Directions To Open Encrypted E-Mails From The State Of Utah

When you open an encrypted e-mail from the State of Utah you will see the following message:

New Secure Email Message Received from State of Utah

The attached email message contains confidential information from ████████████ at State of Utah. To protect the privacy of the information contained in this message, the contents have been encrypted and embedded in the attached SecureMessage.html file.

To view the email message, open the SecureMessage.html attachment, enter your password and select **Open Message.**

If this is the first secure email message you have received from State of Utah, you must complete a short registration process before reading your message. Once you have completed the registration process, select the **Return to Message** button and the contents of your email message will display.

If you are using the Gmail™ webmail service, you must download your SecureMessage.html file before opening it.

If you have any questions about this email message, contact support@utah.gov.

Thank You,
State of Utah Mail Administrator

Depending on which e-mail program you use, you may also see the following at the bottom of your message:

Secure Email Message from State of Utah

Date: Tue, 30 Jun 2015 11:41:36 -0600
From:
To:
Subject: sm: encrypted e-mail

For first time users, **click here** to create your account.

Password:

Open Message

Recover Message   Request a new copy of this message that uses your current password.

Change Password
Forgotten Password
Help

You will need to download and open the attached file. Your computer may look slightly different depending on which e-mail program you use.

Once you have opened the attached file, you will see the following screen if this is your first time receiving a secure message from the State:

You will need to create a password to retrieve secure messages from the State. Note: Your password must be between 6 and 100 characters and must contain at least 2 of the following:

- Upper and Lower Case Characters
- Numeric Characters (0-9)
- Special Characters ~!@#$%^&*_+=

First, type in the password you want to use. You will need to re-type it in the "Re-Enter New Password" box. Next, hit the "Submit Password" box.

After clicking on submit, you will see the following screen:
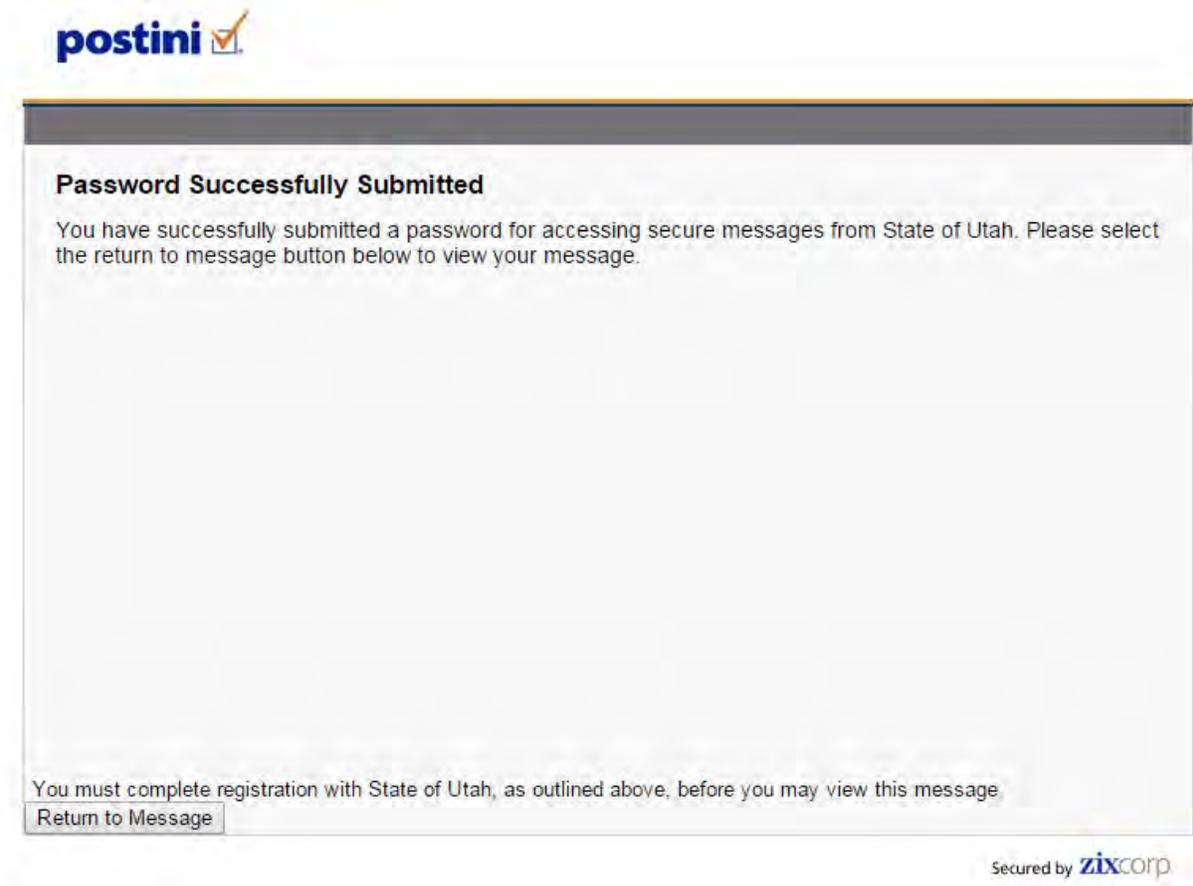
Click on "Return to Message"

