How to setup on CJSM (Secure email system)

In this document references to "us" are to CJSM Service, Office of Criminal Justice Reform

Step one: Contact CJSM

To sign up for the Secure eMail service, first register your interest on the CJSM website.

Step two: Fill in our online application form

It can take as little as five minutes to complete the online application procedure for Secure eMail.

We will ask you to send us your existing email address, so that we can see what type of email you have, and what type of connection to the Secure eMail service might be suitable for you.

We will also check whether your organisation is already connected to Secure eMail, or if someone else has already made a duplicate application. If this is the case, we will give you more details.

Once we have this information, we will ask you to provide us with contact information, including the name and address of your organisation, and also the details of someone within your organisation who will act as the Organisation Administrator for Secure eMail.

We will also ask you to read, sign and return our terms and conditions.

Step three: Choosing the web based type of connection

This option is a mailbox connection. This will use your current internet connection to give you access to the Secure eMail server, in the same way that you might access a yahoo or hotmail account. You simply type the CJSM website address into your browser and then enter your username and password on the screen that appears.

A mailbox connection can be up and running within 48 hours of your application being approved, and we don't need any additional information about your existing computer system.

Step four: Sign and return our Terms and Conditions

Once you have decided on the type of Secure eMail connection that's most suitable for your organisation and submitted your online application form, you will need to sign and return a copy of our Terms and Conditions. You will be able to download these as part of the online application process.

We will not be able to 'switch on' your organisation's connection to Secure eMail until we receive a signed copy of the Terms and Conditions.

Technical support is available by phone throughout this process. Wherever possible, we recommend that you book your call in advance. You can do this via the CJSM Helpdesk 0870 010 8535.

Step five: Create Accounts

Once we have received all the relevant information from you and your application has been approved, we will send your nominated Organisation Administrator an email confirming that you have access to the Secure eMail service.

We will then send them a username, new Secure eMail address and temporary password, together with details of how to login via the Secure eMail website, by registered post.

Step six: Start using Secure eMail

If your organisation has a mailbox connection, your Organisation Administrator will give each user a username and a one-time password. The first time the user logs on, they will be asked to change their password. They will then have full access to Secure eMail.

Information and training is available to users on the CJSM website: **www.cjsm.cjit.gov.uk**.

Users will continue to use their existing, non secure email account, but they will have '.cjsm.net' added to the end of their address when sending and receiving secure emails. For example, if your existing email is: eric.brown@greenstonechambers.co.uk, your Secure eMail address will become: eric.brown@greenstonechambers.co.uk.cjsm.net

For this mailbox connection, the Organisation Administrator will also be responsible for all general administrative functions relating to users, such as suspending and deleting users, or reactivating their accounts.