

2015

South Carolina Workers'
Compensation
Commission

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Information Services

SECURE EMAIL USER GUIDE

The South Carolina Workers' Compensation Commission installed Secure Web Mail, a secure email account offered by the State of South Carolina through the South Carolina Information Sharing & Analysis Center. This document is a user guide for how to retrieve and send secure emails via the State of South Carolina Secure email account

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Synopsis

In April 2015, South Carolina Workers' Compensation implemented the use of McAfee Secure Web Mail service as a method to secure personal identification information to and from all parties for workers' compensation communication. This system replaced PGP Web Messenger email encryption service.

This document explains how to retrieve secure messages and manage your secure email account.

Details

Secure Web Mail is a secure email account offered to you by the State of South Carolina through the South Carolina Information Sharing and Analysis Center.

You will use an Internet browser (e.g. Internet Explorer, Chrome) to access any email sent to you.

Group Email Issues

Group Email accounts have known issues with retrieving secure emails. Group emails have individual user email addresses attached to the group name. The sender cannot resolve the individual email addresses attached to a group name. Only one copy of the email is delivered to the group. Therefore, each user who opens the email locks the email with their web messenger account and passphrase. The resolution to this issue, which is not a recommendation but is a work around, is to have a single passphrase for the group email account. This group passphrase would need to be maintained and secured by the users of the group email.

The recommended method would be to send individual emails to each email address in the blind copy box rather than to a group email. It is understood that the reason for group emails is the ease in maintenance of the group. This is only stated for informational purposes as a work around if group emails are required by recipients of secure documents from South Carolina Workers' Compensation Commission.

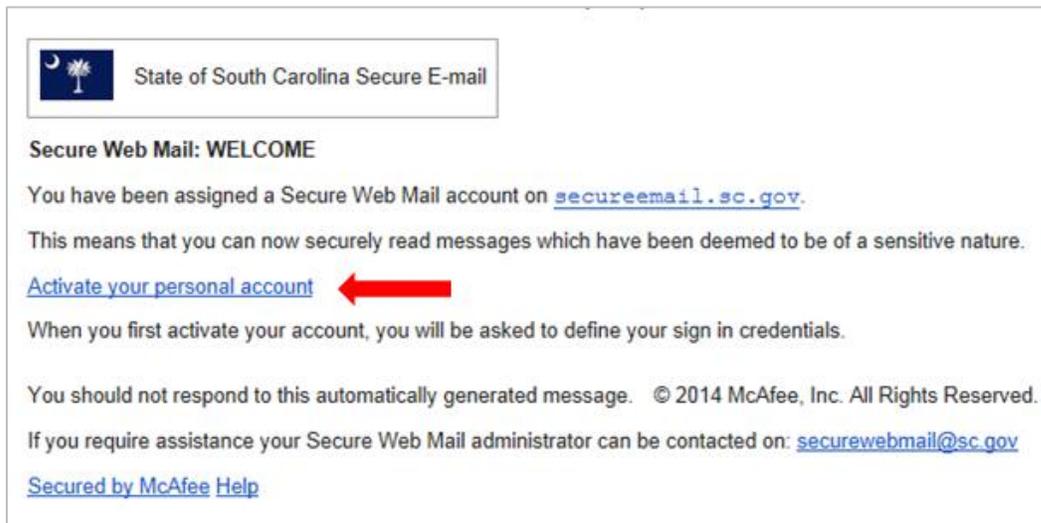
Setting up your Secure Email Account

1. **The first time you receive a secure email, you will also receive a welcome email.**

