts to the folder of your choice.

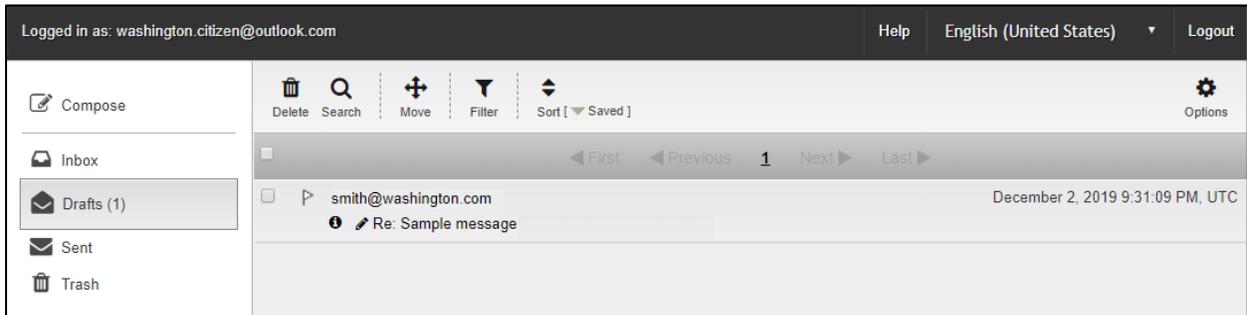


Figure 19: Drafts Folder

To save a draft, on the compose screen, click **Save To Drafts**. The message is saved to the *Drafts* folder (or saved in place if you have moved the draft to a different folder).

**Warning:** Attachments are not saved with draft messages.

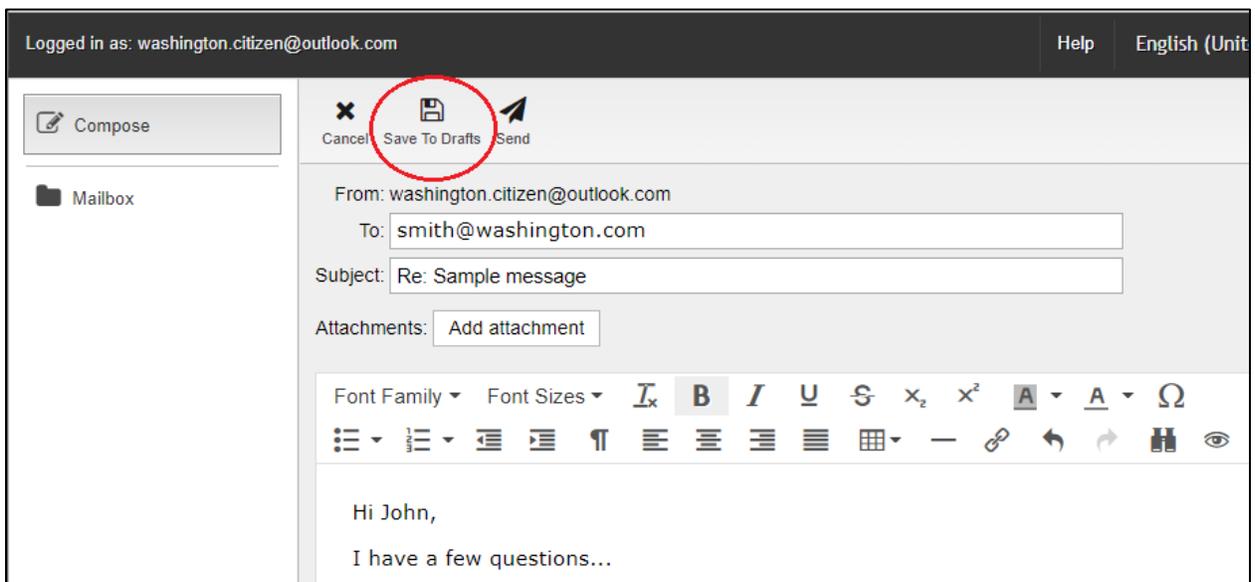


Figure 20: Save to Drafts

## 3. Account Options

To change your options, click the Options button in the top right corner of the State of Washington Secure Email Portal.

