Glasgow City Council

Sophos Secure email - **Customer User Guide**

SOPHOS

Secure email

Customer User

Guide

Glasgow
CITY COUNCIL

October 2017

Contents

Click on the heading

1. Summary

As part of our council Information Security policy – a new and secure way of sending sensitive information has been introduced across the council which all our staff is able to use.

Since 17 August 2015 all staff are able to send sensitive emails using an encrypt function within our council email system. This secure email process is a convenient and efficient way to send sensitive information electronically – and will be a change for the way in which you, our customers/partner organisations, receive sensitive information from us. This secure process does not replace any previous secure email processes that you may have used with us, such as password protecting files – it can be used in addition to these.

Our process involves converting the email message and any attachments into an encrypted PDF. You, as the person receiving the secure message, will need to enter a password to view the message and its content and also use the secure portal to reply back to us.

This guide has been developed for customers/suppliers of Glasgow City Council who need to receive sensitive information from us.

It will explain how to use our secure email process, which involves sensitive information being encrypted and emailed.

If you have any difficulties understanding the process and how to use it – please view our Frequently Asked Questions **on our website at:**

www.glasgow.gov.uk/secureemail or contact the person who sent you the email.

2. Why have we introduced this process?

To comply with our core council Information Security Policy our staff must not send any confidential and sensitive information without sending it securely.

Encrypting information is a secure way to protect the data, and our secure email process can be used in addition to any previous ways you may have received sensitive information from us such as:

- Password protected files
- WIN ZIP
- 7 ZIP
- Objective Connect

Sensitive information that is not sent securely could fall into the wrong hands and:

- endanger someone's personal safety
- play a part in undertaking a serious crime
- cause significant inconvenience, financial loss, distress or damage to a customer or to our own reputation

Software – secure email

Council - Our secure email encryption process is provided by Sophos, the same supplier who provides our antivirus solution for all council computers and servers.

Your organisation - The only software required by your organisation to receive and view secure emails from us, is Adobe Reader (v7 or above), which is available as a free download on the internet.

3. Receiving a secure email

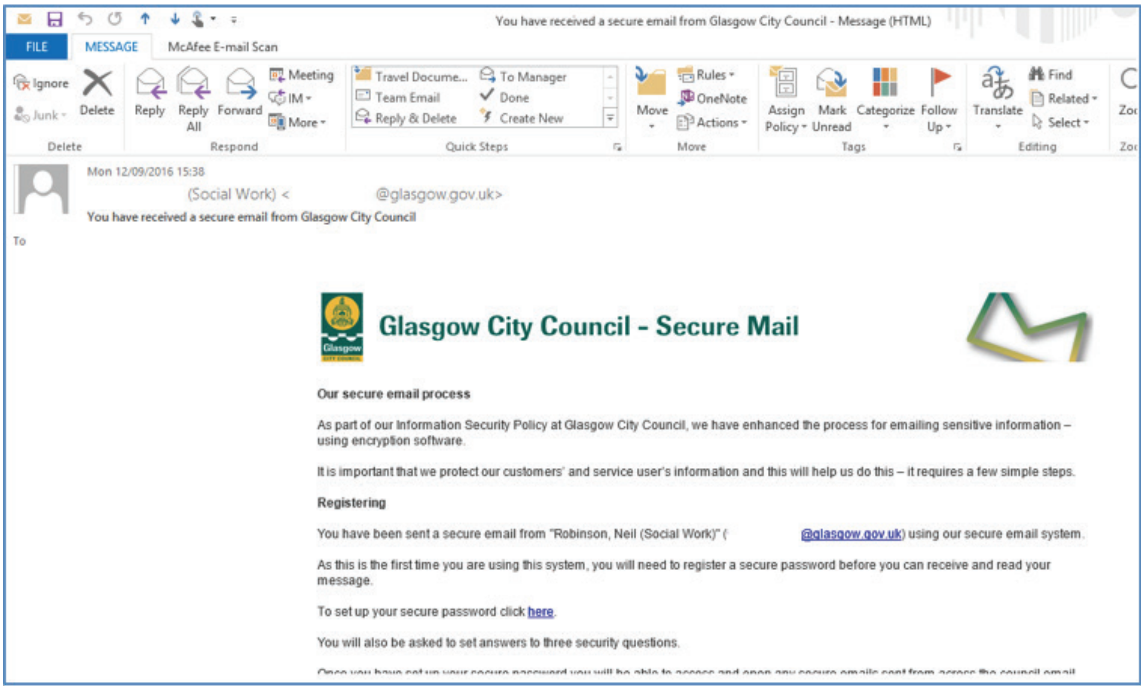
Key Concepts

- **Not all emails from the council will be sent by secure email only those containing sensitive information**
- **The secure email content is sent as a password protected PDF file attached to a covering email**
- **The first time your email address is sent a secure email you will be prompted to create a secure password**
- **All secure emails sent to your email address from anyone at the council will be opened using your secure password**
- **Shared email accounts will only have one secure password which opens secure email sent to those accounts even if that account is accessed by multiple users**

Receiving a secure email for the first time

- Prior to receiving a secure email for the **first time you may receive an unencrypted email notifying in advance that you will shortly be sent a secure email.** This is done to alleviate user concerns about receiving unfamiliar looking emails containing links to webpages.
- If you have any concerns about the authenticity of a secure email **please contact the sender to confirm it is genuine** before following any links in the email.
- Instead of receiving the content of the secure email sent by the council you will receive an automatic notification email titled **'You have received a secure email from GCC' (as shown in diagram 1).**

Diagram 1 – Secure email password registration email



Mon 12/09/2016 15:38

(Social Work) < @glasgow.gov.uk>

You have received a secure email from Glasgow City Council

To

Glasgow City Council - Secure Mail

Our secure email process

As part of our Information Security Policy at Glasgow City Council, we have enhanced the process for emailing sensitive information – using encryption software.

It is important that we protect our customers' and service user's information and this will help us do this – it requires a few simple steps.

Registering

You have been sent a secure email from "Robinson, Neil (Social Work)" (@glasgow.gov.uk) using our secure email system.

As this is the first time you are using this system, you will need to register a secure password before you can receive and read your message.

To set up your secure password click here.

You will also be asked to set answers to three security questions.

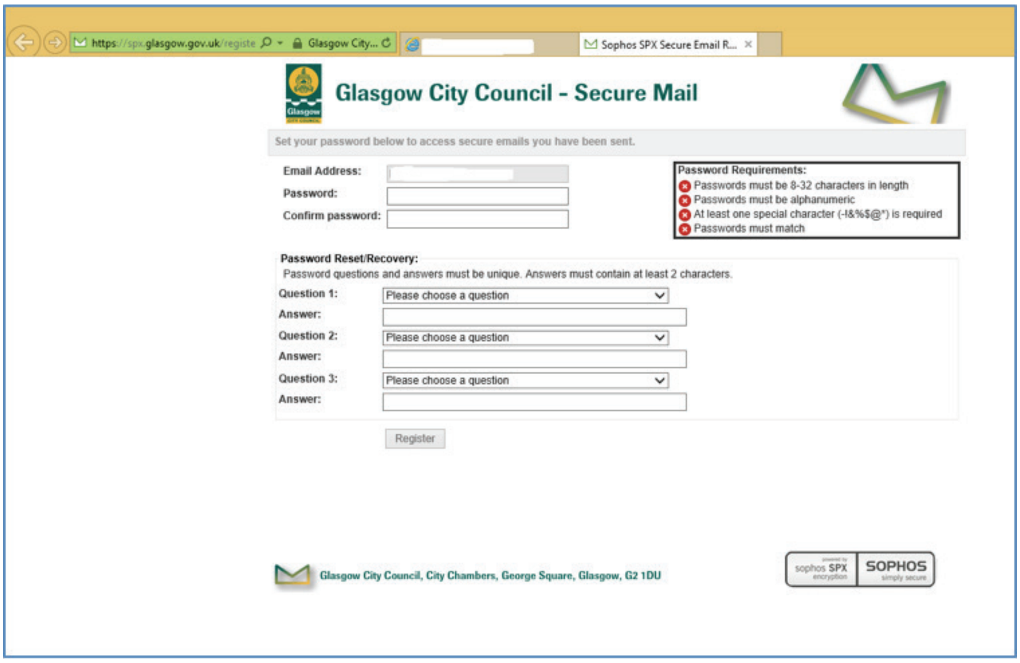
Once you have set up your secure password you will be able to access and open any secure emails sent from across the council email

- This notification email confirms that **your email address has been sent a secure email and prompts you to set a secure password** which will allow you to access the content of that email

- Once created, this secure password **will be used to access any secure emails** sent to your email address by any sender at the council (excluding schools).

- Follow the link **'To set up your secure password, click here'** to open the password creation screen. **(See diagram 2).**

Diagram 2 – creating a secure password and recording answers to security challenge questions



https://spx.glasgow.gov.uk/registe

Glasgow City...

Sophos SPX Secure Email R...

Glasgow City Council - Secure Mail

Set your password below to access secure emails you have been sent.

Email Address:

Password:

Confirm password:

Password Requirements:

☒ Passwords must be 8-32 characters in length

☒ Passwords must be alphanumeric

☒ At least one special character (-!&%$@*) is required

☒ Passwords must match

Password Reset/Recovery:

Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1: Please choose a question

Answer:

Question 2: Please choose a question

Answer:

Question 3: Please choose a question

Answer:

Register

Glasgow City Council, City Chambers, George Square, Glasgow, G2 1DU

- **Create and confirm your chosen strong password** making sure it meets the requirements on the right hand side of the screen. 4 green ticks indicate an acceptably secure password.

- Alongside creating your secure password, you will also need to **record answers to three security challenge questions and answers**. These answers are used to confirm the identity of a user attempting to **Recover or Reset** a secure password.

