

SECURE EMAIL



Information Systems Division

SECURE EMAIL

This material covers information for **state** and **non state** employees who send and receive emails that contain protected information for the Department of Intellectual and Developmental Disabilities

The following sections are covered:

- **Sending**
 - using the state email system (pg. 7-10)
 - **state email address** to **state email address** (pg. 11 -12)
 - **state email address** to **non state email address** (pg. 13-18)
- **Receiving**
 - **state email address** to **state email address** (pg. 20 -22)
 - **state email address** to **non state email address** (pg. 23-25)
- **Accessing**
 - **non state employees** accessing portal (pg. 26 -33)
- **Working inside the portal**
 - **non state employees** logging in, viewing inbox, replying, attaching files, deleting & printing (pg. 34-42)
- **Notifications**
 - **state** and **non state** employees (pg. 43-44)
- **Support**
 - **state** and **non state** employees (pg. 45-46)

Any state employee using the *state email system* can send secure emails to state and non state employees.

The current *state email system* for DIDD employees is Outlook:

- Outlook 2003
- Outlook 2010
- Outlook Web (mail.tn.gov)

To ensure the content of an email is protected, that email must originate from the *state email system*.

Note: The *state email system* directs emails which have been identified as **secure** and are addressed to *non state email addresses* to the State of Tennessee Secure Web Mail portal.

When using the *state email system* to send emails that contain HIPAA Information, an individual's demographics, or any information specific enough to identify that individual and services, then **[secure email]** is included in the subject line.

This is mandatory for DIDD employees when sending to non state email addresses.

It is strongly recommended even when sending to state email addresses. Doing so lessens the chance of emails being forwarded to non state email addresses unsecured.

Examples of non state email address:

- whoever@yahoo.com
- someone@gmail.com
- anybody@comcast.net
- people@hotmail.com
- employee@agencyname.com

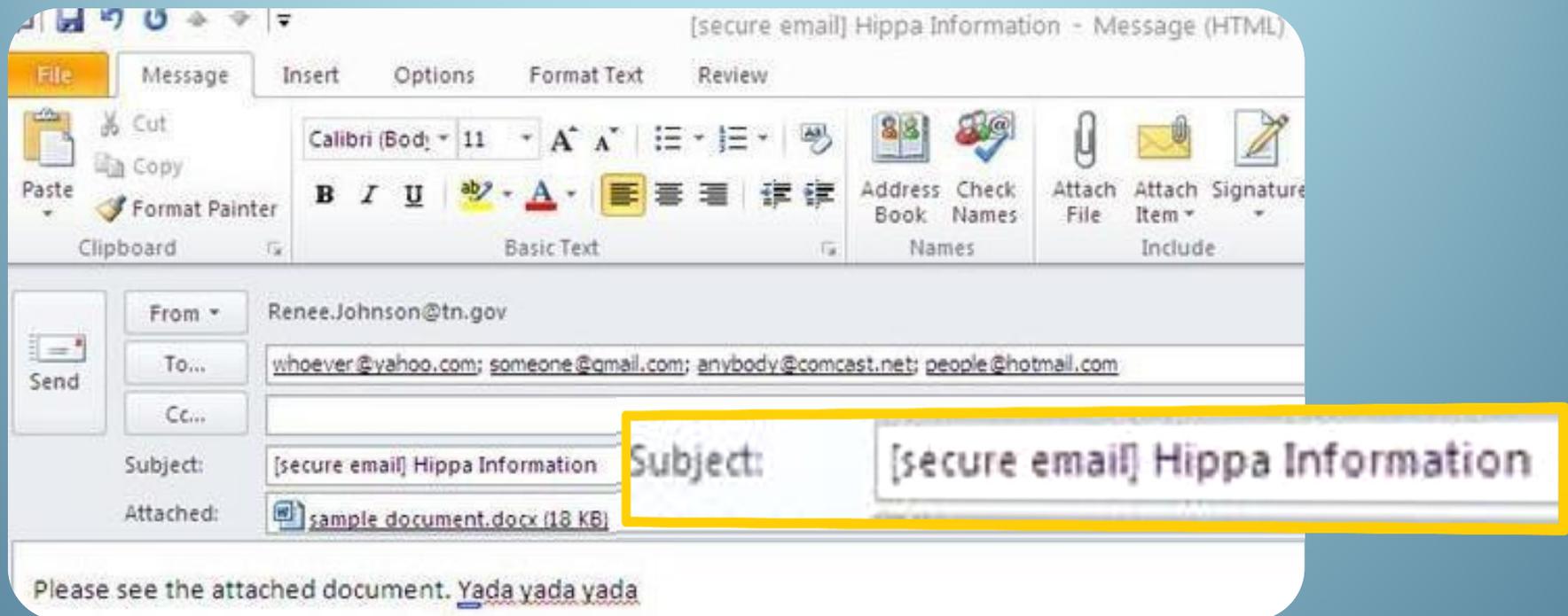
Examples of state email address:

- firstname.lastname@tn.gov
- groupname@listserve.tn.gov
- stateagency@cot.tn.gov

Note: You are using the *state email system* when you send an email and the “FROM” email address contains tn.gov after the @ symbol

Sending
[secure email]
from the *state*
email system

Type the words “secure email” inside brackets [] in the subject line of the email.
Example: [secure email]



This places encryption on the email protecting the content and any **attachments**. It will also direct the email message to the Secure Web Mail portal.

[secure email] can be anywhere in the subject line.

Example:

- Re: [secure email] yada yada yada
- Fwd: [secure email] blah blah blah
- Fwd. Re: [secure email] yada blah yada blah
- [secure email] this that and the others
- This and that [secure email]
- The others [secure email] go figure

This lessens the chance of emails being forwarded to non state email addresses unsecured.

Remember when sending [secure email]
DO NOT use a persons First and Last Name in the
Subject Line.

Example:

- **Blade Sanwell**

Instead, use first initial of first name and last name
or
first name and first initial of last name

Example:

- B Sanwell
- Blade S

**Sending [secure email]
from**

state email address

to

state email address

**Sending [secure email] from
state email address to state email address**

OIR has enabled email encryption within the *state email system*. All emails sent from state email addresses to state email addresses are automatically protected.

It is *strongly recommended* that DIDD employees using the *state email system* include **[secure email]** in the Subject line when sending protected information in a new email, replying to an email, or forwarding an email to another state email address.

**Sending [secure email]
from
state email address
to
non state email address**

**Sending [secure email] from
state email address to non state email address**

It is *mandatory* for DIDD employees using the *state email system* to include **[secure email]** in the Subject line when sending protected information in a new email, replying to an email or forwarding an email to a non state email address.

This enables email encryption that is handled by McAfee Gateway Appliances, which is the *State of Tennessee Secure Web Mail portal.*

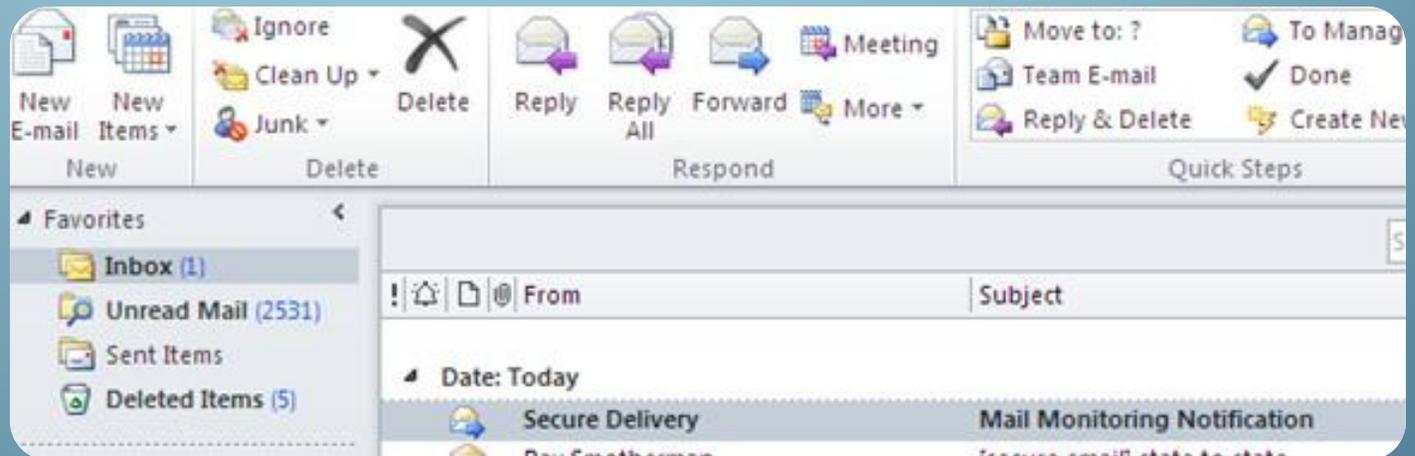
Remember:

When in doubt, assume that
your message contains HIPAA
or protected information,
and use
[secure email].

