Summary

DAS/BEST provides agencies with the ability to send electronic mail, securely, using our Enterprise Secure Mail Service. This services 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.
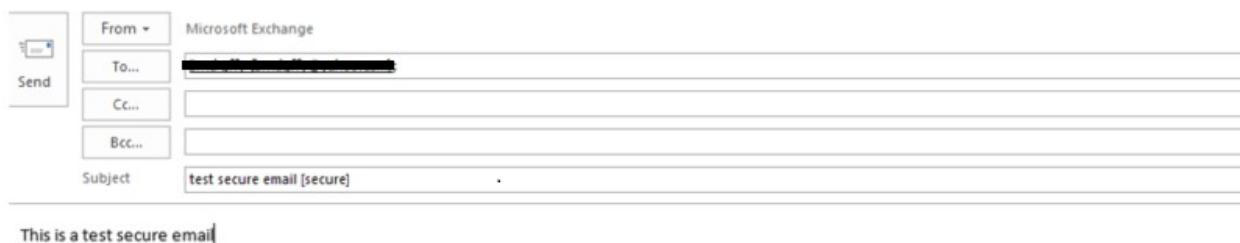
As depicted below, the sender will receive a confirmation email shortly after MailGate processes the message.

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.

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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.

MailGate SC

Forgot your password?

To recover access to your account, enter your email address and choose the recovery option.

Email Address

If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password.

(Password Hint)   (Reset Password)

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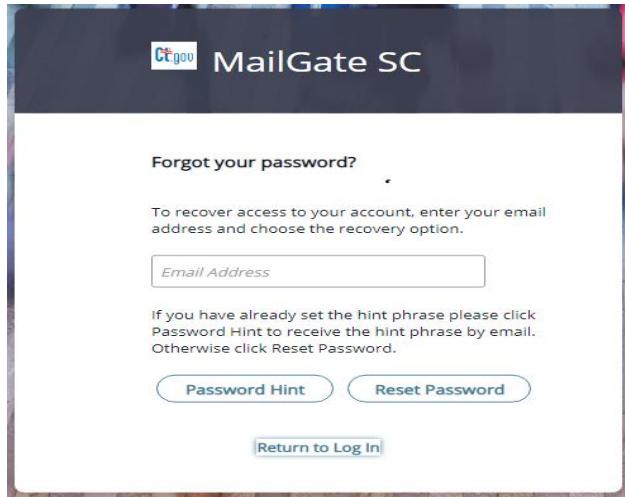
A user can start the self-service password reset feature simply by clicking on the **Forgot Your Password?** link on the login dialog. When the user clicks on this, the dialog will then expand to display two option buttons: **Password Hint** or **Reset Password**

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

MailGate SC

Change Password

New Password: |

Confirm Password:

Password Hint Phrase:

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.

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 **Rely 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.

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.

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.