- There are multiple questions to choose from but you cannot use the same answer for two (or more) security challenge questions.

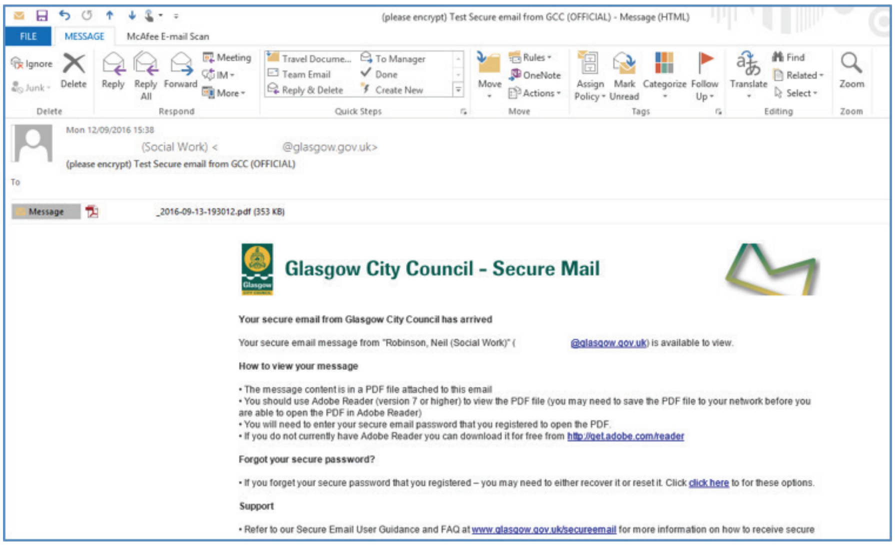
- It is very important that you **remember your answers** to the chosen security challenge questions as you will need to input them if you ever forget your secure password or want to change it in the future.

- You will **have 30 days** from receipt of the automatic notification email to register a secure password before the original secure email you have been sent expires and can no longer be delivered to you.

- You will **receive a reminder 'Secure Email Registration Request'** email message every five days until the end of this 30 day period.

- Following the successful creation of a password **the secure email sent by the council will be released and delivered to your email address** in this format **(as shown in diagram 3):**
  - an automatic covering email message
  - an **encrypted, password protected PDF file attachment** containing the secure email message

Diagram 3 – covering email message containing the secure email content as an encrypted PDF file attachment



Mon 12/09/2016 15:38

(Social Work) < @glasgow.gov.uk>

(please encrypt) Test Secure email from GCC (OFFICIAL)

To

_2016-09-13-193012.pdf (353 KB)

Glasgow City Council - Secure Mail

Your secure email from Glasgow City Council has arrived

Your secure email message from "Robinson, Neil (Social Work)" (@glasgow.gov.uk) is available to view.

How to view your message

• The message content is in a PDF file attached to this email
• You should use Adobe Reader (version 7 or higher) to view the PDF file (you may need to save the PDF file to your network before you are able to open the PDF in Adobe Reader)
• You will need to enter your secure email password that you registered to open the PDF.
• If you do not currently have Adobe Reader you can download it for free from http://get.adobe.com/reader

Forgot your secure password?

• If you forget your secure password that you registered – you may need to either recover it or reset it. Click click here to for these options.

Support

• Refer to our Secure Email User Guidance and FAQ at www.glasgow.gov.uk/secureemail for more information on how to receive secure

- Follow the steps in the **'Opening a Secure Email' Section** to access the content of your secure email.

Receiving a secure email after registering a password

If you are receiving an encrypted secure email **after previously creating a secure password:**

- Secure emails sent by the council will be delivered to your email address in this format **(as shown in diagram 3):**
- **an automatic covering email message**
- **an encrypted, password protected PDF file attachment containing the secure email message**
- Follow the steps in the **'Opening a Secure Email'** Section to access the content of your secure email.

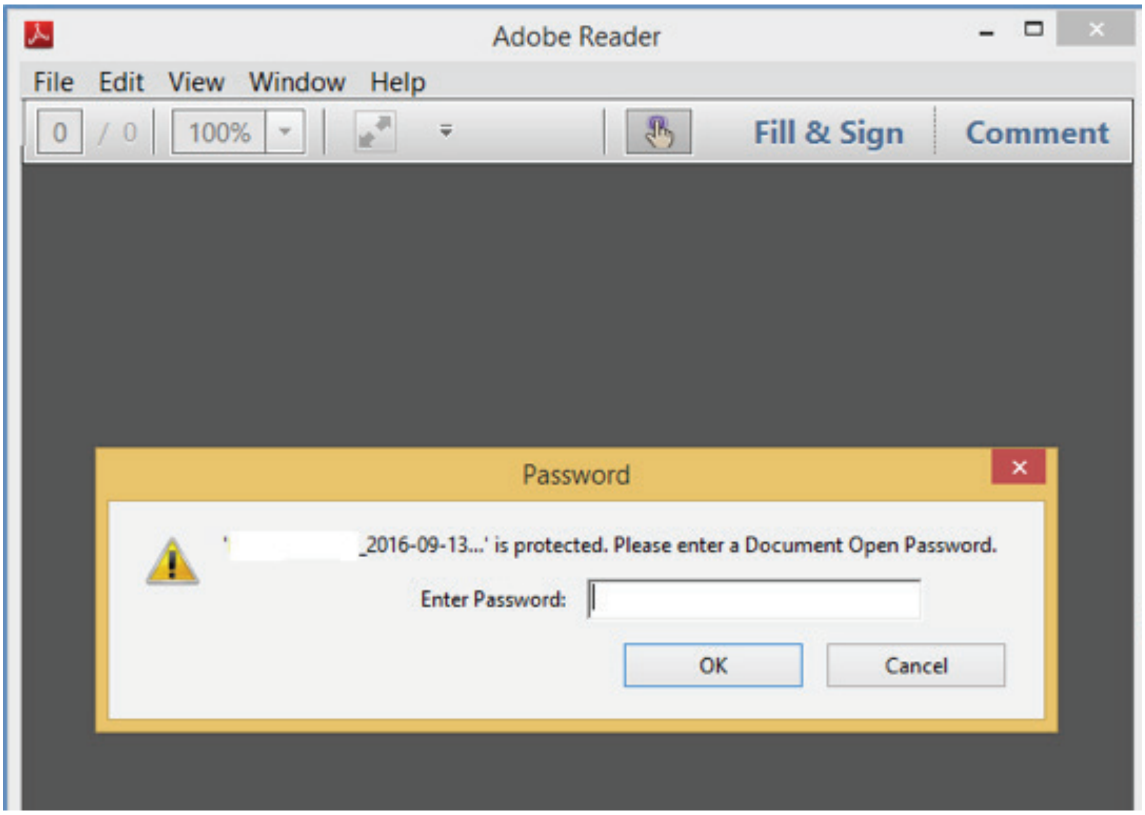
4. Opening a secure email

Key concepts

- **Secure email content is contained in the PDF file attached to a system generated covering email**
- **Your password will open a secure email sent to your email account from anyone in the council.**
- **The PDF file attachment should be saved to your secure network and accessed using Adobe Reader (v7.0 or higher).**
- **Secure emails are opened using the password which was current at the time when the secure email was sent – older secure emails may be encrypted with previous passwords**

- Secure emails from the council are delivered to recipients in an **encrypted, password protected PDF file which is attached to a system generated covering email. See diagram 3.**
- Upon receipt of the covering email it is **recommended that the recipient saves the PDF file attachment to a secure network location locally** and access the file from that location using **Adobe Reader**.
- If you do not have Adobe Reader (v7.0 or higher), on your PC, please contact your IT department about installing this free application.
- Opening the encrypted PDF file by double-clicking it from within the covering email may result in the email being opened in an internet browser PDF Reader not Adobe Reader. **Viewing the content of the secure email in your internet browser may not allow you to see any files that have been attached to the secure email.**
- Opening the PDF file attachment in Adobe Reader will prompt you to **input your secure password as seen in diagram 4.**

Diagram 4 – encrypted PDF file password entry screen

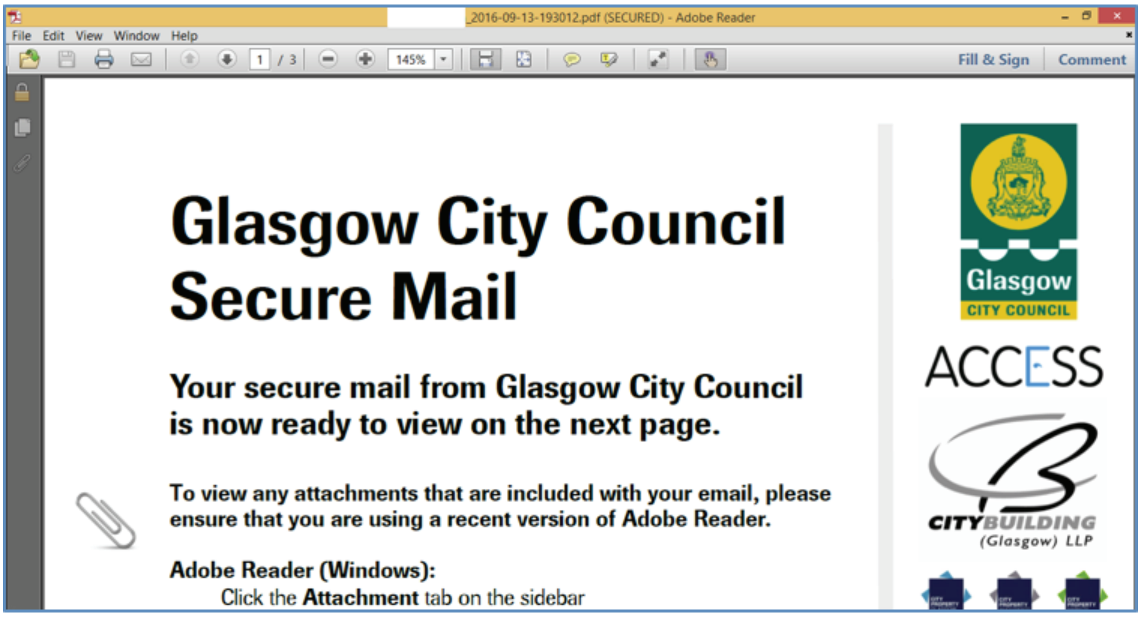


'_2016-09-13...' is protected. Please enter a Document Open Password.

