

# State of Washington Secure Email Portal

This document contains resources for State of Washington Secure Email Portal encrypted email senders. You will learn how to track the secure emails you send and receive.

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# 1. Sending a message

Each time you send a new State of Washington Secure Email Portal message, you receive an automated email notification to confirm encryption.

Automated emails from the State of Washington Secure Email Portal will be from this address: [noreply@encryption.twsegcloud.com](mailto:noreply@encryption.twsegcloud.com).

The Message Encrypted notification confirms the Subject, the Sent date, and the Recipient address(es).

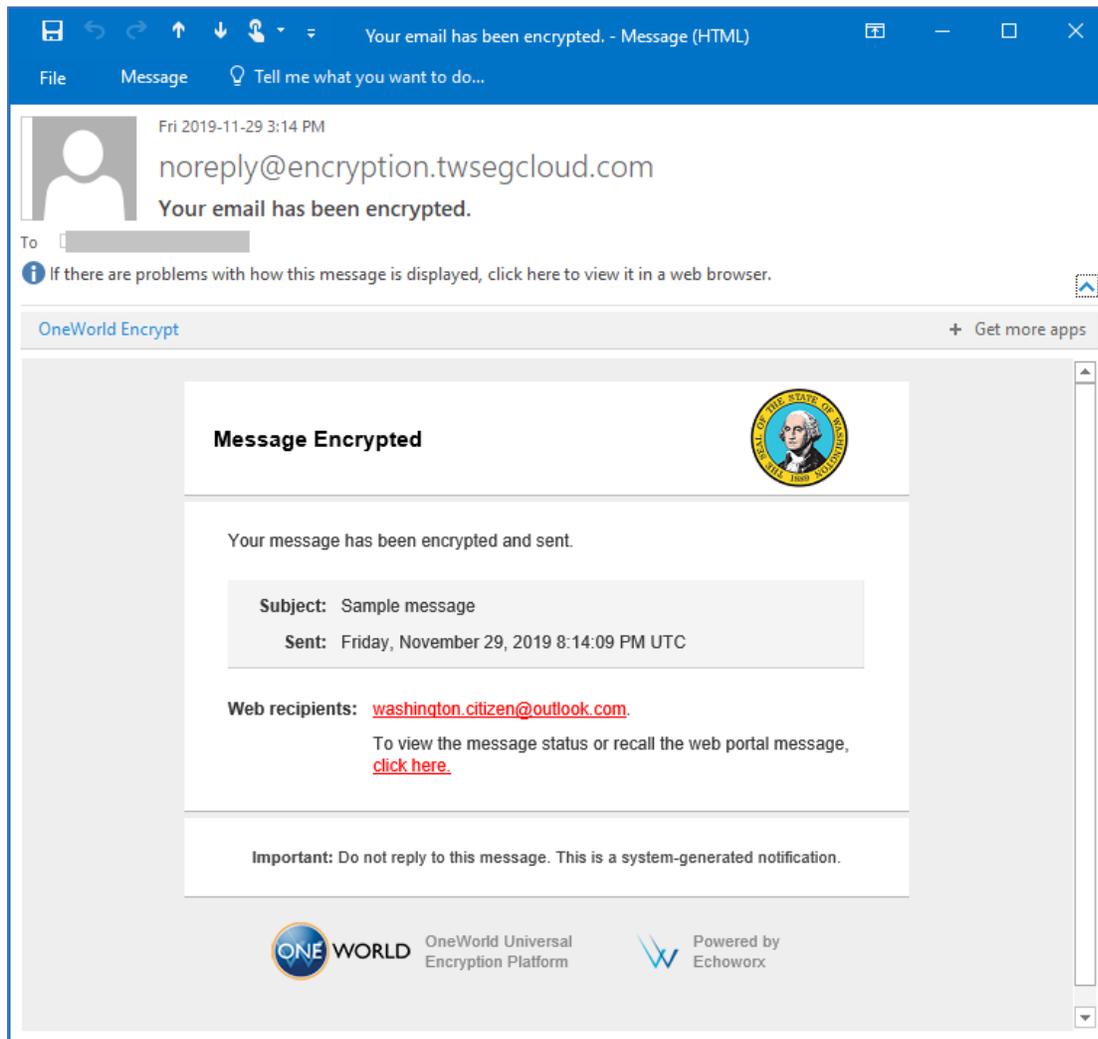


Figure 1: Message Encrypted notification email

## 1.1. View the Message Audit

The Message Encrypted notification contains a link to view the message status or recall the State of Washington Secure Email Portal message.