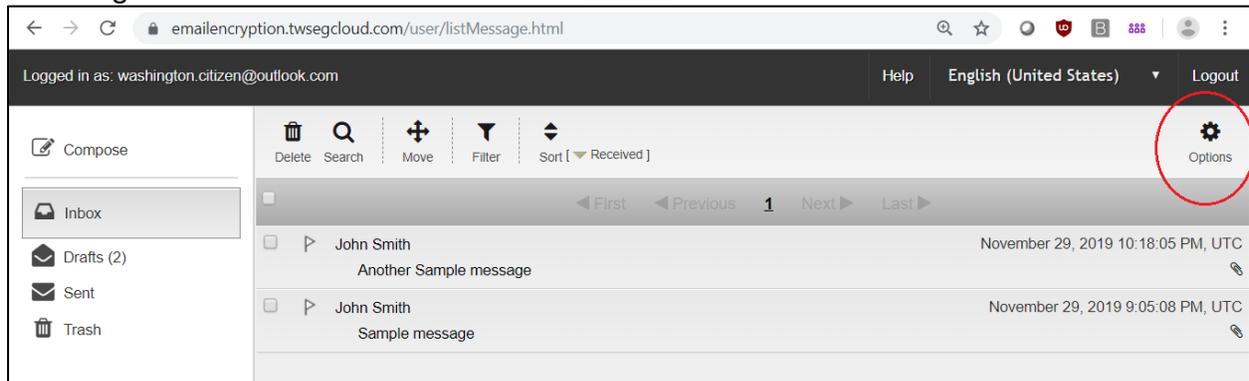


Figure 21: Options button

### 3.1. Change your Password

You can change your State of Washington Secure Email Portal password at any time. You should change your password on a regular basis. Depending on your enterprise password policy, you may be required to change your password at regular intervals (for example, every 90 days).

To change your password:

1. Log into the State of Washington Secure Email Portal account ([https://emailencryption.twsegcloud.com/login.html?enterprise=trustwave\\_watech](https://emailencryption.twsegcloud.com/login.html?enterprise=trustwave_watech)).
2. From the mailbox view, select **Options > Password Options**. The *Password Options* page appears.
3. Enter your current and updated passwords. The password strength indicator changes color from red (weak) to yellow to green (strong) as the strength of your new password increases.
4. When you are finished, click the **Save** button.

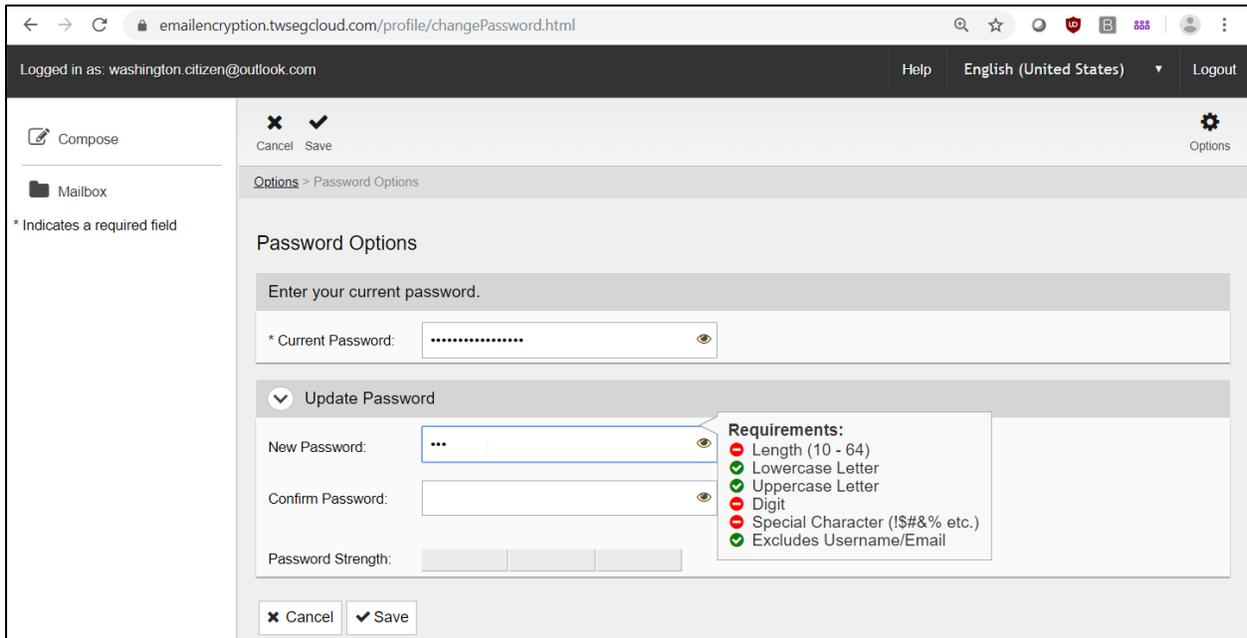


Figure 22: Password Change

## 3.2. Change Your Name

You can update your name that is used when you reply or compose a message. This is handy if your name has changed or was not correct when you registered.