**Sending [secure email] from
state email address to non state email address (cont.)**

The state email address receives a ***Mail Monitoring Notification*** email from ***Secure Delivery*** when a secure email is being sent to a non state email address.

View of Inbox
from Outlook
2010



Sending [secure email] from state email address to non state email address (cont.)

The *Mail Monitoring Notification* email provides information that it detected a secure email is being sent & provides information on **Date, Message ID, Sender, Recipient, & Subject**

View of email from
Outlook 2010

From: Secure Delivery <secure_delivery@tn.gov> Sent: Sat 8/11/2012 1
To: Renee Johnson
Cc:
Subject: Mail Monitoring Notification

This is an automatically generated Mail Monitoring notification. This system has detected that you have sent an email with [secure email] in the subject field. The system will first attempt to send the message with TLS encryption. Should that fail, the email will be routed to the Secure Web Delivery server (SWD) for the recipient to retrieve.

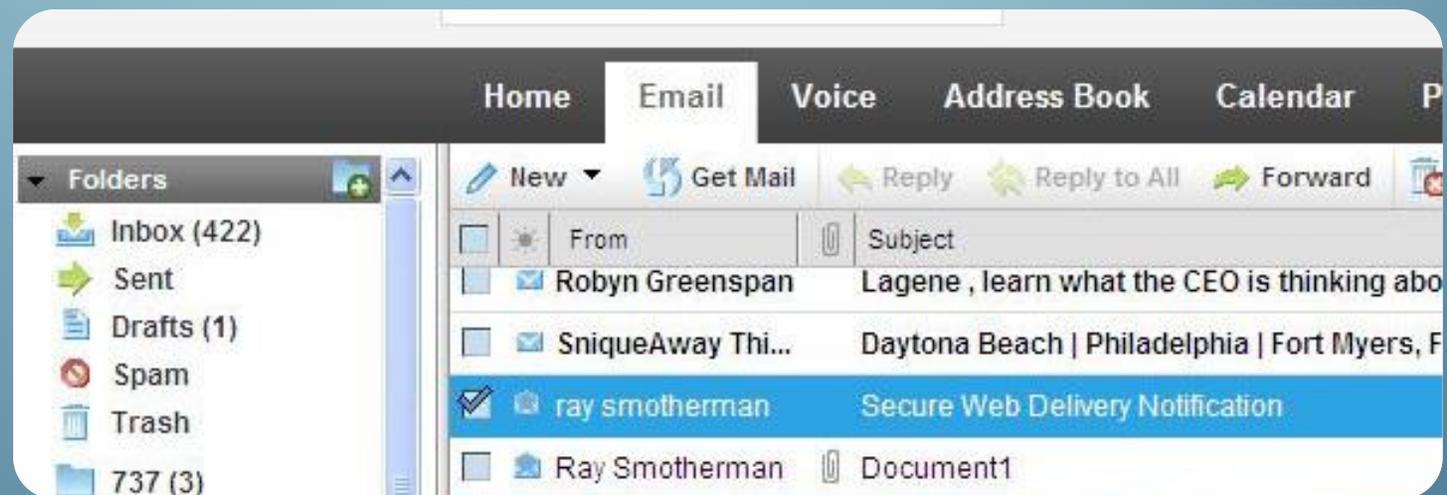
The specifics of the message are as follows;

Date: Sat Aug 11 13:55:09 2012
Message ID: 12460777
Sender: renee.johnson@tn.gov
Recipient: lagenejohnson@comcast.net
Subject: [secure email] test from web outlook at home

Sending [secure email] from **state email address** to **non state email address** (cont.)

The non state email address receives a ***Secure Web Delivery Notification*** email from the ***state email address*** containing a *link* to the *State of Tennessee Secure Web Mail portal* where the original protected email message can be retrieved.

View of Inbox
from a
non state
email system
(xfinity)



Receiving
[secure email]
from the *state*
email system

**Receiving [secure email]
sent from
state email address
to
state email address**

**Receiving [secure email] sent from
state email address to state email address**

OIR has enabled email encryption within the *state email system*.

You will receive the email in your inbox that contains protected information in the same manner as all other emails. Whether you are using Outlook 2003, 2010, or Outlook Web.

There are no additional steps needed. The only difference you will notice is that **[secure email]** is included the Subject line.

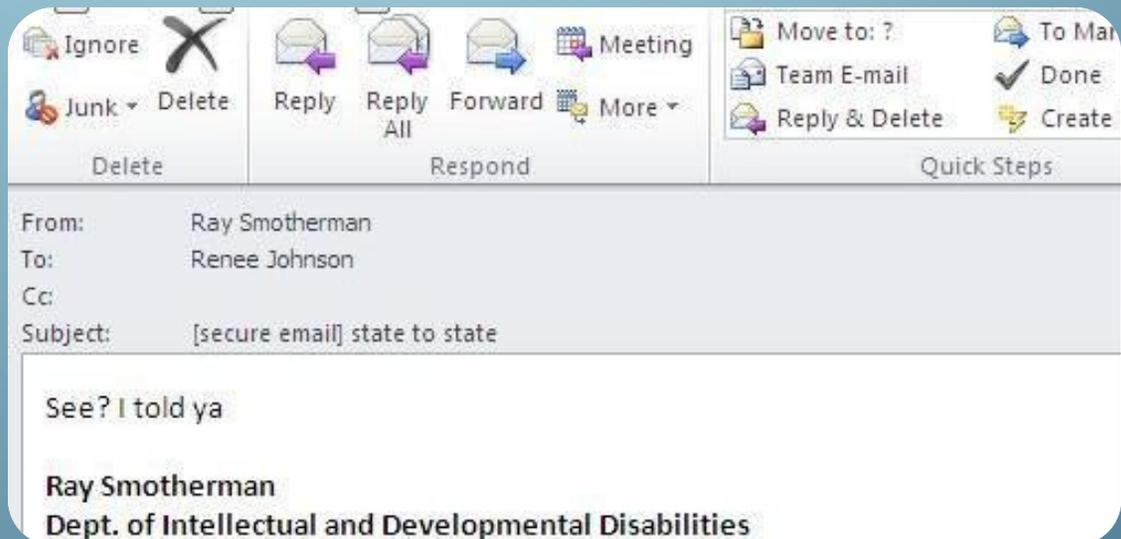
Note: In this case email messages are **not** directed to the *Secure Web Mail portal*

Receiving [secure email] sent from state email address to state email address (cont.)

View of Inbox from Outlook 2010



View of email from Outlook 2010

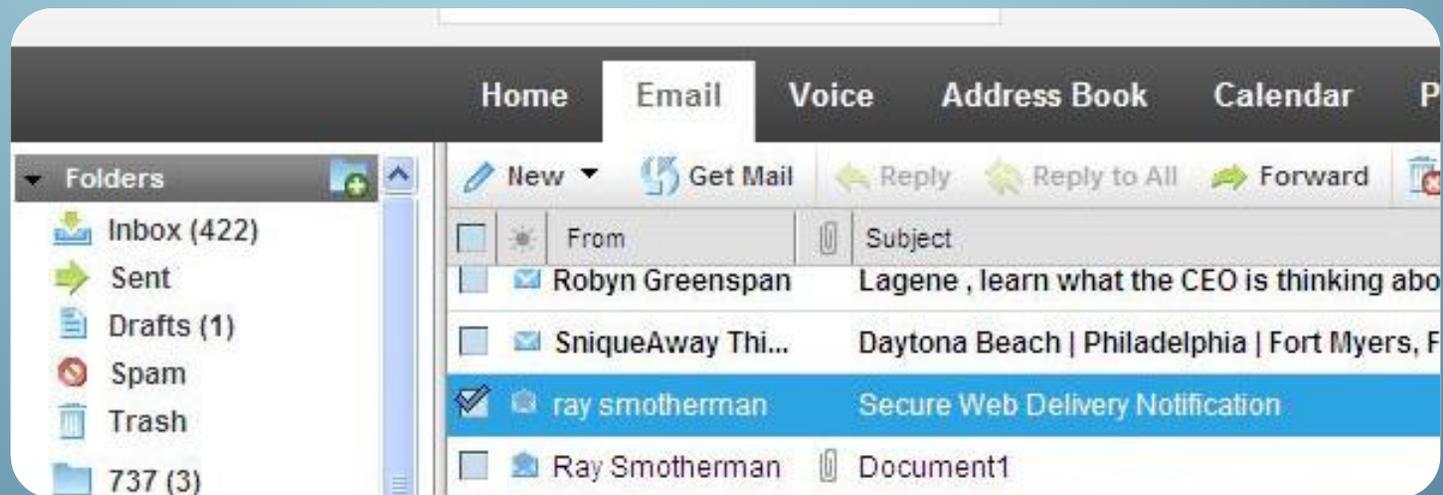


**Receiving [secure email]
sent from
state email address
to
non state email address**

Receiving [secure email] sent from
state email address to **non state email address** (cont.)