Next, you will see this screen:

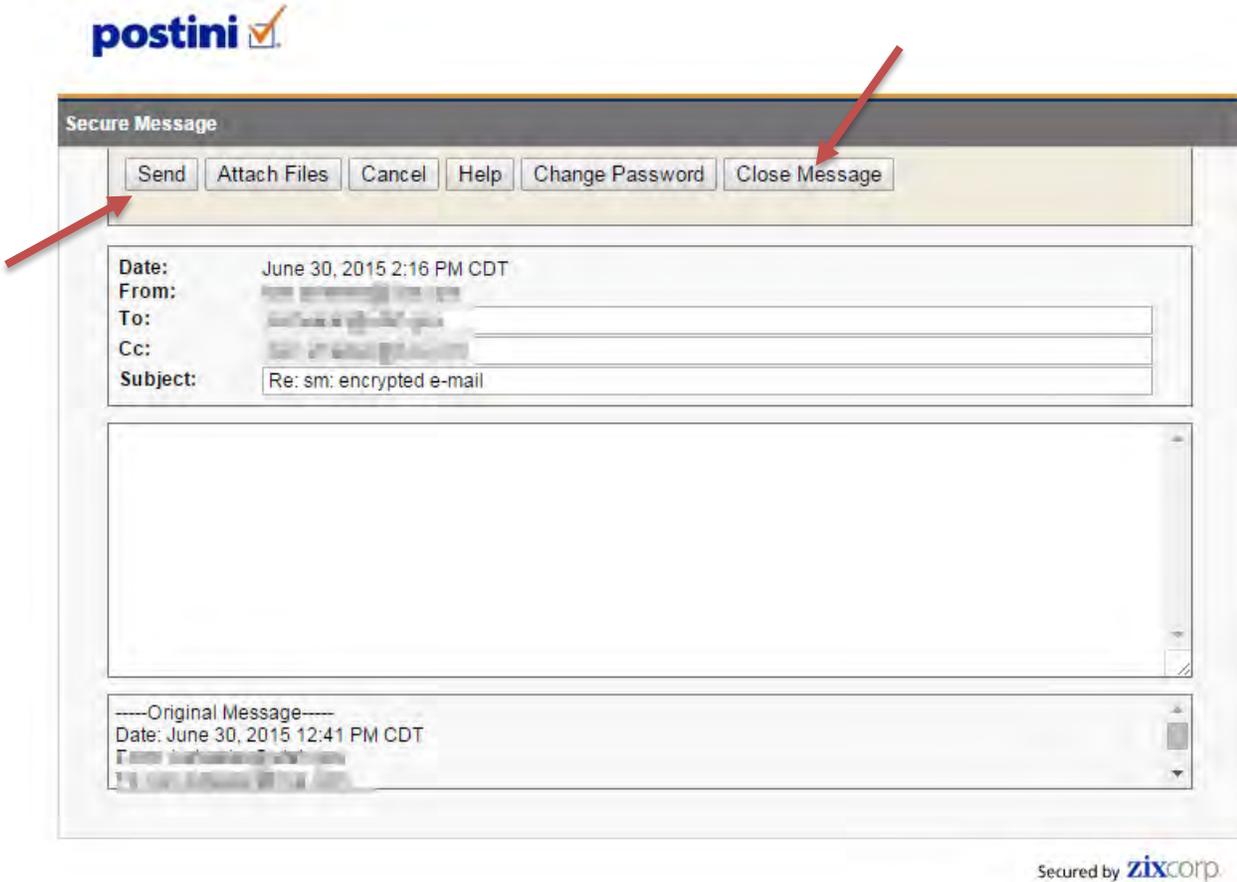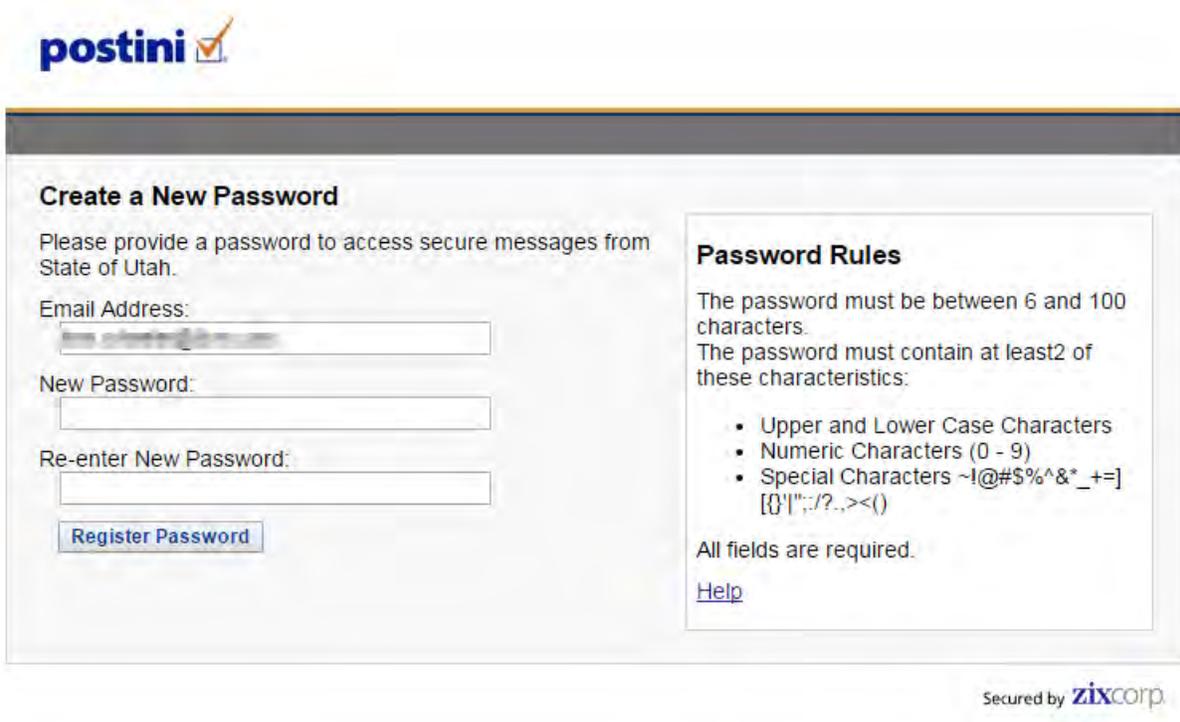Type your password and click on "Open Message". If you type the correct password, your message will be displayed.

