STATE OF IOWA

External User's Guide to State of Iowa Secure Email System

This guide contains step by step instructions for setting up and using the State of Iowa Secure Email system.

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Documentation Version Information

V1.0

Created: May 9, 2012

Updated: June 28, 2012

Secure Email

Email is a primary communication tool and is often used to communicate confidential or sensitive information – information that needs to be protected. Most email is sent and received in an unsecure manner, such that it could potentially be read by unintended parties. The State of Iowa has implemented a Secure Email System that enables state workers and others to communicate confidential or sensitive information in a secure manner.

Secure Email System

Secure email messages are stored on a State of Iowa email device in a protected location. When a secure email is sent, the party on the "To:" line receives a notification message in their email in-box indicating they have a secure email from the State of Iowa. This notification message indicates who sent the email, how to access it, and that it will be available for 14 days.

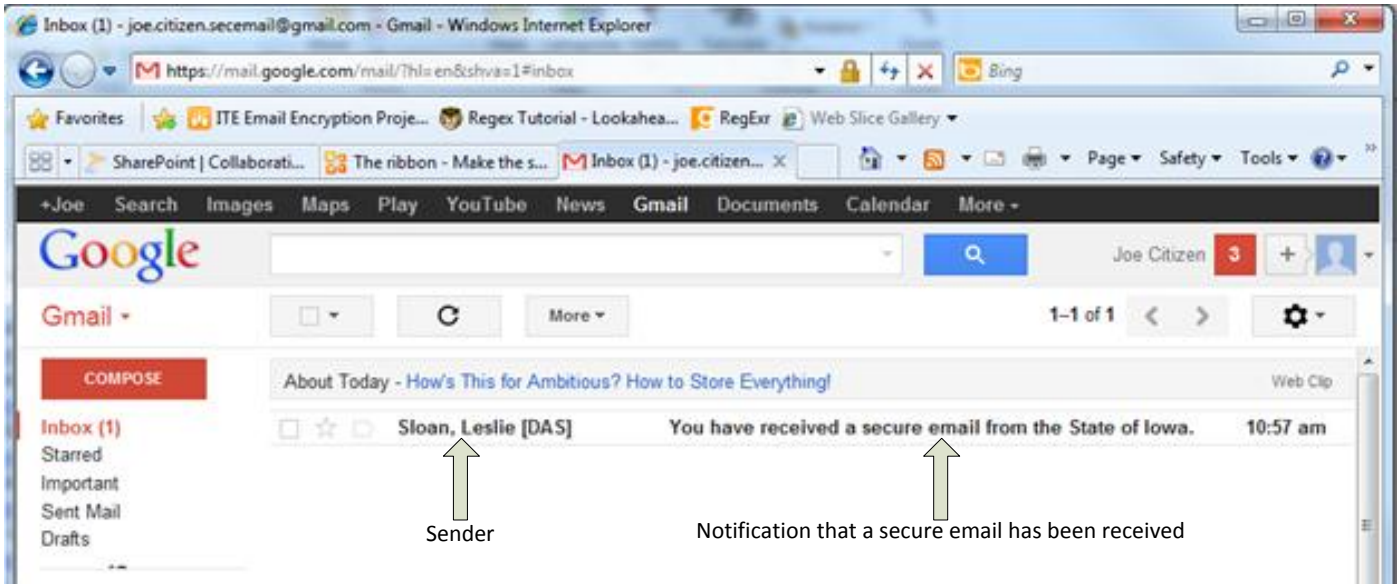
In order to access a secure email the party on the "To:" line (also known as the recipient) must have an Enterprise A&A Account (also known as an IowaID account). The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. Many state agencies already use the Enterprise A&A Account System to provide access to secure web applications. If you already have an Enterprise A&A Account for one of these web applications, you may use the same account ID and password for the Secure Email System. The email address the secure mail is sent to must match the email address in the Enterprise A&A Account System in order to use an existing Enterprise A&A Account.