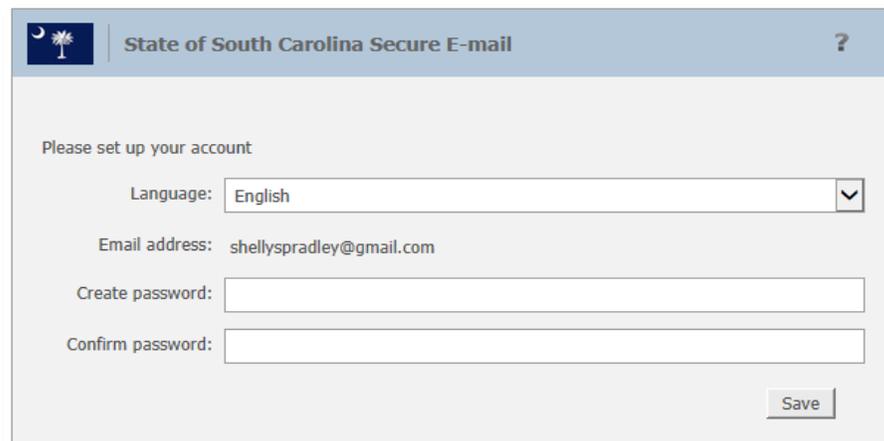
The information contained in the welcome email will be used to set up a secure email server account, which is necessary to retrieve and view the message.

Click on the welcome email to begin the process of creating your account.

2. **Click on the “Activate your personal account” link contained in the welcome email.**



3. **Next, you will be prompted to create a password for your secure mail server account.**



The screenshot shows a web form titled "Please set up your account" with the South Carolina state logo and a question mark icon in the top right. The form contains the following fields: "Language:" with a dropdown menu set to "English", "Email address:" with the value "shellyspradley@gmail.com", "Create password:" with an empty text box, and "Confirm password:" with an empty text box. A "Save" button is located at the bottom right of the form.

Note: the password for your secure mail account must contain the following:

- Minimum of eight characters
- Minimum of one letter (A-Z)
- Minimum of one special character (Example: !@#\$)
- Minimum of one number (0-9)

4. **Next, you will be prompted to answer five security questions.**

Once you have successfully created your password, you will need to answer the five security questions that appear on the next screen, as seen below, and then click “Save.” These questions will be used to help reset a forgotten password. You may change the questions by choosing the down arrow next to each question.



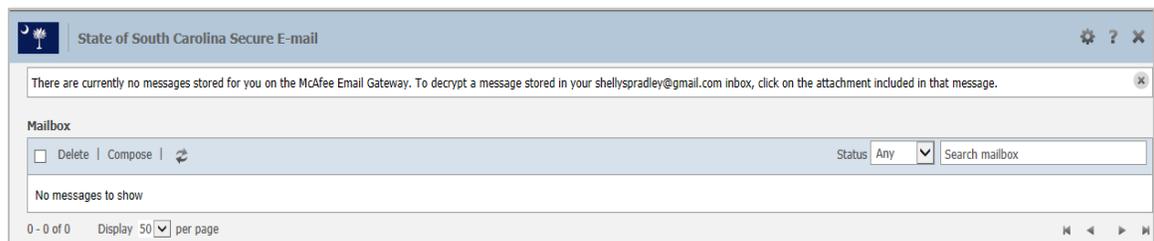
The screenshot shows a web browser window titled "State of South Carolina Secure E-mail". The page content includes a "Security Questions" section with the instruction: "Select and answer 5 questions to help you reset a forgotten password." There are five questions, each with a dropdown menu for selection and a text input field for the answer:

- Question 1: "In what city did you meet your spouse/significant other?"
- Question 2: "What was your childhood nickname?"
- Question 3: "What is the name of your favorite childhood friend?"
- Question 4: "What is your oldest sibling's birthday month and year? (e.g. January 1900)"
- Question 5: "What is the middle name of your youngest child?"

At the bottom right of the form is a "Save" button, and at the bottom left is a "Disclaimer" link.

5. **You will now be directed to the secure email page.**

Once you have saved the answers to your security questions, you will be directed to the secure email page, as seen below, which is your secure mail inbox.