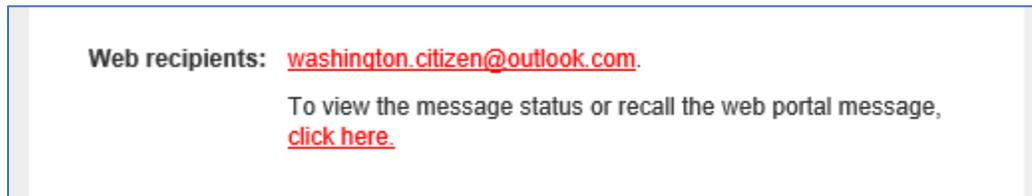
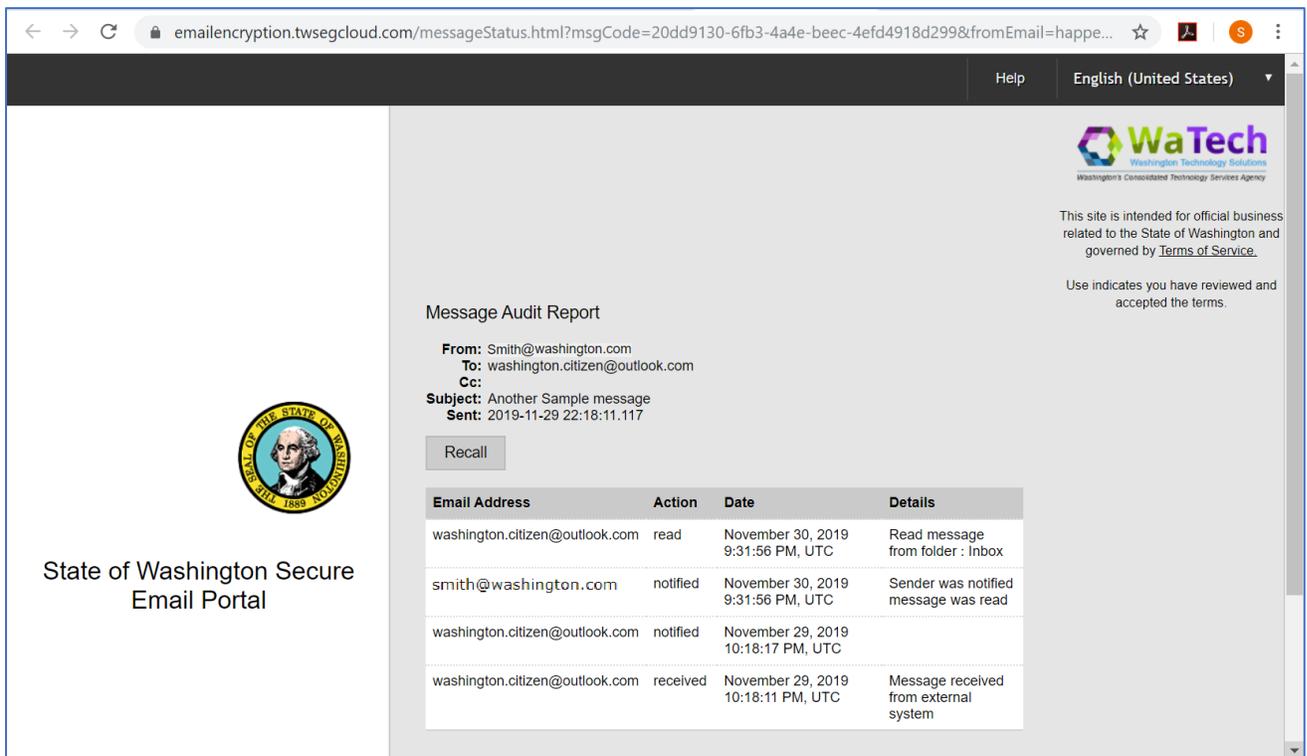


