



**SOPHOS**

**Secure email**

Quick Start Guide  
for Customers



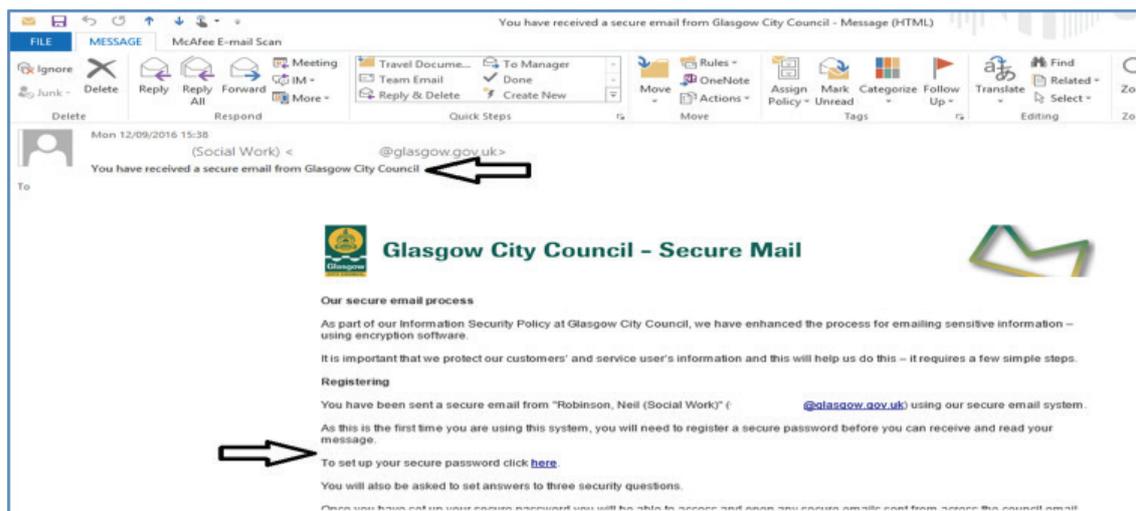
### Secure Email – Quick Start Guide for Customers

#### What is secure email?

- A secure way of sending sensitive information from the Council to customers
- Secure emails are encrypted, converted to a PDF format and attached to a system generated email sent to your email address
- You use the same password to open all secure emails sent by the Council

#### Receiving a secure email for the first time

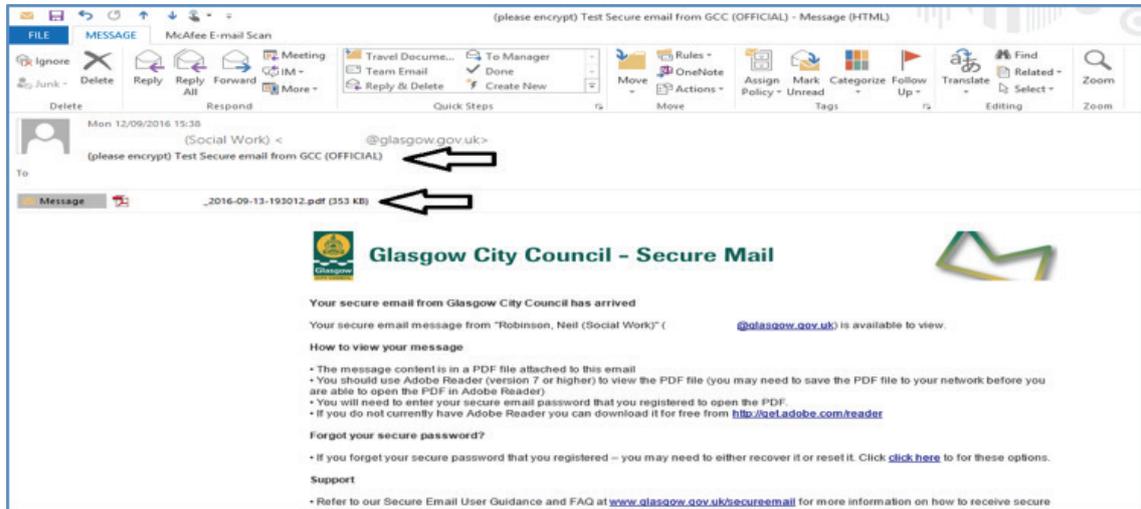
- You will receive a system generated notification email prompting you to create a secure password



