

Summary

DAS/BEST provides agencies with the ability to send electronic mail, securely, using our Enterprise Secure Mail Service. This service relies on the use of the Axway MailGate™ solution.

This document is provided as a “quick start” guide to give end-users an overview of the basic features of the Secure Mail service. Agency IT staff are urged to share this information with their user community, as appropriate. The MailGate web site can be found at <https://sm.ct.gov/enduser/>. If you are a prior MailGate customer, please note that this is a new address.



Sending Secure Mail

The DAS/BEST Secure Mail Service is designed to provide agencies with an easy way to securely send electronic mail messages to non-state recipients. **The Secure Mail service does not support secure messaging between account-holders that use the same Exchange service.**

To send a secure mail message, a sender simply includes the term **[secure]** (brackets included) anywhere in the subject line of a mail message as depicted below. When the mail is sent, the existence of **[secure]** in the subject line will cause MailGate to intercept and secure the message.

A screenshot of an email client interface. On the left is a "Send" button with an envelope icon. The main area contains fields for "From" (Microsoft Exchange), "To" (redacted), "Cc" (empty), "Bcc" (empty), and "Subject" (test secure email [secure]). Below the subject field, the text "This is a test secure email" is visible.

As depicted below, the sender will receive a confirmation email shortly after MailGate processes the message.



Tue 8/22/2017 8:23 AM

MailGate Notifier <Mailgate.Admin@ct.gov>

Secure Message Sent

To

This is an informational message. Your message (described below) has been redirected to the State of Connecticut Secure Messenger server based on corporate policy.

----- MESSAGE DETAILS -----

TO:

CC:

BCC:

SUBJECT: [secure] Test

ATTACHMENTS:

SENT: 08/22/2017 08:22:37 EDT

** This is an automatically generated email, please do not reply

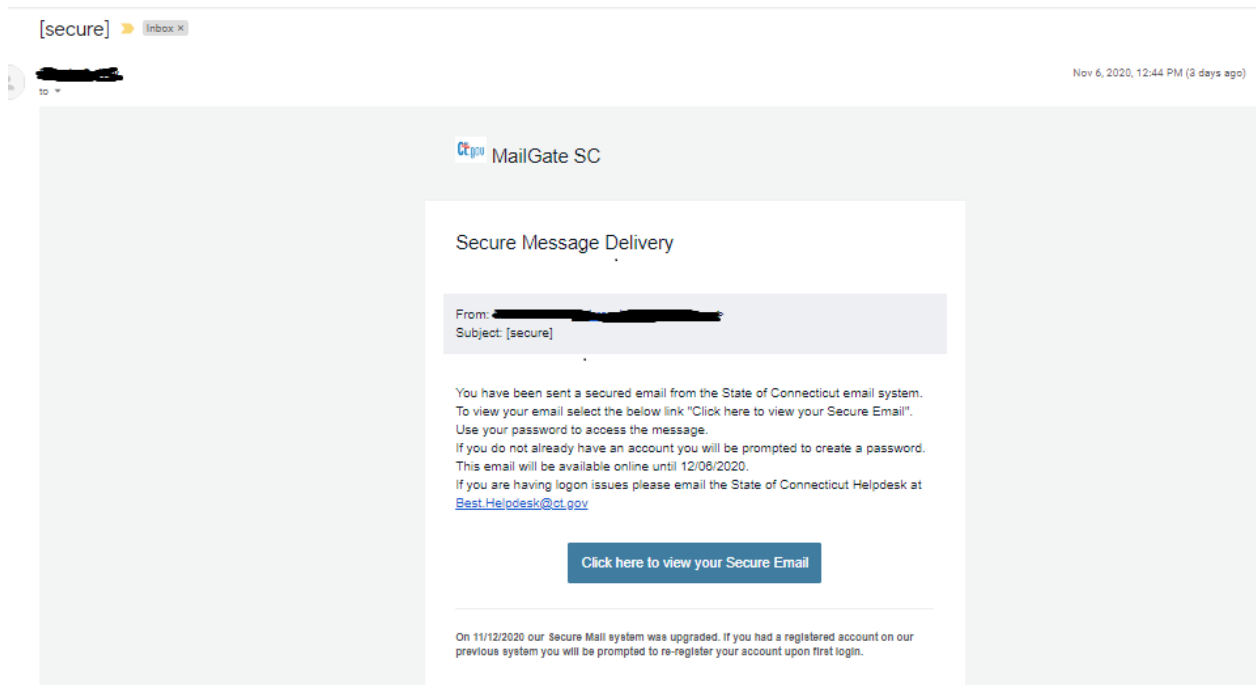
Users are asked to be aware of the following limitations:

