

Secure Web Delivery E-mail Encryption Reference

HW Ver.6.7.2

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Background:

DBHDD, DPH & DHS have a regulatory requirement to protect emails that contain Protected Health Information (PHI). The agencies decided to turn on the email encryption functionality found in the existing IronMail appliances for the entire legacy DHR-based user community.

Overview:

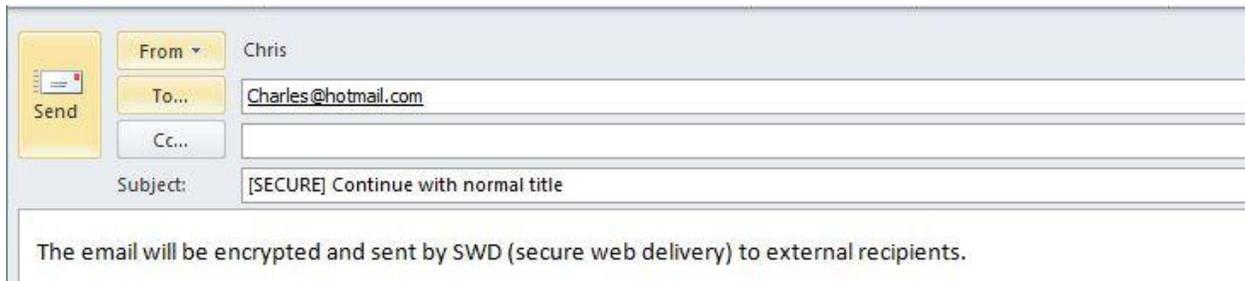
DBHDD, DPH & DHS users that reside on the legacy GroupWise email Post Offices that send (HIPAA) content sensitive email to external recipients are now required to use Secure Web Delivery (SWD) encryption. The DBHDD, DPH & DHS community is now enabled to manually encrypt sensitive and confidential email to external recipients by adding the type [SECURE] in the subject line. The **Square Brackets** must be in place.

How to use Secure Web Delivery System:

As the Sender

Any HIPAA related content should be sent by Secure Web Delivery (SWD).

This is completed by adding the type [SECURE] in the subject line. The **Square Brackets** must be in place.



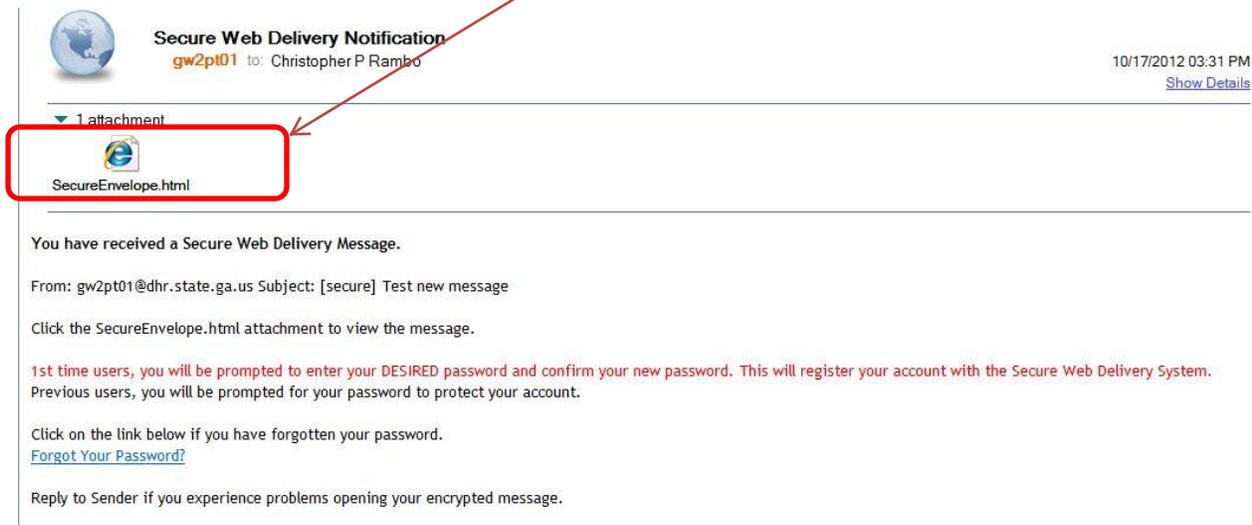
The screenshot shows an email client interface. On the left, there is a yellow 'Send' button with a paper plane icon. To its right, the 'From' field is set to 'Chris'. The 'To...' field contains 'Charles@hotmail.com'. The 'Cc...' field is empty. The 'Subject:' field contains '[SECURE] Continue with normal title'. Below the subject line, a text box contains the message: 'The email will be encrypted and sent by SWD (secure web delivery) to external recipients.'

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As the Recipient

Receiving your first Secure Envelope message

The recipient receives the email with a SecureEnvelope.html attachment which needs to be followed in order to decrypt the message



**** If by clicking the html attachment it opens up another application besides an internet browser, you may right click on the attachment and choose "Open With" choosing your favorite internet browser. Saving the html attachment to your desktop and clicking on it may also solve the issue.**

By clicking on the attachment you may receive this notification. You may need to click on the Decrypt Button if a popup blocker is enabled. After clicking on the button it may take up to 90sec to show the login screen.

You will be automatically redirected to the encryption server within a few seconds. If you are not redirected, please click the Decrypt Message button.

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Registering

Before you can read the message you will need to register or login to the Secure Web Delivery System.

