

	Directory and Messaging Services Enterprise Secure Mail Services	
Title:	Enterprise Secure Mail Services for End Users	

Attention: Receivers of Secure Mail

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 “View Message” button.

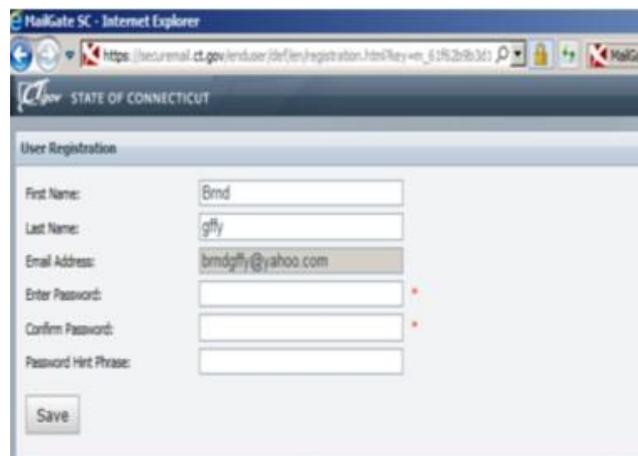


When the recipient clicks on “View Message,” their web browser will open to the DAS/BEST Secure Mail web application’s login page.

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



The screenshot shows a web browser window titled 'MailGate SC - Internet Explorer'. The address bar shows a URL: 'https://securemail.ct.gov/EndUser/Default/registration.html?key=61562b9321'. The page content is titled 'STATE OF CONNECTICUT' and 'User Registration'. The form contains the following fields: 'First Name' (filled with 'Brnd'), 'Last Name' (filled with 'gfly'), 'Email Address' (filled with 'brndgfly@yahoo.com'), 'Enter Password' (empty), 'Confirm Password' (empty), and 'Password Hint Phrase' (empty). There are red asterisks next to the 'Enter Password' and 'Confirm Password' fields. A 'Save' button is located at the bottom left of the form.

in order to complete the account registration.

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

- If you are logged in to MailGate, please be aware your session will timeout after a period of inactivity. If your session expires, you'll be returned to the Login dialog.
- Under the **Preferences** menu option, found on the upper right corner of the MailGate menu bar, a user has the option of selecting a user-defined security image to augment the login process. If a user chooses a Security Image, there is no option to opt-out of this feature. **Users should be aware that the use of a Security Image is intended simply as a safeguard against phishing. It does not provide any additional security to the login process.**
- 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 contact DAS/BEST at (860) 622-2300 #9 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 thirty (30) days.
 2. A user account will disabled after thirty (30) days of inactivity.
 3. A user's account will deleted from the MailGate after sixty (60) 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.

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.

A screenshot of the MailGate login interface. At the top, it says "ct.gov STATE OF CONNECTICUT". Below that is a "Login" header. There are two input fields: "Email Address:" and "Password:". Below the password field is a blue link that says "Forgot Your Password?". A text box below the link contains the instruction: "If you have already set the hint phrase please click Password Hint to receive the hint phrase by email. Otherwise click Reset Password." At the bottom of this text box are two buttons: "Password Hint" and "Reset Password". At the very bottom right of the login dialog is a "Log In" button.



A dialog box titled "Change Password" with three input fields: "New Password:", "Confirm Password:", and "Password Hint Phrase:". Below the fields is a "Save" button.

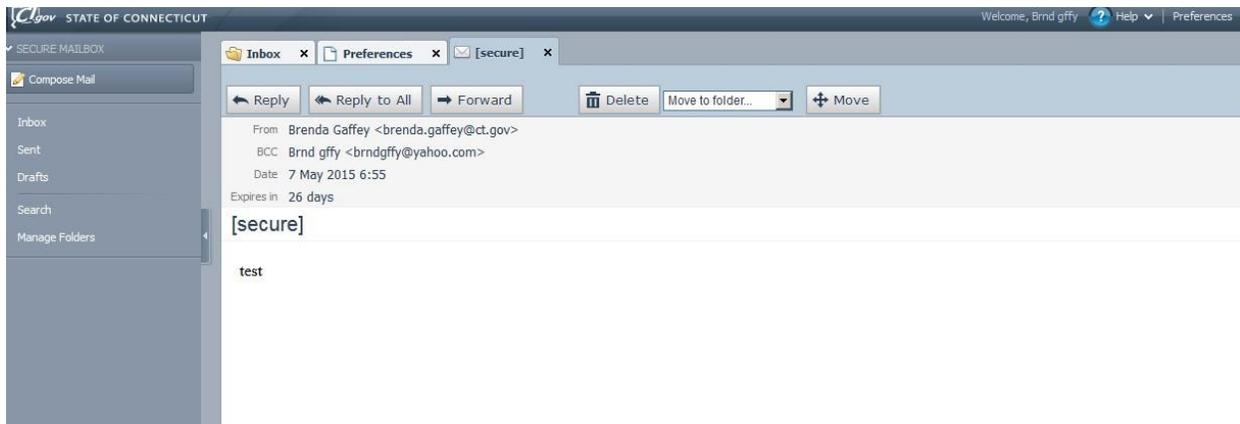
Reset Password

The Reset Password option will send an email to the email address found in the Email Address field of the Login dialog. This email will contain a link to the reset password dialog of MailGate, as depicted to the right. 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 Reset button again.