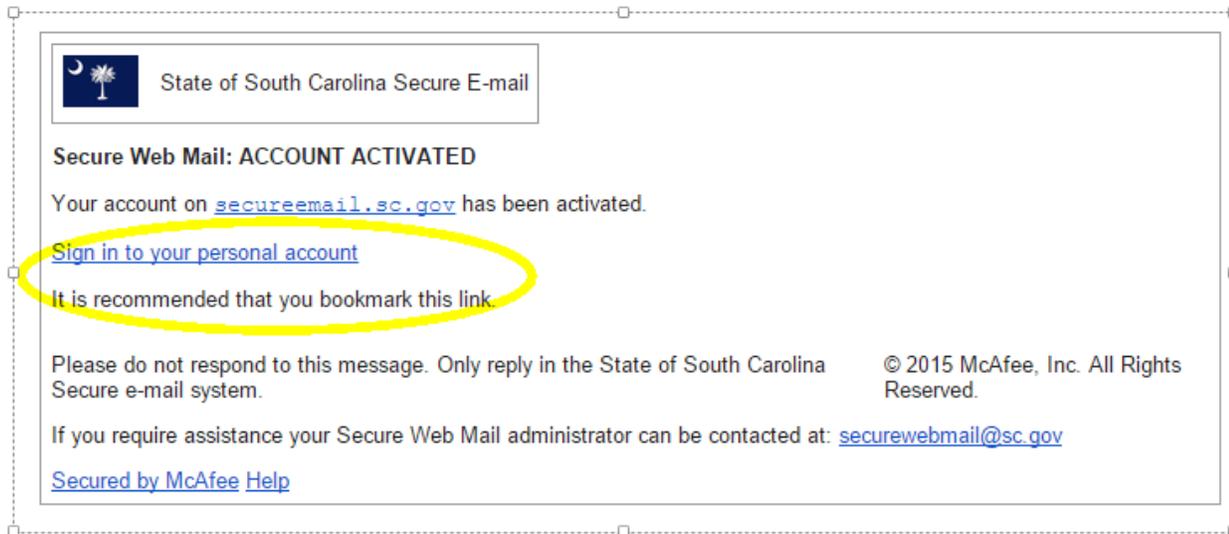


The screenshot shows a web browser window titled "State of South Carolina Secure E-mail". The page displays a message notification: "There are currently no messages stored for you on the McAfee Email Gateway. To decrypt a message stored in your shellyspradley@gmail.com inbox, click on the attachment included in that message." Below this is a "Mailbox" section with a toolbar containing "Delete", "Compose", and a refresh icon. To the right of the toolbar are "Status: Any" and a "Search mailbox" input field. The main area shows "No messages to show". At the bottom, it indicates "0 - 0 of 0" and "Display 50 per page".

Activation Email

Once your account is created, you will receive an email stating; “account activated.” If you do not wait for the welcome email and instead attempt to download the secure email, you will receive a prompt stating that your account has not been activated.

The Activation Email will contain a link to your personal account. It is recommended that you bookmark this link. Please note, the link will be unique for each user.



How to Retrieve Secure Email Messages

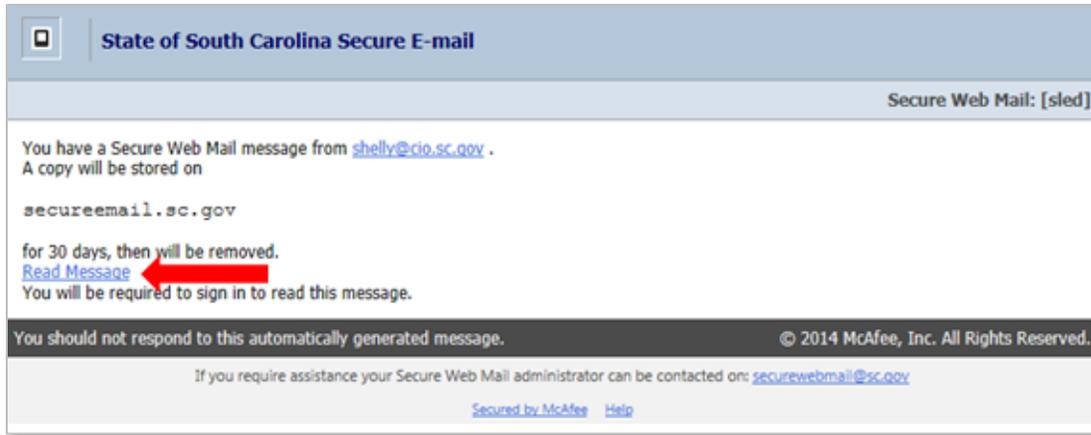
Now that you have successfully created your account you are ready to open the secure email message in the inbox of your email account.