Below is a sample message:
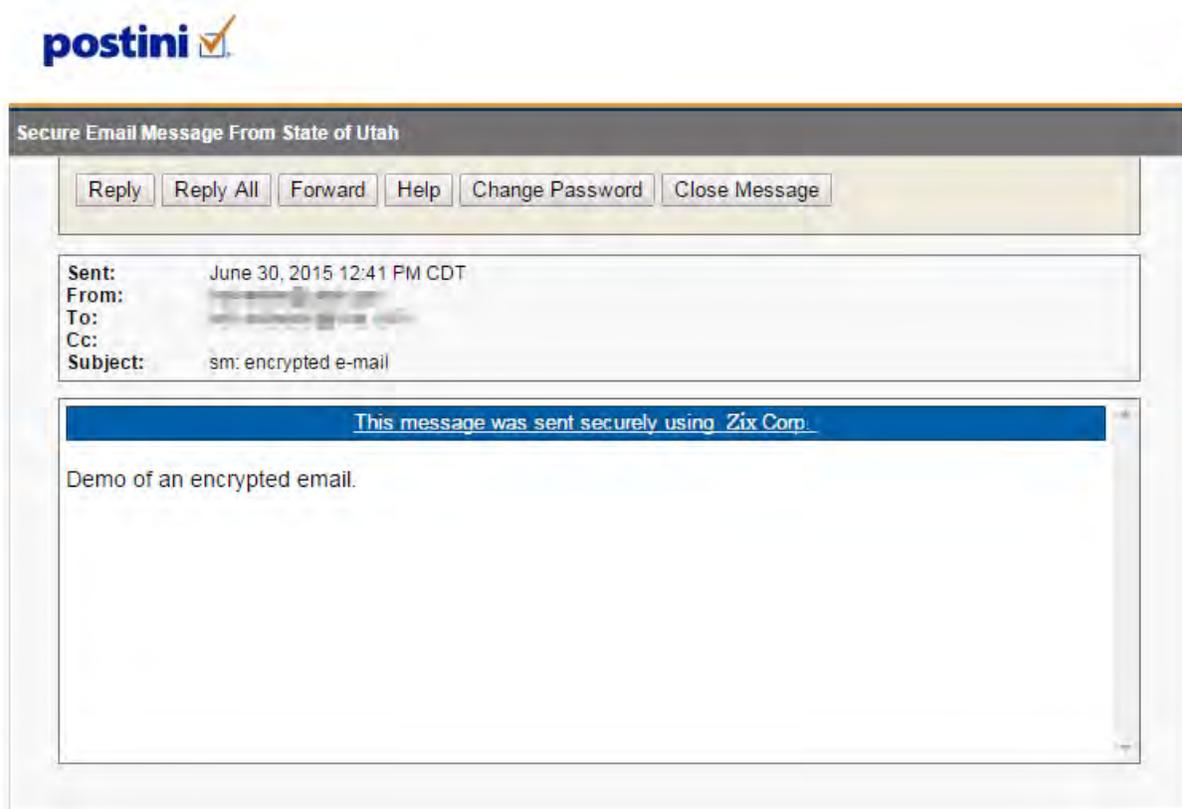
If you need to respond to the message, you can click on "Reply" or "Reply All" buttons. You can also forward the message to someone else.

After clicking on reply, you will see the following screen:

You can type your message in the provided box and attach any files you need to send back to the recipient from this screen. Click "Send" and then click "Close Message".

If You Forget Your Password

You can create a new one. Start by clicking "Forgotten Password."

