

## Reading an email sent with Voltage SecureMail Using the Voltage SecureMail Zero Download Messenger (ZDM)

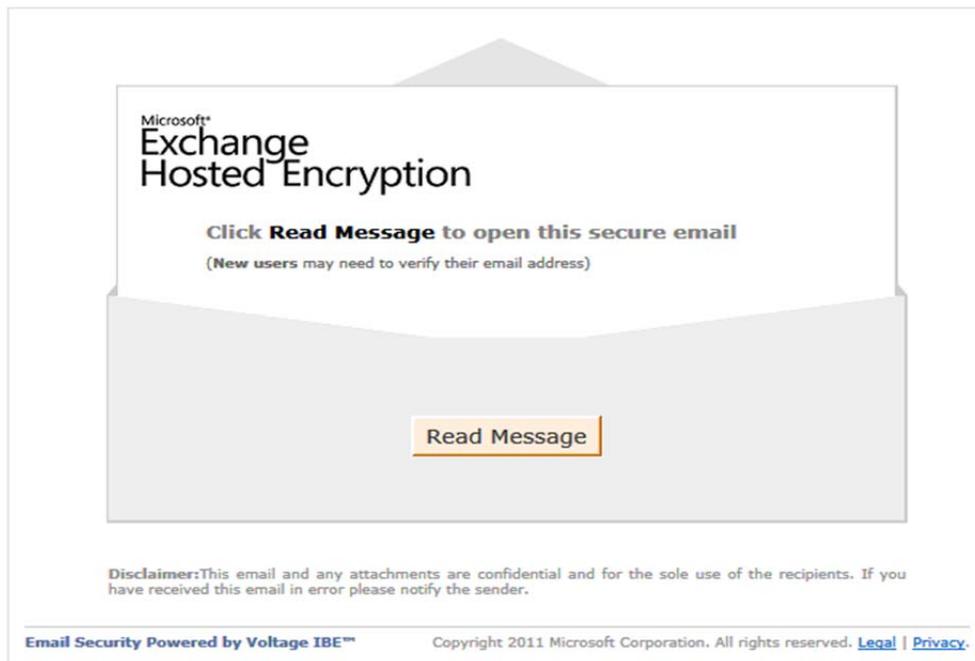
SecureMail™ is an email protection service developed by Voltage Security, Inc. that provides email encryption. The Zero Download Messenger (ZDM) allows you to receive and reply to secure email without the need to download any software. **Voltage will prompt you for the registration upon first usage.** To register you must supply your name and a password. Your user id will be your email address sending or receiving the SecureMail. A demo of the registration process and reading a SecureMail can be viewed at:

<http://www.voltage.com/vsn/vsn-zdm-demo.htm>

### Sending Secure Email

There will be no change to how our users currently send encrypted messages. The sender will include [secure] in the subject line and this will initiate the system to encrypt your message sent to recipients outside of the organization.

### Receiving Secure Email



Open the attachment titled “message\_zdm.html” to access your secure email. Click the Read Message button.

With each secure email, there is an HTML attachment titled “message\_zdm.html” that provides access to the Zero Download Messenger. The encrypted body of the original message as well as any attachments to the original email is contained in this attachment. By opening the attachment and authenticating yourself, you will be able to access your secure email and attachments.

If this is the first time you are reading a Voltage secure email, you will be prompted to register. An email will be sent to you with a link to confirm the registration. Open the email and click on the link.

Once registered and logged in, the message is displayed. After opening the message, you may be prompted to authenticate yourself by an email sent to the email address that you selected, or a username and password if you have previously registered.

Once you have authenticated, the secure email will decrypt and reveal the contents.

The decrypted secure email will be presented to you with your web browser over a secure SSL connection.

The digital signature identifies the sender of the email and protects the recipient against spoofing. Any message with an invalid signature will bring up an alert to the end

## Replying to Secure Email

Once you have viewed your secure email, you can reply to the originator, securely. To reply to a secure email via the Zero Download Messenger, click on “Reply” or “Reply All” to compose a reply message. To reply back securely, click on the “Reply”, “Reply All” or “Forward” button – a new compose page will be presented.

Compose your message and click on the “Send

Secure” button – Your reply will automatically be secured.

If permitted, you may also upload attachments to be sent securely to your recipients.

## **Voltage SecureMail requires java to be enabled. How do I enable javascript?**

### ***Internet Explorer***

1. On web browser menu click "Tools" menu and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.

### ***Mozilla Firefox***

1. On the web browser click "Firefox" menu and then select "Options".
2. In the "Options" window select the "Content" tab.
3. Mark the "Enable JavaScript" checkbox.
4. In the opened "Options" window click on the "OK" button to close it.
5. Click on the "Reload current page" button of the web browser to refresh the page.

### ***Google Chrome***

1. On the web browser menu click on the "Customize and control Google Chrome" and select "Settings".
2. In the "Settings" section click on the "Show advanced settings..."
3. Under the "Privacy" click on the "Content settings...".
4. When the dialog window opens, look for the "JavaScript" section and select "Allow all sites to run JavaScript (recommended)".
5. Click on the "OK" button to close it.
6. Close the "Settings" tab.
7. Click on the "Reload this page" button of the web browser to refresh the page.

### ***Apple Safari***

1. On the web browser menu click on the "Edit" and select "Preferences".
2. In the "Preferences" window select the "Security" tab.
3. In the "Security" tab section "Web content" mark the "Enable JavaScript" checkbox.
4. Click on the "Reload the current page" button of the web browser to refresh the page.