Enter Password:

- If entering your secure password does not open the contents of the PDF file **refer to section 7 'Recovering and Resetting Secure Passwords'**
- Once **the encrypted PDF has been successfully opened with your secure password** you will see the first page of our secured council PDF screen – **as shown in diagrams 5 & 5a.** This screen will look slightly different depending on whether the secure email has an attachment or not.

Diagram 5 – Our secure council email screen – first page



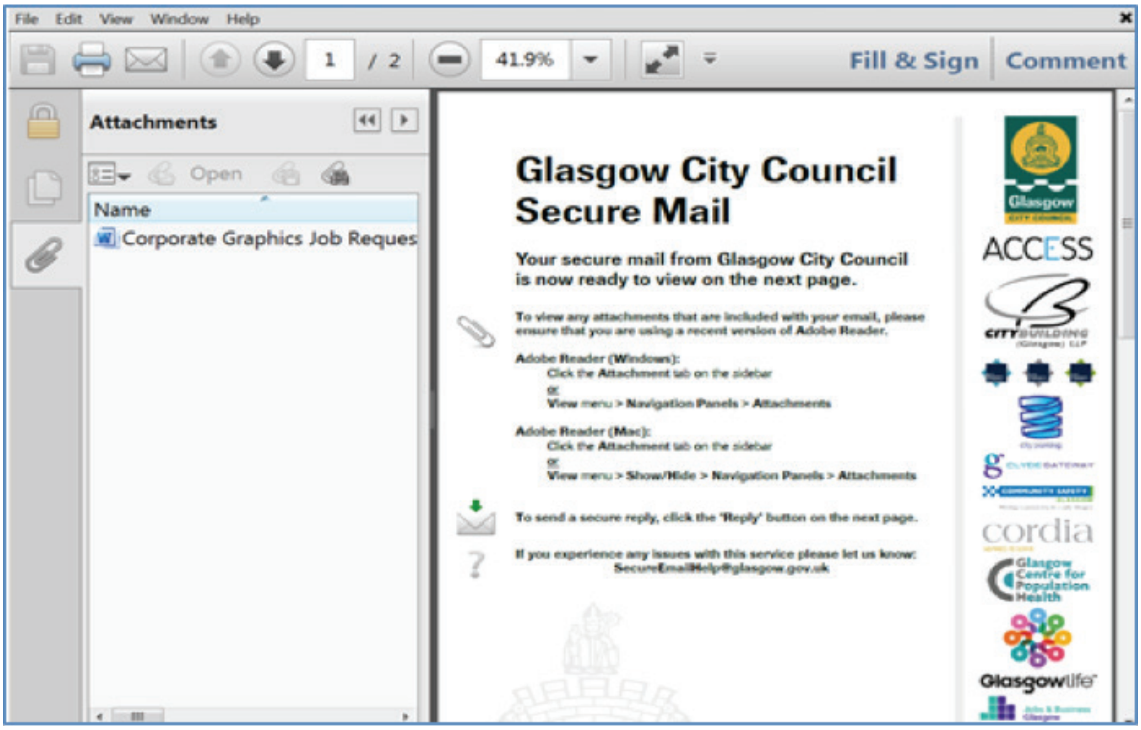
Glasgow City Council Secure Mail

Your secure mail from Glasgow City Council is now ready to view on the next page.

To view any attachments that are included with your email, please ensure that you are using a recent version of Adobe Reader.

Adobe Reader (Windows):
Click the **Attachment** tab on the sidebar

Diagram 5a – Our secure council email screen – first page with file attachment


File Edit View Window Help
1 / 2
41.9%
Fill & Sign
Comment
Attachments
Open
Name
Corporate Graphics Job Reques
Glasgow
ACCESS
CITY BUILDING
cordia
Glasgow Centre for Population Health
Glasgowlife

Glasgow City Council Secure Mail

Your secure mail from Glasgow City Council is now ready to view on the next page.

To view any attachments that are included with your email, please ensure that you are using a recent version of Adobe Reader.

Adobe Reader (Windows):
Click the **Attachment** tab on the sidebar
or
View menu > **Navigation Panels** > **Attachments**

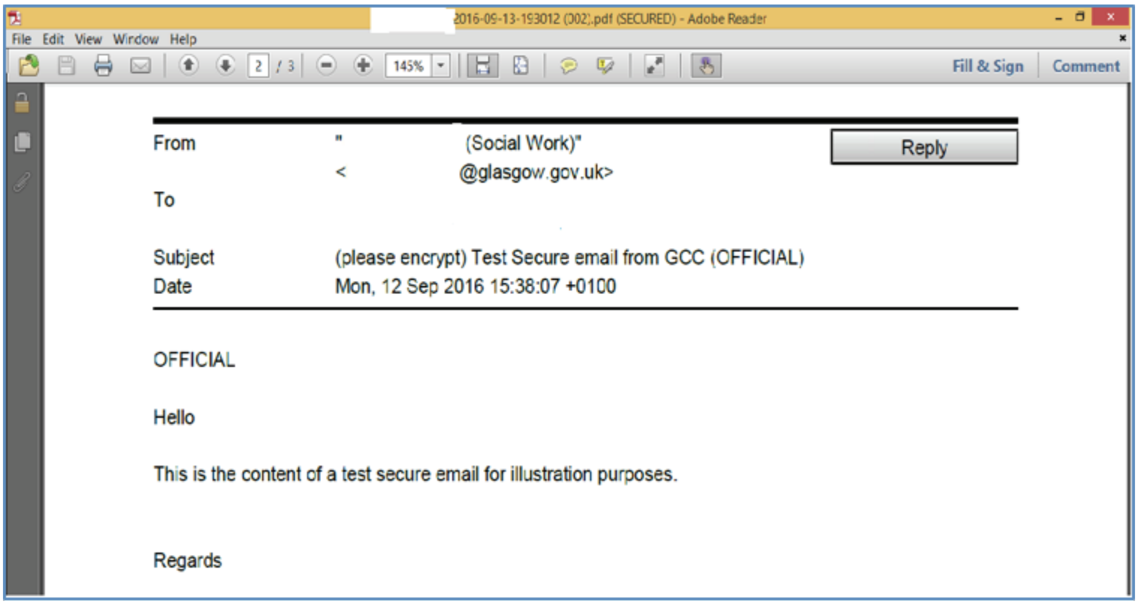
Adobe Reader (Mac):
Click the **Attachment** tab on the sidebar
or
View menu > **Show/Hide** > **Navigation Panels** > **Attachments**

To send a secure reply, click the 'Reply' button on the next page.

If you experience any issues with this service please let us know:
SecureEmailHelp@glasgow.gov.uk

- On this **first page of the encrypted PDF you will see some general in structions on how to work with the PDF file and any file attachments** will be visible on the left hand side of the page (next to the paperclip icon).
- Recipients are advised to **save file attachments to a secure network location** before working with the document.
- To **access the secure email message itself you should scroll down to the second page** of the PDF as shown in diagram 5b.

Diagram 5b – Our secure email screen, second page showing email message content


2016-09-13-193012 (302).pdf (SECURED) - Adobe Reader
File Edit View Window Help
2 / 3
145%
Fill & Sign
Comment
Reply

From " (Social Work)"
< @glasgow.gov.uk>

To

Subject (please encrypt) Test Secure email from GCC (OFFICIAL)

Date Mon, 12 Sep 2016 15:38:07 +0100

OFFICIAL

Hello

This is the content of a test secure email for illustration purposes.

Regards

- The content of the secure email you have been sent will be displayed here and it is from this screen that you can securely reply to the email

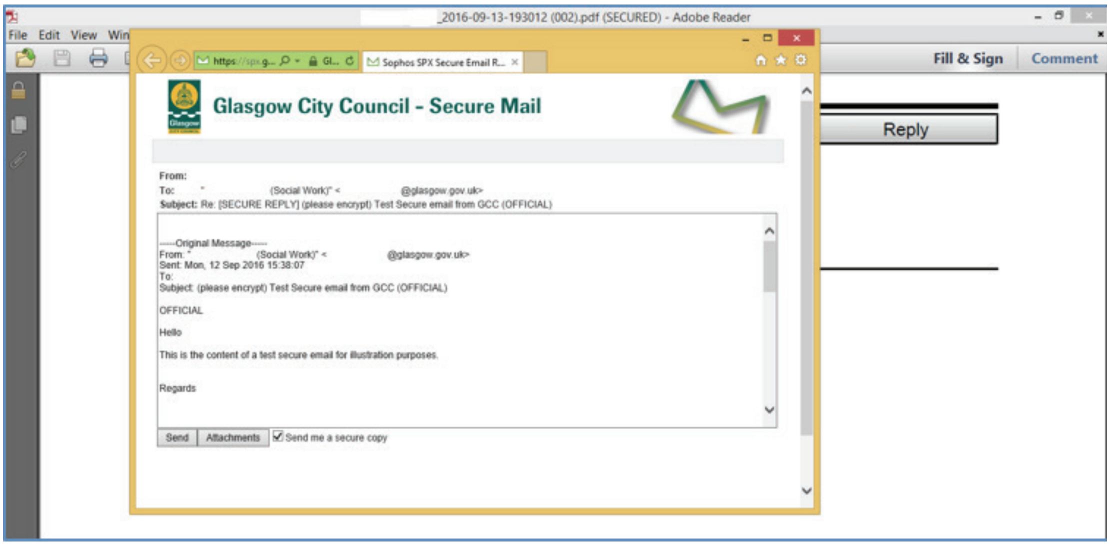
5. Replying to a secure email

Key concepts

- Any Reply to a secure email received from the Council should be sent securely
- The only way to send a secure email reply is to use the ‘Reply’ button embedded in the secure email PDF
- You cannot create your own secure email to send to the council – you can only securely reply to a secure email already sent to you
- You cannot add or remove recipients to a secure reply
- A secure email will only allow a secure Reply to be made for 30 days after it is received. After 30 days a secure email will not allow a secure Reply to be sent from it.