You will need to enter a new password, and then retype it:

Once you have typed your new password in both boxes, select "Register Password."
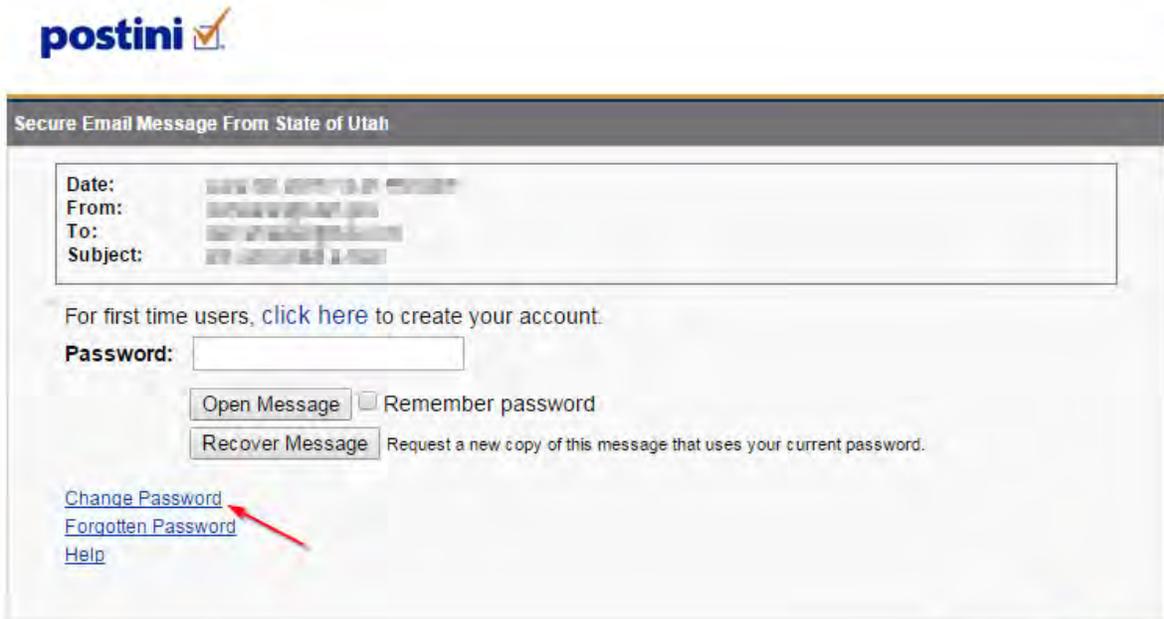
You will then be presented with the following message:
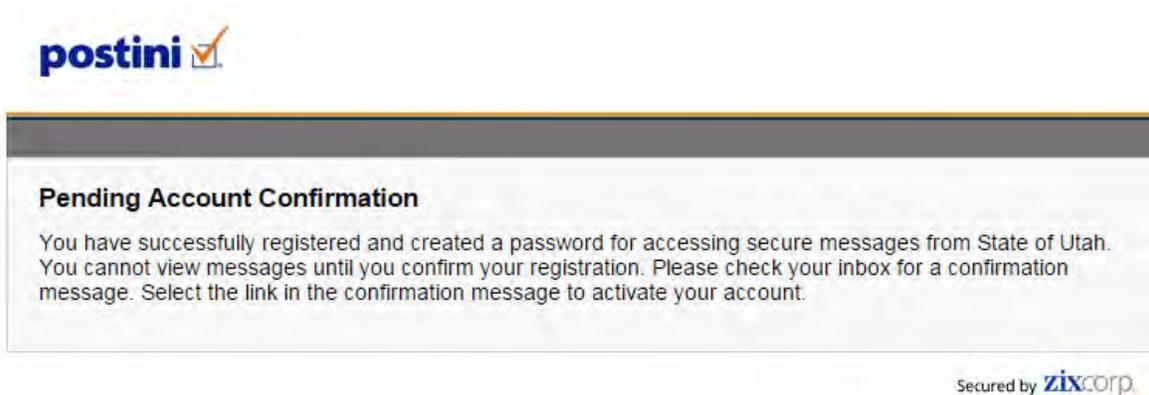
Next, go to your email's inbox and look for a message from "Password Server". Once you have opened the message, you will be given the option to keep your old password or accept the new password by click on the provided links:

To Change Your Password

If you know your existing password and want to change it, you can click on the "Change Password" link:

You will then be prompted for your existing password and the new password you want to use:

Once you entered your old password and typed your new password in both boxes click on Submit Password.