To change your name:

1. Select **Options > Mailbox Settings**. The *User Settings* page appears.
2. Edit your First Name and/or Last Name
3. Click **Save**. Your name is saved.

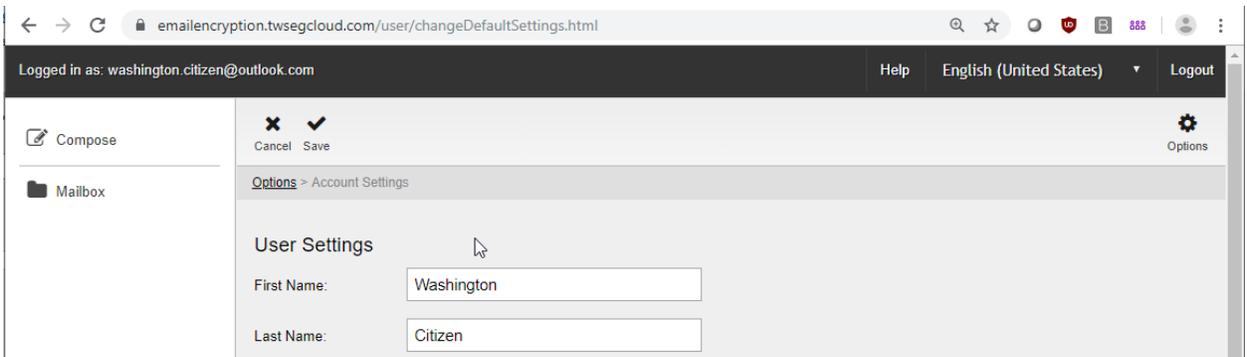


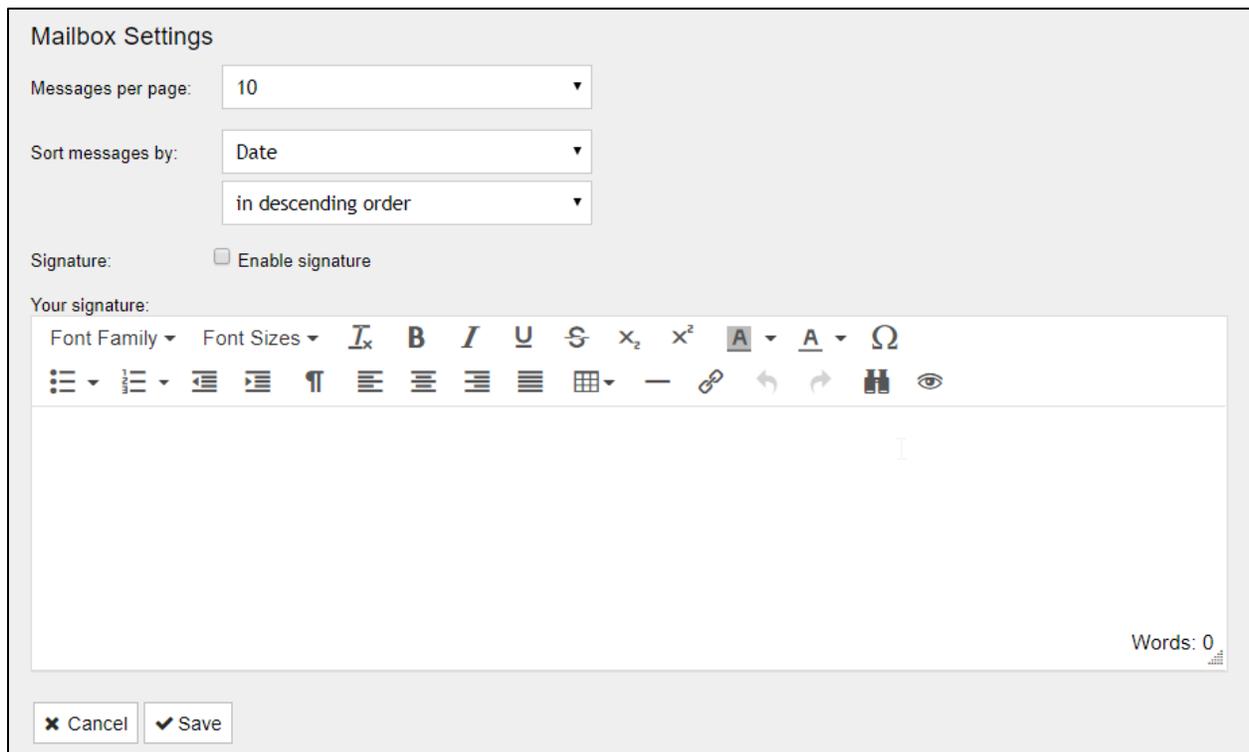
Figure 23: Account Options, Update your Name

## 3.3. Add a Signature

You can automatically append a signature to all outgoing messages. This is handy if you find yourself sending several secure replies or new messages.

