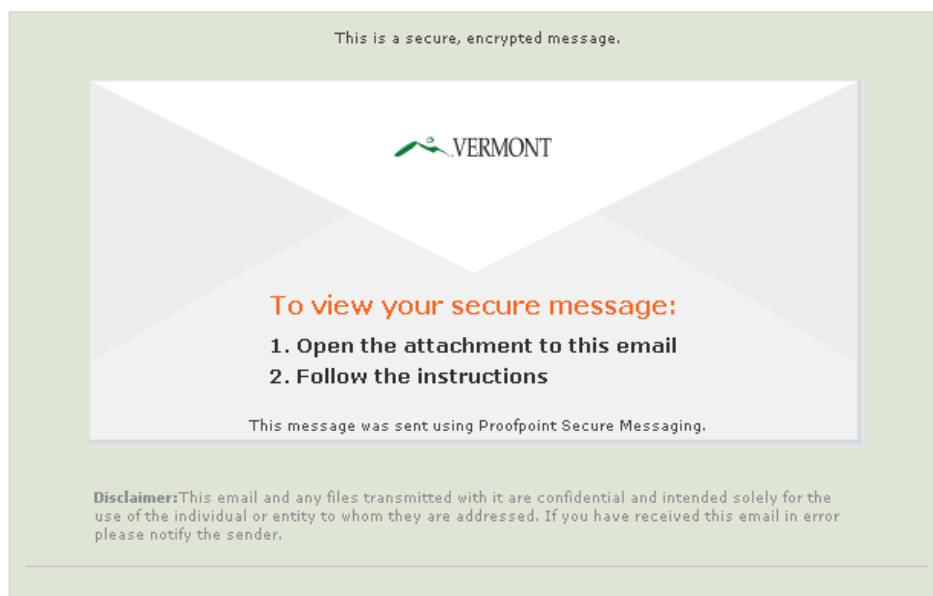




## Vermont Agency of Human Services Email Encryption Notice to Contractors, Grantees, Designated Agencies, Federal Entities, and other recipients of AHS email

Starting 6/29/2009 the Agency of Human Services will encrypt all email containing confidential information to recipients outside state government. If you receive one of these encrypted email messages, it will look similar to the following example:



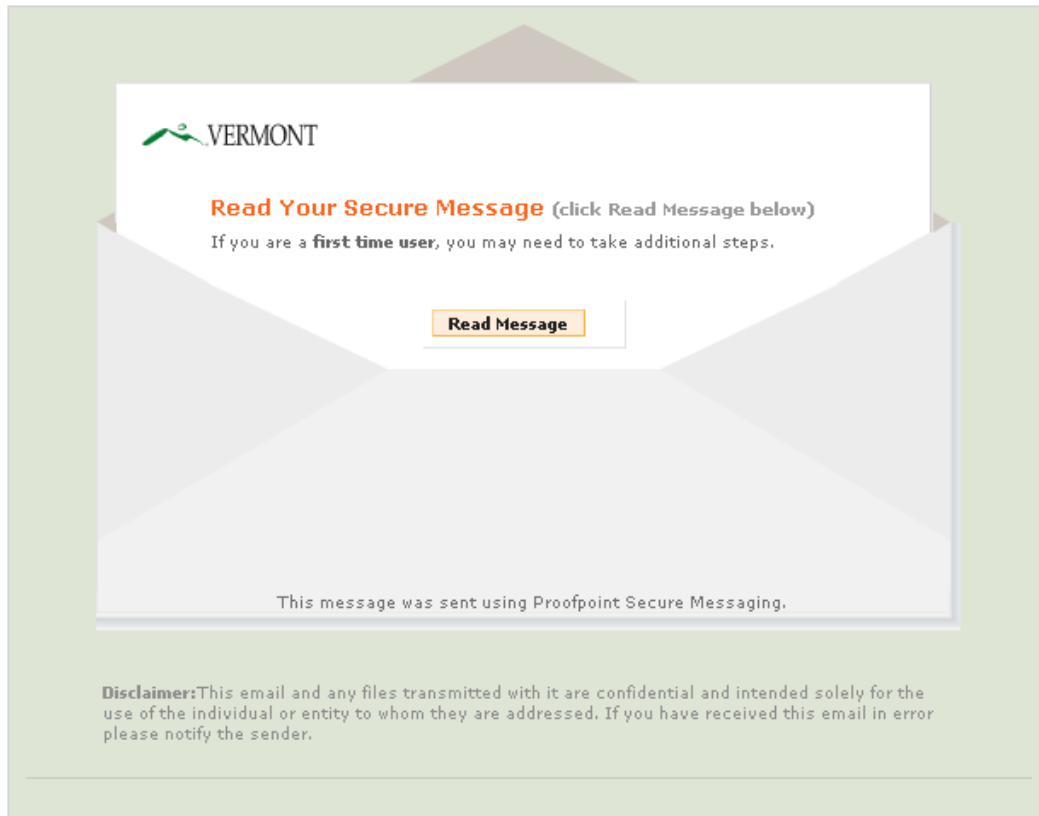
If your email program does not show graphics, the small Vermont logo will be replaced with “State of Vermont Secure Email” text on the envelope above. Most computers and browsers are capable of opening these encrypted messages, however, some internet enabled smartphones do not have sophisticated enough internet browsers to decrypt the message. In those cases you may need to use a computer instead of the smartphone.