Figure 2: Close up view of Message Audit link

Clicking the link will bring you to the Message Audit Report page of the State of Washington Secure Email Portal. Here you can view all activity that has occurred related to this message. It will display when read, attachments opened, replies, and deleted/expired.



The screenshot shows a web browser displaying the Message Audit Report page. The URL is `emailencryption.twsegcloud.com/messageStatus.html?msgCode=20dd9130-6fb3-4a4e-beec-4efd4918d299&fromEmail=happe...`. The page features the WaTech logo and a disclaimer: "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." The main content area is titled "Message Audit Report" and includes the following metadata:

- From:** Smith@washington.com
- To:** washington.citizen@outlook.com
- Cc:**
- Subject:** Another Sample message
- Sent:** 2019-11-29 22:18:11.117

Below the metadata is a "Recall" button and a table with the following data:

Email Address	Action	Date	Details
washington.citizen@outlook.com	read	November 30, 2019 9:31:56 PM, UTC	Read message from folder : Inbox
smith@washington.com	notified	November 30, 2019 9:31:56 PM, UTC	Sender was notified message was read
washington.citizen@outlook.com	notified	November 29, 2019 10:18:17 PM, UTC	
washington.citizen@outlook.com	received	November 29, 2019 10:18:11 PM, UTC	Message received from external system

On the left side of the page, there is a logo for the "State of Washington Secure Email Portal" featuring the state seal.

Figure 3: Message Audit Report

## 1.2. Recall a message

The Message Audit Report page of the State of Washington Secure Email Portal contains a Recall button. This is handy if the message was sent erroneously and you want to prevent the recipient(s) from reading it.

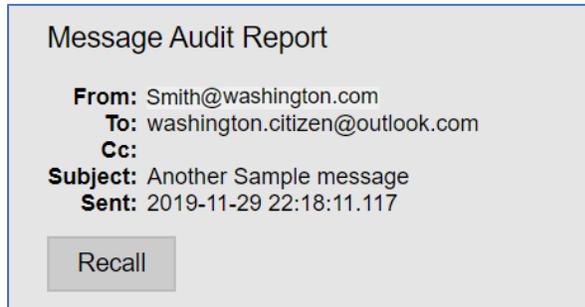


Figure 4: Recall button

Clicking Recall will delete the message immediately from the State of Washington Secure Email Portal. This does not affect the copy of the email that you have in your Outlook Sent Items folder; it does delete the copy that is stored securely in the portal for the recipient, however.

If the recipient attempts to view the message after it has been recalled, they will be presented with an error message that the email is no longer available.

If you recall a message that had multiple recipients, it is recalled for all recipients.

**Note:** A message can be recalled even after it has been read.

## 1.3. Message Collected notification

It is not necessary to keep checking the Message Audit Report to know when your secure email has been read. The first time a secure email is viewed by the recipient, you will receive a notification email known as the “read receipt.” It confirms the date and time that the recipient viewed the email.

