

# **Department of Banking and Finance (DBF) Secure Message Center**

## **DBF Secure E-Mail Procedures**

This document contains information proprietary  
to the Georgia Department of Banking and Finance  
and shall not be provided to those persons without the need-to-know

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## *Introduction*

The Georgia Department of Banking and Finance has a secure electronic mail system to protect the integrity and confidentiality of information being transmitted through the Internet. The privacy of business communication is important to us and we want to ensure that your information stays private.

To meet industry best-practice standards, all confidential e-mail communication you receive from us will take advantage of Ironport/Cisco's encryption services. Ironport/Cisco's easy-to-use e-messaging protection makes it easy for you to both receive and read all of our encrypted communications - whether you are a Ironport/Cisco customer or not.

This solution secures and encrypts all email communications when designated by the DBF email user. Any DBF employee can initiate secure e-mail to anyone else with an Internet e-mail address. Recipients of these e-mails can retrieve and reply securely to the messages by doing the following:

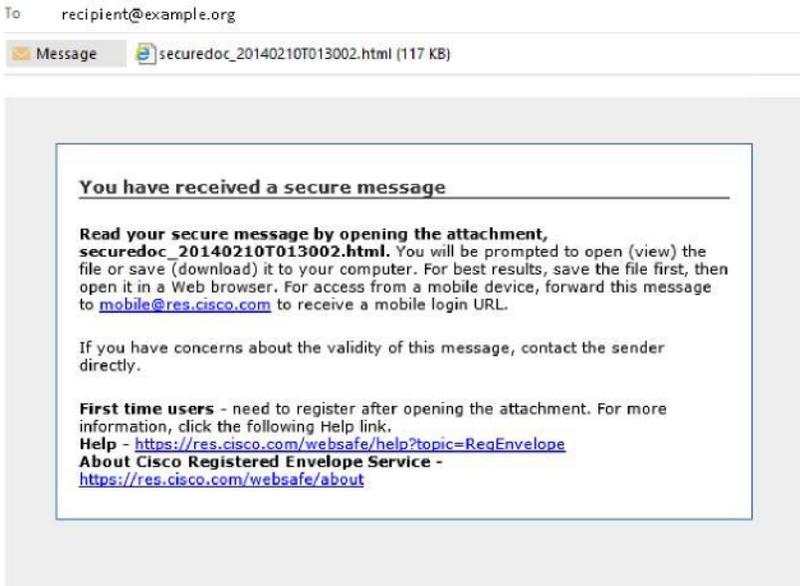
1. You will receive an email notification that a secure message is waiting for you at the DBF Secure Message Center web site.
2. This notification will instruct you to go to the message center where you will:
  - Register an account
  - Read the secure email
  - Respond to the email

Account registration is a one-time process. The details of this process are described in the following pages.

## Receiving DBF Secure Messages

Your secure message will look like the message below.

### Notification Email Message with Encrypted Message File Attachment



The notification email message includes the file attachment, which contains both the Registered Envelope and the encrypted content.

### Step One: Opening a secure message for the first time

When you receive a Registered Envelope notification message, you need to open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (`securedoc_dateTtime.html` where date and time represent the time stamp appended at the time the mail is sent), and save it to your hard drive before opening it, as shown here.

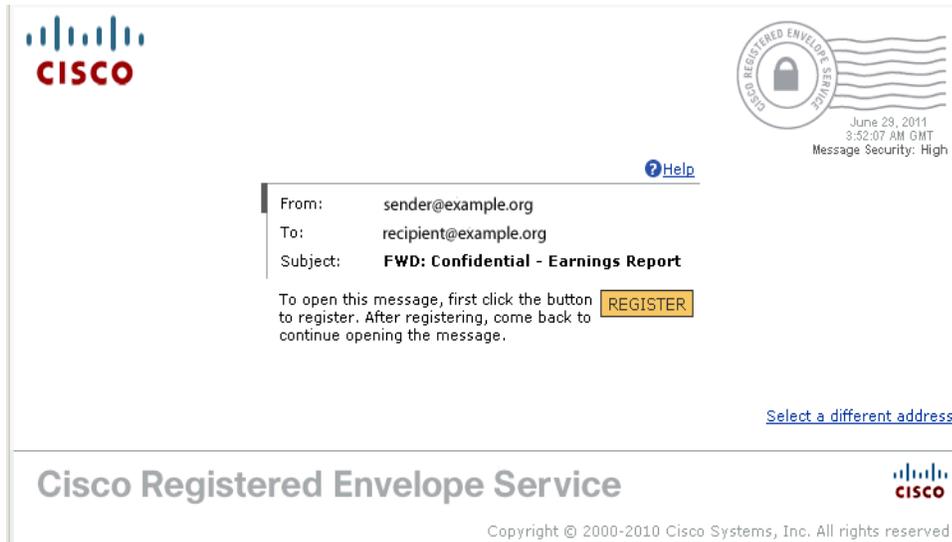


**NOTE:** The dialog box for saving an attachment may look different, depending on your email program, and whether you use a web mail site, such as Yahoo! Mail, Gmail, or Hotmail.

