



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).

| COMPOSE | Primary | Social 2 new | Promotions 19 new | . + | |
|----------------------|---------|----------------------------|--------------------------|---------|---------|
| Inbox (7) Starred | | You have a new encrypted n | nessage from " | 1> - Sn | 9:20 am |
| | | 1 | | | |
| | | You will receive an en | al notification from the | | |

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

| Smarsh Email Encryption | 2 |
|--|-----------|
| " < @perstirling.com> has sent you an encrypted message via Smarsh Email En | cryption. |
| Subject : [Encrypt] test2 | |
| Sent : August 20, 2018 10:20:23 AM, EDT | |
| Expires : September 19, 2018 10:20:25 AM, EDT | |
| You have 30 day(s) left to collect this message before it expires. | |
| Click here to open | |
| If you do not see an HTML-formatted email above, copy and paste the link below into your browser: | |
| https://securemail.smarshbusinesscloud.com/login.html?msgUserId=43d73513fb0191c5&enterprise=cid_40022_ext&locale=en_US | |



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.

| To view this message, click the link below and use your activation code to create your Smarsh Email Encryption account. Once you've created your account, you can view your messages you receive from the second sec |
|--|
| Email: @gmail.com Activation Code: j |
| Click here to create your account and read your message |
| For Smarsh Email Encryption online help, visit: https://pr.ssm.echoworx.net/brand?act=download&entp=cid_40022_ext&locale=en_US&cat= Resource_Center&f=enx/help/index.html |

- 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.



| reate a New Smarsh Email E Back 4 | ncryption Account | Figure 1.3 |
|--------------------------------------|---|--|
| Enter your Registration Inform | nation | |
| * First Name: | Smarsh | |
| * Last Name: | Training | 1. Email Address and Activation Code |
| * Email Address: | s@gmai.com | should already be |
| * Activation Code: | | Enter the Activatio Code you received |
| Create a Password | | |
| * Password: | | • |
| Password Strength: | 305.42 | |
| * Confirm Password: | | • |
| elect your Challenge Quest | ons to asked to answer one or more of these questions. | |
| * Question 1: | Select a question | - |
| * Answer 1: | | 2. Complete the required fields |
| * Question 2: | Select a question | |
| * Answer 2: | | |
| * Question 3: | Select a question | / |
| * Answer 3: | | |
| Provide an alternate email ad | dress for password recovery Email Encyclion will send your password recovery informati | on to this address |
| * Alternate Email Address: | @perstirling.com | |
| * Confirm Email Address: | Operstirling.com | |
| Activate | - 3. Click Activate | |



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.



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

| @gmail.com | |
|-----------------------|---|
| Password: | ۲ |
| Login | |
| Forgot your password? | |



Smarsh Email Encryption



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.

| 🗷 Compose | Dotes Beach Hove Filter Son("FReceives) | | O Option |
|------------|---|--------------------------------------|---------------------------------|
| Inbox (1) | 8 | I First I Previous 1 Naor In Last In | |
| Drafts | Eroypt | | August 20, 2016 10:20:23 AM, ED |
| Sent Trash | Encrypt) | | August 20, 2018 5:31:30 AM, ED' |

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.

| Compose | Reply Move Print Save Celete | Ç. Options |
|-------------------|---|--|
| Inbox (1) Drafts | Smarsh Email Encryption | Business Solutions Fowered by Intermedia |
| Sent | Previous | Next D |
| | This message will expire after September 19, 2018 10:20:25 AM, EDT From: "Line of the sequence of the | |

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

Figure 1.7

| Logged in as: (aprintministers @gr | nail.com | H | Help | English (United States) | | Logout |
|---|----------------------------------|--|-------|-------------------------|---------|-----------------|
| Compose | Delete Search Move ₹ Filter Sort | [▼Received] | | | | O ptions |
| Inbox (1) | | ≪ First ≪ Previous <u>1</u> Next ► La | ast 🕨 | | | |
| Drafts | P Encrypt] | | / | August 20, 2018 10:2 | 20:23 / | AM, EDT |
| Sent | Encrypt] | When finished reviewing and replying sure to click the Logout button. | g, be | August 20, 2018 9:3 | 1:30 / | AM, EDT |



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