- If you require to reply to a secure email from the council **that reply must be securely sent back to the email sender.** A secure ‘Reply’ button is embedded in the PDF version of the original secure email message **(see diagram 5b).**
- **It is not possible for you to create and send a new secure email to the Council.** The only way to securely send an email back to the Council is to securely reply to an existing secure email already received.
- If you mistakenly reply to the automatic covering email which contains the encrypted PDF file (see diagram 3), as you would reply to a normal, unencrypted email then **this reply will not be secure** and may be quarantined by our council email server.
- Open the original secure email message that you want to securely reply to in Adobe Reader and scroll down to page two of the email PDF header. **Click on the ‘Reply’ button embedded at the top right of the secure email message (see diagram 5b)**, to open the secure email reply screen as shown in **(diagram 6).**

Diagram 6 – secure email Reply screen


_2016-09-13-193012 (002).pdf (SECURED) - Adobe Reader
File Edit View Win
https://spx.g...
Gl...
Sophos SPX Secure Email R...
Fill & Sign
Comment
Reply

Glasgow City Council - Secure Mail

From:
To: " (Social Work)" < @glasgow.gov.uk>
Subject: Re: [SECURE REPLY] (please encrypt) Test Secure email from GCC (OFFICIAL)

-----Original Message-----
From: " (Social Work)" < @glasgow.gov.uk>
Sent: Mon, 12 Sep 2016 15:38:07
To:
Subject: (please encrypt) Test Secure email from GCC (OFFICIAL)

OFFICIAL

Hello

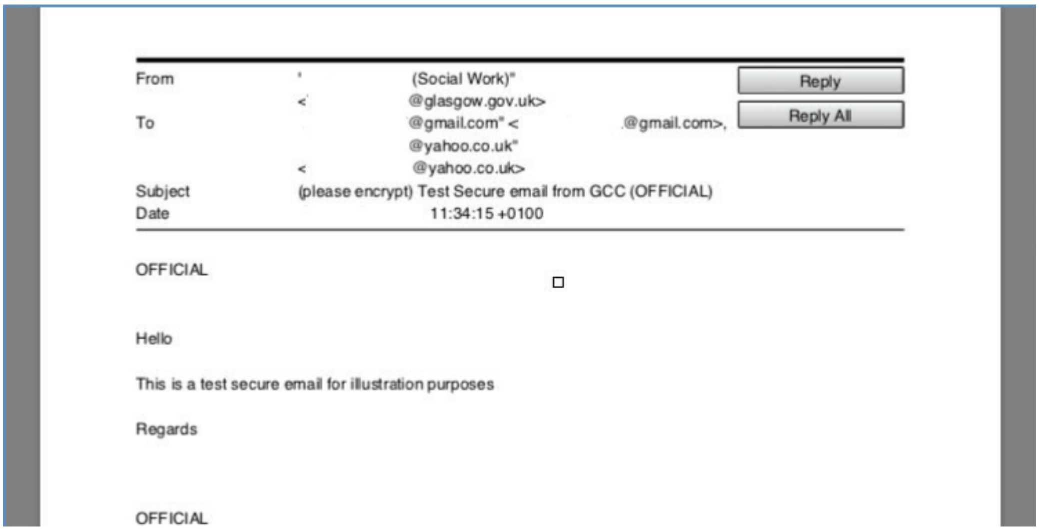
This is the content of a test secure email for illustration purposes.

Regards

Send | Attachments | ☑ Send me a secure copy

- From the secure reply screen an email response can be composed and files can be attached to that response before it is sent securely back to the original sender.
- If the original **secure email was sent to more than one recipient,** the option to securely reply to all recipients will be offered, as well as the option to only reply to the email sender **(see diagram 7).** To only send a secure reply to the email sender - click on the embedded 'Reply' button. To send your reply to everyone the email was sent to - click on the embedded 'Reply All' button.

Diagram 7 – Secure email Reply screen with 'Reply All' option



From " (Social Work)"
< @glasgow.gov.uk>
To @gmail.com" < @gmail.com>,
@yahoo.co.uk"
< @yahoo.co.uk>
Subject (please encrypt) Test Secure email from GCC (OFFICIAL)
Date 11:34:15 +0100

OFFICIAL

□

Hello

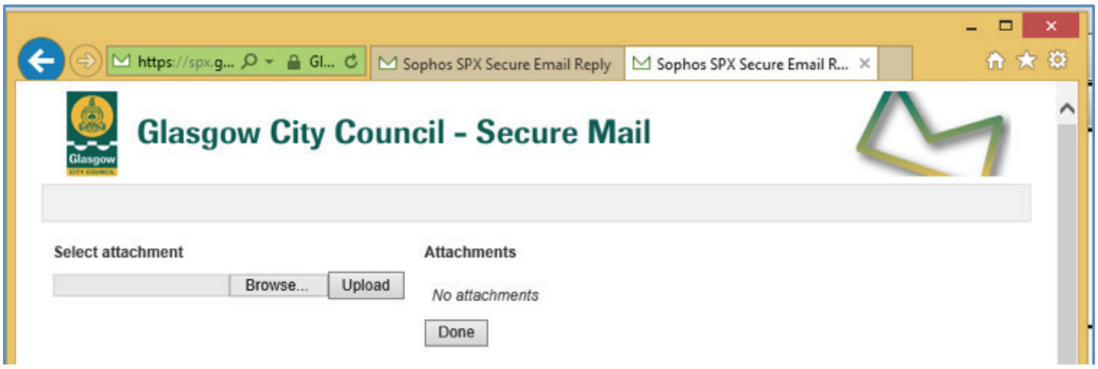
This is a test secure email for illustration purposes

Regards

OFFICIAL

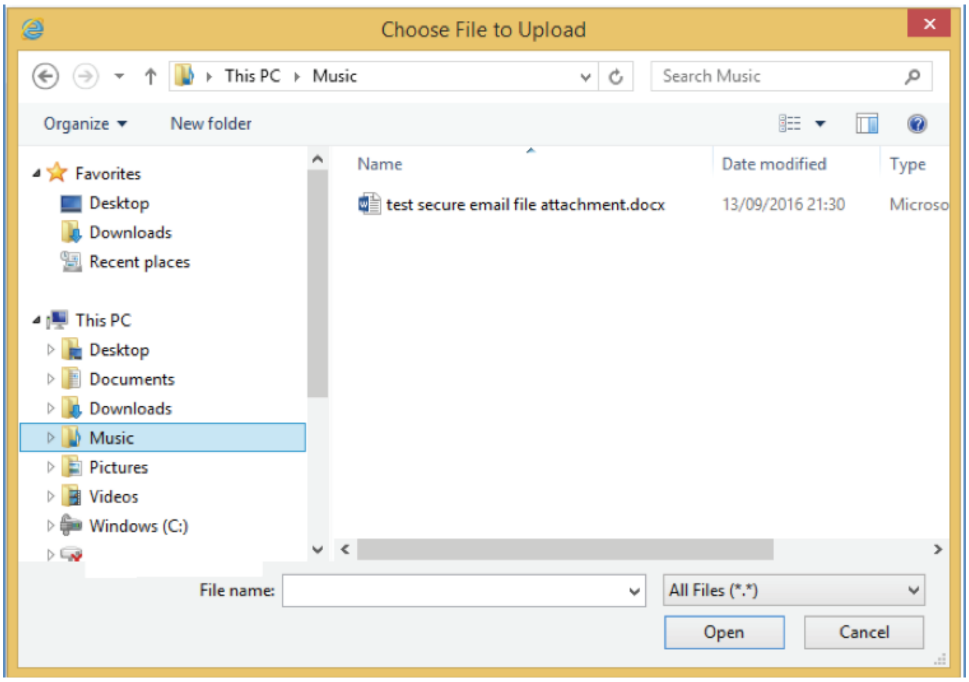
- You are **not able to add or remove participants** from the original secure email's distribution list.
- If you want to attach any files to your secure reply, **click on the embedded 'Attachments' button** located towards the bottom of the secure email reply screen to open the 'Select Attachments' screen as in **(diagram 8)**

Diagram 8 – Secure email Reply Select Attachments screen


https://spx.g...
Gl...
Sophos SPX Secure Email Reply
Sophos SPX Secure Email R...
Glasgow City Council - Secure Mail
Select attachment
Browse...
Upload
Attachments
No attachments
Done

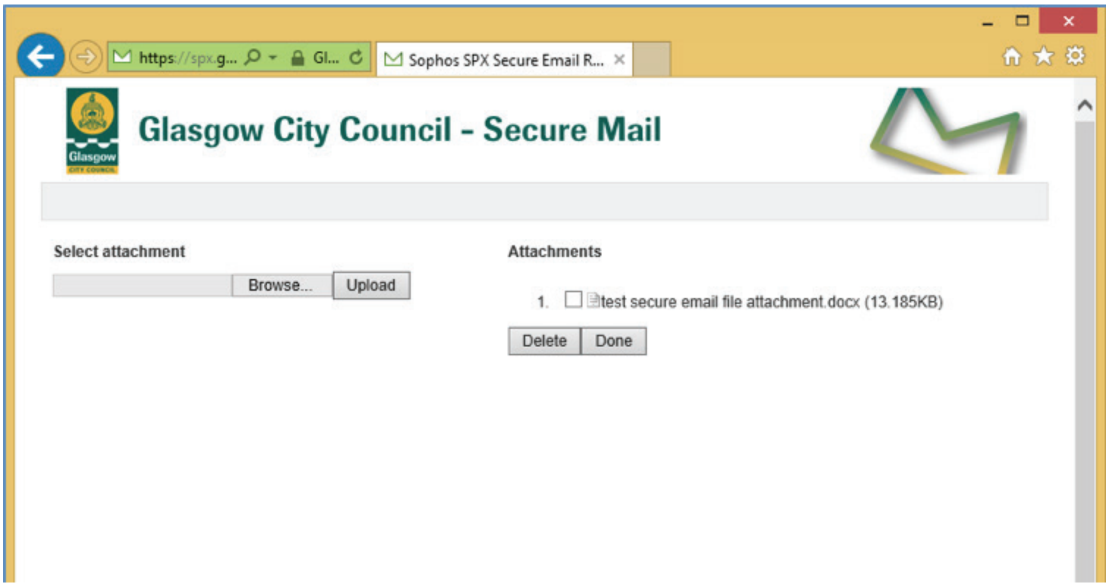
- To select a file or files to attach to your secure email reply, click on the 'Browse' button in the 'Select Attachments' screen to open the File Upload screen **(see diagram 9)**.