- Secure mail packages are retained on the secure mail server for a period not to exceed 30 days, at which time the packages are deleted.
- Recipient can reply to the original sender or a po.state.ct.us and ct.gov email address.
- A secure mail message cannot exceed 35Mb in size, including the total of all attachments. This limitation also applies to a recipient's reply.
- Incoming secure mail messages addressed to state staff will be delivered to the individual's Exchange Inbox.



Retrieval of Secure Mail by the Recipient

Once MailGate has secured the message, it will send an email to the recipient(s), letting them know that they have a secure mail message waiting for them. As in the example below, the recipient will see a Secure Message Delivery notice. The user will need to click on the "Click here to view your secure email" button.



When the recipient request to “Click here to view your Secure Email” their web browser will open to the DAS/BEST Secure Mail web application’s login page.



Creating a New User Account

When a recipient receives a secure mail message from MailGate for the first time, that recipient will need to create a Secure Mail account. If this is the case, MailGate will prompt the user to create an account, as depicted below. When the user enters the Password field, a pop-up display will appear, containing the rules for the structure of a password. The user’s Password Hint is one that’s intended to remind the user of the password in use, in case they forget.

Once the user supplies the requested information, they press the **Save** button to create the account. The user will be notified of any errors and will need to resolve those errors in order to complete the account registration.

User Registration

First Name:

Last Name:

Email Address:

*Enter Password:

*Confirm Password:

Password Hint Phrase:

[Save](#)

Users should be aware of the following rules associated with a Secure Mail account:

- If you are logged in to Mailgate, please be aware that your session will timeout after a period of inactivity. If your session expires, you'll be returned to the Login dialog.
- MailGate includes a self-service password reset feature for end users. Users do not need to contact anyone at DAS/BEST to change their password or to create an account.
- A user will be locked out of their account after ten (10) failed login attempts. Users are asked to email DAS/BEST at Best.Helpdesk@ct.gov to request that an account be unlocked.
- To protect the security of the Mailgate environment and to ensure compliance with the product's licensing requirements, the following rules are in place for user accounts:
 1. A user's password will expire after sixty (60) days.
 2. A user account will be disabled after ninety (90) days of inactivity.
 3. A user's account will be deleted from the MailGate after ninety (90) days of inactivity.



Password Hints and Resets

If an external user can't remember their password they can ask MailGate to send the password hint phrase to be sent to them or they can request a password reset.

The image shows a screenshot of the MailGate SC 'Forgot your password?' dialog. At the top, it says 'Ct.gov MailGate SC'. Below that, the heading 'Forgot your password?' is followed by instructions: 'To recover access to your account, enter your email address and choose the recovery option.' There is a text input field labeled 'Email Address'. Below the field, it says: 'If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.' There are two buttons: 'Password Hint' and 'Reset Password'. At the bottom, there is a link that says 'Return to Log In'.

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

Password Hint

The Password Hint option will send your previously created Password Hint to the email address found in the Email Address field of the Login dialog. MailGate will not warn you if the email address supplied is not associated with a valid account. If for some reason you don't receive a notification email from Mailgate in a timely manner, you can simply resubmit the request, by confirming the email address you supplied is correct and clicking on the Password Hint button again.

Reset Password

Ct.gov MailGate SC

The image shows a screenshot of the MailGate SC 'Change Password' dialog. It has the heading 'Change Password'. There are three text input fields: 'New Password:', 'Confirm Password:', and 'Password Hint Phrase:'. To the right of the 'Password Hint Phrase:' field is a blue button labeled 'Save'.