To add a signature:

1. Select **Options > Mailbox Settings**. The *Mailbox Settings* page appears.
2. Check the **Enable signature** check box.
3. Enter your signature in the **Your signature** rich text field. The signature field supports all the same formatting options as a regular email message.
4. Click **Save**. Your signature is saved. Your signature will appear in the compose window when you create a new message.



The screenshot shows the 'Mailbox Settings' interface. At the top, there are three dropdown menus: 'Messages per page' set to 10, 'Sort messages by' set to Date, and 'in descending order'. Below these is a 'Signature:' section with an unchecked checkbox for 'Enable signature'. Underneath is the 'Your signature:' section, which features a rich text editor toolbar with options for font family, font size, bold, italic, underline, strikethrough, subscript, superscript, text color, background color, and insert link. The text area below the toolbar is empty, with a cursor visible. In the bottom right corner of the text area, it says 'Words: 0'. At the bottom of the settings panel, there are two buttons: 'Cancel' and 'Save'.

Figure 24: Mailbox Settings - Add a Signature

## 3.4. Change your language

You can change the language of the State of Washington Secure Email Portal at any time by selecting a different language from the drop-down list in the top-right corner of the page. The language selector exists on every page.

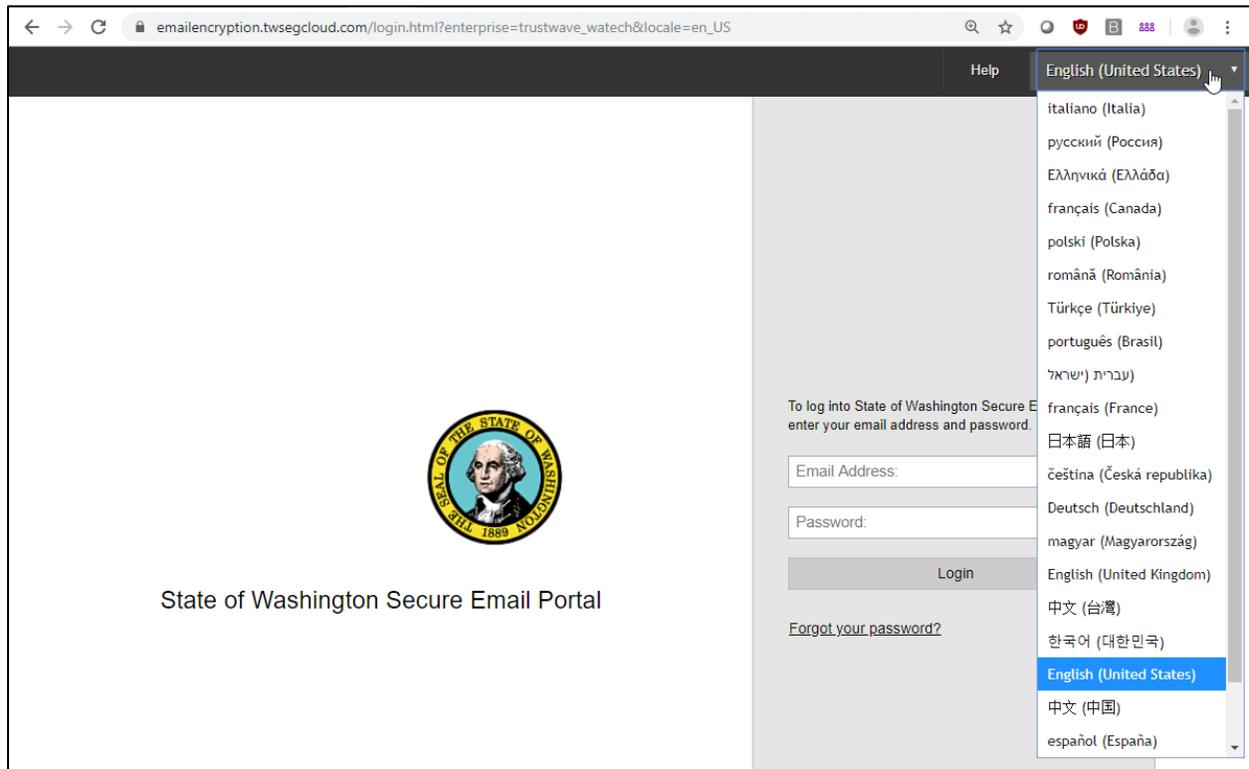


Figure 25: Selecting a different language

Note: This will not change the language of the secure messages you receive from the State of Washington. It changes all the text you see on the State of Washington Secure Email Portal webpages and notifications that are emailed to you.