Diagram 9 – Secure email Reply File Upload screen



- **Find the relevant files on your own secure network locations** using this file viewer and click on 'Open' at the bottom of the screen when the correct files have been highlighted. This will return you back to the 'Select Attach ments' screen.
- Files selected will now appear in the 'Select Attachments' screen where they can be uploaded to the secure email Reply by clicking on the **'Upload' button.** (See diagram 10).

Diagram 10 – Secure email Reply Select Attachments screen with file uploaded ready to be tagged



Glasgow City Council - Secure Mail

Select attachment

Browse... Upload

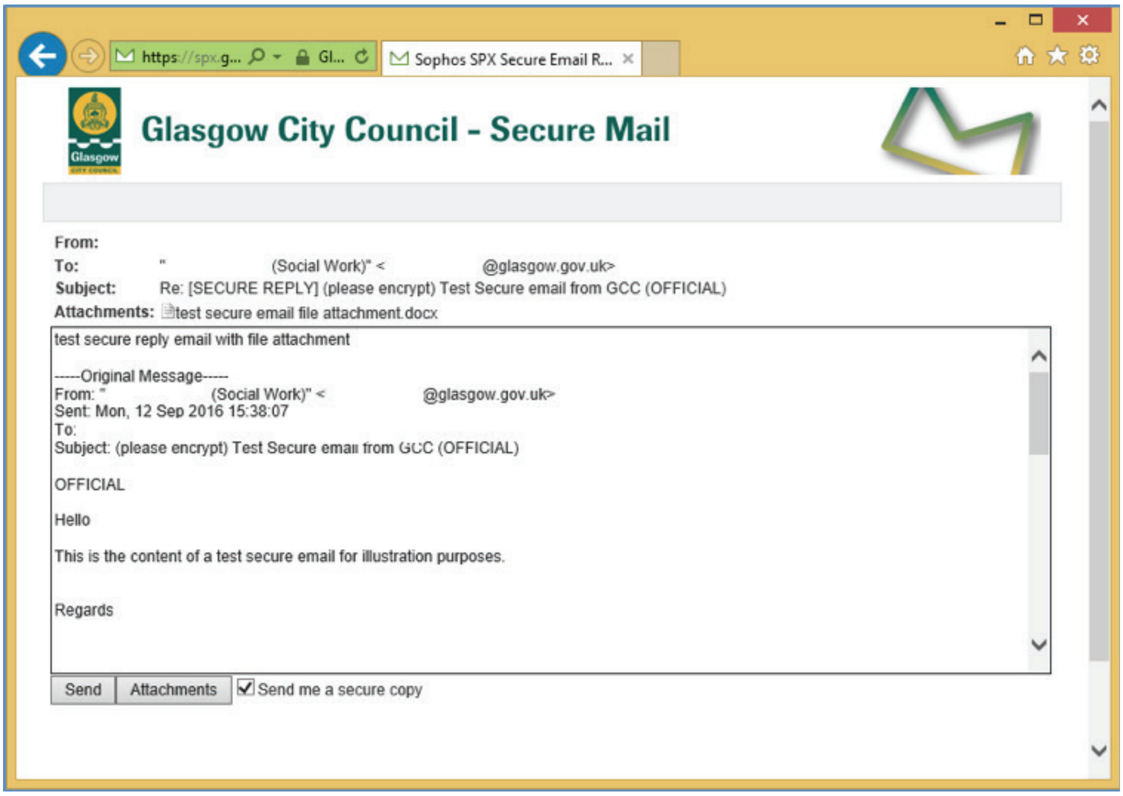
Attachments

1. □ test secure email file attachment.docx (13.185KB)

Delete Done

- Uploaded files can be 'tagged' by ticking the checkbox next to each filename. **When the correct files have been tagged click on 'Done**' to return to the secure email Reply screen. The secure email Reply screen will now show that the selected file attachment has been added to the secure email Reply. **(See diagram 11).**

Diagram 11 – Secure email Reply screen with file attached


https://spx.g...
Gl...
Sophos SPX Secure Email R...
Glasgow City Council - Secure Mail

From:
To: " (Social Work)" < @glasgow.gov.uk>
Subject: Re: [SECURE REPLY] (please encrypt) Test Secure email from GCC (OFFICIAL)
Attachments: test secure email file attachment.docx

test secure reply email with file attachment

-----Original Message-----
From: " (Social Work)" < @glasgow.gov.uk>
Sent: Mon, 12 Sep 2016 15:38:07
To:
Subject: (please encrypt) Test Secure email from GCC (OFFICIAL)

OFFICIAL

Hello

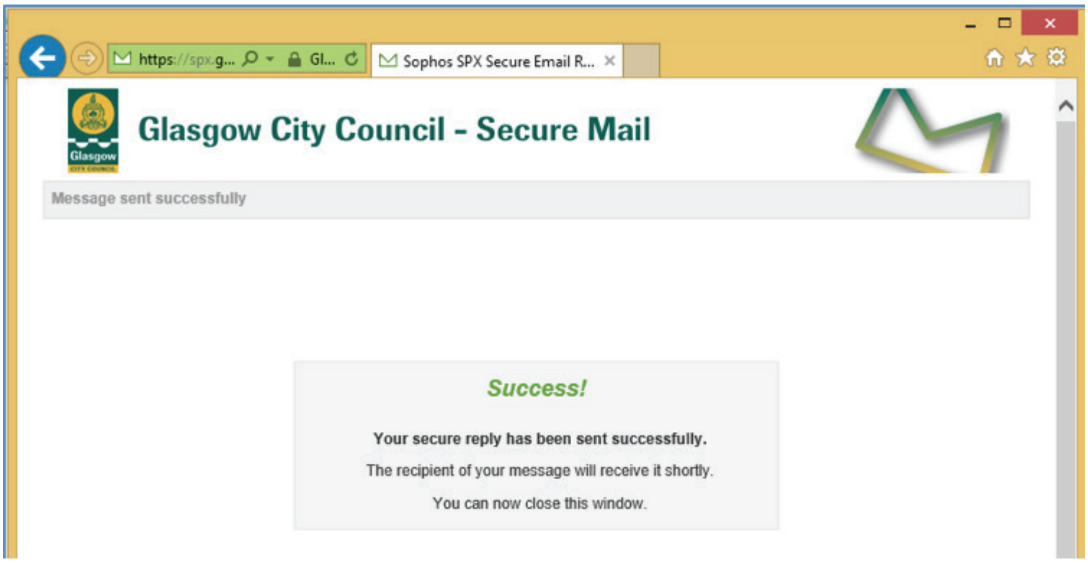
This is the content of a test secure email for illustration purposes.

Regards

Send | Attachments | ☑ Send me a secure copy

- The secure email Reply message can be composed above the original message.
- If you want to keep a copy of your secure reply back to the council then make sure that the **'Send me a secure copy' box** at the bottom of the email remains ticked (it should be ticked by default).
- When the secure email Reply message has been composed and the relevant files attached, **click on the 'Send' button** at the bottom of the secure email Reply screen to send the secure email Reply.
- **Secure reply functionality will not work** if the original secure email is over 30 days old, if the password that the original secure email was encrypted with has expired or if your Adobe Reader application does not allow external links to be resolved. See the published Customer FAQ for more details.
- A notification message will confirm that your secure reply has been sent successfully **(see diagram 12).**

Diagram 12 – Successful secure Reply confirmation screen



Glasgow City Council - Secure Mail

Message sent successfully

Success!

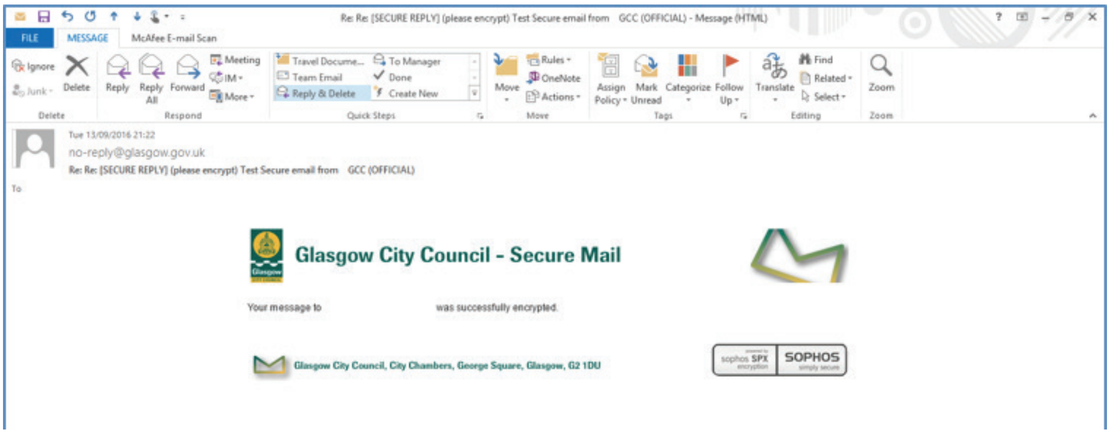
Your secure reply has been sent successfully.