Viewing a Message by the Recipient

Once the recipient is able to 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.

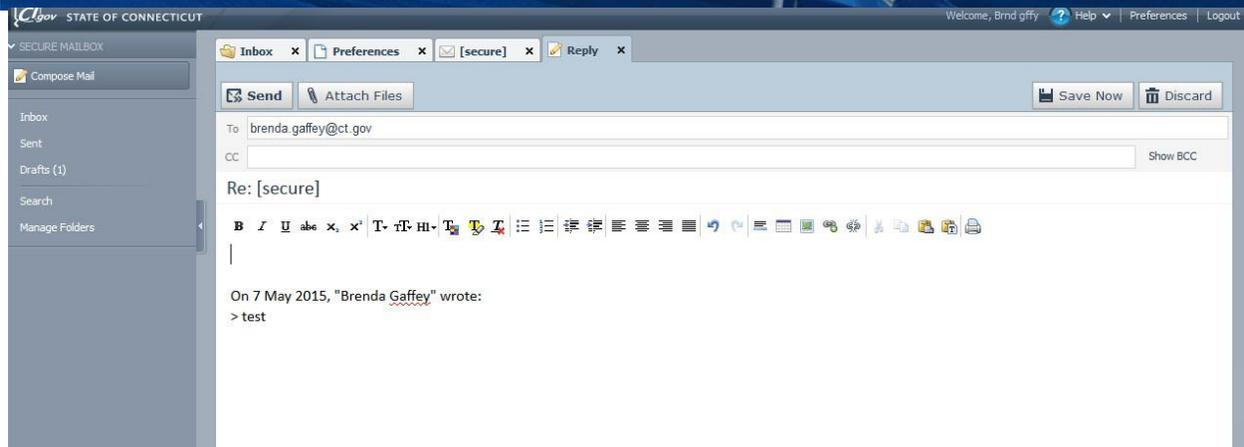


Once displayed in the web browser, the user has the ability to reply or forward the message, file the message in a folder and/or print the message to a local printer.



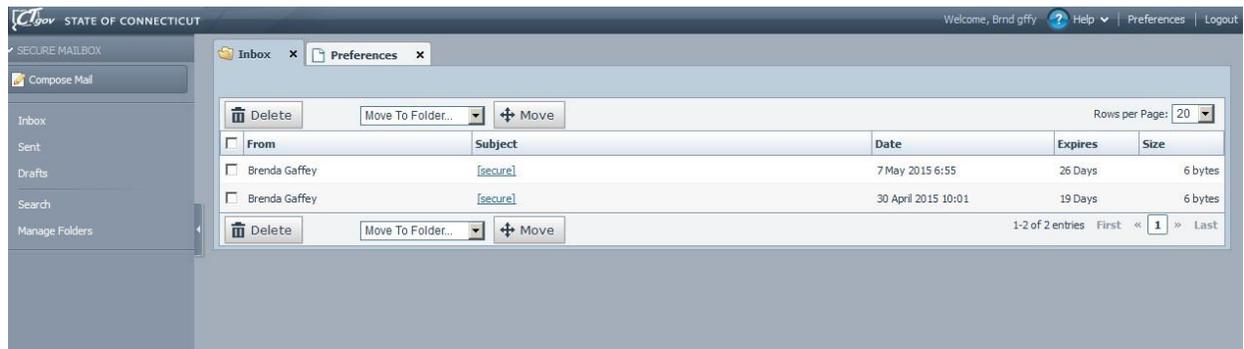
Replying to a Secure Message

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 **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 addresses 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.

STATE OF CONNECTICUT

Welcome, Briod gffy Help Preferences Logout

SECURE MAILBOX

Compose Mail

Inbox
Sent
Drafts
Search
Manage Folders

Inbox x Preferences x

Change your preferences

Global Preferences

First Name:

Last Name:

Language:

Change Password

Current Password:

New Password:

Confirm Password:

Password Hint Phrase:

Security Image

Set Security Image [What is a Security Image?](#)

IDENTITY CARD, Devil, Atom, ADDRESS BOOK, Bell, Envelope, Key, Padlock, Flower, Telephone, Coffee, Apple, Woman, Man

Secure Collaboration Preferences

Email Message Notification Options

HTML Email Message
 Text Email Message

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 they are 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 <http://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://securemail.ct.gov>.
- If you are still unable to gain access to the MailGate, please contact the DAS/BEST Help Desk at (860) 622-2300 #9 and let them know of the issue. You'll need to provide your name and the nature of the problem.