## 4. Mailboxes and Folders

Messages are organized into mailboxes and folders in the same manner as in a standalone email client such as Microsoft Outlook. By default, messages are sorted into four mailboxes:

<b>Inbox</b>	All new messages appear here
<b>Drafts</b>	All auto- or manually-saved draft (unsent) messages
<b>Sent</b>	All successfully sent messages appear here
<b>Trash</b>	All deleted messages appear here

### 4.1. Limit the Number of Messages per Page

You can change the messages per page limit for all mailboxes / folders.

To change the message per page limit,

1. Select **Options > Mailbox Settings**. The *Mailbox Settings* page appears.
2. From the **Message per page** dropdown, select the new value.
3. Click **Save**.

### 4.2. Sort a Mailbox

You can sort a mailbox or folder in ascending or descending order based on one of the following criteria:

- Date received
- From address
- Subject

The current sort, as well as the sort order (ascending/descending) is listed in square brackets next to the **Sort** menu.

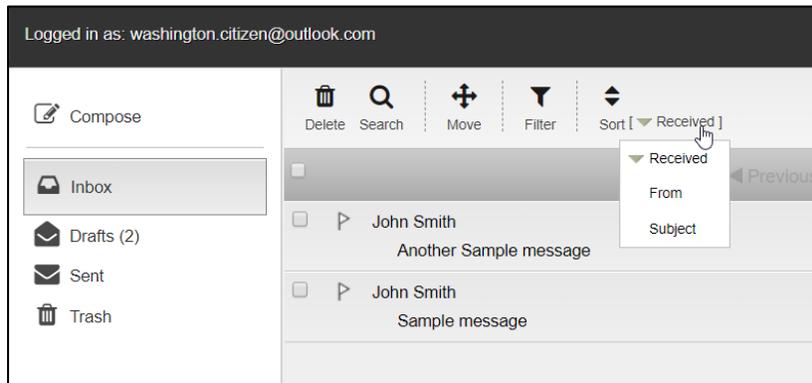


Figure 26: Sort Messages Menu

To sort a mailbox or folder, hover your mouse over the **Sort** menu, and select the sorting criteria from the menu. The current mailbox or folder is sorted and the sort criteria and direction (ascending or descending) appears next to the **Sort** menu.

To change the sort order, click on the up/down arrow next to the current sort.

## 4.3. Search a Mailbox

The EMX search function is limited to a single folder and acts as an advanced filter. You can search a mailbox or folder for messages matching one or more of the following criteria:

- Date range
- From address
- To address
- Subject

To search for a message:

1. Navigate to the mailbox or folder that you wish to search.
2. Click **Search**. The search panel appears.
3. Enter your search criteria.

