

Please take a moment to review the topics below.

Note: If you click on a link within a topic (i.e. Password Rules) and want to return to the topic, press Alt and the Back Arrow.

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How do I recover from a Username/Password Issue?

This also applies to those who are certain their password is good. Close all unused browser windows or tabs. Revisit the newest secure email and click on the link to view your message. A browser tab will open and the email address in use will be seen. Use the known password or the password you may have reset. Also, you can do a refresh by clicking on the browser refresh or reload button to see if it directs you to your secure mail inbox. If this fails, see the topic [“Clearing cache”](#). If you see **User Registration**, visit the topic called “How do I register my user account. The [Password Rules](#) can be found below.

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What to do if forced to change my password but no box appears?

When you are forced to change your password but a dialogue box with old, new and confirm fields do not appear, refresh your browser by clicking on the circular arrow . If that fails, enable pop-ups and/or clear your browser cache.

Clearing Cache (Browser History) and Enabling Pop-Ups

Pop-ups – be sure to enable pop-ups. They are browser windows that open, in new tabs, when clicking on a link.

Clearing Cache - If closed, reopen your browser of choice and press **CRTL+SHIFT+DELETE**. Follow the directions for your browser and when completed, close all browser windows and revisit the latest secure message. Click on the link to view the message and enter your password. If this fails, perform a [Password Reset](#).

NOTE: this procedure **will remove any words and/or passwords** that automatically populate fields as you type.

- **Internet Explorer:** [☆ ⚙️ 😊 seen at the top right] Within “Delete Browsing History” remove the check mark from “Preserve Favorites website data” and click the Delete button seen at the bottom.
- **Edge:** [🔄 Edge seen to the left of the address] Within “Clear browsing data” set the Time Range to “All time”, and place check marks in all fields, then click on “Clear now”. There are more than four boxes, use the slide bar to move down.
- **Chrome:** [⋮ seen at the top right] Within “Clear browsing data”, click on “Advanced” then set the Time Range to “All time”. Place check in all boxes and click on Clear data. There are more than six boxes, use the slide bar to move down.
- **Firefox:** [⋮ seen at the top right] Within “Clear all History” set the time range to clear as “Everything” and place a check in all boxes then click OK.


For Mac PC’s within Safari, depress Command+Shift+Delete and clear browsing history.

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How do I register my user account?

When a recipient receives a secure mail message for the first time, that recipient will need to register the Secure Mail account. After clicking on the link to view the secure message, Secure Mail will prompt the use to create an account, as seen below. When the user enters the Password field, a pop-up display will appear, containing the rules for the structure of a password. If the rules do not appear, see [Password Rules](#) below. The user’s Password Hint is one that’s intended to remind the use of the password in use in case they forget.

Once the user supplies the requested information, they press the Save button and will be presented with the Inbox. The user will be notified of any errors and will need to resolve those errors to complete the account registration.

 MailGate SC

User Registration

First Name:

Last Name:

Email Address:

*Enter Password:

*Confirm Password:

Password Hint Phrase:

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What do I do if my secure mail expired?

Secure emails expire after 30 days and accounts are deleted after 90 days of inactivity. Once the secure mail expires it cannot be retrieved. If you need the secure email you must contact the sender and ask that they resend it to you.

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What do I do if I want the secure mail to go to other users?

If you want a secure email to be sent to another user, you must contact the sender of the secure email and have them resend it to a different email address. Secure messages can be forwarded however the recipient will not be able to retrieve the message. For security reasons only the intended recipient can view the message.

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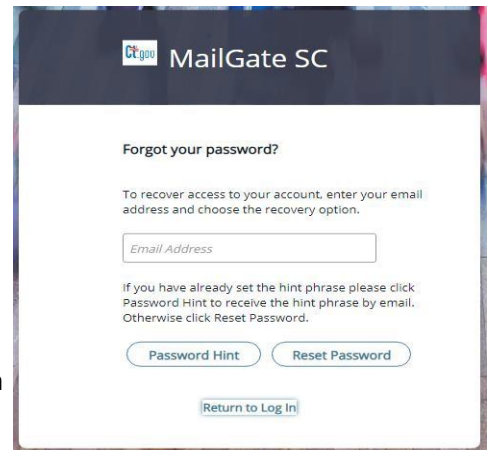
How do I reset my password?

If a user can't remember their password, they can request a password reset through the Secure Mail login page.

A user can start the self-service feature by clicking on the **Forgot Your Password?** link on the login dialog. When clicked, the dialog will then expand to display two options: Password Hint or Reset Password

Select **Reset Password**

The Reset Password option will send an email to the email address seen in the Address field of the Login dialog. That email will contain a link to the reset password dialog as depicted below and is **good for 10 minutes only**. Secure Mail will not warn you if the email address supplied is associated with a valid or invalid account. If for some reason you receive the email after 10 minutes, resubmit the request by clicking on the Password Reset button again. The [Password Rules](#) can be found below.



If you do not receive the email, contact DAS/BEST at BEST.Helpdesk@ct.gov

 MailGate SC

Change Password

New Password:

Confirm Password:

Password Hint Phrase:

[Save](#)

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How do I get a password hint if I forgot my password?

If an external user can't remember their password, they can ask Secure Mail to send the password hint phrase.

