

Children's Service

Secure Email Guide for external users

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Secure email Introduction

The London borough of Barnet uses secure email to communicate with its partners and the public when it needs to send information that is of a confidential nature.

When someone outside of the London Borough of Barnet network receives a secure email they will be asked to create a secure email account from which they will be able to view the secure email. This secure email portal can then be used to reply to the person sending the email, forwarding on to another @barnet.gov.uk email address or compose an brand new email to one or more @barnet.gov.uk email addresses.

Emails stored in your secure email inbox or sent from the secure email portal will only be kept for a period of 90 days after which they will be deleted.

Receiving a secure email for the first time

When you receive a secure email from the London Borough of Barnet to your email address you will see a message similar to this in your email inbox.

You have a London Borough Of Barnet Secure Email message from Person@barnet.gov.uk.

To view the secure message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on Mar 07, 2011 @ 05:45 PM (GMT).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://securemail2.messagelabs.com/s/e7b=barnet&m=ABBF6uBG0ncQ7pcKGnagUbBp&em=dt98pjk%40hotmail%2ecom>

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.messagelabs.com/email>

To view the secure email and any attachments click on the link in the email that says "To view the secure email, click here" which will take you to the London Borough of Barnet's secure email portal.

The screenshot shows the registration page for the Barnet London Borough secure email portal. At the top is the Barnet London Borough logo. Below it are four input fields: "Email Address:" (containing "Person@hotmail.com"), "Password:", "Re-enter Password:", and "Password Reminder Phrase:" (with a sub-instruction: "Choose a word or phrase that will help you remember your password."). There are "Cancel" and "Submit Password" buttons. To the right is a "Password Rules" box with the following text: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:" followed by a bulleted list: "Contain both alphabetic and numeric characters", "Contain both uppercase and lowercase characters", and "Contain at least one special character, such as: ~!@#\$\$%^&". At the bottom, there is a link for customer support: "For customer support, send an email message to Service_Desk@Barnet.gov.uk".

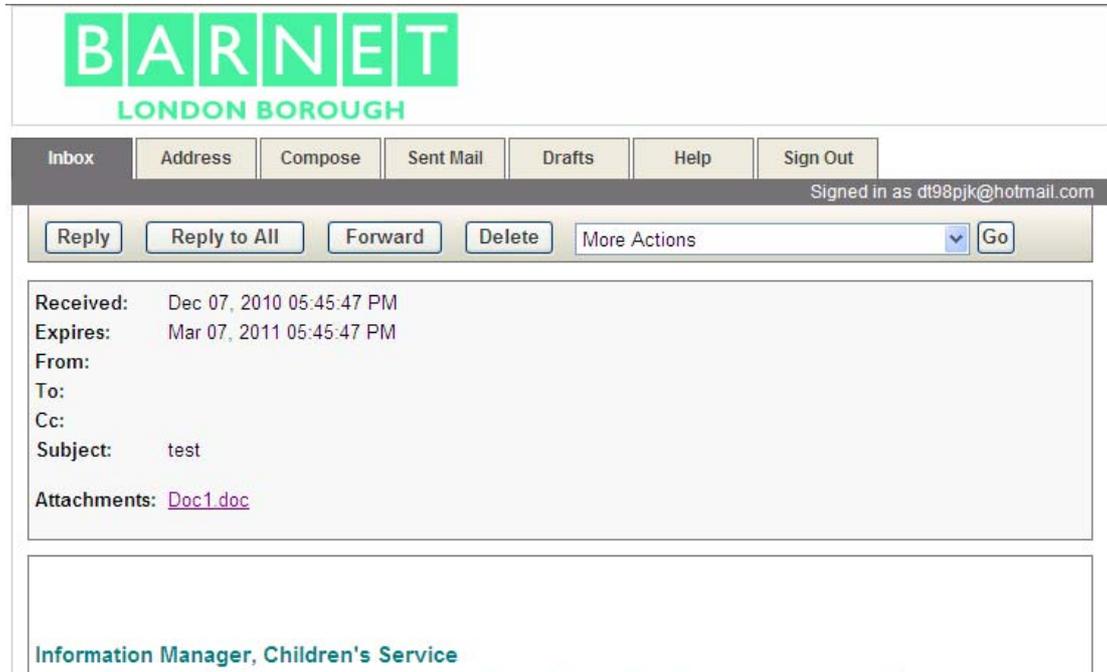
In order to view the secure email you have been sent you will need to create an account.

Your email address will automatically be entered into the Email address box and can not be altered this will become your user name.

Add a password into the password box and re-enter it into box below to confirm. The rules on the right of the screen will give you guidance on how to ensure your password is accepted as a "strong" password.