4. Click **Search** in the *search panel*. All messages matching your criteria appear.

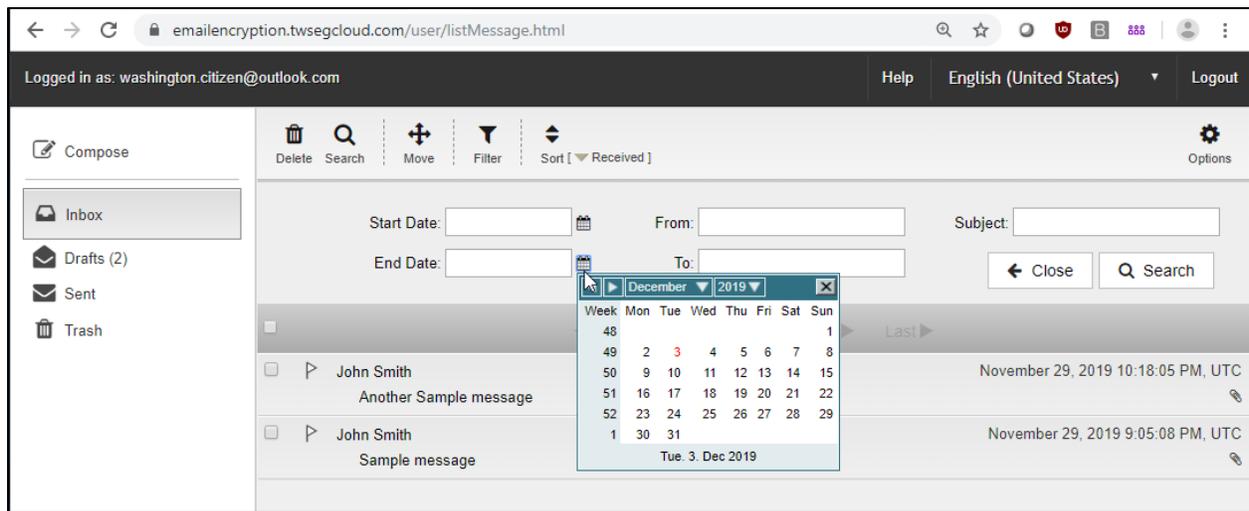


Figure 27: Mailbox Search Options

**Note:** Any pre-existing Filters and/or Sorts are applied to the search results.

## 4.4. Filter a Mailbox

You can filter a mailbox or folder to show only messages that meet one of the following criteria:

- Attachment
- No Attachment
- Flagged
- Unflagged
- Read
- Unread
- High Importance
- Low Importance

To filter a mailbox or folder, hover your mouse over the **Filter** menu, and select the filter criteria from the menu. The selected filter is applied to the current mailbox or folder and the filter criteria appears next to the **Filter** menu.

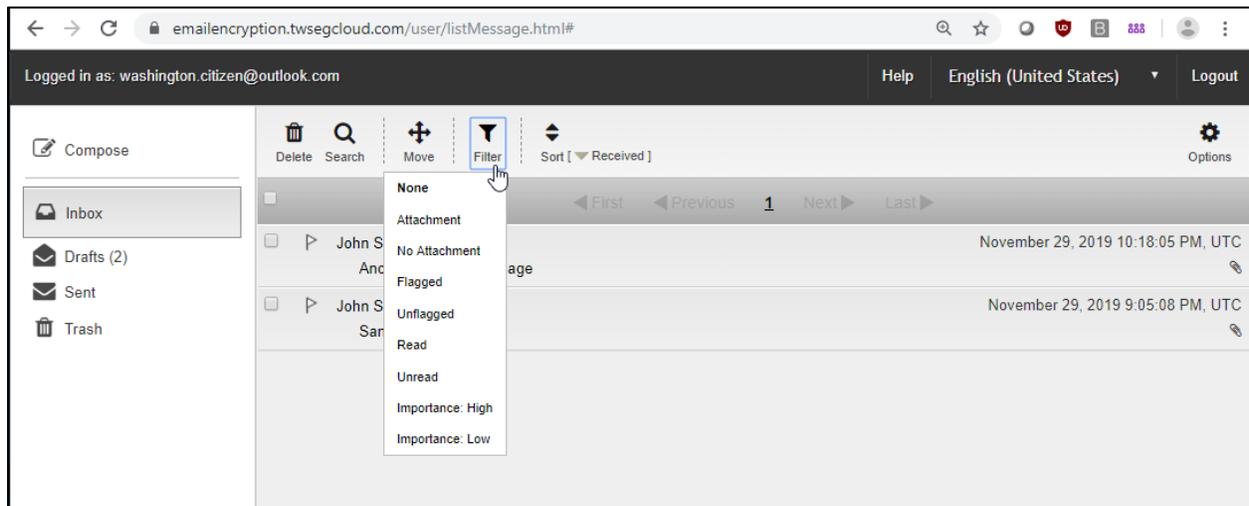


Figure 28: Mailbox Filter Options

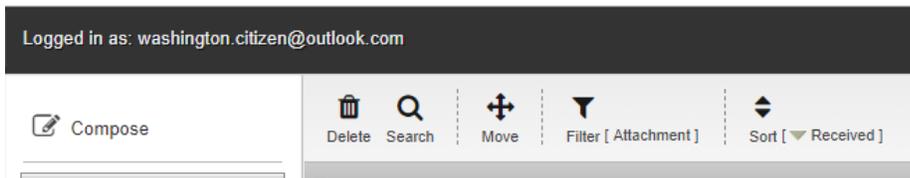


Figure 29: Filtered by Attachment

## 4.5. Move a Message

You can move one or more messages from one mailbox or folder to another by either dragging and dropping, or by selecting the destination folder from a menu.