A user can start the self-service feature by clicking on the **Forgot Your Password?** link on the login dialog. The dialog will then expand to display two option buttons: Password Hint or Reset Password

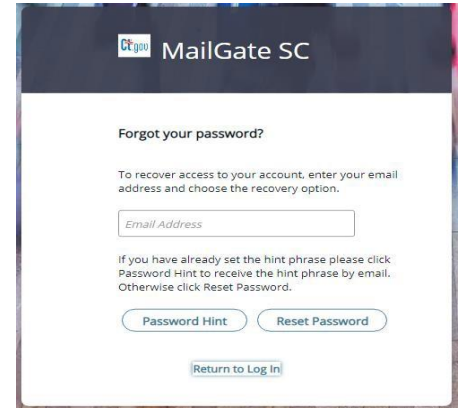
Select Password Hint

The Password Hint option will send your previously created Password Hint to the email address found in the Address field of the Login dialogue.

Secure Mail will not warn you if the email address supplied is not associated

with a valid account (expired) or if you did not supply a password hint. If for some reason you don't receive a notification email from Secure Mail in a timely

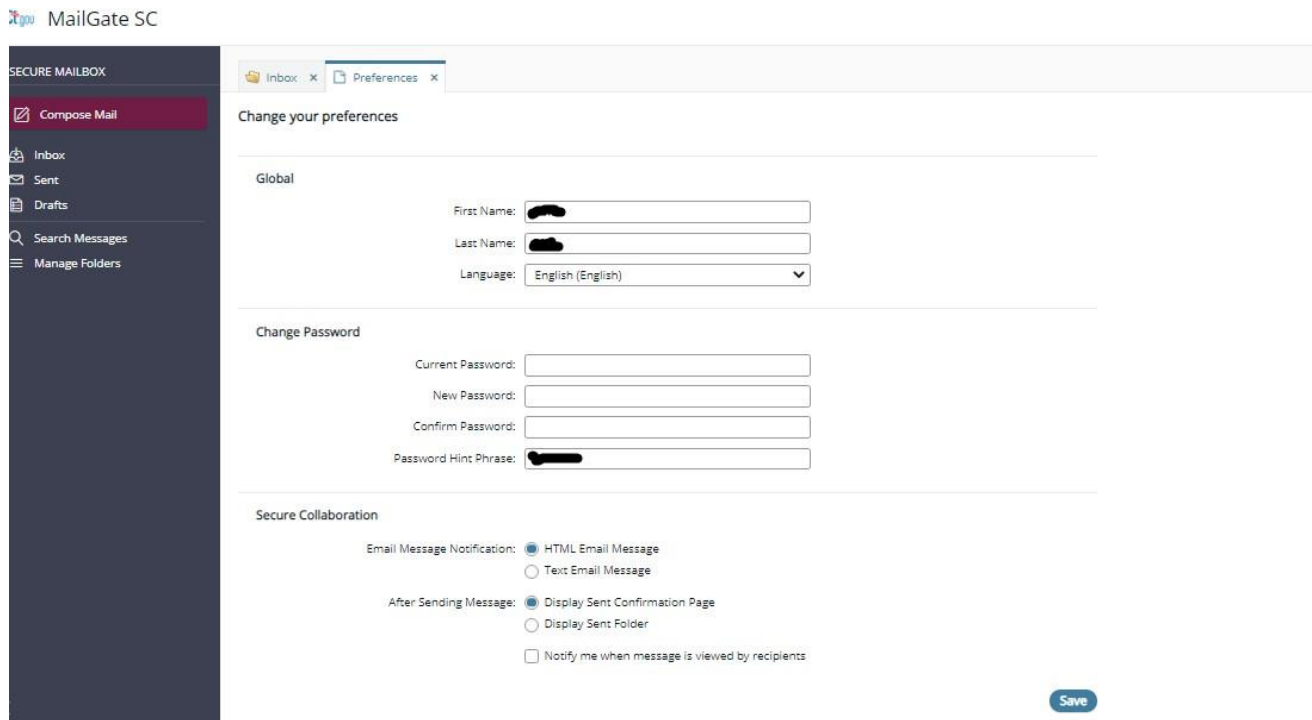
manner, you can simply resubmit the request, by confirming the email address that you supplied is correct and clicking on the Password Hint button again.



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How do I reset my password once I'm logged into the system?

Click on preferences on the top right. In the change password section, enter your current password, new password, confirm new password and password hint phrase and click save to save it. The [Password Rules](#) are seen below.



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Message and Account Expiration

To protect the security of the Mailgate environment and to ensure licensing requirements, the following rules are in place.

- Passwords expire after 60 days and you will be required to reset it if the account exists
- Email messages expire and are removed after 30 days
- Accounts are deleted after 90 days of inactivity
- A Deleted message cannot be retrieved, contact the state employee or agency for a resend.

Password Rules

- Do not reuse any password
- Length of 8 or more characters
- At least one Capital and one small letter
- At least one special symbol, for example - ! \$
- At least one number

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What to do if all else fails?

Browser Favorites – If you are using a saved favorite, that link may no longer be valid. The State of CT upgraded to a new website at <https://sm.ct.gov/enduser/> in November 2020. By opening a recent secure email and clicking on the link to view your secure message, you will be directed to the new secure mail server. You should not be going to <https://safemail.ct.gov>.

Login Without Clicking a Link in a secure message - To login directly to the secure mail system go to <https://sm.ct.gov/enduser/> (the site is secure) and enter your email address and password. If this fails, close as many browser windows as possible and revisit a secure message clicking on the link to view the message.

Saved Password - ***** Don't save your password in your browser and remove it if it is saved. That can be accomplished by clearing cache in your browser.

Use a Different Browser - Try to logon with a different browser by opening it. Then hover over the link, in your secure email that says Click here to view your message, and right clicking to show the link. Copy and paste it into the address bar and hit enter.

[Clear the cache in your browser.](#)

Printing - Secure Mail is a web-based application and will only print what is seen in the browser window however, by pressing Alt-A you will select all the data and can copy then paste into a word document.

If the above topics do not help, please contact BEST.Helpdesk@ct.gov.

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