Open the *Secure Web Delivery Notification* email from the *state email address*.

View of Inbox
from a
*non state
email system
(xfinity)*

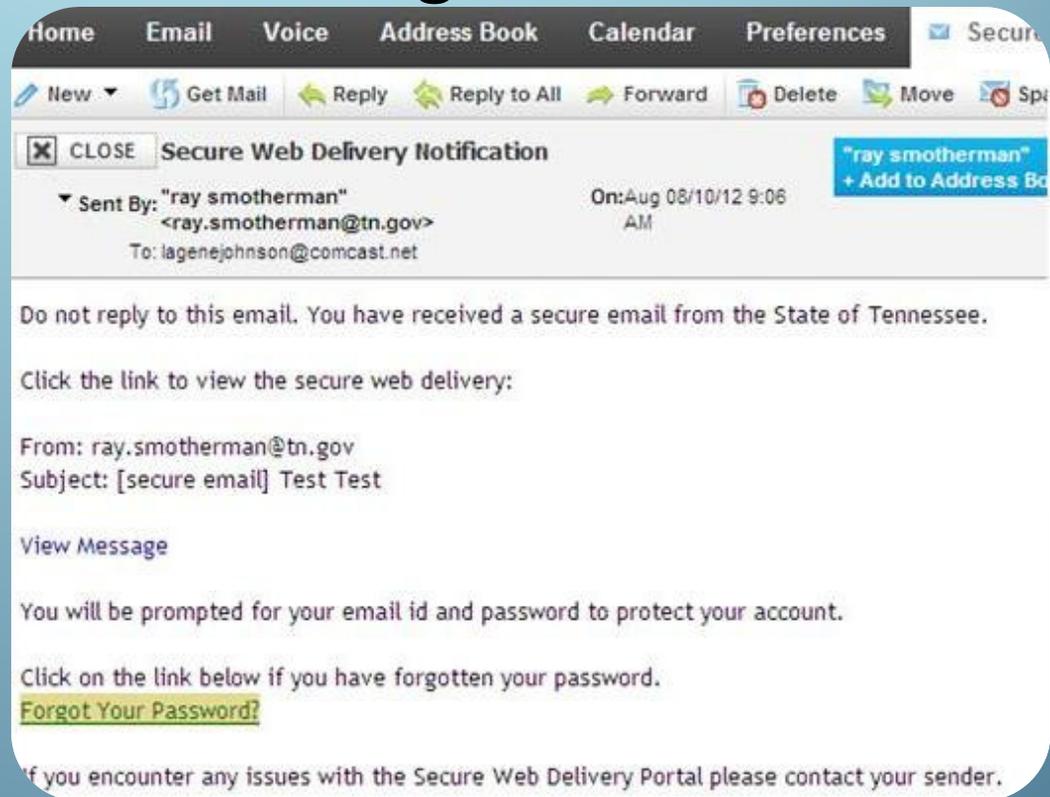


Note: In this case, the original email messages is directed to the Secure Web Mail portal. This email message is only an email *notification*.

Receiving [secure email] sent from
state email address to **non state email address** (cont.)

The email contains a *link* to the ***State of Tennessee Secure Web Mail Portal*** where the original protected email message can be retrieved.

Click on
View Message →



Accessing
[secure email]
from the
Secure Web Mail
portal

Accessing [secure email] from the *Secure Web Mail portal*

Clicking the **View Message** link in the *email notification* you received will open your **internet browser**, taking you to the *Secure Web Mail portal* **Login** screen

Note: Only **non state email address** will access the *Secure Web Mail portal*. Remember the *state email system* has email encryption enabled.

From: ray.smotherman@tn.gov
Subject: [secure email] attachment attached

[View Message](#)

You will be prompted for your email id and pas

Internet Explorer
login.do?method=checkMail&id=158dde95ddb3fc9847f0d0d59a82e78dc73ff00b447750

Convert Select

McAfee Secure Web Mail

Please login to access Secure Web Mail.

User Name:

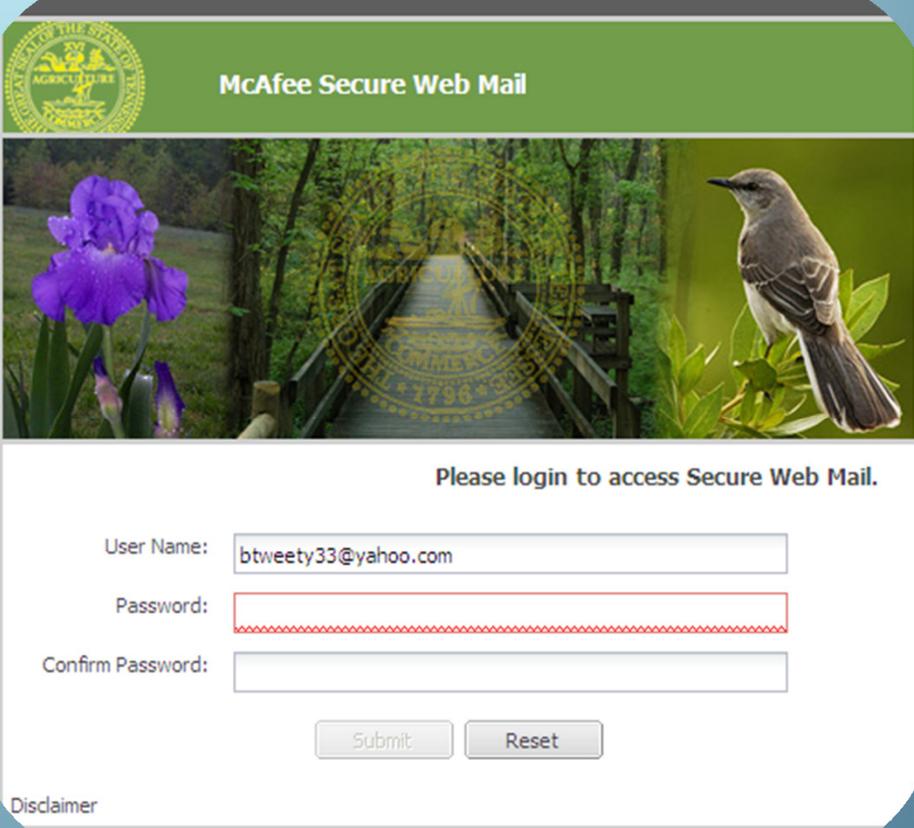
Password:

Submit Reset

Disclaimer 27

Accessing [secure email] from the *Secure Web Mail portal* (cont.)

- The *first time* you are accessing the *Secure Web Mail portal* from *this non state email address*, you will need to **create** a password .
- The User **Name** field is your email address & is automatically filled in.
- Create a *password* that is at least 8 characters long. You will need to type this *password* in both the **Password** field and the **Confirm Password** field.
- Click **Submit**.



McAfee Secure Web Mail

Please login to access Secure Web Mail.