## Step Two: Open the Attached File in a Web Browser

Open the attached file (securedoc\_dateTime.html where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

The Registered Envelope is displayed.



## Step Three: Click the Register Button to Enroll with the Service

Click the Register button on the Registered Envelope to enroll with Cisco Registered Envelope Service.

The screenshot shows the "NEW USER REGISTRATION" form. At the top, there is a note: "To assure future messages from this service are not accidentally filtered out of your email, please add 'DoNotReply@res.cisco.com' to your Address Book or Safe Sender List." followed by an asterisk indicating a required field. The form is divided into several sections: "Enter Personal Information" with fields for "Email Address" (pre-filled with bob@example.com), "Language" (pre-filled with English (US)), "First Name\*", and "Last Name\*"; "Create a Password" with fields for "Password\*", "Confirm Password\*", and "Personal Security Phrase\*" (with a checkbox for "Enable my Personal Security Phrase."); "Time" with fields for "Time Format" (pre-filled with 12 Hour) and "Time Zone" (pre-filled with -- Select One --); and "Select 3 Security Questions" with a "Show" button and three sets of "Question", "Answer", and "Confirm Answer" fields. At the bottom of the form is a yellow "Register" button.

Complete the online registration form and click the Register button at the bottom of the page to create a user account. There is no charge to enroll with and use the service.

After you complete the form and click Register, the following confirmation page is displayed.

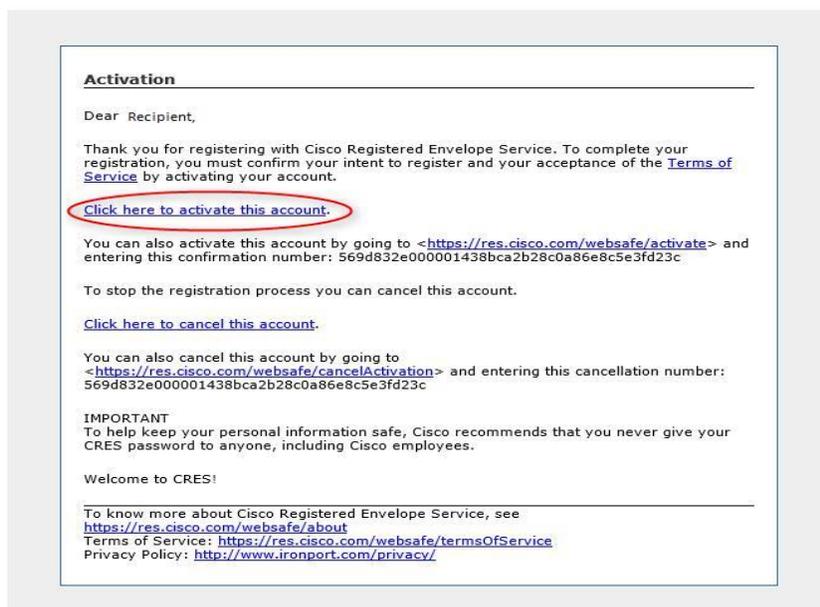


### Step Four: Activate Your CRES Account

Check your email inbox for an activation message from the service. If the email is not in your inbox, check the spam or junk email folder in case the activation message was filtered. The following example shows a typical activation message.



To Recipient



In the activation email message, click the link to activate your user account.

The following confirmation page is displayed.



English ▾

### EMAIL ADDRESS CONFIRMED

You have activated the account for recipient@example.org. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

## Cisco Registered Envelope Service

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### *Step Five: View the Registered Envelope Again and Enter Your Password*

Return to the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place, as shown here.

The screenshot shows the Cisco Registered Envelope Service interface. At the top left is the Cisco logo. On the right, there is a circular seal with a padlock and the text "CISCO REGISTERED ENVELOPE SERVICE". Below the seal, the date and time are shown as "June 28, 2011 8:51:38 PM GMT" and "Message Security: High". The main content area contains a message header with the following fields: "From: sender@example.org", "To: recipient@example.org", "Subject: FWD: Important message", and "Password:" followed by a text input field. Below the password field is a link "Forgot password?". To the right of the password field is a "Personal Security Phrase" section with the text "Your personal phrase is not enabled on this machine." and a "More info" link. Below the password field are two checkboxes: "Remember me on this computer." and "Enable my Personal Security Phrase.". At the bottom center of the main content area is a yellow "OPEN" button. Below the "OPEN" button is a link "Select a different address" and a note "If you experience problems opening this message, try to Open Online". At the bottom of the page is the "Cisco Registered Envelope Service" logo and the copyright notice "Copyright © 2000-2010 Cisco Systems, Inc. All rights reserved."

Enter the password for your Cisco Registered Envelope Service user account, and click **OPEN**.