### Enrollment

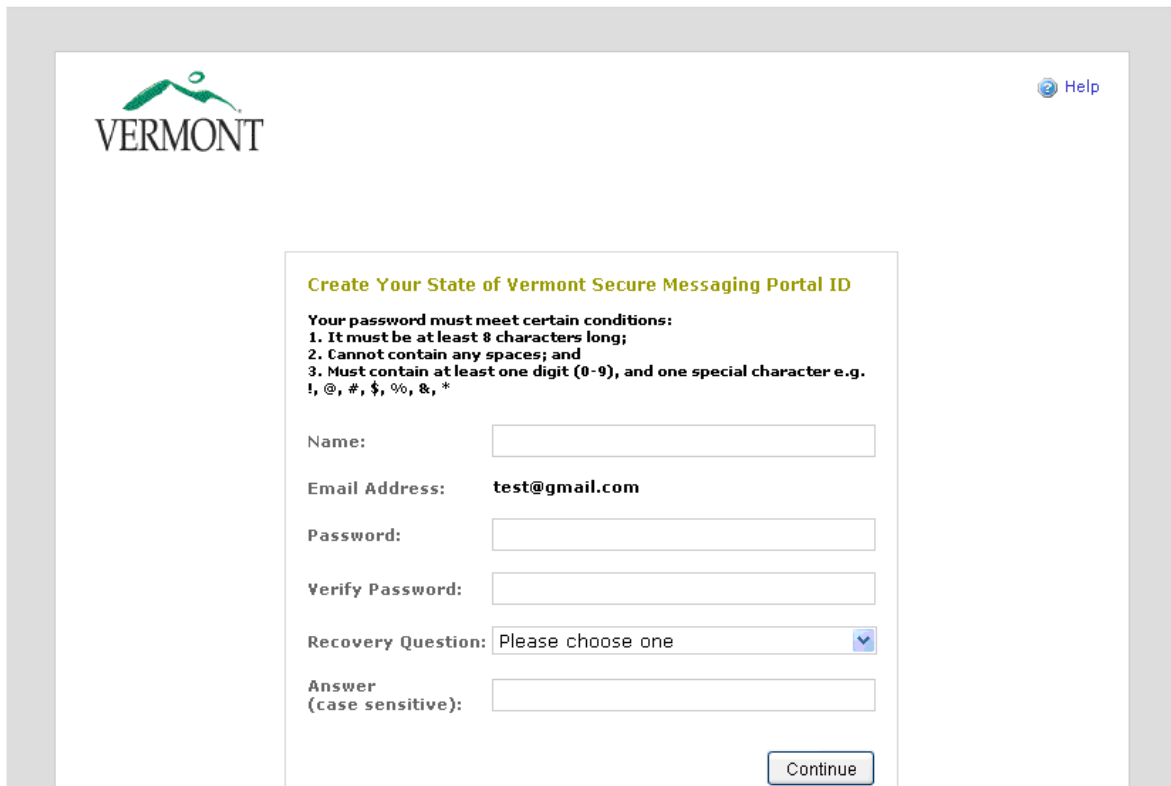
The first time you receive an encrypted email, you will need to enroll (register and pick a password). You only have to enroll one time.