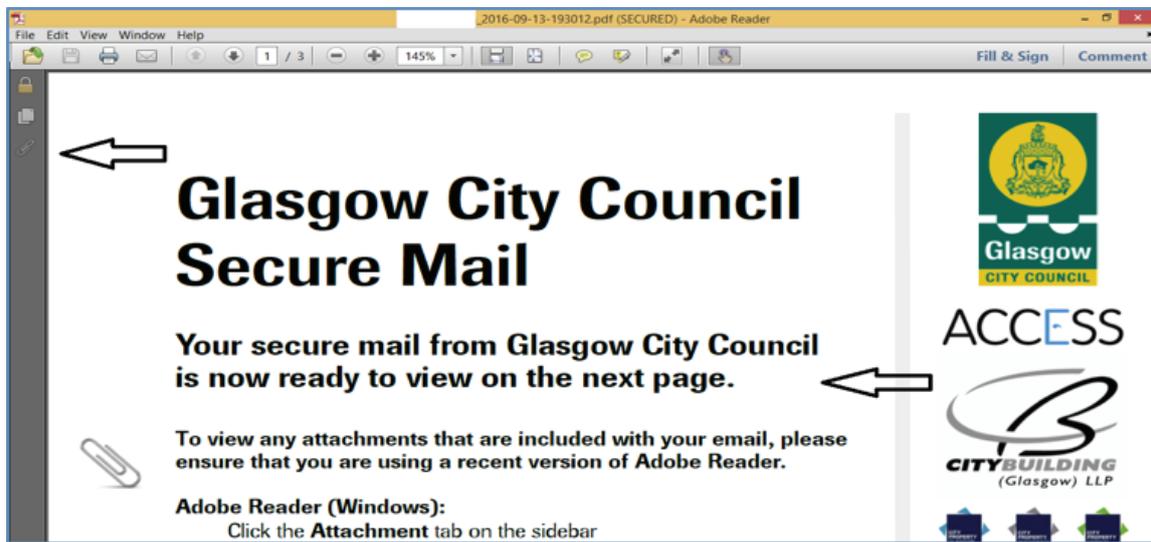
- Create a password and answer security challenge questions

#### Opening a secure email

- Once you have a secure password, you will receive a system generated covering email with the secure email content attached as a PDF file



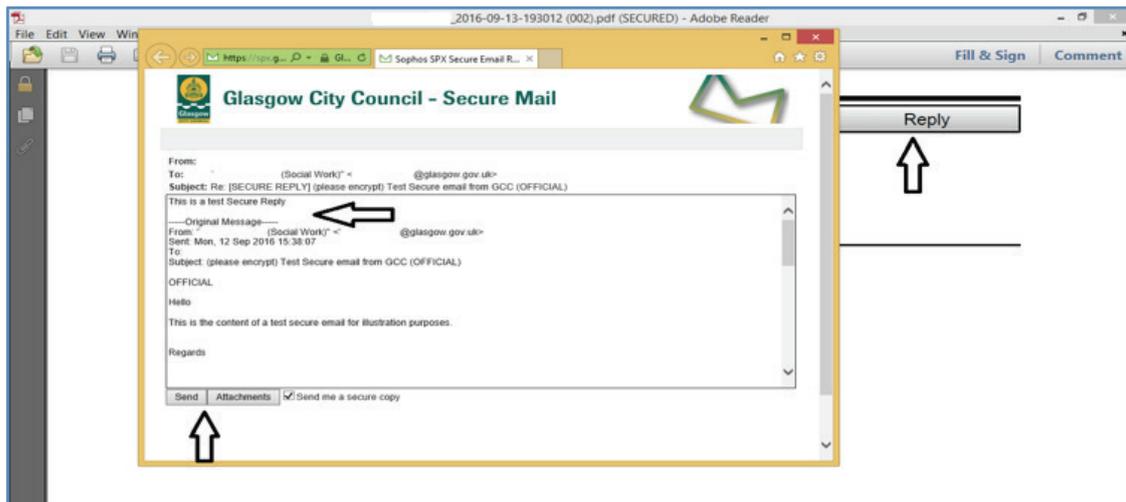
- Save the PDF file to a secure filing location and open with Adobe Reader using your secure password



- This PDF file contains the content of the secure email and any files attached (scroll down through header information to message)

### Replying to a secure email

- Open the relevant secure email PDF with your secure password
- Click on the **Reply** or **Reply All** button embedded in the PDF to open the secure Reply window



- Attach any files to your secure **Reply** using the 'Attachment' button

### Help & Support

- Refer to **Secure Email Customer Guidance** and [Frequently Asked Questions](#) published online at [www.glasgow.gov.uk/secureemail](http://www.glasgow.gov.uk/secureemail)