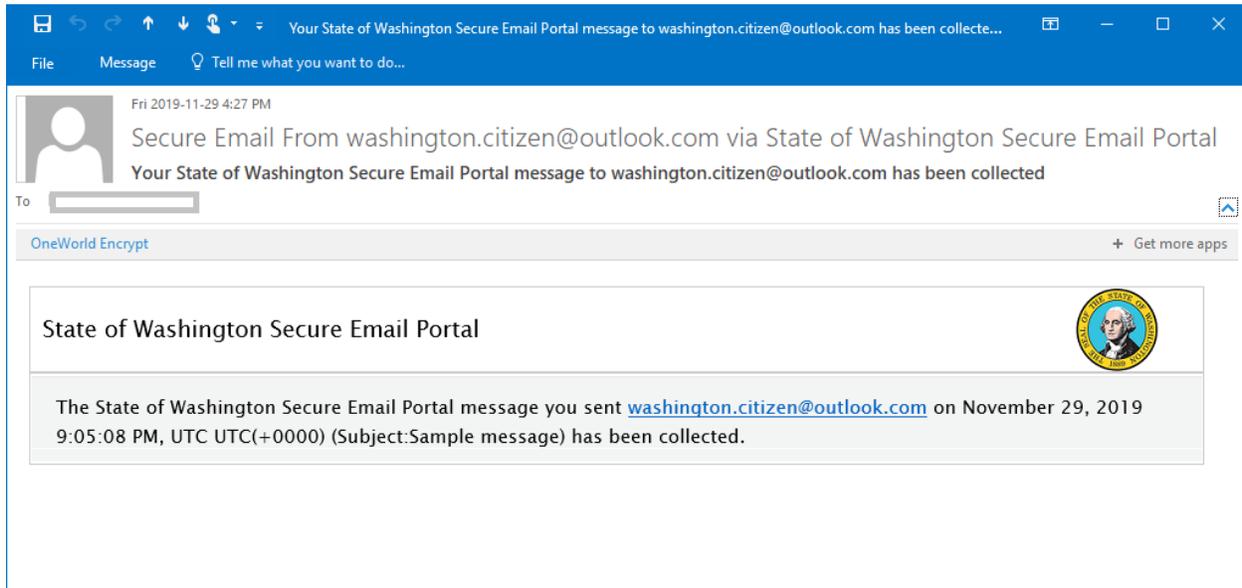


Figure 5: Message Collected notification

## 1.4. Message Not Collected notification

If a secure email is never read, you will receive a notification email known as the “expired message notice,” or “message not collected notice.” It will arrive 30 days after you sent the email if it was never collected. Messages are deleted permanently from the State of Washington Secure Email Portal after the 30-day retention period.