Using the Secure Email System the first time

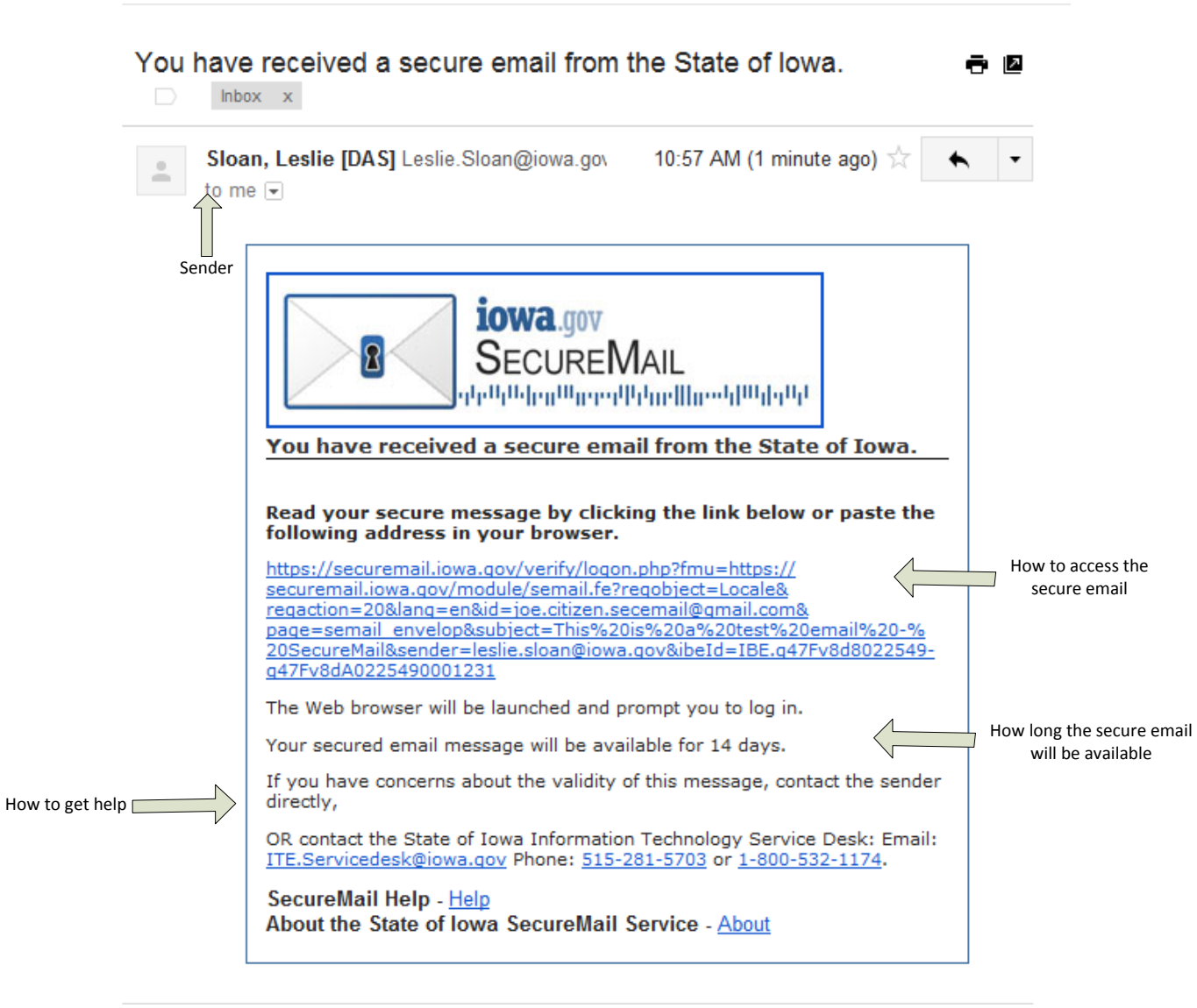
When the recipient clicks on the link (or follows the provided URL) to open their secure email message; the process determines if the email address in the "To:" line is associated with an Enterprise A&A Account; if not, the recipient will be guided through the Enterprise A&A Account creation process and then directed to logon to the Secure Email System and presented with their secure email message.