1. **Click the link found in the secure email notification to log in and view the message.**

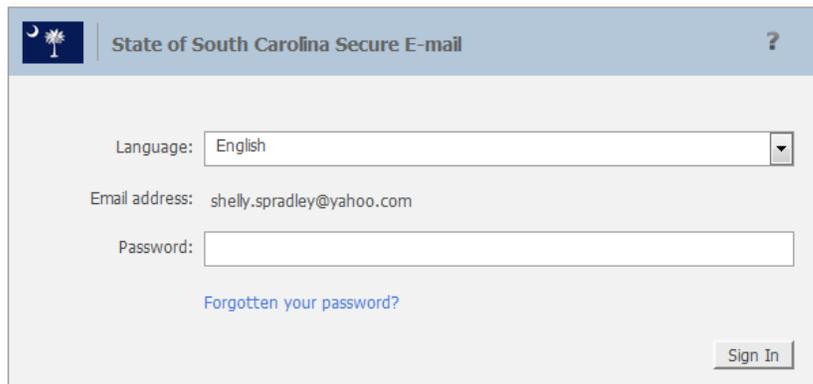


2. **From your inbox, click on the “Read Message” link to open your secure email.**

Please note the email will be automatically deleted 30 days after it has been received by the secure server and cannot be restored.



3. You will be prompted to enter the password you created earlier.



4. Your secure email will now be displayed.

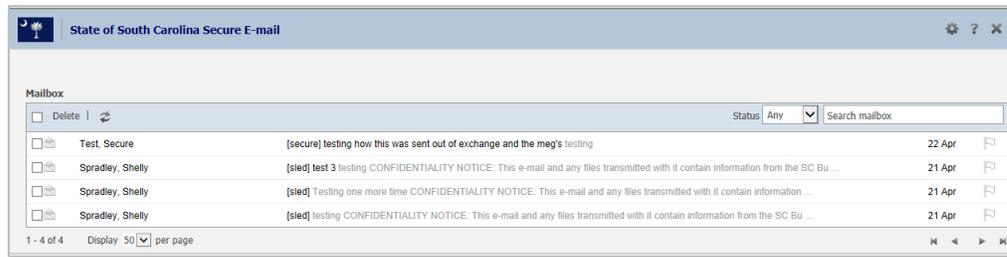


From this screen you can perform the following functions; reply, reply all, delete or print. If there is an attachment, you will be able to open the attachment and either save or print the

attachment. Note: You will not be able to forward, copy (CC) or blind copy (BCC) a secure email.

5. Click the “Back to mailbox” link if you have other secure emails to view.

If you have other secure emails you need to read, click the “Back to mailbox” link as shown in the screenshot above. Doing so will take you back to your inbox, as shown below, on the secure mail server.



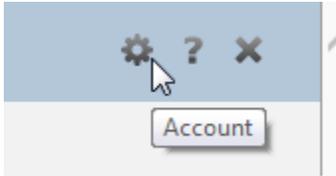
Message Options

The options available for editing web messages are:

1. Reply/Reply to all - Click one of these options to send a response to the sender.
2. Delete - Click this option to remove the message.
3. Print - Click this button to access your browser's print functionality.

Managing Account Settings

1. Log in to your SC Secure Email account
2. Click Account on the upper right side of the page.



3. Account information is displayed. You may view Sign In Activity and change your Passphrase and security questions from this page.

