

USER GUIDE



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Overview

Welcome to Smarsh Email Encryption secure messaging platform. This service was designed to help firms exchange sensitive electronic information with their clients in a secure and encrypted environment.

The purpose of this guide is to provide an overview of the Smarsh Email Encryption service. It will demonstrate how to create a Smarsh Email Encryption account, review secure messages and reply to secure messages.

How to Use Smarsh Email Encryption

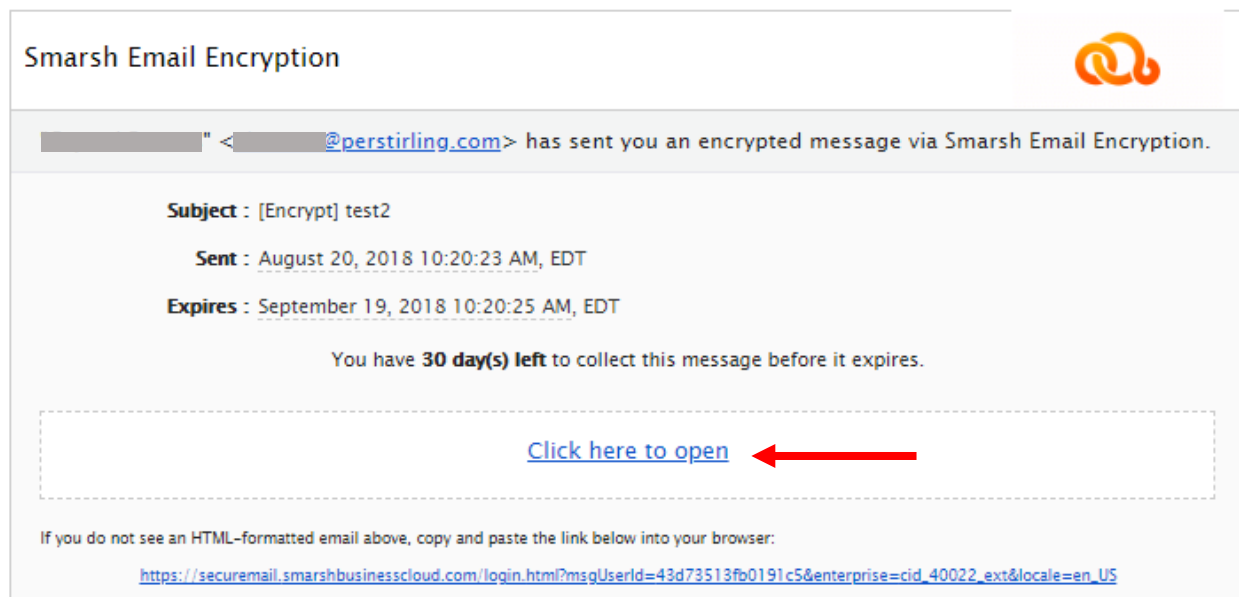
When someone sends you a secure email, you will receive an email notification with the subject, “You Have a New Encrypted Message from ‘the email address of the sender’” (as shown in Figure 1.1).

Figure 1.1

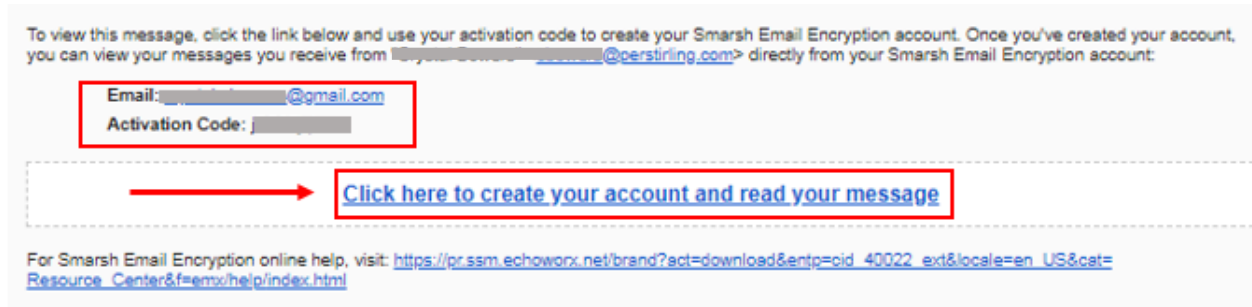


Upon opening the email notification, you will find a link which will provide direct access to the Smarsh Email Encryption web portal (as shown in Figure 1.2).

Figure 1.2



First time users will receive a different email and will need to create an account by clicking on “Click here to create your account and read your message” found within the email as shown below.



1. From your notification email, click **Activate**. The Smarsh Email Encryption activation page appears in a new browser window (as shown in Figure 1.3).
2. Enter your first name, last name, email address and activation code in the appropriate fields.
3. In the Create a Password section, enter a password and then re-enter the password in the Confirm Password field.
4. In the password recovery questions/answers section, create the appropriate recovery questions and answers.
5. Read the End User License Agreement (EULA) and then click **I accept** to indicate that you agree with the EULA.
6. Click **Activate**.
Note: Activation may take several minutes. Once the activation is completed successfully, you will be automatically logged into Smarsh Email Encryption.