The following images are screen shots of all the screens a first time user of the Secure Email System will encounter.

First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.



When the recipient clicks on the message and displays the picture – they will see the following screen:

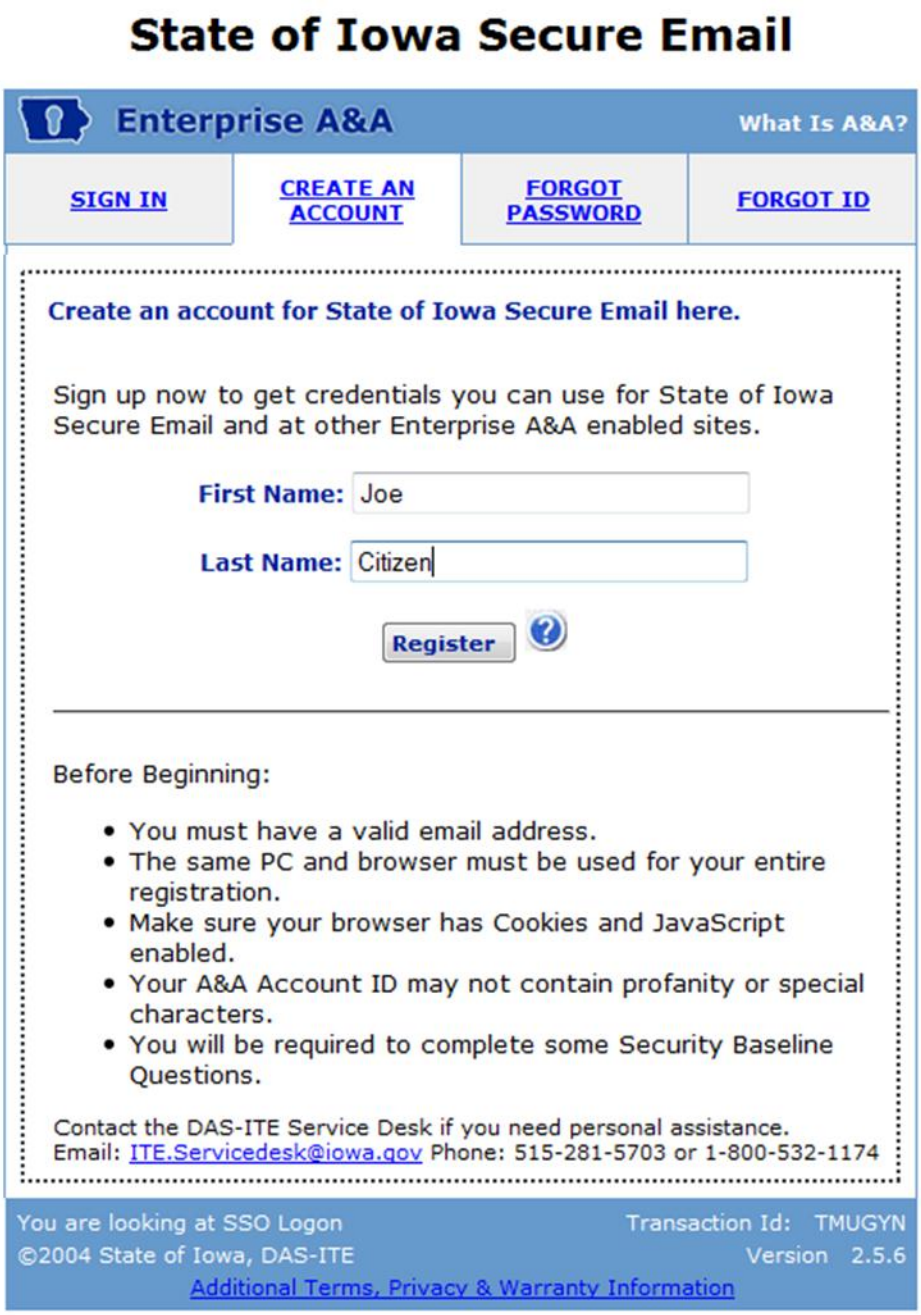


The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

If the recipient is a new user to the Secure Email System, they will be guided through the process to create an Enterprise A&A account.

