Secure Message Center User Guide

Using the Department of Banking Secure Email Message Center

Overview of Mailbox Features

After you have successfully registered and activated your password, you are ready to read, reply to, and send secure email messages. The message center automatically takes you to your Inbox when you log in. To access other pages, simply click on the appropriate tab.

The **Inbox** page lists all of the unexpired, encrypted email messages that you have received. You can read, reply to, forward and delete messages in your Inbox.

The **Address** page allows you to store the names and email addresses of people you correspond with.

Use the **Compose** page to create new messages. You can also attach files to your messages, or save them as drafts to complete later.

The **Sent Mail** page lists the messages you have sent using your message center. You can review the text of sent messages, the intended recipients, and other details.

Use the **Drafts** tab to save incomplete messages that you would like to complete at a later time.

Click the **Help** button to access information about how to use your secure message center.

Click the **Log Out** button when you have finished your session and wish to exit.

Receiving and Replying to Messages

Reading New Messages

When a new secure message arrives for you in your message center, you receive a notification email in your regular email Inbox.

1. Open the notification email and click the hyperlink. This will take you to the **Log In** page.

    If your email program does not support active links, cut and paste the link into the Address field of your browser and press Enter or Go.

2. Log in by typing your registered email address and password. The new message is displayed on your screen. When you Log Out, or change to a different page, the message is automatically closed and stored until the expiration date.

    Note: If you receive an error message on the Log In page, check that you correctly entered your password and email address (the email address where you received your notification message).

3. If the message has an attachment, you may open it or save it to your computer.

Opening Files Attached to Messages

To open or save an attachment to a message, click on the name of the file(s) listed as **Attachments:**

The File Download dialog box gives you the option to save the file to your computer, open it, or cancel.

- Save to computer: Click **Save** and browse to a location on your computer for storing the file.

- Open the file: Click **Open** and a program required for reading the file opens it.

Note: If you do not have the appropriate program, you may not be able to open the attachment. File size affects upload and download speeds. When you open, save, or attach large files, it may take several minutes.

Replying to Messages

You may reply to a message as soon as you have finished reading it, or you may keep it in your Inbox until you are ready to reply at a later time.

From your Inbox

1. Click the **Inbox** tab to open it.

2. Select a message to reply to by clicking the message subject. The message is displayed.

3. Click **Reply**. You may also have the option to send a reply to all of the **To:** and **Cc:** message recipients by selecting **Reply to All**.

4. A reply form is displayed with the **To:** and **Subject:** fields automatically completed for you.

5. In the **Message** field, you may either type your response or copy and paste text from another application.

6. When you are finished, click **Send**

Note: After a certain minimum amount of time, usually 10 minutes. the message center automatically logs off. If you expect it will take longer than 10 minutes to write your reply, you can prepare it in another program, and then copy and paste it into the **Message** field. .

Attaching Files to Messages

In most cases, you may attach as many as 10 files up to a total of 15 MB uncompressed size.

1. On the Reply, Forward or Compose pages, click **Attach File** or **Update Attachments**.

2. Click **Browse** to navigate to the location of the file that you want to attach, and click **Open**.

3. Click **Add File**. The file name appears in the Attachments box.

4. Repeat steps 2 and 3 until all files are attached.

5. Click **Attach** when you are done. You are returned to the Reply, Forward, or Compose page and the file names are displayed in the Attachments box in the middle of the page.

6. When your message is complete, click the **Send** button.

Removing Attachments from a Message

If you decide not to send a file that you previously attached to a message, do the following:

1. Click **Update Attachments** above the Attachments box.

2. Select the file you want to remove by clicking and highlighting it.

3. Click **Remove File**.

4. Repeat steps 2 and 3 until you have finished removing files.

5. Click **Attach** when you are finished to return to the Reply, Forward, or Compose page. Only file names that were not removed are displayed in the Attachments box.

Saving Messages as Drafts

You can save a new message or a reply as a draft and complete it at a later time by using the Drafts folder.