### Drag and Drop Messages

To move a message by dragging and dropping:

1. Select the messages that you wish to move by checking the checkbox to the left of each message. The selected messages are highlighted.
2. Click and hold on any of the selected messages. The mouse cursor changes to an envelope with the number of selected messages.
3. Drag the envelope into the desired mailbox or folder. The messages are moved to the new folder and are removed from the current folder.

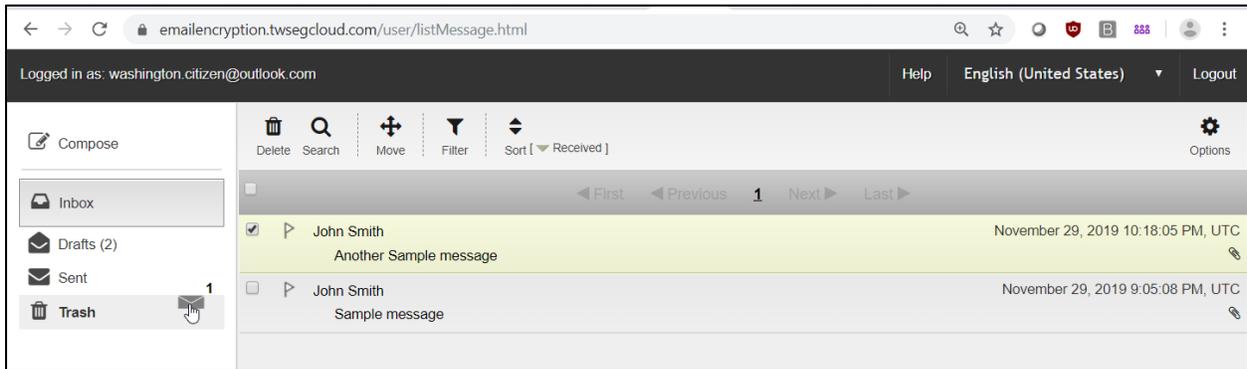


Figure 30: Move a message by dragging to a folder

## Select the Destination Folder from a Menu

To move a message by selecting the destination folder from a menu:

1. Select the messages that you wish to move by checking the checkbox to the left of each message. The selected messages are highlighted. You can also select a message by opening the message to read it.
2. Hover your mouse over the **Move** menu, a menu appears with a list of mailboxes and folders.
3. Click the desired mailbox or folder. The messages are moved to the new folder and are removed from the current folder.

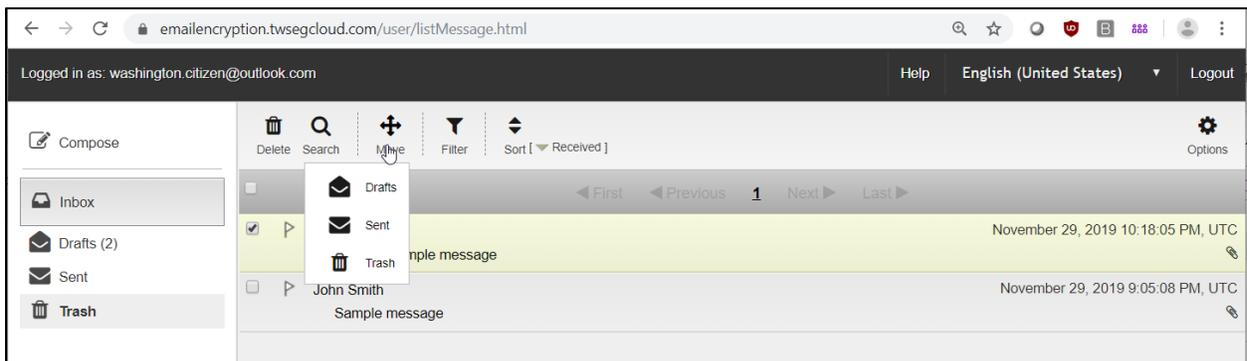


Figure 31: Move a message with the Move menu

**Note:** You are responsible for managing your mailboxes. You can move messages from the **Inbox** to the **Sent** folder if you wish to do so.

## 4.6. Delete Messages

Before you can delete a message, you must move that message to the **Trash** folder. To move a message to the trash folder, perform either of the following steps:

- Select one or more messages, and then click and drag them from the current folder to the **Trash** folder.
- Select one or more messages, and then click  icon.
- Open a message, and then click  icon.

You can delete messages in the **Trash** folder on an individual basis, or you can empty the **Trash** folder to permanently delete all messages stored within. In either case you are prompted to confirm your choice.