Choose a password reminder phrase, this will be emailed to you in the event you forget your password, then press "Submit Password"

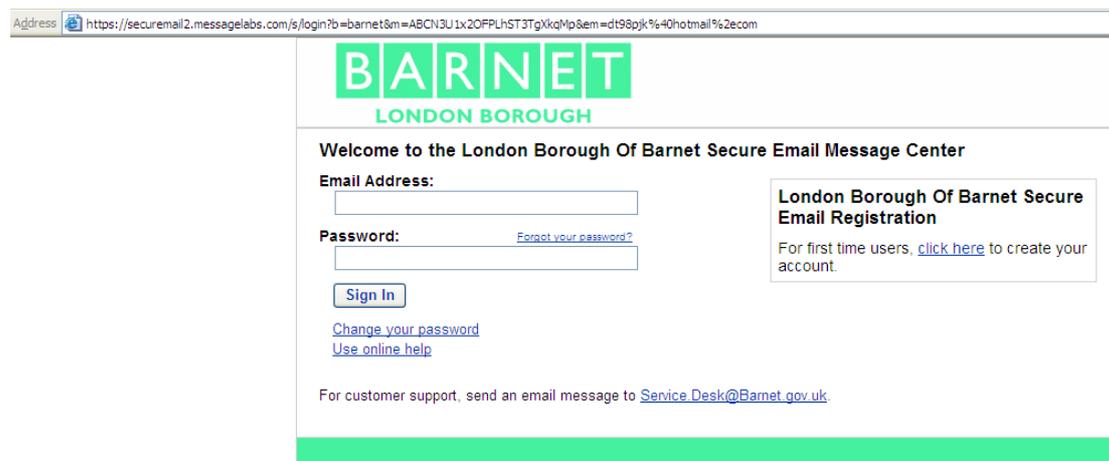
After you have logged on to the secure email system you will be taken to the email that was sent to you from the London borough of Barnet.



Its recommended that you save the address of the secure email portal as a favourite in internet explorer so you can log on to review or compose secure emails.

Logging on to the secure email portal

After you have created a secure email portal account you can log on at any time to review emails that have been sent to you or to compose new ones. To log on to the secure email portal go to the secure email web address and enter you email address and password.



The screenshot shows a web browser window with the address bar containing the URL: <https://secureemail2.messagelabs.com/s/login?b=barnet&m=ABCN3U1x20FPLhST3TgXkqMp&em=dt98pj%40hotmail%2ecom>. The page features the Barnet London Borough logo at the top. Below the logo, the heading reads "Welcome to the London Borough Of Barnet Secure Email Message Center". The login form includes an "Email Address:" field, a "Password:" field with a "Forgot your password?" link, and a "Sign In" button. To the right, a box titled "London Borough Of Barnet Secure Email Registration" contains the text: "For first time users, [click here](#) to create your account." Below the form, there are links for "Change your password" and "Use online help". At the bottom, a note states: "For customer support, send an email message to Service_Desk@Barnet.gov.uk."

If you can not remember your password click on the “forgot your password” link, this will send a password reminder to your regular email inbox.

Changing your password

If you would like to change your password go to the secure email portal login screen and click on the “change your password” link



Change Password

Complete the information below to change your password, then click Submit Password.

Email Address:

New Password:

Re-enter New Password:

New Password Reminder Phrase:
Choose a word or phrase that will help you remember your password.

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

For customer support, send an email message to Service.Desk@Barnet.gov.uk.

Enter your email address and what you would like your new password to be (the password rules on the right of the screen will help you to set a strong password). Re-enter the new password to confirm it and add a new password phrase that will prompt you to remember this new password. When you click on the “submit password” button an email will be sent to your email address with details on how to activate your new password.

Replying or forwarding a secure email

In order to reply to a secure email or forward one on to someone else, log on to the secure email portal and select an email from your inbox. You select an email by clicking on the description in the subject field.

The screenshot shows the Barnet London Borough secure email portal. At the top, the Barnet logo is displayed in green. Below the logo is a navigation bar with buttons for 'Inbox', 'Address', 'Compose', 'Sent Mail', 'Drafts', 'Help', and 'Sign Out'. A status bar indicates the user is signed in as 'dt98pjk@hotmail.com'. Below the navigation bar is a row of action buttons: 'Reply', 'Reply to All', 'Forward', 'Delete', and 'More Actions' (with a dropdown arrow), followed by a 'Go' button. The main content area displays the following email details:

Received: Dec 15, 2010 03:48:00 PM
Expires: Mar 15, 2011 03:48:00 PM
From: @barnet.gov.uk
To: @hotmail.com
Cc:
Subject: Test

Below the email details, there is a placeholder for the email body: 'G;sdfklghsdf;sf'. At the bottom, the contact information for the Information Manager, Children's Service is provided: 'Information Manager, Children's Service, London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP'.

Then select either reply or Forward.