A screenshot of the 'Account' settings page in the SC Secure Email interface. The page has a blue header with the text 'State of South Carolina Secure E-mail' and navigation icons. The main content area is titled 'Account' and contains several sections: 'Sign In Activity' showing the last sign-in time and a 'Details' link; 'Message Delivery' with a checkbox for outgoing messages; 'Message Storage' with a selected option 'Store messages on the McAfee Email Gateway'; 'Password Reset' with three input fields and a list of password requirements; and 'Security Questions' with five questions and edit icons. At the bottom are 'Save' and 'Cancel' buttons.

Account

Sign In Activity
Last sign in: 06 May 10:39 [Details](#)

Message Delivery

Send me a copy of outgoing messages

Message Storage

The administrator chose the following storage method for you:

Store messages on the McAfee Email Gateway [?](#)

Password Reset

Old password:

Create password:

Confirm password:

Passwords must contain:

- Minimum of 8 character(s)
- Minimum of 1 ALPHA (A-Z) character(s)
- Minimum of 1 special (not A-Z, 0-9) character(s)
- Minimum of 1 number(s) (0-9)

Security Questions

Select and answer 5 questions to help you reset a forgotten password.

In what city did you meet your spouse/significant other? [✎](#)

What is your oldest sibling's birthday month and year? (e.g. January 1900) [✎](#)

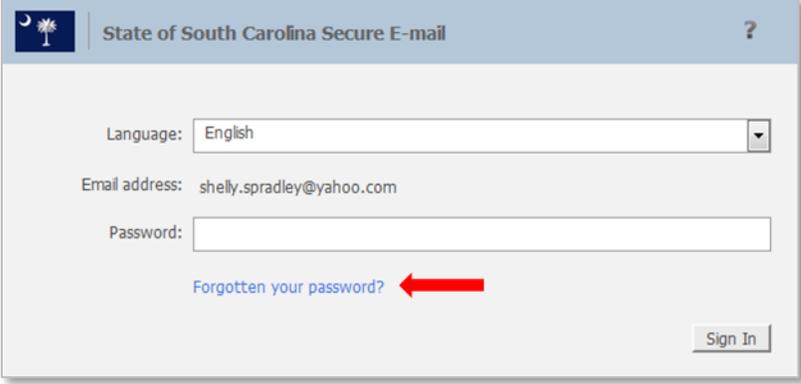
What is the middle name of your youngest child? [✎](#)

In what city or town did your mother and father meet? [✎](#)

What was your first school? [✎](#)

Resetting Your Password

1. If you forget your password, you can have it reset by selecting the “Forgotten your Password?” link on the Secure Email login page.



State of South Carolina Secure E-mail

Language: English

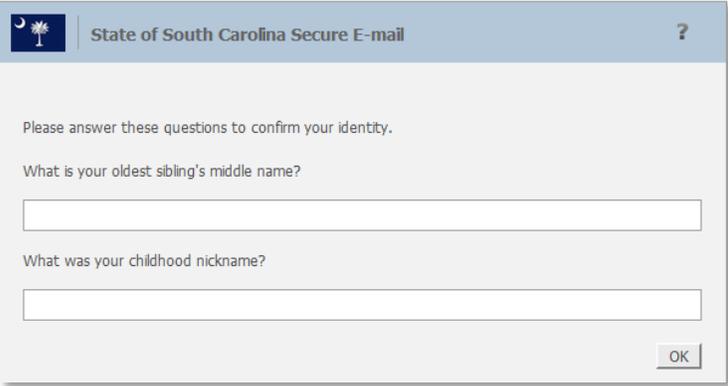
Email address: shelly.spradley@yahoo.com

Password:

[Forgotten your password?](#)