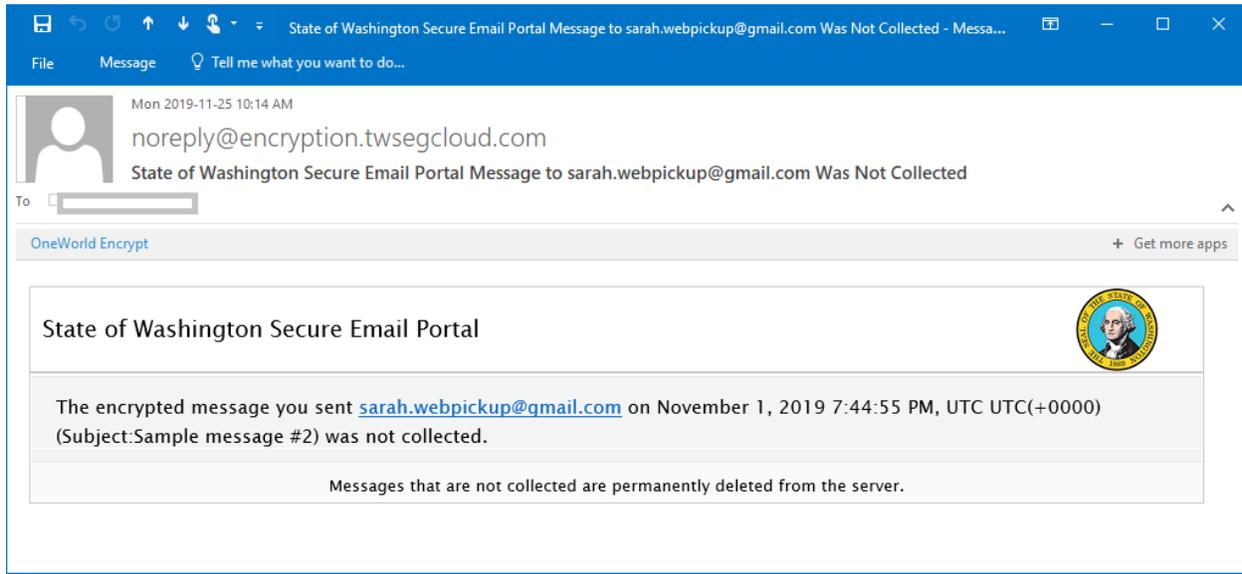


Figure 6: Message Not Collected notification

When you see an expired message notice, you may wish to contact the recipient to inquire, and possibly send the message again (you can retrieve the original email from your Sent Items folder in Outlook).

## 2. Receiving a Secure Reply

When the external user replies or composes an email to you from the State of Washington Secure Email Portal, it will route securely to your State of Washington mailbox (i.e., Outlook). It will not be encrypted in your Outlook, but it will have a footer indicating it came from the secure email service.

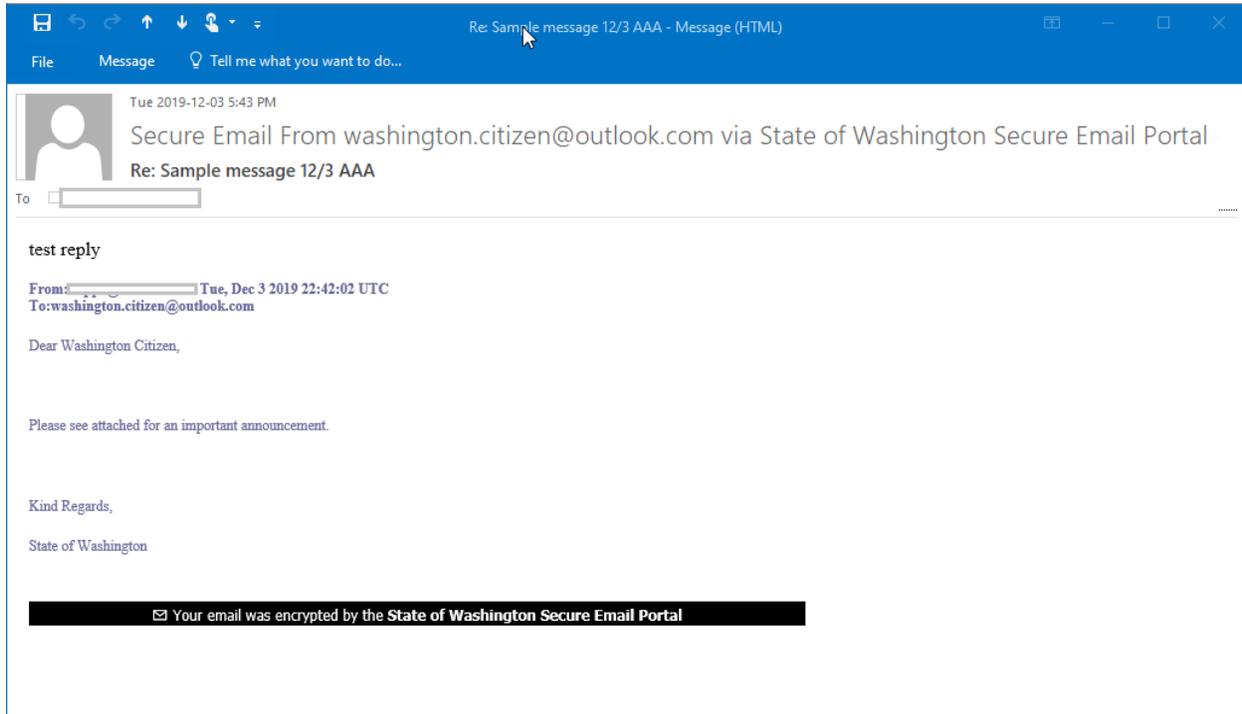


Figure 7: Secure Reply viewed in Outlook