The recipient of your message will receive it shortly.

You can now close this window.

- You will also receive an **automatic confirmation message in your email Inbox from 'no-reply@glasgow.gov.uk'** confirming that your secure message has been successfully encrypted. **(See diagram 13).**

Diagram 13 – Successful secure Reply encryption message



Re: Re: [SECURE REPLY] (please encrypt) Test Secure email from GCC (OFFICIAL) - Message (HTML)

Tue 13/09/2016 21:22

no-reply@glasgow.gov.uk

Re: Re: [SECURE REPLY] (please encrypt) Test Secure email from GCC (OFFICIAL)

To

Glasgow City Council - Secure Mail

Your message to was successfully encrypted.

Glasgow City Council, City Chambers, George Square, Glasgow, G2 1DU

- **A copy of your secure email reply will be sent to your email 'inbox'** (as long as the 'send me a secure copy' box on your reply remains ticked), as an encrypted email. **It won't appear as a normal sent email in your email 'sent' items folder.** You will need to enter your secure password to access the content of your secure reply in the same way as you would with a secure email sent by the council. secure emails content?

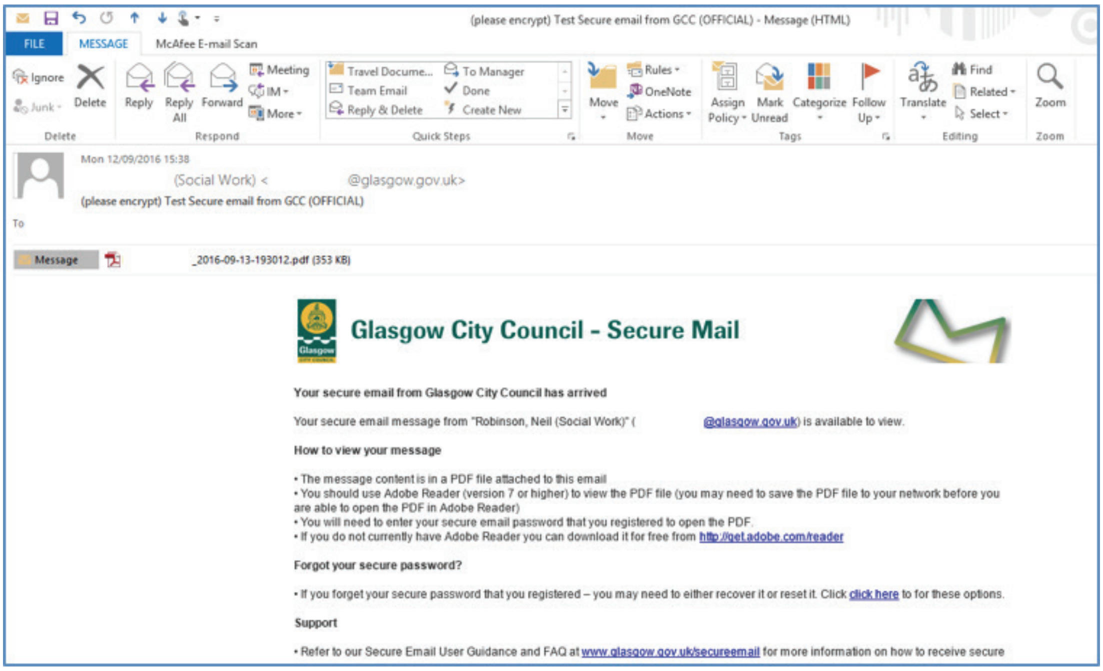
6. Recovering and Resetting secure passwords

Key concepts

- Forgotten passwords can be Recovered from the system
- Passwords can be changed by Resetting them
- Passwords can only be Recovered or Reset by successfully answering security challenge questions
- A secure password is specific to the email account that secure emails are sent to, if you use multiple email accounts each will have separate secure passwords
- An shared email address accessed by multiple users will only have one secure password to open secure emails sent to that address

- New securely sent emails can only be opened using your **current secure password**
- Older secure emails which have been encrypted with a previous password (if you have not always had the same password), can only be opened using the **secure password that was current at the time the secure email was originally sent**
- If you have forgotten your current secure password you can **'Recover'** it from the system and use it to open secure emails encrypted with that password
- Earlier secure emails encrypted with a previous – now forgotten – password cannot be accessed by Recovering your current secure password
- If you want to change your current secure password you can **'Reset'** it and all future secure emails will be encrypted with that password
- The recipient can Recover or Reset their password by **clicking on the 'click here' link** in the covering secure email message they receive any time they are sent a secure email **(see diagram 14).**

Diagram 14 –covering secure email message with link to password Recovery or Reset screen



Mon 12/09/2016 15:38

(Social Work) < @glasgow.gov.uk>

(please encrypt) Test Secure email from GCC (OFFICIAL)

To

_2016-09-13-193012.pdf (353 KB)

Glasgow City Council - Secure Mail

Your secure email from Glasgow City Council has arrived

Your secure email message from "Robinson, Neil (Social Work)" (@glasgow.gov.uk) is available to view.

How to view your message

- The message content is in a PDF file attached to this email
- You should use Adobe Reader (version 7 or higher) to view the PDF file (you may need to save the PDF file to your network before you are able to open the PDF in Adobe Reader)
- You will need to enter your secure email password that you registered to open the PDF.
- If you do not currently have Adobe Reader you can download it for free from http://get.adobe.com/reader

Forgot your secure password?

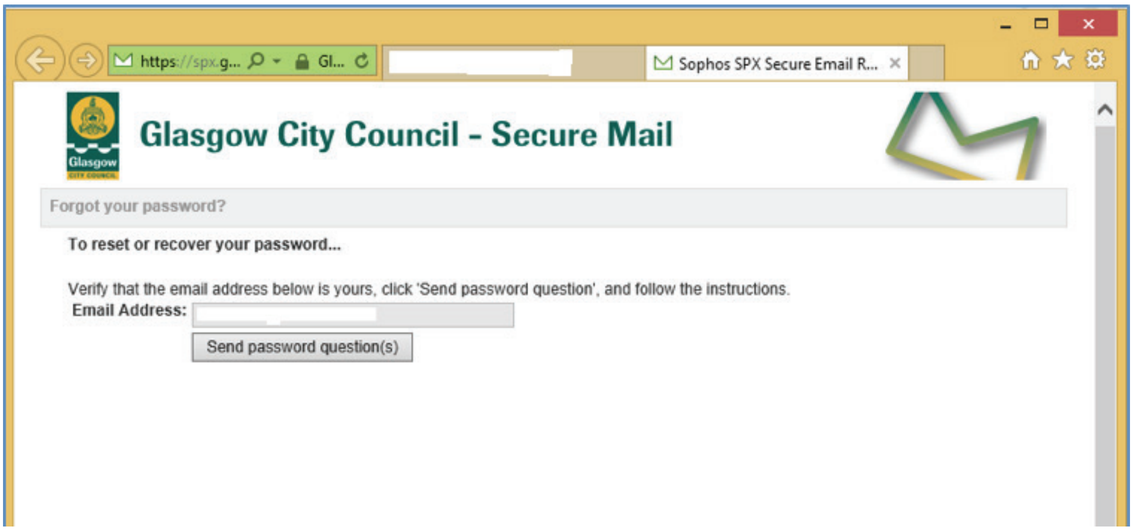
- If you forget your secure password that you registered – you may need to either recover it or reset it. Click click here to for these options.

Support

- Refer to our Secure Email User Guidance and FAQ at www.glasgow.gov.uk/secureemail for more information on how to receive secure

- From the 'Reset or Recover Your Password' email address verification screen you should confirm that the highlighted email account is yours and **click on the 'Send Password Questions' button (see diagram 15).** This prompts the system to send you out the security challenge questions to answer.

Diagram 15 – 'Reset or Recover Your Password' email address verification screen



Glasgow City Council - Secure Mail

Forgot your password?

To reset or recover your password...

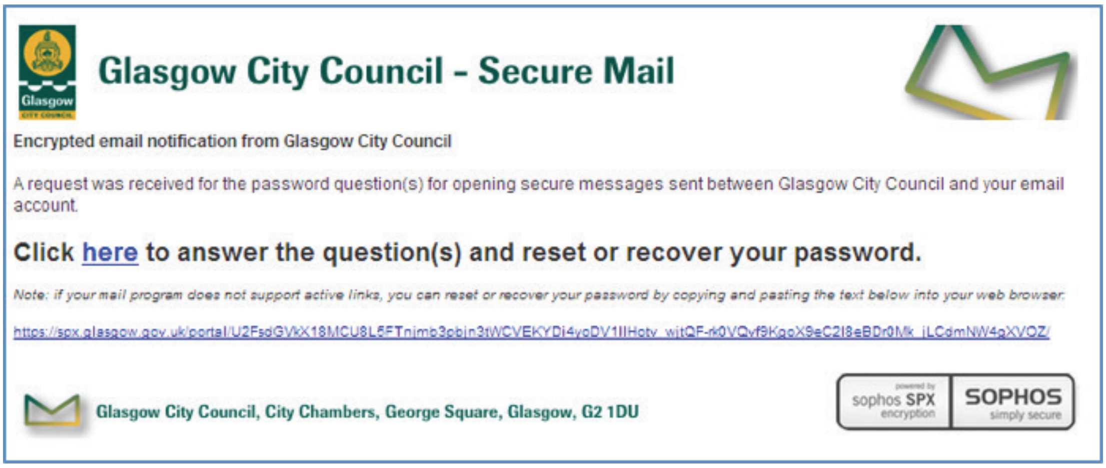
Verify that the email address below is yours, click 'Send password question', and follow the instructions.