Sign In

2. You will then be prompted to answer two of your security questions. Click “OK” when complete.



State of South Carolina Secure E-mail

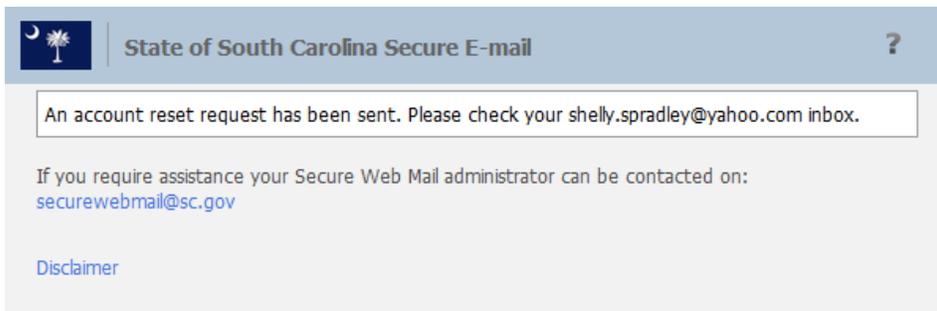
Please answer these questions to confirm your identity.

What is your oldest sibling's middle name?

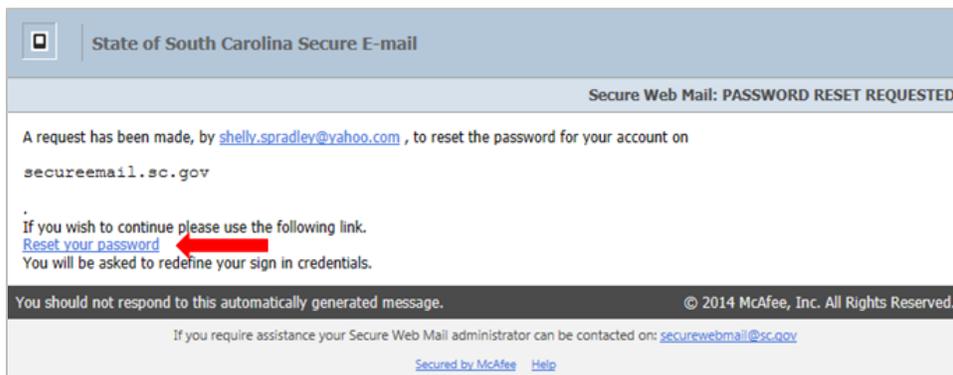
What was your childhood nickname?

OK

3. Once you have selected “OK,” you will see a screen stating “An account reset request has been sent. Please check your inbox.”



4. You will receive an email entitled "Secure Web Mail: Password Reset Request. Open this email and choose the "Reset your password" link as shown below.



5. You will then be prompted to create a new password. Note: You cannot use a password that has previously been used. Once your password has successfully been reset, you will be taken to your secure email inbox. Close this window and go back to your email account inbox and open the secure piece of email using the newly created password.

A screenshot of a web browser window showing a password reset form. The form is titled "Please set up your account" and includes the following fields: "Language:" with a dropdown menu set to "English"; "Email address:" with the value "shelly.spradley@yahoo.com"; "Create password:" with an empty text input field; and "Confirm password:" with an empty text input field. A "Save" button is located at the bottom right of the form.

Helpful Information

1. If you have unread mail on the secure mail server, you will receive a reminder email similar to the one shown below. This reminder will state how many days are left before the unread email will be automatically deleted from the server.

 State of South Carolina Secure E-mail

Secure Web Mail: UNREAD MESSAGES

You have 1 unread message(s) held in your account on secureemail.sc.gov.

Each message will be automatically deleted when it has 0 "Days Left".

You will be required to sign in to read these messages.

From	Subject	Date	Days Left	
McKee, Stephen	[secure] test message	Wed 23 Apr 2014 09:35:42 AM EDT	29	Read Message

You should not respond to this automatically generated message. © 2014 McAfee, Inc. All Rights Reserved.

If you require assistance your Secure Web Mail administrator can be contacted on: securewebmail@sc.gov

[Secured by McAfee Help](#)