Create a New Smarsh Email Encryption Account

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Enter your Registration Information

* First Name:

* Last Name:

* Email Address:

* Activation Code:

1. Email Address and Activation Code should already be populated. Enter the Activation Code you received via email.

Create a Password

* Password:

Password Strength:

Strong

* Confirm Password:

Password Recovery

Select your Challenge Questions

If you try to recover your password, you may be asked to answer one or more of these questions.

* Question 1:

* Answer 1:

* Question 2:

* Answer 2:

* Question 3:

* Answer 3:

2. Complete the required fields

Provide an alternate email address for password recovery

If you try to recover your password, Smarsh Email Encryption will send your password recovery information to this address.

* Alternate Email Address:

* Confirm Email Address:

3. Click Activate

Figure 1.3

After your account has successfully been activated, you will be directed to a login page (as shown in figure below).

If you have previously registered for Smarsh Email Encryption, you will be brought to this same login page where you can enter your Smarsh Email Encryption Username and Password and click Login.



Smarsh Email Encryption



Your Smarsh Email Encryption account has been activated. Please enter your email address and password to login.

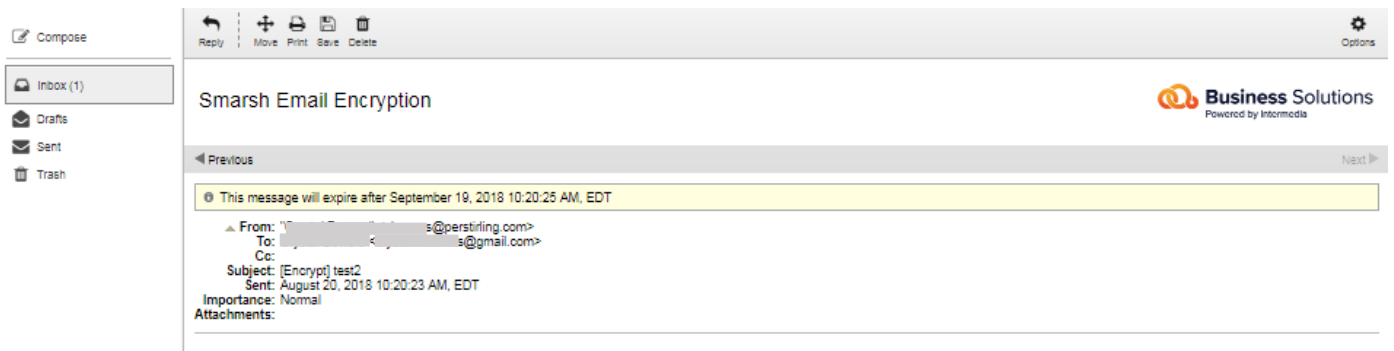
[Forgot your password?](#)

By default, you will be brought to your Inbox where your messages will be listed. Similar to other email services, you can click on the message and it will open for your review as shown below.



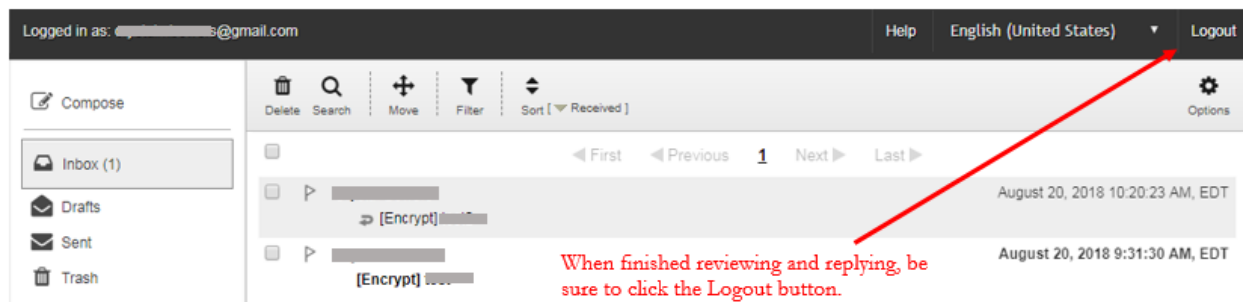
The message will open for your review. In addition to reviewing the message, you will be able to:

- ☐ Reply to the sender.
- ☐ Reply to everyone who was originally listed on the email.



When you are done reviewing and replying to secure messages, be sure to Logout (as shown in Figure 1.7).

Figure 1.7



Forgot Your Password?

Follow these steps to recover your lost or forgotten Smarsh Email Encryption password:






1. From the login page, click **Forgot your password?** (see Figure 1.8).
2. The Password Recovery page appears. In the Email Address field, enter your email address.
3. Click **Next**.
4. Enter the answers to the security question you created when you set up your account.
5. Click **Next**.
6. In the Password field, enter a new password.
7. In the Confirm Password field, re-enter the new password.
8. Click **Save**. Your password is changed.

Figure 1.8



Smarsh Email Encryption


Click the **Forgot your Password?** link to recover your login information.

Click a social network icon to log in with your social network account (your account ID must match your Smarsh Email Encryption email).

Or log in with your Smarsh Email Encryption email address and password below.

Email Address:

Password: 

Login

[Forgot your password?](#)