Email Address:

Send password question(s)

- You will receive an email notification titled **‘SPX password recovery request’** with a link to a secure webpage where you can Recover or Reset your pass word **(diagram 17).**

Diagram 16 – ‘Reset or Recover Your Password’ notification email



Glasgow City Council - Secure Mail

Encrypted email notification from Glasgow City Council

A request was received for the password question(s) for opening secure messages sent between Glasgow City Council and your email account.

Click here to answer the question(s) and reset or recover your password.

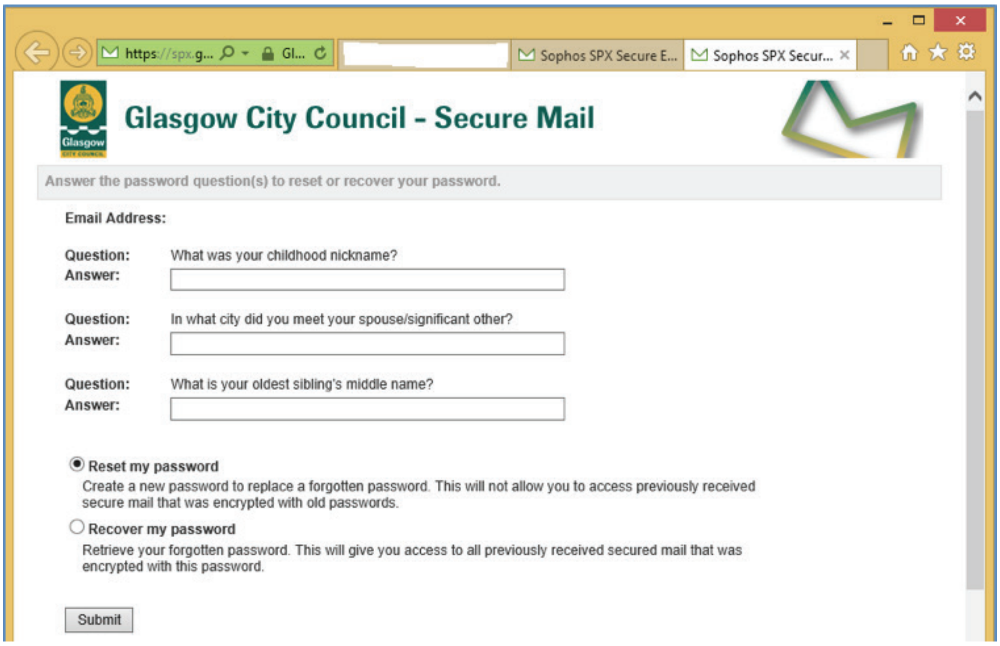
Note: if your mail program does not support active links, you can reset or recover your password by copying and pasting the text below into your web browser.

https://spx.glasgow.gov.uk/portal/U2FsdGVkX18MCU8L5FTnjmb3pbjn3tWCVEKYDi4yoDV1IIHotv_wjtQF-rk0VQvf9KgoX9eC2I8eBDr0Mk_jLCdmNW4gXVOZ/

Glasgow City Council, City Chambers, George Square, Glasgow, G2 1DU

- Clicking ‘here’ on the notification email opens the ‘Password Reset or Recovery’ screen **(see diagram 17).** You will need to successfully answer the security challenge questions in order to proceed to Recover or Reset your password. The answers to these questions were set when you created your current secure password.

Diagram 17 – Password Reset or Recovery scree



Glasgow City Council - Secure Mail

Answer the password question(s) to reset or recover your password.

Email Address:

Question: What was your childhood nickname?
Answer:

Question: In what city did you meet your spouse/significant other?
Answer:

Question: What is your oldest sibling's middle name?
Answer:

● **Reset my password**
Create a new password to replace a forgotten password. This will not allow you to access previously received secure mail that was encrypted with old passwords.

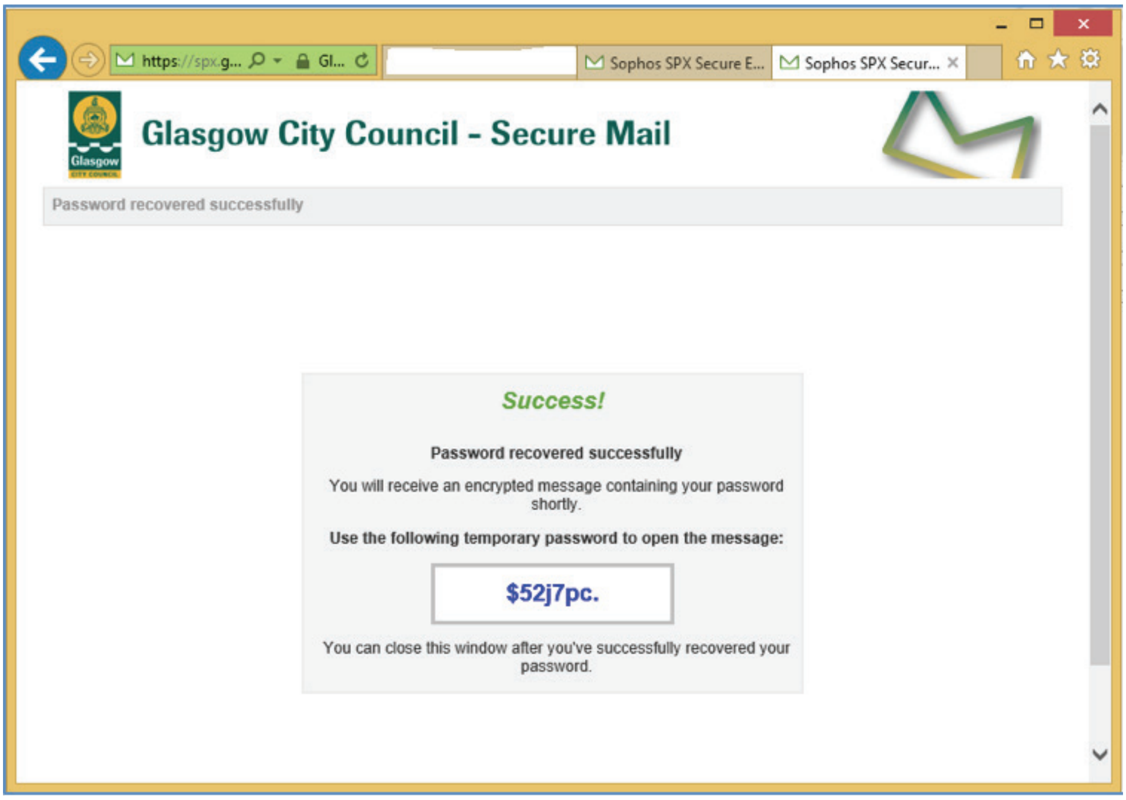
○ **Recover my password**
Retrieve your forgotten password. This will give you access to all previously received secured mail that was encrypted with this password.

- Enter the answers to the 3 security challenge questions exactly as input when your password was created
- Select **'Reset my Password' or 'Recover my Password'** options as required and then click the 'Submit' button. This will only work if you have successfully answered all of the security challenge questions. Refer to the section titled 'If a password cannot be Reset or Recovered' below if you cannot successfully answer the security challenge questions.

Recovering a forgotten password

- If you chose to **Recover your password** you will be shown a temporary password on screen (see diagram 18), which should be used to open a system generated secure email sent to you from 'No-Reply@glasgow.gov.uk' titled 'SPX Password Recovery Request Information'.

Diagram 18 – Successful password Recovery – Temporary Password



Glasgow City Council - Secure Mail

Password recovered successfully

Success!

Password recovered successfully

You will receive an encrypted message containing your password shortly.

Use the following temporary password to open the message:

$52j7pc.