The encrypted message notification has an attachment called **message\_zdm.html** that you will need to use to enroll. Download and open the attachment. (Note: Gmail users should pick ‘view’.)

The attachment should open in an Internet browser window as shown in the following sample screen:



Next, click on the 'Read Message' button and you will see an enrollment screen:

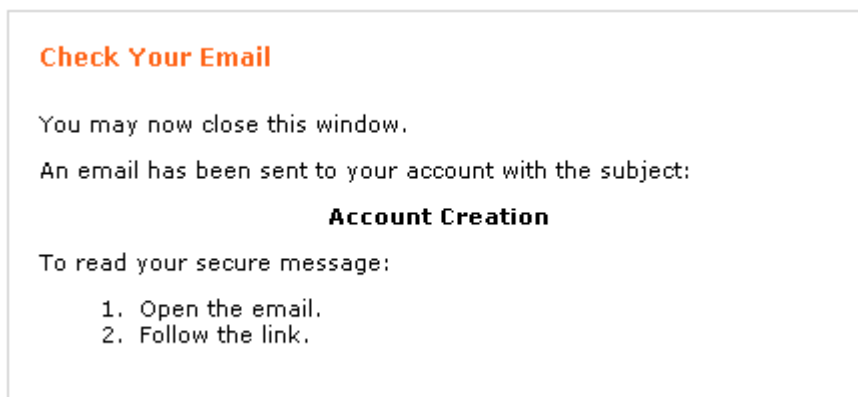


In the Name field, enter your first and last name.

In the Password field, enter a password you will use to read secure email messages from AHS in the future.

*Note: the password must be 8 characters or longer, cannot contain space or tab, must have at least one number, and must have at least one special character such as !, @, #, \$, %, ^, &, or \**

Pick a password recovery question and type in the answer. If you forget your password you can use this question to reset your password. If you forget your answer to the password recovery question, there is a link to reset your password using a one-time email link. Try to pick password recovery questions that people cannot figure out about you easily. Next, you will see:



As the message suggests, go ahead and close the internet browser window and wait for the Account Creation email to arrive in your inbox. When it arrives, open the email and click on the enclosed link to finish creation of your account.

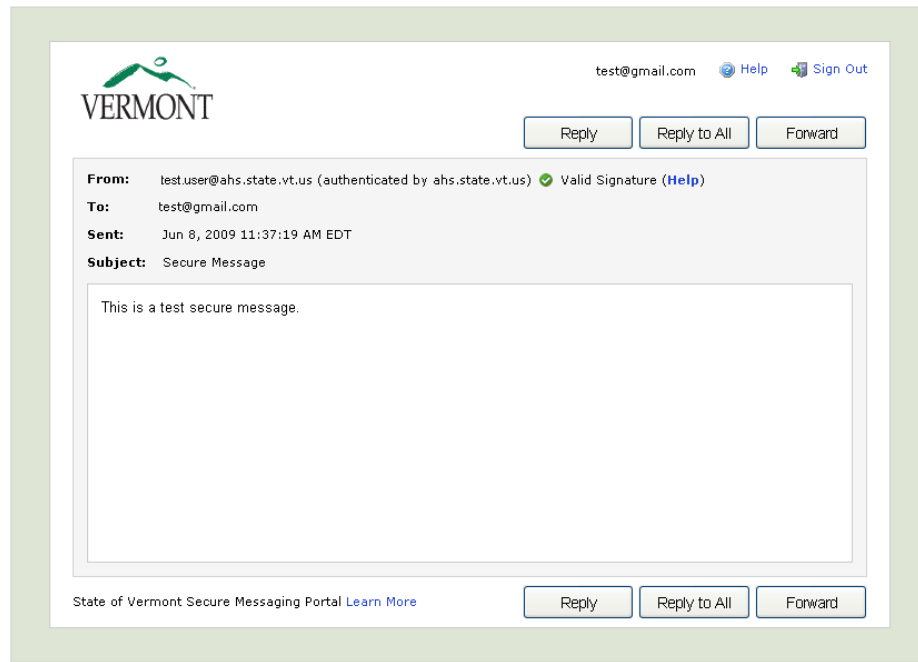
This enrollment link will only be required one time and finishes establishing your account. Once the account is finished it will display your first secure message. If you close this message, you will need to go back to the original message\_zdm.html attachment.