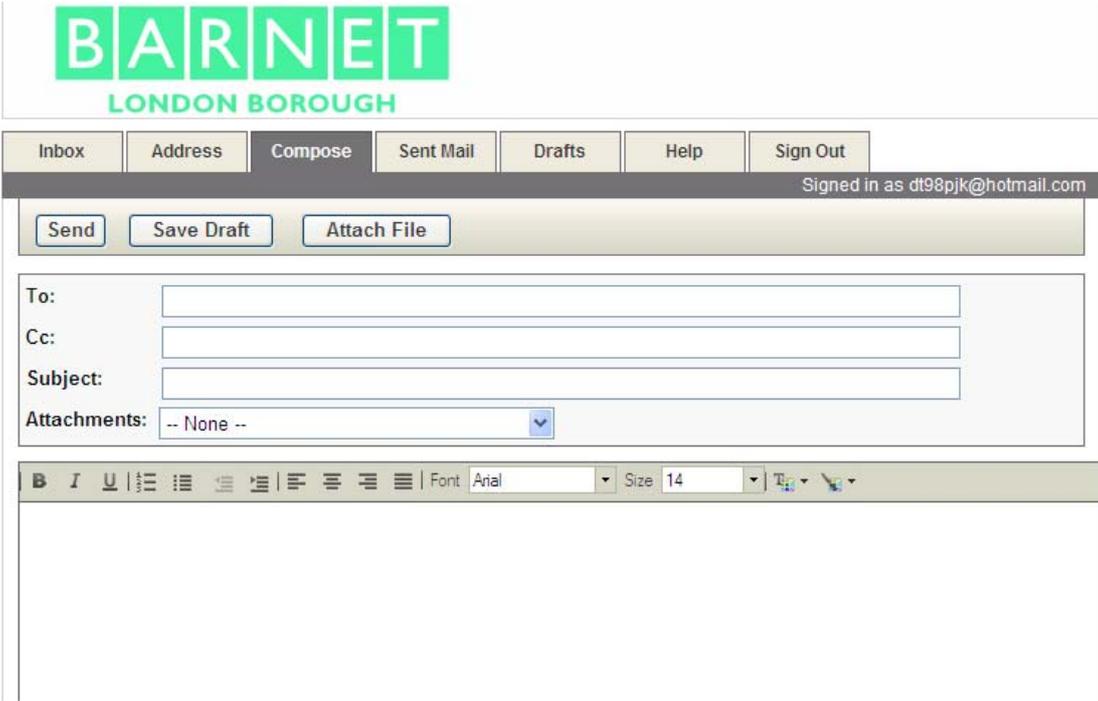
Replying will only allow you to respond to the person who sent you the email. You can not add anyone else to the email.

Forwarding will allow you add a new email address to send the email to. You can only forward messages from the secure email portal to email addresses that end in @barnet.gov.uk.

Composing a new secure email

In order to send a brand new message log on to the secure email portal and select compose.

You can only use the secure email portal to send emails to email addresses that end in @barnet.gov.uk



The screenshot shows the 'Compose' interface of the Barnet London Borough secure email portal. At the top, the 'BARNET LONDON BOROUGH' logo is displayed. Below the logo is a navigation bar with tabs for 'Inbox', 'Address', 'Compose', 'Sent Mail', 'Drafts', 'Help', and 'Sign Out'. The 'Compose' tab is active. In the top right corner, it says 'Signed in as dt98pjk@hotmail.com'. Below the navigation bar are three buttons: 'Send', 'Save Draft', and 'Attach File'. The main area contains fields for 'To:', 'Cc:', 'Subject:', and 'Attachments:'. The 'Attachments' field shows '-- None --'. Below the fields is a rich text editor toolbar with icons for bold, italic, underline, bulleted list, numbered list, indent, outdent, link, unlink, font color, background color, font face (Arial), and font size (14). The text area below the toolbar is empty.

Complete the page as you would a normal email and when ready press the "send" button.

If you make a mistake when adding a new email address and send an email to an invalid email **address you will not receive a failure message**, if you need to confirm that the email has arrived follow up the secure email with an un-secure email or by telephone.

Adding an attachment

To add an attachment to an email select “Attach file” when replying or forwarding an email. Use the browse button to find files and then the add file button to add them to the attachments list. When you have added all the files you want to the attachments list select the “attach” button.

The screenshot shows the BARNET LONDON BOROUGH email interface. At the top, there is a navigation bar with buttons for 'Inbox', 'Address', 'Compose', 'Sent Mail', 'Drafts', 'Help', and 'Sign Out'. Below this, the 'Attach File' section is active. It contains the following elements:

- Attach File** header.
- Instructions: "To attach a file, browse to each file you want to attach, then click Add File. Click Attach when finished. You may attach as many as 10 files up to a total of 75 MB."
- Attach Files:** A text input field followed by a "Browse..." button.
- Add File** button.
- Attachments:** A list box containing "Doc1.doc" and a "Remove File" button to its right.
- Attach** button at the bottom.

Additional help

For more information please refer to the help tab within the secure email portal