Click the link to start the create account process.

Enter the recipient's first and last names and click the "Register" button.



The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. The DAS-ITE Service Desk is available to assist with the Enterprise A&A Account creation process.

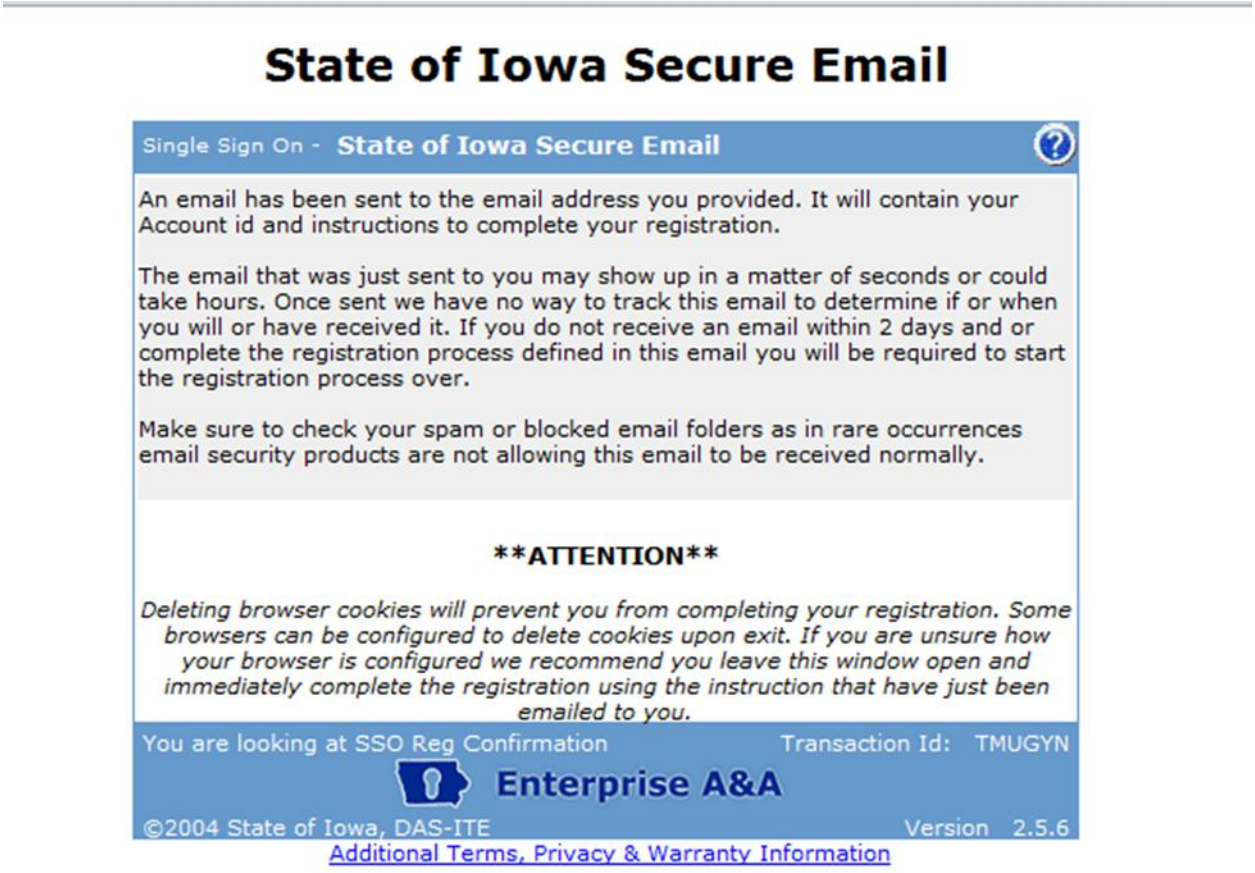
By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-1507** or **1-800-532-1174**.