User Name:

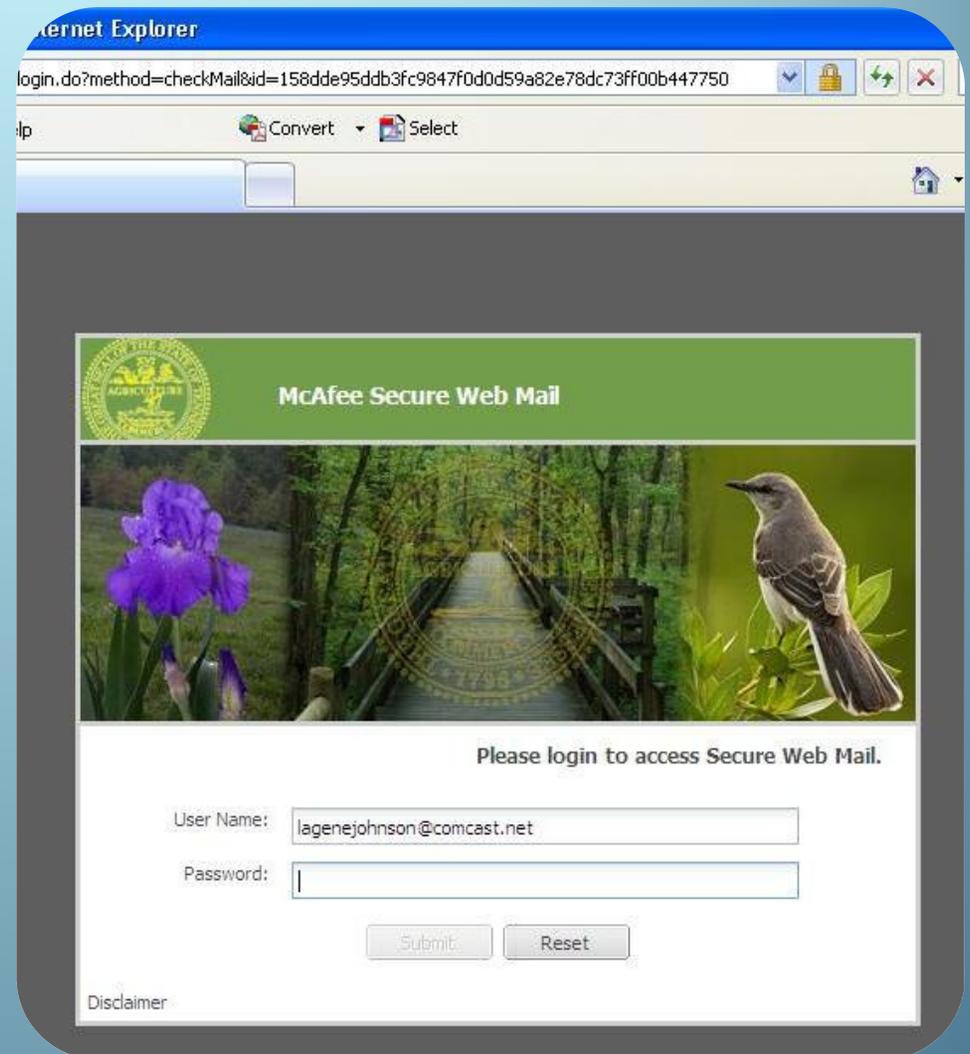
Password:

Confirm Password:

[Disclaimer](#)

Accessing [secure email] from the *Secure Web Mail portal* (cont.)

- Each time you access the *Secure Web Mail portal* the **User Name** field is automatically filled in with your email address.
- Type the ***password*** you created in the ***Password*** field.
- Click the **Submit** button.
- Passwords do not expire.
- Clicking the **Reset** button only clears what was typed in the ***Password*** field.



The screenshot shows a web browser window titled "Internet Explorer" with the address bar containing a URL. The main content area displays the "McAfee Secure Web Mail" login page. The page features a green header with the McAfee logo and the text "McAfee Secure Web Mail". Below the header is a decorative image of a wooden bridge over a stream, flanked by purple irises on the left and a bird on the right. A circular watermark is visible in the center of the image. Below the image, the text "Please login to access Secure Web Mail." is displayed. The login form consists of two input fields: "User Name:" with the value "lagenejohnson@comcast.net" and "Password:" which is empty. Below the fields are two buttons: "Submit" and "Reset". A "Disclaimer" link is visible at the bottom left of the page.

Accessing [secure email] from the *Secure Web Mail portal* (cont.)

- If you do not remember your password, click the **Forgot Your Password** link in the *email notification* you received.

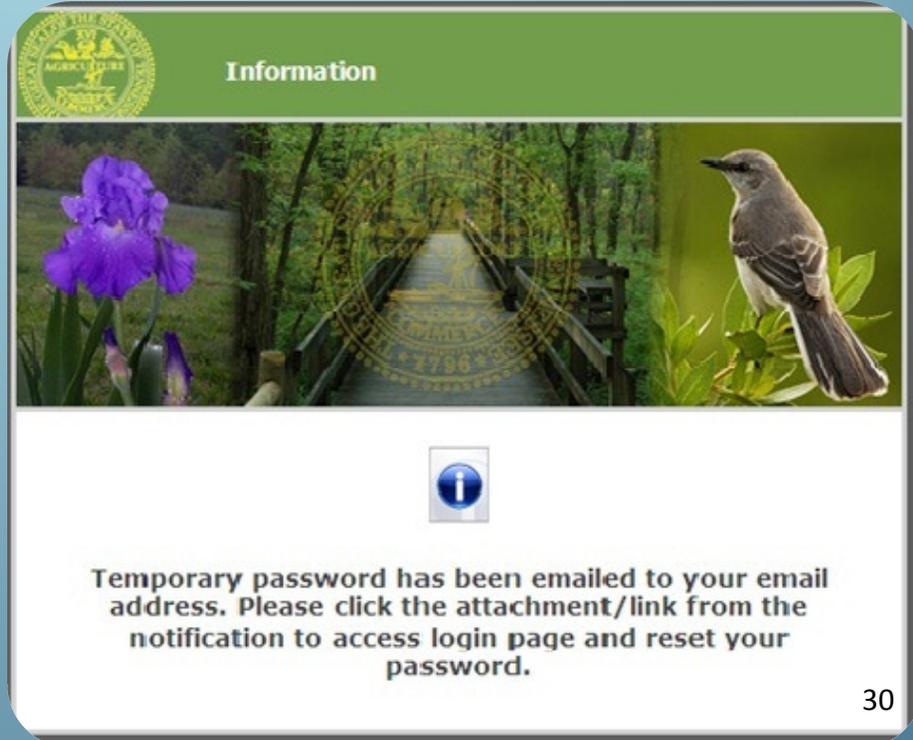
From: ray.smotherman@tn.gov
Subject: [secure email] Test Test

[View Message](#)

You will be prompted for your email

Click on the link below if you have !
[Forgot Your Password?](#)

- You will see an Information screen from your *Internet Browser* notifying you to that a temporary password has been sent to the *non state email address*.



Information

Temporary password has been emailed to your email address. Please click the attachment/link from the notification to access login page and reset your password.

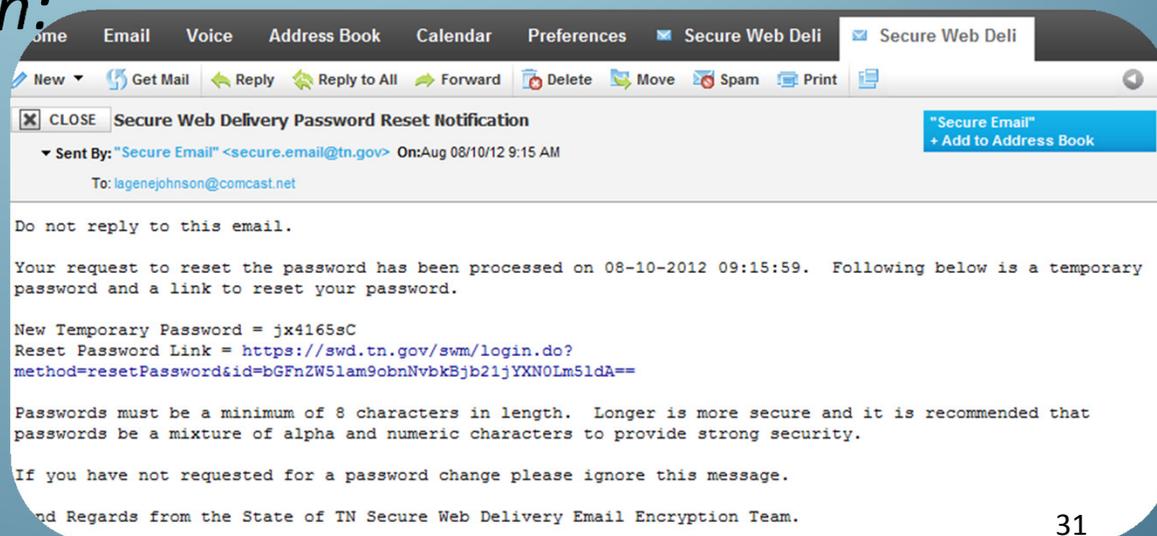
Accessing [secure email] from the *Secure Web Mail portal* (cont.)