1. On the Compose or Reply page, click the **Save Draft** button. The message is saved in the **Drafts** folder.

2. When you want to complete the message, click the **Drafts** tab. A list of your unsent draft messages is displayed showing the message subject and the date it was saved as a draft.

3. Select a message by clicking its **Subject**.

4. When the message is ready to send, click the **Send** button. After a draft is sent, it is removed from the **Drafts** folder. You can review the message in the **Sent Mail** folder.

Reviewing Incoming Messages

To review messages you have received, select the **Inbox** tab. Select a **Subject** link to open a message. When you **Log Out**, or change to a different page, the message is automatically closed and stored until the expiration date.

Reviewing Sent Messages

To review messages that you have already sent, select the **Sent Items** tab. Select a **Subject** link to open a message. When you **Log Out**, or change to a different page, the message is automatically closed and stored until the expiration date.

Printing Messages

You may print messages that you have received and messages that you have sent. In both cases, the message must be open.

To print a message that you received:

1. Go to your **Inbox** and select a message by clicking the **Subject**. The message is displayed.

2. In your browser (e.g., Internet Explorer, Netscape Navigator) do one of the following:

   - On the **File** menu, select **Print**. In the Printer dialog box, select a printer for this job, and click Print, OR

- Click the printer icon on the browser toolbar.

To print a message that you sent:

1. Go to your **Sent Items** page and select a message by clicking the **Subject**. The message is displayed.

3. In your browser (e.g., Internet Explorer, Netscape Navigator) do one of the following:

   - On the **File** menu, select **Print**. In the Printer dialog box, select a printer for this job, and click Print, OR

   - Click the printer icon on the browser toolbar.

Deleting Messages

Messages are automatically deleted from your **Inbox** and **Sent Items** when they expire.

To delete a message from the Inbox before it expires:

1. In the row of the message you want to delete, select the check box in the **Select** column.

2. Click **Delete**.

To delete an open message:

Click Delete.

Initiating New Messages

Composing Original Messages

1. Select the **Compose** tab to display the Compose Message page.

2. Type the email address of the intended recipient in the **To:** field.

3. Type or paste your message content in the Message box.

4. Attach files, if desired.

5. Click **Send**. The system automatically copies the sent message to your **Sent Mail** page.

Note: After a certain minimum amount of time, usually 10 minutes, the system automatically logs off. If you expect it will take longer than 10 minutes to compose your message, you can prepare your message in another program, and copy and paste it into the secure message area.

Forwarding Messages

Messages can only be forwarded to other Secure Email Message Center users. If you need to share a secure message with a non-user, copy and paste it into another email program to send it.

From your Inbox

1. Click the **Inbox** tab to open it.

2. Select a message to forward by clicking the message **Subjec**t. The message is displayed.

3. Click **Forward**.

4. A forward form is displayed with the **Subject** field automatically completed for you.

5. In the **To:** and **Cc:** fields, type the email address(es) of the intended recipient(s).

6. In the **Message** field, you may type a comment or copy and paste text from another application.

7. Click **Send** when your reply is completed.

From the Message

Follow Steps 3-7 above.

About Message Expiration

Messages automatically expire after a period of time, usually 21 days. At expiration, a message is deleted from your Inbox, regardless of whether you have read it.

If you send a message and the recipient does not read it before it expires, the message will be removed from the recipient's Inbox and you will be sent an email notification in your regular email Inbox with the following information:

- Date the message was sent
- Date the message expired
- Names of the recipients

If you want to save a message so that you will have a copy after it expires, you should copy the text and paste it into another program or print it.

Using the Address Book

Adding Contacts to Your Address Book

The Department of Banking Secure Email Message Center can only be used to send messages other registered users. It is possible to store addresses for other domains, but you will be unable to send secure emails to these contacts.

There are two methods for adding contacts to your Address Book.

