Sending a Secure Email

Why would I want to send a secure message?

Secure messages would be used to send information that is confidential and/or sensitive in nature. Using the secure message function protects the customer and the agency from illegally disclosing sensitive information.

Examples of information that I should protect through secure email:

- Personally Identifiable Information (PII)
  
  *Example: Customer name, Address, Social Security Number & Date of Birth.*

- Protected Health Information (PHI)
  
  *Example: Patient Name’s, Email Address, Phone Number & Diagnosis.*

- Legally sensitive information

There are two ways of securing your messages.

Cisco Email Security Appliance

The first method uses the Cisco Email Security Appliance

1. Begin a new email by clicking “New Email”
2. Add **[secure]** to the subject line *(see below)*. This can be added at the beginning or end of the subject.
3. Type your message into the body of the email.
4. Click “Send”.
5. The recipient will receive the below message.

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![Email interface](image)

**Customer Information**

- Name: John Smith
- Social Security Number: 934-94-8322

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The recipient will receive the below message:

**From:** DanielJones@its.idaho.gov

**To:** ITS Service Desk

**Subject:** [secure] New Applicant

**Name:** John Smith

**Social Security Number:** 934-94-8322

**DOB:** 4/3/1997
6. The recipient will need to open the email attachment.
7. First time users will need to register to create a new account in order to retrieve the secure message (See below).
8. Once the recipient fills out the required fields, they will click “Register.”

9. After registration, an activation email will be sent to the recipient. The recipient will then click on the link to activate the account. This will confirm the email address.
10. The user will then be directed to return to the original email and open the attachment once again. At this point, the recipient will enter the credentials for the account they just created.
11. Existing users will only need to provide the email address the secure message was sent to and their password (see below).

From: Daniel J. Jones <Daniel.jones@its.idaho.gov>
To: servicedesk@its.idaho.gov
Subject: [secure] - John smith Information
Password: **************

If you are a new user, enter your email address and click Open to create an account.

12. The recipient will be able to securely respond from inside the open web page and maintain the ongoing security of the message.

Sending a Secure Message through Microsoft Office 365
The second method leverages secure messaging through Office 365.

1. Create a new Message
2. Click on “Options”, “Permissions” then click “Permission” then select “Encrypt-Only” (see below).

Note: In some versions of Outlook, you may see “Encrypt” instead of “Permission”

Other options:

a. Unrestricted Access: Does not send the message encrypted.

b. Do Not Forward: secures the email and prevents forwarding of the message. Only allows for reply to the originator and any individuals included in the original message. Recipient also cannot print or copy content.

c. State of Idaho – Confidential: Does not allow anyone outside of the State of Idaho to view the message.

3. The recipient will see the below message in their inbox.
4. When the customer clicks “read the Message” they will have 2 options. Sign in with Google or Sign in with one-time passcode.
5. The user will either authenticate with their own Google account or use a one-time passcode

   a. For recipients authenticating with their Google Account:
      1) Click “Sign in with Google”
      2) Choose the Google account associated with the secured message
      3) Authenticate using your username and password.
      4) Once authenticated, the secure message will be displayed for you.

   b. For recipients using a one-time passcode:
      1) Click “Sign in with One-time passcode”
      2) A one-time passcode will be sent to your email address. Enter it in the provided field. Click “Continue”
      3) Once authenticated, the secure message will be displayed for you.