Passwords must be a minimum length of 8.



The image shows a screenshot of the McAfee Secure Web Mail registration interface. At the top left is the McAfee logo. The header text reads "McAfee Secure Web Mail". Below the header is a banner image showing people working on laptops. A red box highlights the registration instructions: "1st time users, enter your desired Password and confirm. 8 or more characters or numbers required. This will create your account with the Secure Web Delivery System." Below the banner, the text "Please login to access Secure Web Mail." is displayed. The registration form includes three input fields: "User Name:" with the value "chris@audrona.com", "Password:" (with a red dashed line indicating a minimum length of 8 characters), and "Confirm Password:". Below the fields are "Submit" and "Reset" buttons. A "Disclaimer" link is located at the bottom left of the form area.

Click the Submit Button when you're finished entering your passwords.

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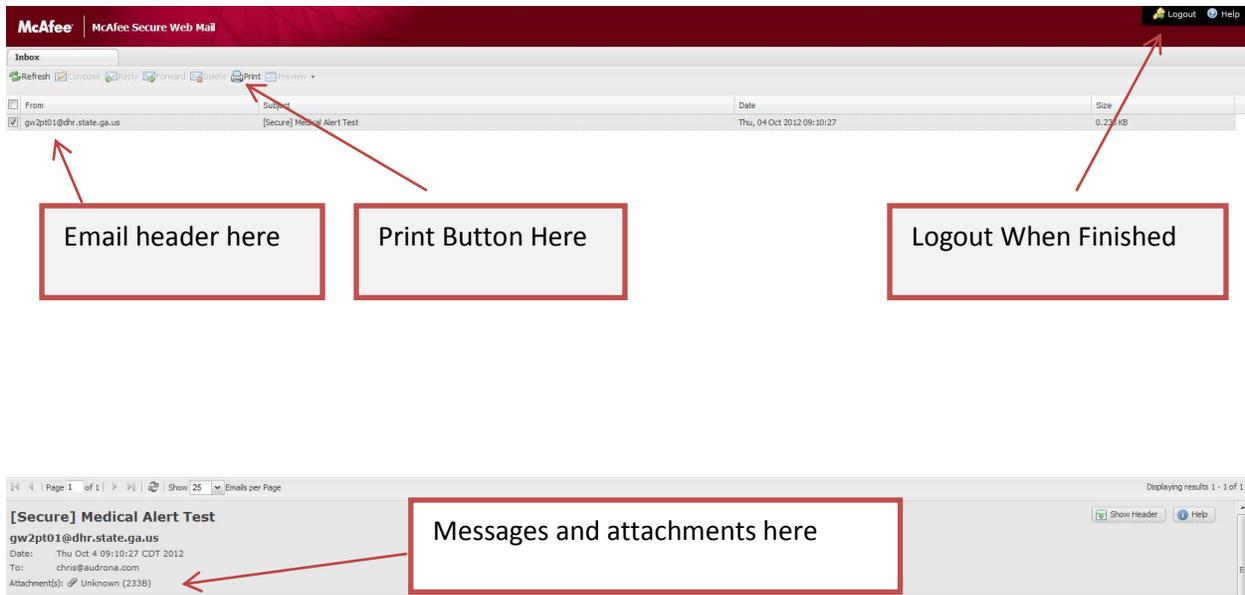
Once you've entered and confirmed your new password you will be asked a series of questions in case you forget your password. These questions will be asked if you select "Forgot Your Password" on the original email.



The screenshot shows a web interface for password management. At the top left is a circular gold seal with a building and the year 1776. To its right, the text "Password Management" is displayed in white on a red background. Below this is a photograph of a man in a striped shirt working on a laptop, with other people in the background. The main content area has a white background and contains the instruction "Please provide the answer(s) for the question(s)." followed by three text input fields labeled "Favorite Book:", "Favorite Color:", and "Favorite Place:". At the bottom of the form are two buttons: "Submit" and "Reset".

Click Submit and you will be taken to your decrypted message.

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Your decrypted message will be at the bottom. If your Secured message has any attachments they will also be at the bottom with a paper clip symbol. Click on the title next to the paper clip to open the attachment.

You may Save or Open your attachments by clicking on them.



Once you are finished with the document, please logout.

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FAQ's

Are there size limits on the attachments that can be sent through Secure Web Delivery (SWD)?

Yes, 10mb is the maximum e-mail size, the closer you reach that maximum the slower decrypting the message will be.

What if I forget my password and my Favorite reminder words to reset my password?

You will need to call the help desk and a ticket will be generated to have your password reset. People outside the agency will need to reply to the sender.

Where are the encrypted email messages stored?

On your local system, the IronMail Appliances only hold the Keys to decrypt your message.

How can I make sure an email message is Secure?

By Putting [SECURE] in the Subject line. Case and Color do not matter, Brackets do.

What browsers are compatible?

IE, Chrome and Firefox have been tested successfully.

I click on the html attachment and it seems to hang?

Large attachments take longer to decrypt if your waiting longer than 90sec, you may want to try again. If you still experience problems please contact the sender or the help desk.

I click on the html attachment and it opens up word or some other application?

The html extension is associated with that program. Right click on the html attachment and choose to "open it" with your favorite browser or save the attachment to your desktop and try to open it directly from your desktop.

I've had several encrypted messages, why do I only see 1 when I log in to Secure Web Delivery System?

Each "SecureEnvelope.html" holds a unique key to decrypt that particular email. It's per instance not account based.