

Using Email Encryption with EntrustedMail

It's important that all email communication containing sensitive information is kept confidential. We've made this process easy for you by adding email protection services and EntrustedMail secure email. This feature works seamlessly with our current email application.

Messages containing potentially sensitive information will be sent securely. Recipients go through a few simple steps to access messages and can also respond securely, free of charge.

Setting Up Secure Email with EntrustedMail

We've made the process of setting up your secure email as simple as possible, but there are still a few things we need to make sure are in place. First, we'll provide a few small changes to make to your DNS records so we can send encrypted mail for you, and make sure you aren't flagged as a spammer. We also create a new mail path for you to receive encrypted messages. These changes do not affect your normal inbound mail at all, and we provide an engineer to help you make the changes quickly and correctly. This process usually takes less than 5 minutes.

We need to create a gateway for you to send your mail through. This process can take 24 to 48 hours, as we test our service for your domain. We have quality controls in place to make sure that your gateway works properly from the beginning, so please be patient.

We provide a setup guide for your particular mail service: Outlook, Exchange, Google Apps, or Office 365. You'll make a few changes in the administration panel of your mail server or service, and your mail will start flowing through your new secure mail gateway. Again, we provide a dedicated support engineer for your account to assist you with any changes. Most customers can complete this step in a matter of minutes.

FAQs

How is sensitive information identified?

The content of all outbound messages and attachments is scanned and compared against lexicons, or dictionaries. These lexicons are based on the email compliance guidelines we're responsible for staying within as we send sensitive information about our customers.

What if sensitive information is in the email Subject Line?

It is not practical to encrypt the Subject Line of an email message. Therefore, any messages that contain sensitive information in the Subject Line are rejected and returned to the sender.

How do I send a Secure Message?

With lexicon policies, the encryption process happens transparently without requiring any user input. We have also set up a special keyword encryption policy. Simply type the specific keyword "secure" as the last word in the subject line of the message.

What if the recipient does not retrieve the message?

If the recipient does not retrieve the message before the expiration date, you receive an expiration notification message. The original message will be deleted from the secure Web site.