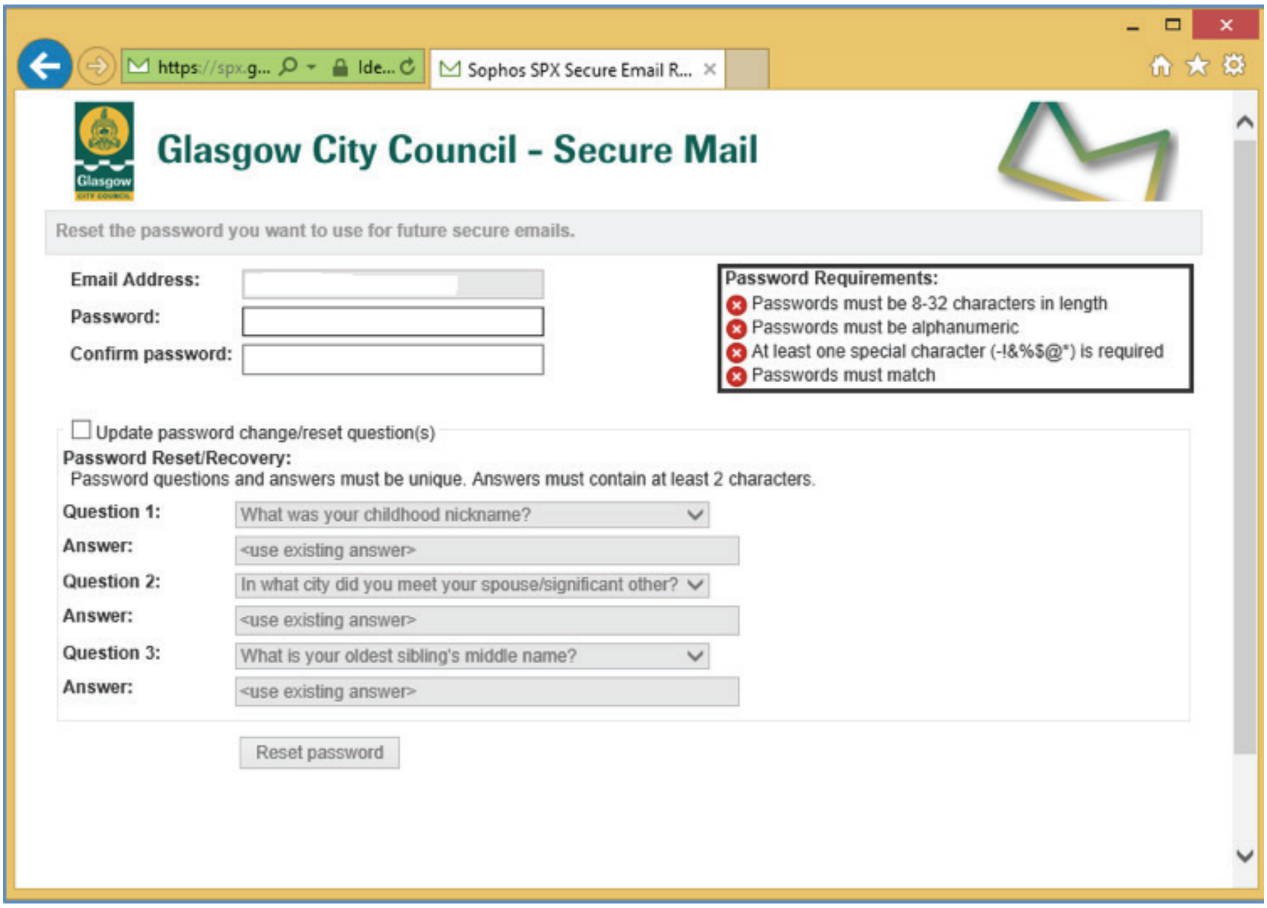
You can close this window after you've successfully recovered your password.

- Open the **'SPX Password Recovery Request Information'** email as normal using the temporary password to see confirmation of your current password which is still valid
- You can use this password to access all secure emails previously sent to you which were encrypted using this secure password. **Future secure emails sent to you will continue to be encrypted using this password** until it is changed (Reset) by you or expires.

Resetting (changing) a password

- If you choose to Reset your password you will be taken to a Secure email Password Reset screen and asked to create and confirm a new secure password. **(See diagram 19)**.

Diagram 19 – Secure Password Reset screen



Glasgow City Council - Secure Mail

Reset the password you want to use for future secure emails.

Email Address:

Password:

Confirm password:

Password Requirements:
- ☒ Passwords must be 8-32 characters in length
- ☒ Passwords must be alphanumeric
- ☒ At least one special character (-!&%$@*) is required
- ☒ Passwords must match

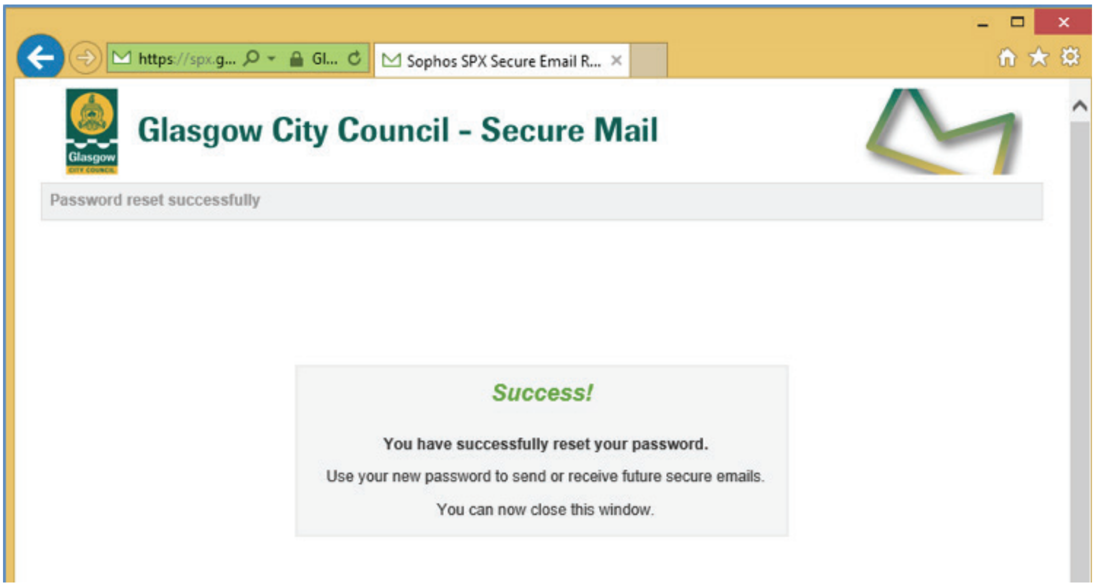
□ Update password change/reset question(s)

Password Reset/Recovery:
Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1:	What was your childhood nickname?
Answer:	<use existing answer>
Question 2:	In what city did you meet your spouse/significant other?
Answer:	<use existing answer>
Question 3:	What is your oldest sibling's middle name?
Answer:	<use existing answer>

- Enter and confirm your new strong password at the top of the screen making sure it meets the requirements on the right hand side of the screen. 4 green ticks indicate an acceptably secure password.
- You can choose to keep the same existing answers to the security challenge questions as when you created the original secure password or **supply new answers to security challenge questions**
- **This screen defaults to using the existing recorded answers to the security challenge questions so if you don't want to change them, click on 'Reset Password' to change your secure password.**
- You will receive a notification that you have successfully reset your password. **(See diagram 20).**
- If you want to create new answers to security challenge questions then **tick the box 'Update Password Change/Reset Questions'** which will unlock the security challenge questions below. Select 3 security challenge questions and record their answers.
- It is very important that you **remember your new answers** to the chosen security challenge questions as you will need to input them if you ever forget your secure password or want to change it in the future.
- Click on **'Reset Password'** to change your secure password.
- You will receive a notification that you have successfully reset your password. **(See diagram 20).**

Diagram 20 – Notification of a Successful Password Reset screen



Glasgow City Council - Secure Mail

Password reset successfully

Success!

You have successfully reset your password.

Use your new password to send or receive future secure emails.

You can now close this window.

- **Future secure emails sent to you will be encrypted with this new password.** You will not be able to use this new password to access any secure emails previously received which were encrypted using a previous password.
- If a **secure password for a shared mailbox account is Reset,** the organisation should inform all relevant users who access that shared mailbox. It will be important for organisations to carefully maintain secure passwords for shared mailbox email accounts.

If password cannot be Reset or Recovered

- If you cannot successfully answer the security challenge questions you will be unable to either **Recover or Reset** your current password.
- Where a forgotten password cannot be Recovered **you will be unable to open any new secure emails sent to you.**
- Where an existing password cannot be Reset **all new secure emails will continue to be encrypted using this password.**
- In this situation it is **recommended that you contact the sender of a recent secure email and request that the secure email account linked to your email address be deleted.** This will prompt the system to request that you create a completely new secure password the next time you receive a new secure email.
- Account deletion may take several hours to accomplish and you will not receive any system generated notifications confirming that it has been completed.
- The next secure email that you are sent following account deletion will trigger the system generated notification email titled **'You have received a secure email from GCC'** (as shown in diagram 1 above). This is the same email that you received when you receive your first secure email from the council and prompts you to create a new secure password.
- If there is a particular secure email that you need to access but can't because of a forgotten password, **contact the sender of that email and request that it be resent to you**. It will be queued for delivery after you create a new password.
- Following account deletion and the creation of a new secure password, previously received secure emails will remain encrypted using the password that was current at the time the email was originally sent. **A newly created password will not access previously received secure emails.**

7. Secure Password Expiry

Key Concepts

- Secure passwords expire after 30 days of non-use
- Secure emails sent to recipients with expired passwords will not be delivered until a new password is created
- The system does not automatically notify you that your password has expired
- You can still use expired passwords to open older secure emails but you will not be able to securely Reply to those emails

- **Your secure password will automatically expire** if it is not used to access an encrypted email or send a secure Reply for more than 30 days.
- The system **will not issue an automatic notification** to you confirming that your password is about to expire **or that it has actually expired.** You may not realise that your secure password has expired.
- **Any secure email sent to you after your password has expired will not be delivered by the system and will be queued** pending you creating a new password
- If a **secure email is sent to you after your secure password has expired** you will receive another **'Secure email password registration email'** (see diagram 1 above) - the same notification you get when you are first sent a secure email which prompts you to create a secure password. This notification does not specifically notify you that your previous password has expired.
- You will **have 30 days** from receipt of the automatic notification email to register a secure password before the secure email you have been sent expires and can no longer be delivered to you. The system will re-send the **'Secure email password registration email' every five days until the 30 day period expires or you create a new password.**
- Secure emails encrypted with passwords which have expired will not allow a secure Reply to be made from those emails
- Once you have **registered a new secure password** you will receive any secure emails sent you which were queued for delivery. These secure emails and any subsequent secure emails can be accessed using your newly

created secure password.

- However, you will not be able to open any secure emails previously sent to you with this new password – **previously received secure emails can only be opened with the password which encrypted them (the password which was valid at the time the secure email was sent),** and these emails will not allow you to make a secure Reply from them

8. Secure email support

- If you have any issues working with secure email you are directed to the **online Secure Email Customer FAQ at www.glasgow.gov.uk/secureemail** in the first instance.
- If neither this guidance document or the FAQ help you resolve the issue you are advised to contact the sender of the secure email for advice