### Opening and Reading Encrypted Email

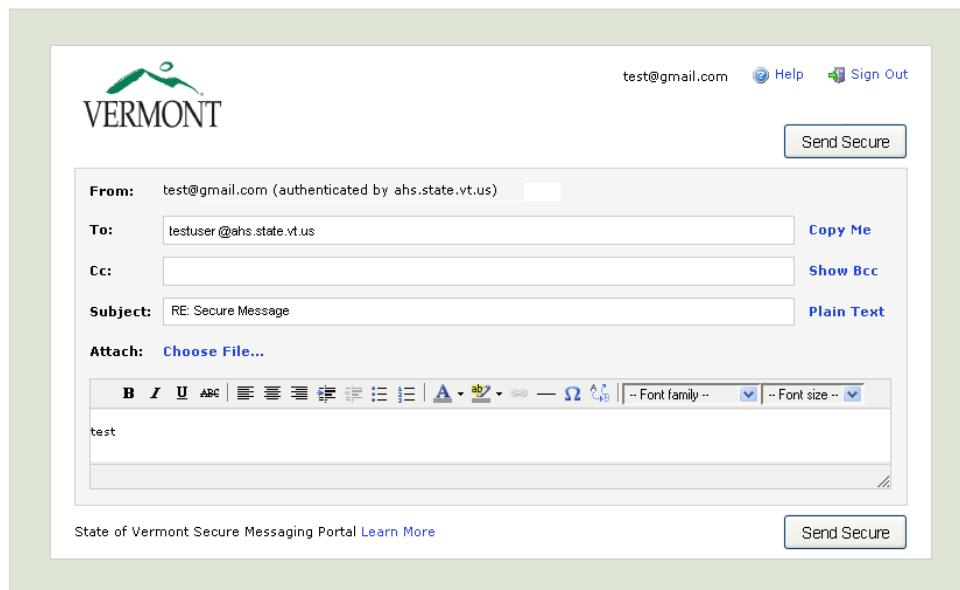
To read encrypted messages in the future, open the **message\_zdm.html** attachment. Every time you read an email from this point forward you will only need to enter the password you have set up so be sure to remember it.

Your encrypted messages are stored in your email program. However, the key is stored at AHS and you must have an active internet connection to open the encrypted email. If you wish to keep an offline unencrypted copy, save it after decryption by using "Save As..." or print it.

Here is what it looks like when you read a secure email message:



When you receive an email, you can securely reply, reply to all, or forward the message. Note, the secure email system does not allow you to forward or cc mail to anyone other than people with a Vermont state email address. This is done to prevent people from using our system to send out undesired spam messages. Here is what it looks like when you click the reply button:



The email editor allows you to edit the body of the message and even attach documents if you wish. Click the ‘Send Secure’ button at the top or bottom of the window to securely send the email reply.

If instead you wish to initiate secure email to an AHS employee without replying to an existing message, use this address: <https://securemail.vermont.gov/login> .

Please send any questions about this email encryption solution to: [emailencryption@ahs.state.vt.us](mailto:emailencryption@ahs.state.vt.us)