Method 1

1. Click the **Address** tab. The address page is displayed.

2. Click the **Add a Contact** button. The Add a Contact page is displayed.

3. Type the Contact information:

   - First Name
   - Last Name
   - Email Address

4. Click **Save** to store the information or **Cancel** to exit.

Method 2

1. When you receive a message and open it, the email addresses of the sender and all recipients are underlined, indicating that they are links.

2. Click the email address of the person you want to add to your Address Book. The **Address** page is displayed.

3. Follow steps 2-4 above

Editing Contacts

To edit contact information in your Address Book:

1. Click the **Address** tab. The Address page is displayed.

2. Click the **[Edit]** link in the row of the Contact you want to edit. The **Edit a Contact** page is displayed with the current information.

3. Type the changes to the Contact information.

4. Click **Save** to store the information or **Cancel** to exit.

Adding Groups to Your Address Book

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

To add a group to your Address Book:

1. Click the **Address** tab. The Address page is displayed.

2. Be sure that all prospective members of the group have already been added to your Address Book.

3. Click the **Add a Group** button. The Add a Group page is displayed.

4. Type a unique, meaningful name for the group in the **Group Name** field.

5. Highlight the name of a contact to be added to the group by clicking on it in the **Available Contacts** list on the left side of the page and click the **Include** button. The contact's name will appear in the **Contacts in Group** list on the right side of the page.

6. Repeat step 5 until you have added all the desired contacts to the Contacts in Group list.

7. When finished, click **Save** to save the group, or click **Cancel** to discard the group information and return to the Address page. The Address page lists the Group Name along with your other contacts.

8. Click the **[+]** link beside the Group Name to display the names and email addresses of the members.

Editing Groups

You can change the composition of your groups by adding or removing contacts.

To edit a group in your Address Book:

1. Click the **Address** tab. The Address page is displayed.

2. Before editing the group, be sure to add prospective group members to your contact Address Book and make any needed changes to contact information.

3. Click the **[edit]** link in the row of the group that you want to edit. The **Edit a Group** page is displayed.

4. To add a new contact to the group, highlight the name of a contact to be added to the group by clicking on it in the **Available Contacts** list on the left side of the page and click the **Include** button. The contact's name will appear in the **Contacts in Group** list on the right side of the page.

5. To remove a contact from a group, highlight the name of the contact to be removed from the group in the **Contacts in Group** list on the right side of the page and click the **Remove** button. The contact's name will appear in the **Contacts** list on the left side of the page.

6. Repeat steps 4 and/or 5 until you have made all the desired changes to the group.

7. When finished, click **Save** to save the group with your changes, or click **Cancel** to discard the changes to the group information and return to the **Address** page.

Using Your Address Book

Use the Address Book to conveniently insert email addresses of individuals or groups of contacts in new messages.

For One Recipient

1. To open your Address Book, click the **Address** tab.

2. Find the desired person or group in your contact list and click their email address.

3. The **Compose** page opens with the selected email address pre-filled in the **To:** field.

For Multiple Recipients

1. To open your Address Book, click the **Address** tab.

2. Select the check box next to the name of each person you want to send a message.

3. Click the **Mail Selected** button

4. The **Compose** page opens with the selected email address pre-filled in the **To:** field.

You can review a group's membership by clicking on the expanding arrow beside the group name. This will cause a drop down area to display the contact name and email address for each group member.

Deleting Groups

1. Open your Address Book by clicking the **Address** tab.

2. Select the check box next to the group you want to delete.

3. Click the **Delete Selected** button.

Managing Your Account

Changing your Password

The method of changing your password may vary depending upon how you access your secure message center. It may be possible to change your password from the Log In page as well as from the Profile page.

From the Log In page

1. Click the <u>Change your password</u> link on the lower left side of the screen to open the Change Password form.

2. Enter your email address into the first information field

3. Next, you will need to create a secure password that has <u>all</u> of the following:

   • Upper <u>and</u> lowercase letters
   • <u>At least</u> one number
   • <u>At least</u> one special character such as ~!@#$^&

4. Enter a "password reminder phrase." This is a hint or clue to help you recall a forgotten password.

5. Click on the "Submit Password" button at the bottom of the screen. You will receive a confirmation message at your registered email address that contains instructions to activate your password.