Viewing a Message by the Recipient

Once the recipient can successfully log in, they will be able to view the message. At this time, the sender will receive a confirmation email that the recipient has received (opened) the secure email.

ct.gov MailGate SC

Welcome, [redacted]

The screenshot shows the MailGate SC web interface. On the left is a sidebar with a 'Compose Mail' button and a list of folders: Inbox, Sent, Drafts, Search Messages, and Manage Folders. The main area has a top bar with 'Inbox' and '[secure]' tabs. Below this is a toolbar with 'Reply', 'Reply All', 'Forward', 'Delete', 'Move to folder...', and 'Move' buttons. The message content shows a '[secure]' header, a circular profile picture with 'BG', a redacted name, a redacted email address, a timestamp of '6 November 2020 12:44', and an expiration notice 'Expires in 27 days'. The body of the message contains the word 'test'.

Once displayed in the web browser, the user has the ability to reply or forward the message, file the message in a folder and/or print the message to a local printer.



Replying to a Secure Message

A recipient can easily reply to a secure mail message. To do so, the user clicks on **Reply** or **Reply All** and then composes their response, clicking on **Send** when ready. A user can add in additional recipients or **Reply All**, provided that all the recipients are part of the `ct.gov` or `po.state.ct.us`. A user cannot send mail to non-state email addresses, even if those address were on the original distribution of the secure mail message and/or have active accounts on MailGate.

ct.gov MailGate SC

Welcome, [redacted]

The screenshot shows the MailGate SC web interface in reply composition mode. The sidebar is the same as in the previous screenshot. The main area has a top bar with 'Inbox', '[secure]', and 'Reply' tabs. Below this is a toolbar with 'Send', 'Attach Files', 'Save', and 'Discard' buttons. The 'To' field contains a redacted email address. The 'CC' field is empty. The 'Re:' field contains '[secure]'. The body of the message shows a quote: 'On 6 November 2020, [redacted] wrote: > test'.

The Recipient Mailbox

Once a user has created an account, they will have access to MailGate's web-based mail client. The client's mailbox features various folders, such as an Inbox, Sent Mail, and Drafts Folder as well as user defined folders. An example of a recipient's mailbox is depicted below.

MailGate SC

Welcome, [redacted]

SECURE MAILBOX

Compose Mail

Inbox
Sent
Drafts (1)
Search Messages
Manage Folders

Inbox [x] [secure] [x] Reply [x]


Delete Move To Folder... Move

	From	Subject	Date	Expires	Size
<input type="checkbox"/>	[redacted]	[secure]	6 November 2020 12:44	27 Days	6 bytes
<input type="checkbox"/>	[redacted]	[secure]	6 November 2020 10:15	27 Days	7 bytes
<input type="checkbox"/>	[redacted]	[secure]	5 November 2020 14:54	26 Days	7 bytes
<input type="checkbox"/>	[redacted]	[secure]	4 November 2020 12:21	25 Days	7 bytes
<input type="checkbox"/>	[redacted]	[secure]	3 November 2020 14:07	24 Days	7 bytes
<input type="checkbox"/>	[redacted]	[secure]	3 November 2020 13:15	24 Days	6 bytes

Show 20 entries Showing 1 to 6 of 6 entries First « 1 » Last

In addition, the user also has the capability to set personal preferences the mail environment. The preferences view is depicted below.

Additional Support

Users can find additional information on the MailGate environment by navigating to the Help Icon  which is located on the right side of the MailGate Web Application menu bar.

If a user finds themselves unable to access the MailGate web site, please try the following:

- Verify that you have an active internet connection, by attempting to browse to other web sites, such as <https://www.ct.gov>. If you are not able to access other web sites, you may likely have a problem with your connection to the internet. Checking your ability to access to the state's `ct.gov` portal will also verify that there are no issues with the state's network.
- If you have valid connectivity to the internet, check that you are using the correct URL for the MailGate web application: <https://sm.ct.gov/enduser/>.
- If you are still unable to gain access to the MailGate, please email the DAS/BEST Help Desk at Best.Helpdesk@ct.gov and let them know of the issue. You'll need to provide your name, email address and the nature of the problem.