

# Message Encryption, Portal Delivery

## User Quick Reference

Postini Message Encryption allows you to send secure, encrypted messages to any recipient.

Use this reference to get started using Message Encryption. For more information, contact your mail administrator.

### How Message Encryption Works

Your message is sent securely in three steps:

First, you send the message securely through your mail client, such as Microsoft Outlook or Lotus Notes.



Next, your recipient is notified that there is a message waiting.



Last, your recipient uses a web browser to read your message securely.



### Why Use Message Encryption?

Message Encryption secures sensitive messages so they cannot be intercepted. It is easy to use and no new software is required.

When you send an email message, the message goes through third-party network providers before it reaches your recipient. It is possible to intercept and read the mail along the way. The best way to protect confidential messages is to encrypt them as they pass through the Internet.

#### Use Message Encryption to:

- ◆ **Increase Confidence:** You can increase confidence with your recipients by assuring that private information is kept safe.
- ◆ **Comply with Policy:** Many regulatory agencies (such as HIPAA) and policies suggest or require a privacy policy for email security.

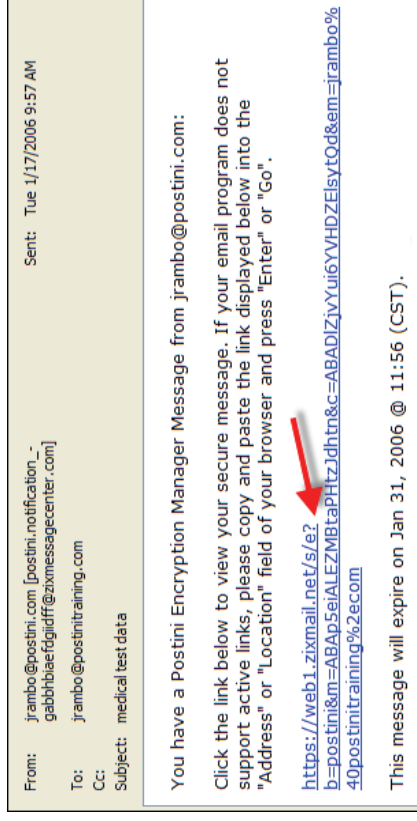
### How to Use Message Encryption

Using Message Encryption is simple. Write your message as usual in your mail client. You can decide for each message whether to use Message Encryption:

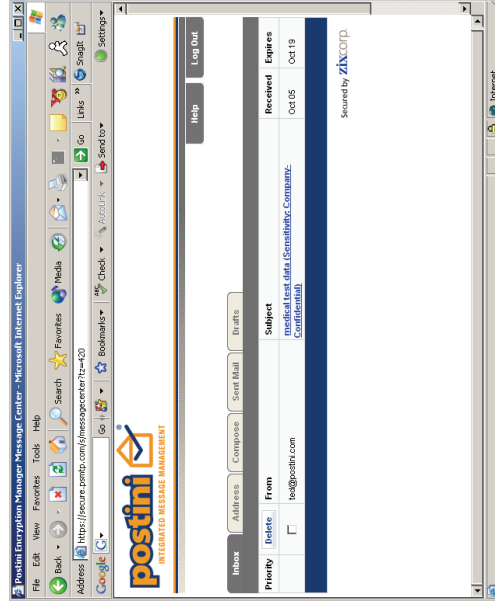
- ◆ If you are using Microsoft Outlook, go to Options for the message and set Sensitivity to "Confidential".
- ◆ If you are using another mail program, or if you have trouble setting Sensitivity, put the exact phrase "Sensitivity: Company-Confidential" in the subject line of the message.

## What Your Recipient Will See

Your recipient will receive an email notification, with a link to the Message Encryption secure web portal.



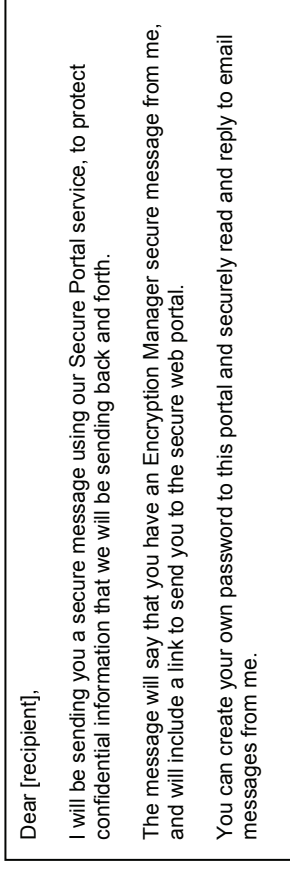
In this portal, your recipient will set a secure password if needed, and then log in. Your recipient can read the message, and can reply to you securely.



## Best Practices

**Send Yourself a Test Email.** Before you use Message Encryption, try it out! Send a secure test message to an outside email address, such as your personal Gmail account.

**Notify Your Recipient.** The first time you send mail to a recipient, let them know what to expect. Here is a sample email message you can send:



## Frequently-Asked Questions

### Is any special software required?

No. Message Encryption uses a normal mail client and web browser to send and receive the message.

### What if the message isn't read?

Messages expire after 14 days. If your message isn't read during that time, you'll receive an email notification.

### Can I send file attachments?

Yes! You can send attachments. Your recipient will be able to download any attachments you send securely.

### Does the recipient need to set a password every time?

No. Each recipient only needs to set a password once. After that, anyone in your company can send secure messages to that recipient and the recipient can use the same password to view them.

### Where can I get more help?

Contact your mail administrator for further questions or help.