Requesting a Password Reminder

If you can not remember your password, you can request your password reminder. When you registered for your message center, you entered a word or phrase for this purpose.

1. On the **Log In** page, click the link informing you how to receive a password reminder. The **Password Reminder** page is displayed.

2. Type your email address in the box provided.

3. Click **Enter**. An email with the reminder will be sent to your regular email Inbox.

Frequently Asked Questions

How secure is my message center e-messaging?

Messages stored at your message center are encrypted with 168 bit triple DES encryption. Messages are sent using standard SSL secure Internet connections with high (128-bit) encryption. This level of encryption is considered highly secure by industry standards.

How can I access the messaging system?

You can access the message center with any computer that has Internet access and a supported SSL-enabled browser, and your valid login information.

What Internet browsers are required to use the secure mailbox?

For the message center to work properly in your browser, you must use Internet Explorer Release 5.5 or greater, or Netscape Release 7.0 or greater. They both support 128-bit Secure Sockets Layer (SSL) encryption

Are there any special browser settings required to use this service?

Microsoft Internet Explorer

To open and reply to your secure email messages, the Secure Sockets Layer (SSL) 2.0 and 3.0 options must be enabled in Microsoft Internet Explorer 5.5 or greater, or Netscape 7.0 or greater. Confirm that these settings are turned on by doing the following:

1. Open Internet Explorer and go to **Tools \ Internet Options** (5.5 and greater).

2. Click the **Advanced** tab.

3. Scroll down to **Use SSL 2.0** and **Use SSL 3.0** and make sure that those items are selected by placing a check in the box to the left of each item.

Netscape Navigator

1. On the **Edit** menu in Netscape Navigator, select **Preferences**.

2. Under **Privacy and Security**, select **SSL**.

3. Make sure that **Enable SSL version 2.0** and **Enable SSL version 3.0** display check marks. If not, click in the check boxes to select them.

Note: Your message center works with 128-bit SSL encryption. Using your message center does not automatically upgrade a browser's SSL encryption capability to a higher level if it is less than 128-bit. To utilize the full 128-bit SSL encryption capability of your message center, you may need to upgrade your browser to a higher encryption standard.

What privacy or cookie settings are needed for my browser?

Microsoft Internet Explorer

For IE 6.0:

1. Select **Tools -> Internet Options... -> Privacy**.

2. Verify it is set to **Medium**, the default setting.

For IE 5.5:

1. Select **Tools -> Internet Options... -> Security**.

2. Click on the **Custom Level** button.

3. Verify the **Reset to** field is set to **Medium**, the default setting.

Netscape Navigator 7.0

1. Select **Edit -> Preferences -> Privacy & Security -> Cookies**.

2. Verify **Enable all cookies** selection is set.

What should I do if I receive an error message when I try to log in?

Make sure that you've entered your Log In information correctly.

If you still receive the error message, select the password reminder link on the Log In page. Then type your email address and click Enter. The system will email you the phrase you entered when you selected your password.

How do I change my password?

Select the link to change your password on the Log In page.

What do I do if I forget my password?

On the Log In page, select the link for your password reminder. You will be sent an email with the reminder that you entered when you created your password.

How do I access my account if I'm locked out?

You are locked out of your account for 30 minutes after three attempts to log in with an incorrect password.

On the Log In page, select the link to change your password. Changing your password unlocks your account.

You may also contact your customer support center.

Can I send large file attachments?

You can attach up to 10 files with a total of 15 MB, uncompressed. Note that the larger the size of the file, the longer it may take to upload and download.

How do I get an expired message back?

If the message has expired, there is no way to access it. Due to the security features of your message center, the sender of the message must re-send it.