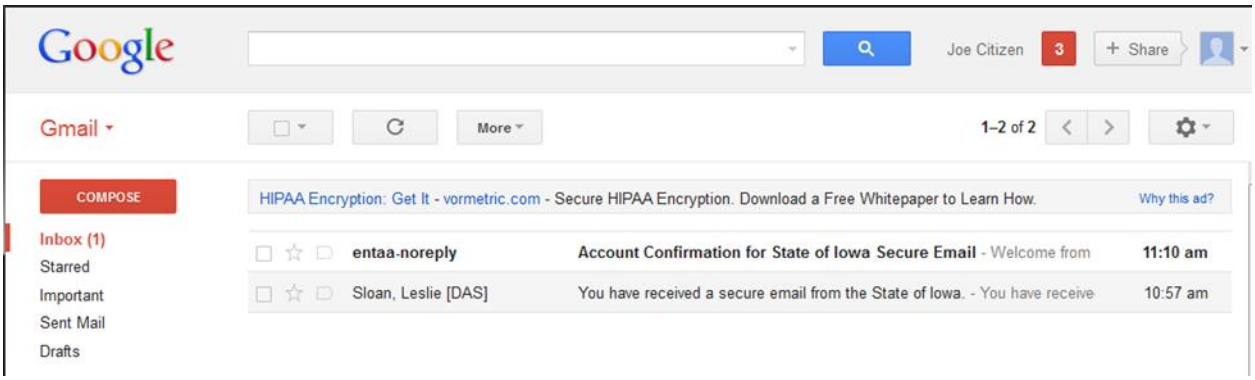
Account Id, First Name and Last Name will be pre-filled. Account Id can be edited if desired. Enter the email address that you received the secure email notification message in the “Email” and “Confirm Email” text boxes.

After “Save Account Details” is clicked, this screen is displayed.