- Return to your *non state email* and open the **Secure Web Delivery Password Reset Notification** from **Secure Email**.



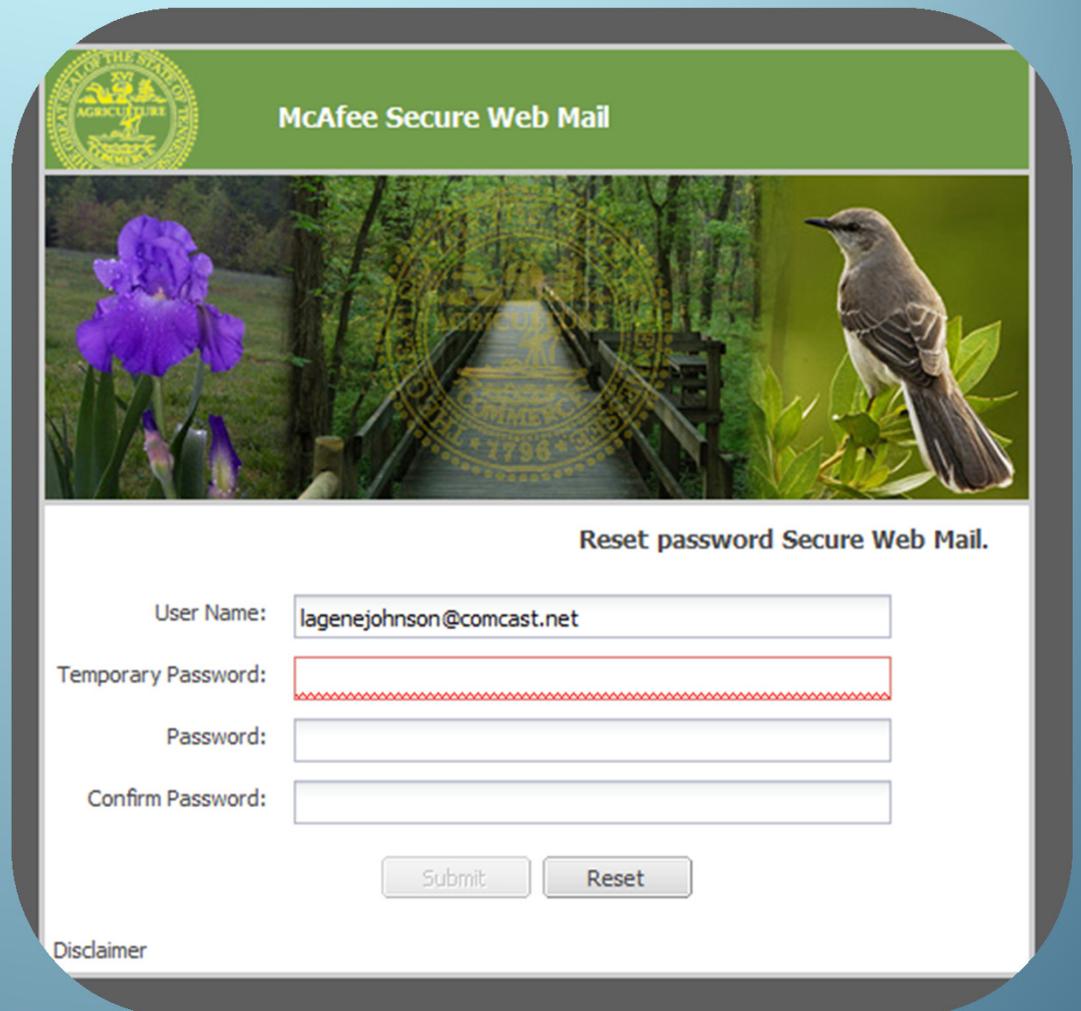
In the *email notification*:

- Make note of the **New Temporary Password**.
- Click the **Reset Password Link**.



Accessing [secure email] from the *Secure Web Mail* portal (cont.)

- Your *internet browser* will open to the screen where you will type in the **Temporary Password** that was received in the **Secure Web Delivery Password Reset Notification** email.
- Create a new *password* that is at least 8 characters long. You will need to type this *password* in both the **Password** field and the **Confirm Password** field.
- Click **Submit**.



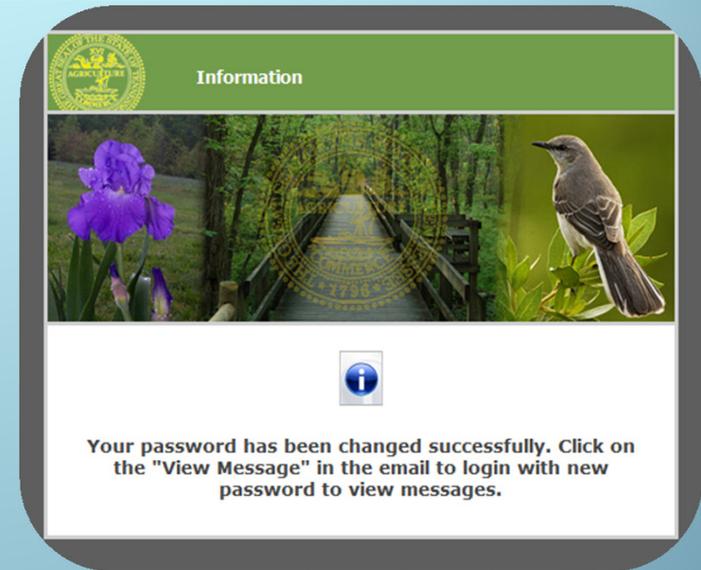
The screenshot shows the McAfee Secure Web Mail interface. At the top, there is a green header with the McAfee logo and the text "McAfee Secure Web Mail". Below the header is a decorative banner featuring a purple iris, a wooden bridge over a stream, and a bird perched on a branch. The main content area is titled "Reset password Secure Web Mail." and contains the following fields and buttons:

- User Name:
- Temporary Password:
- Password:
- Confirm Password:
- Submit button
- Reset button

A "Disclaimer" link is visible at the bottom left of the form area.

Accessing [secure email] from the *Secure Web Mail* portal (cont.)

- Your *internet browser* will open the **Information** screen confirming your password was changed successfully.
- Re-open the **Secure Web Delivery Notification email**, and click on the **View Message** link.
- Type your *new password* into the **Password** field.
- Click **Submit**.



Working with
[secure email]

inside the

Secure Web Mail
portal

Working with **[secure email]** inside the *Secure Web Mail portal*

Once you are logged into the Secure Web Mail portal, the **Inbox** is displayed.

The screenshot shows a web browser window displaying the McAfee Secure Web Mail portal. The browser's address bar shows the URL: <https://swd.tn.gov/swm/swmDispatcher.do?method=view&id=ef976b87ccd1cdeb4322bf9c5c94f8ceb432d0ad448022>. The page title is "McAfee Secure Web Mail". The main content area shows an "Inbox" with a table of emails:

<input type="checkbox"/>	From	Subject	Date	Size
<input checked="" type="checkbox"/>	ray.smotherman@tn.gov	[secure email] to LJ yahoo and RS yahoo	Fri, 10 Aug 2012 10:56:23	4.653 KB
<input type="checkbox"/>	renee.johnson@tn.gov	[secure email] test from web outlook at home	Sat, 11 Aug 2012 13:53:55	1.935 KB
<input type="checkbox"/>	ray.smotherman@tn.gov	[secure email] attachment attached	Fri, 10 Aug 2012 09:33:03	43.1 KB
<input type="checkbox"/>	ray.smotherman@tn.gov	[secure email] Test Test	Fri, 10 Aug 2012 09:06:16	4.603 KB

Below the inbox, the selected email is displayed. The subject is "[secure email] to LJ yahoo and RS yahoo" and the sender is "ray.smotherman@tn.gov". The date is "Fri Aug 10 10:56:23 CDT 2012" and the recipient is "lagenejohnson@comcast.net". The email body contains the following text:

Ray Smotherman
Dept. of Intellectual and Developmental Disabilities
Division of Information Systems,
Quality Assurance Unit, Training
275 Stewarts Ferry Pk, Spruce Cottage, Room 1104
Nashville, TN 37214
615-290-0247 Office / 615-391-9841 Fax