To empty the trash folder, select the **Trash** folder and click the recycle symbol:



## 5. Getting Help

Every page of the State of Washington Secure Email Portal message has a Help button in the top-right corner. You can also email [support@watech.wa.gov](mailto:support@watech.wa.gov) for assistance.

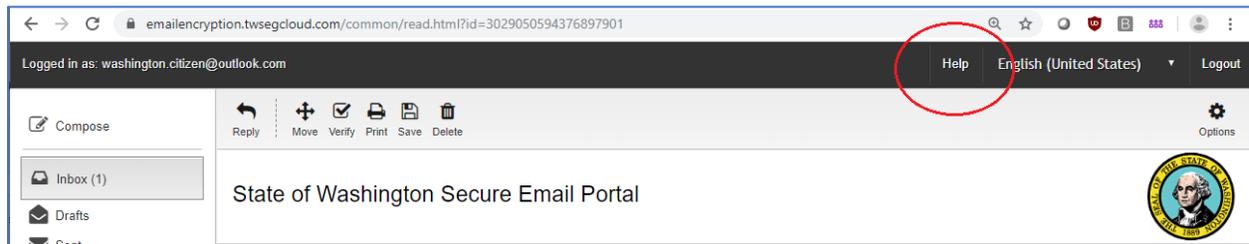


Figure 32: Help button

The Help button brings you to the following URL:

[https://help.emailencryption.twsegcloud.com/brand?act=download&entp=trustwave\\_watech&locale=en\\_US&cat=Resource\\_Center&f=emx/help/index.html](https://help.emailencryption.twsegcloud.com/brand?act=download&entp=trustwave_watech&locale=en_US&cat=Resource_Center&f=emx/help/index.html)

The main page is as follows:

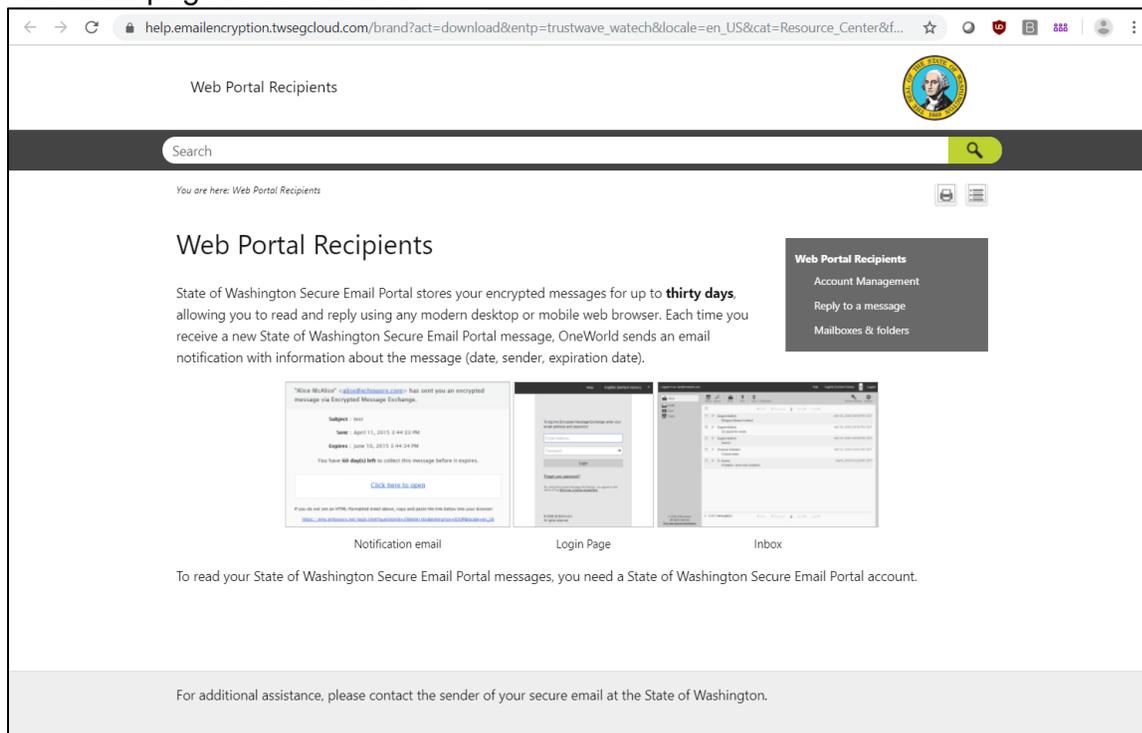


Figure 33: Online Help Center

Choose the topic you wish to learn more about from the dark-grey menu box. Sub-categories will expand.