For technical support please email uuphelpDesk@tn.gov or call 615-391-9840 / 877-589-3711

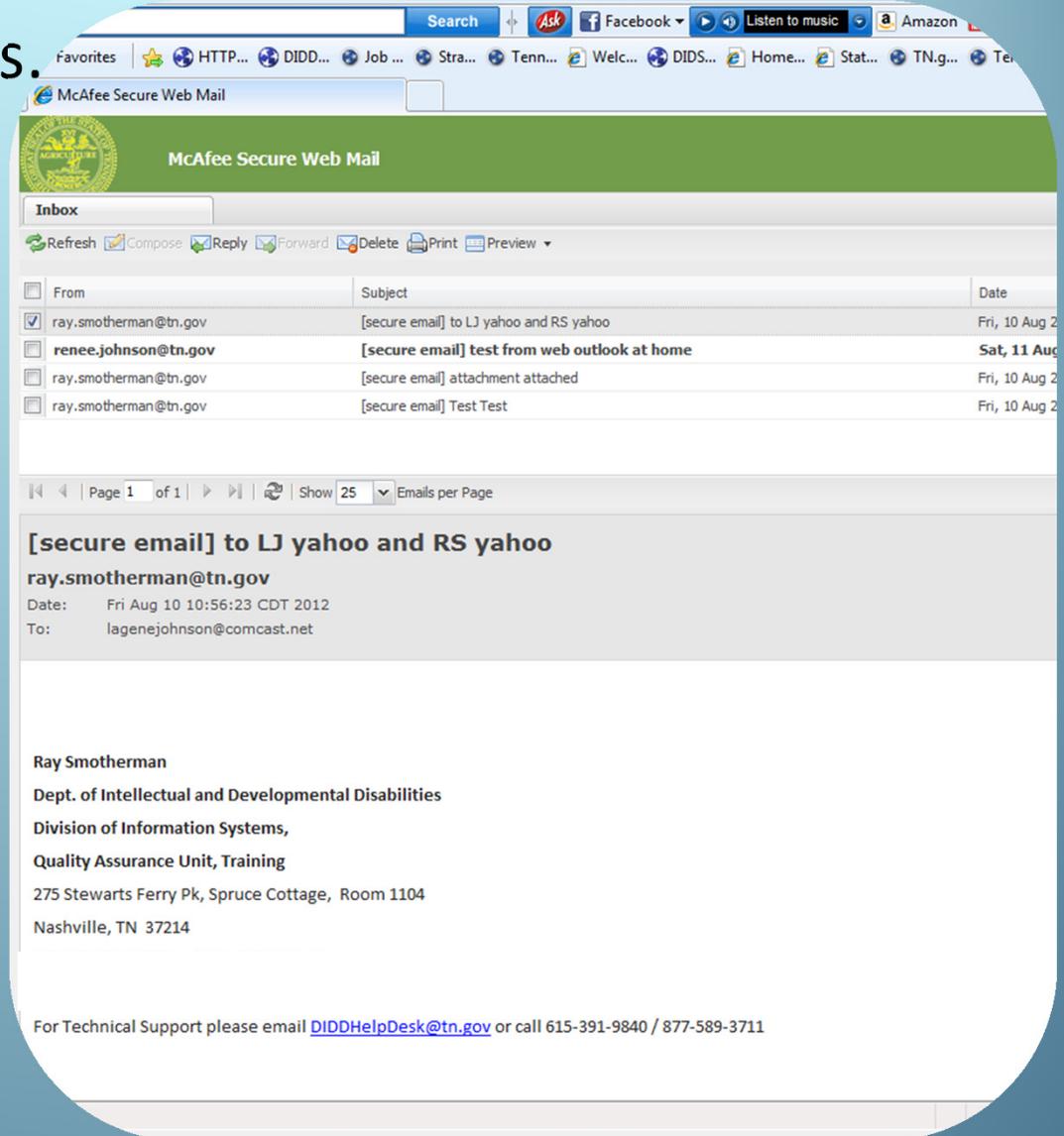
Working with [secure email] inside the *Secure Web Mail portal* (cont.)

The **Inbox** has two sections.

One section displays the sender and subject information. →

The other section displays the content of the email you select. →

To select an email click on the subject line.



The screenshot shows the McAfee Secure Web Mail interface. At the top, there is a navigation bar with a search box and various utility links. Below this is the 'McAfee Secure Web Mail' header. The main content area is divided into two sections. The first section is the 'Inbox', which displays a list of emails with columns for 'From', 'Subject', and 'Date'. The second section shows the content of a selected email, including the sender's name, address, and contact information.

From	Subject	Date
<input checked="" type="checkbox"/> ray.smotherman@tn.gov	[secure email] to LJ yahoo and RS yahoo	Fri, 10 Aug 2012 10:56:23 CDT
<input type="checkbox"/> renee.johnson@tn.gov	[secure email] test from web outlook at home	Sat, 11 Aug 2012 10:56:23 CDT
<input type="checkbox"/> ray.smotherman@tn.gov	[secure email] attachment attached	Fri, 10 Aug 2012 10:56:23 CDT
<input type="checkbox"/> ray.smotherman@tn.gov	[secure email] Test Test	Fri, 10 Aug 2012 10:56:23 CDT

[secure email] to LJ yahoo and RS yahoo
ray.smotherman@tn.gov
Date: Fri Aug 10 10:56:23 CDT 2012
To: lagenejohnson@comcast.net

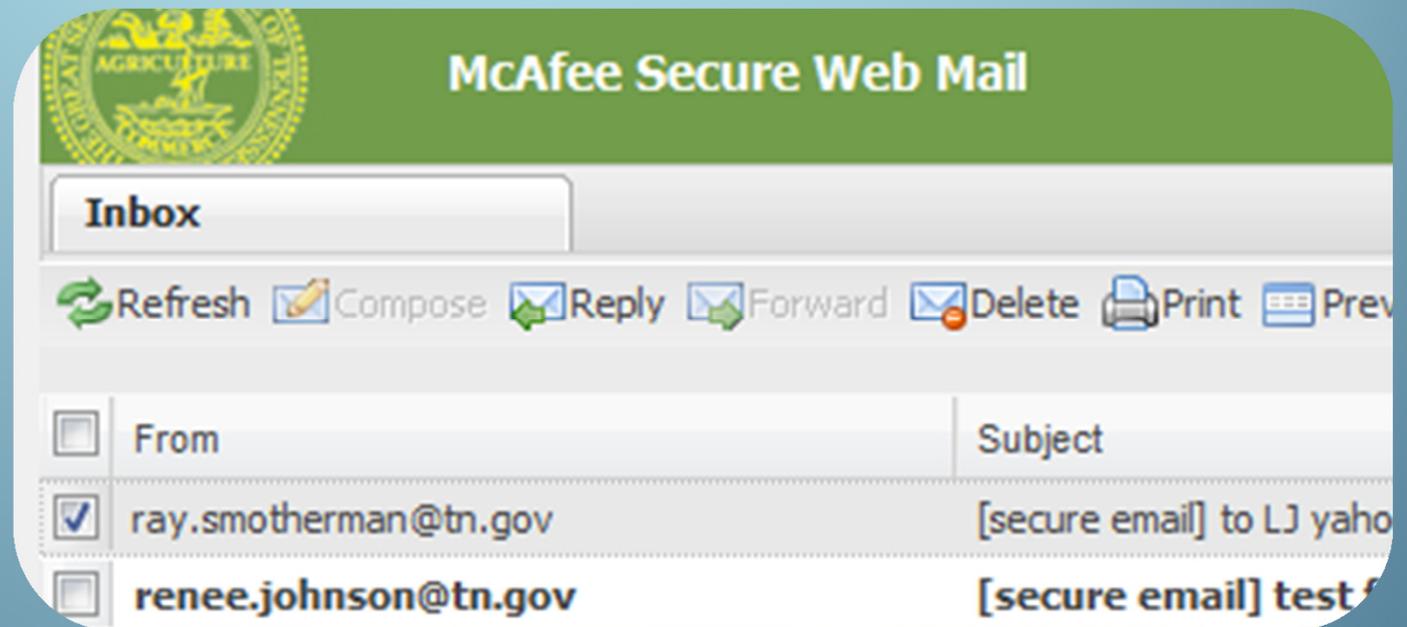
Ray Smotherman
Dept. of Intellectual and Developmental Disabilities
Division of Information Systems,
Quality Assurance Unit, Training
275 Stewarts Ferry Pk, Spruce Cottage, Room 1104
Nashville, TN 37214

For Technical Support please email DIDDHelpDesk@tn.gov or call 615-391-9840 / 877-589-3711

Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

The **only** options available in the **Inbox** of the *Secure Web Mail portal* are:

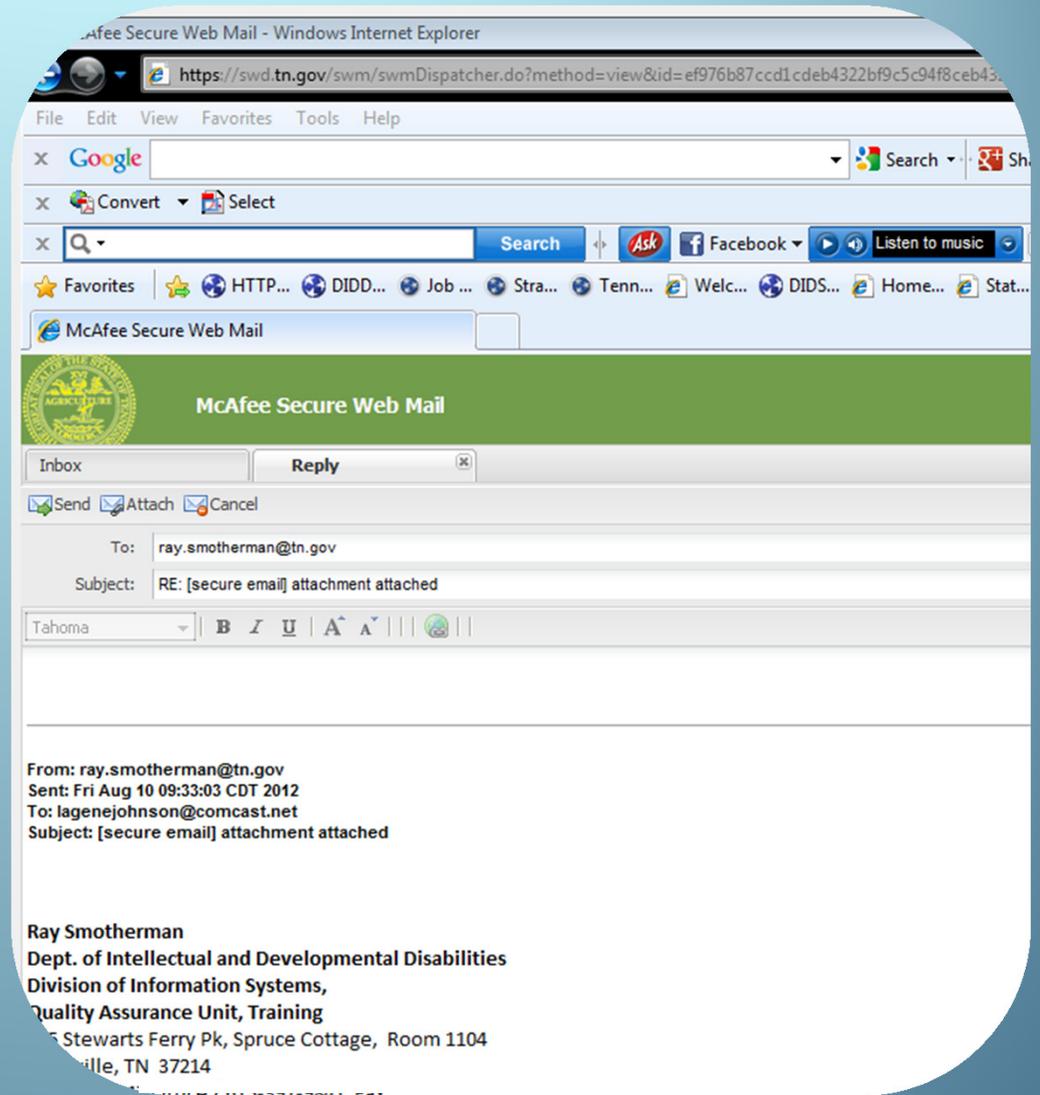
- Reply
- Delete
- Print



Remember: The email **must originate** from the *state email system*.

Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

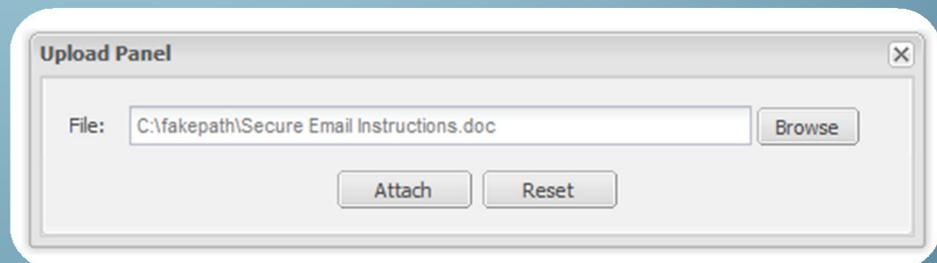
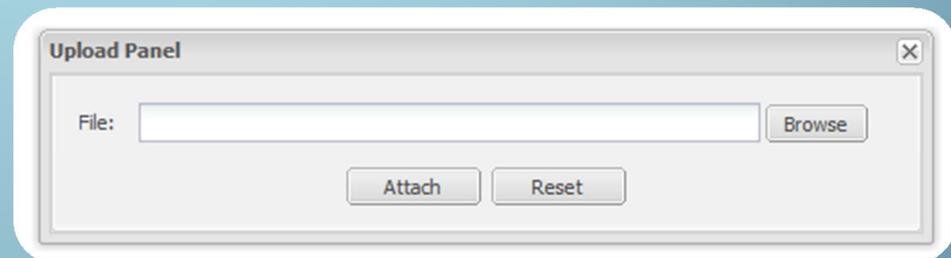
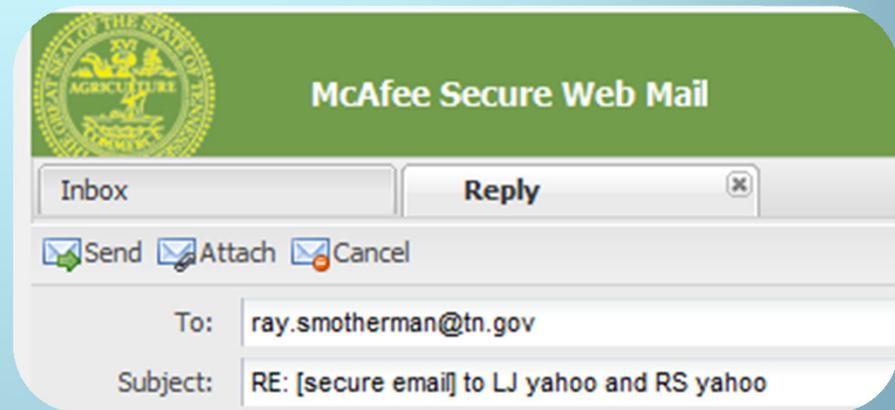
- When replying to a message in the **Inbox**, the reply is **only** sent to the email address that sent the email message.
- You **can not** add any other email address in the **To:** field.
- You **can not** see or reply to any other email addresses that received the same email.



Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

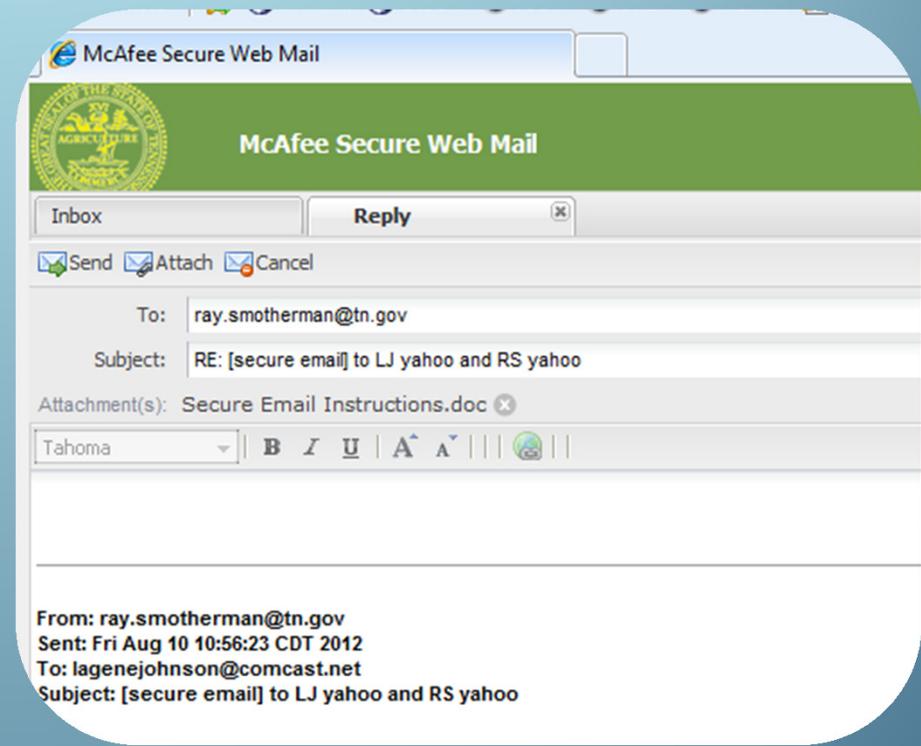
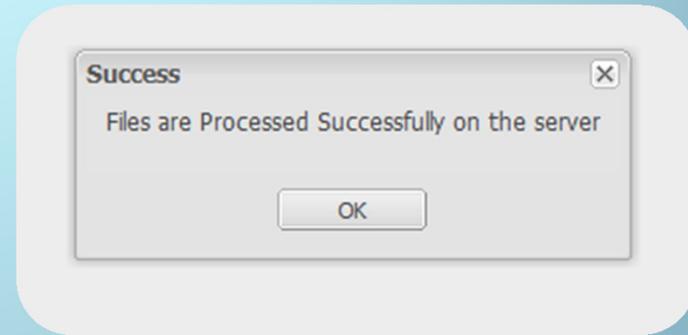
Attaching documents when Replying

- Click **Attach.** →
- In the **Upload Panel** window, click **Browse** to locate your file.
- After locating and selecting your file, click **Attach.** →
- Click **Reset** to select another file.



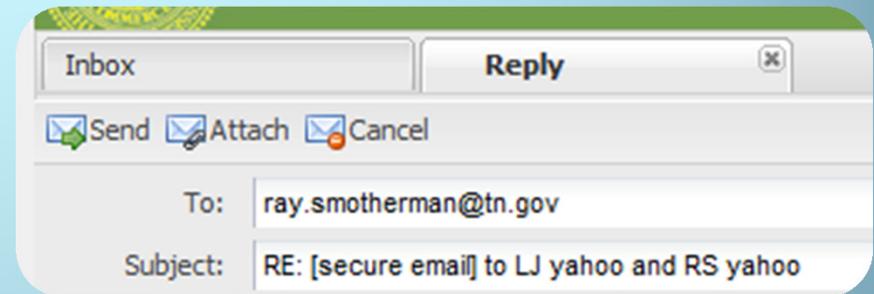
Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

- After attaching the file, the **Success** window will appear. Click **OK**.
- The file you attached will be displayed in the window. →

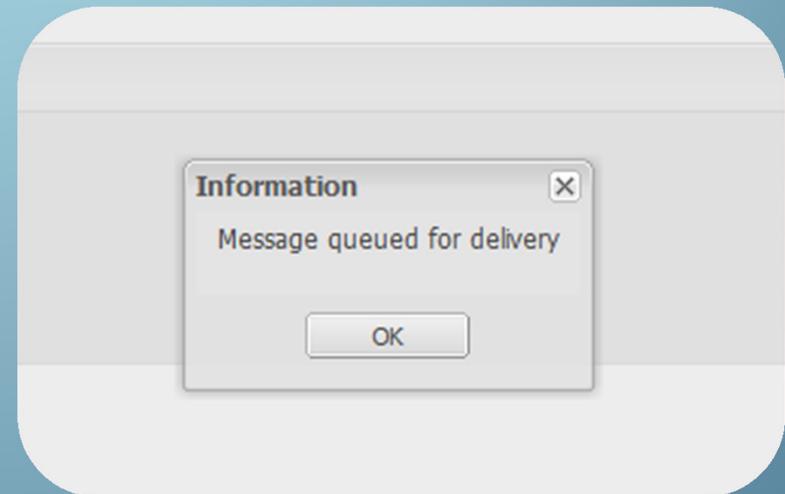


Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

- Click **Send**. →

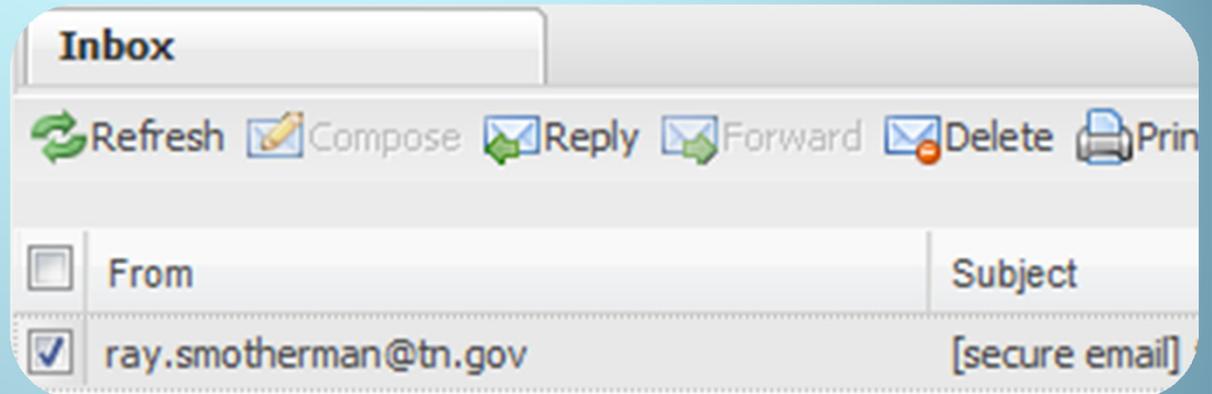


- Click **OK** in the **Information** window indicating your message is being sent.

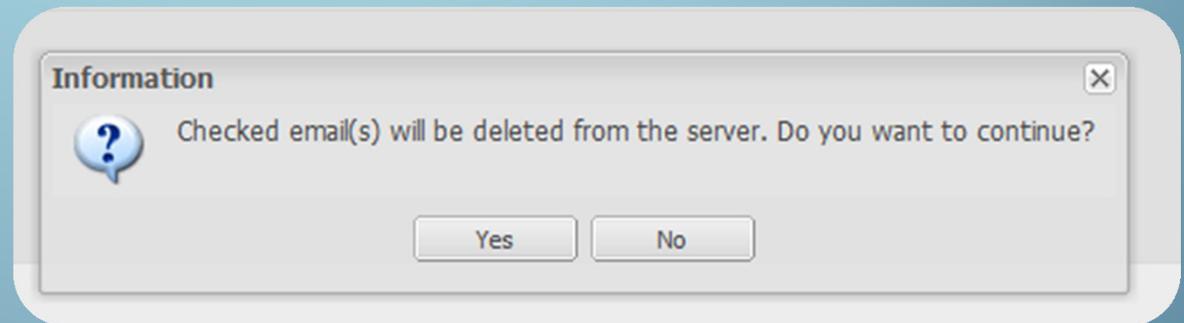


Working with [secure email] inside of the *Secure Web Mail portal* (cont.)

- Select messages for deletion.
Click **DELETE**.



- In the **Information** window, click **Yes** or **No** to confirm.
- Once files are deleted, they **CANNOT** be recovered.



Notifications

from

Secure Web Mail portal

for

[secure email]

Notifications from *Secure Web Mail* portal for [secure email]

- When an email in the portal **has not** been opened at least two calendar days from the date received, a *notification* message is sent to the receiver of the [secure email] that the message has not been opened. Notifications are currently generated every two days until the message is opened or deleted.
- **All** messages are deleted from the [secure email] inbox once they are fourteen (14) calendar days old. *Notification* messages are **not** sent for automatic 14 day deletions.

Automatic “Out of Office” replies **are not sent/generated from within** the *Secure Web Mail* portal.

Example:

State email address sends email to non state email address who has an automatic ‘out of office’ reply setup.

The state email address does not receive the automatic ‘out of office’ reply back into the state email system. This is because the secure email went to the portal and not directly to the non state email address

However, when in the portal and sending & receiving messages though the portal, you may see automatic ‘out of office’ replies.

Support
for

[secure email]

Support for [secure email]

State Employees and
Non State Employees
can email

DIDDHelpDesk@tn.gov

for assistance.