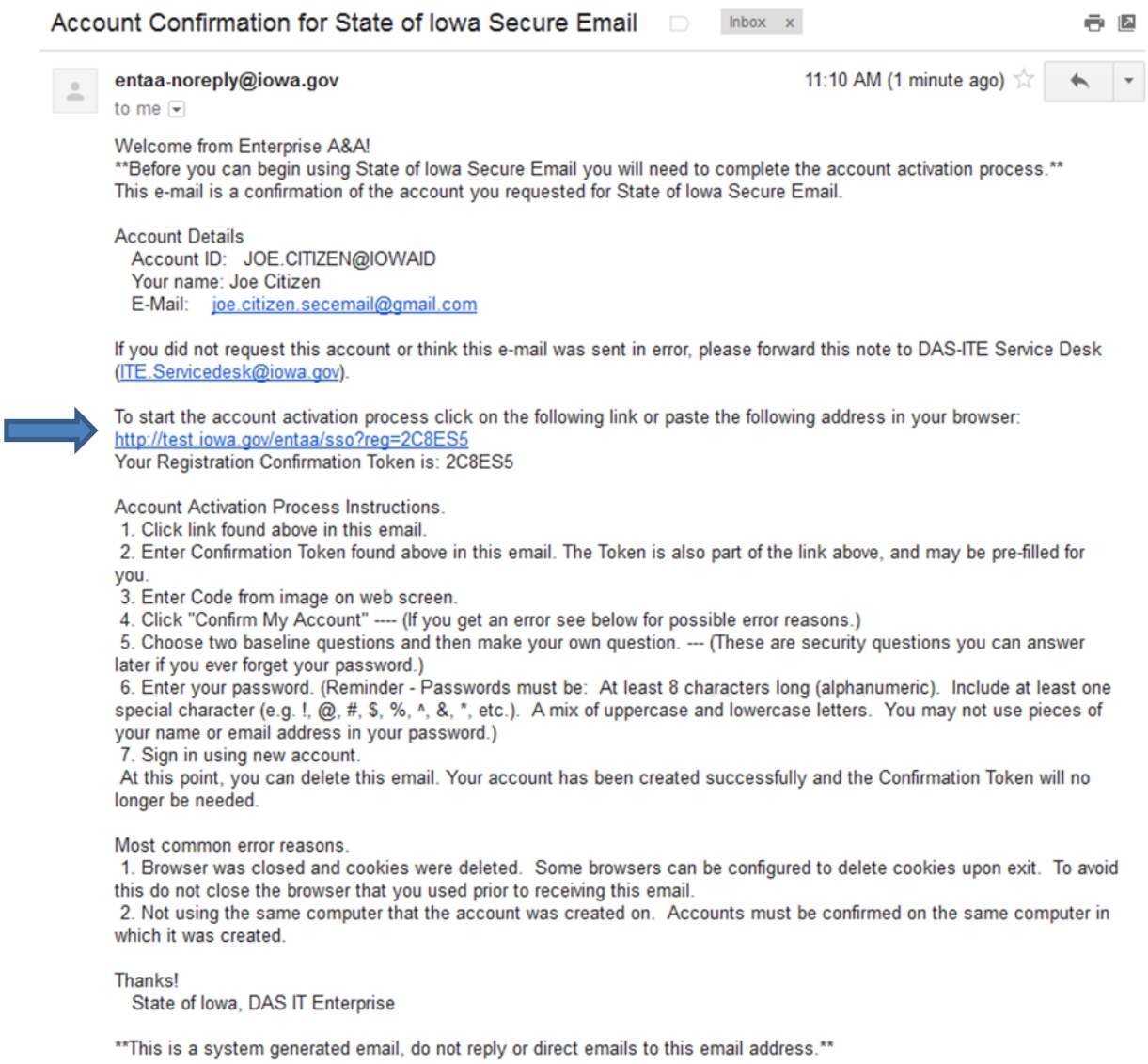
After the“Ok” button is clicked, this screen advising the recipient to access their email is displayed. Please leave this screen open until you have completed the A&A Account creation and activation process.



The recipient needs to return to their email inbox to locate the email sent from “entaa-noreply” and start the account activation process.



Open the email with the subject “Account Confirmation for State of Iowa Email”.



Account Confirmation for State of Iowa Secure Email

Inbox ×

entaa-noreply@iowa.gov 11:10 AM (1 minute ago)

to me

Welcome from Enterprise A&A!
Before you can begin using State of Iowa Secure Email you will need to complete the account activation process.
This e-mail is a confirmation of the account you requested for State of Iowa Secure Email.

Account Details
Account ID: JOE.CITIZEN@IOWAID
Your name: Joe Citizen
E-Mail: joe.citizen.secemail@gmail.com

If you did not request this account or think this e-mail was sent in error, please forward this note to DAS-ITE Service Desk (ITE.Servicedesk@iowa.gov).

To start the account activation process click on the following link or paste the following address in your browser:
http://test.iowa.gov/entaa/sso?reg=2C8ES5
Your Registration Confirmation Token is: 2C8ES5

Account Activation Process Instructions.
1. Click link found above in this email.
2. Enter Confirmation Token found above in this email. The Token is also part of the link above, and may be pre-filled for you.
3. Enter Code from image on web screen.
4. Click "Confirm My Account" ---- (If you get an error see below for possible error reasons.)
5. Choose two baseline questions and then make your own question. --- (These are security questions you can answer later if you ever forget your password.)
6. Enter your password. (Reminder - Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, $, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.)
7. Sign in using new account.
At this point, you can delete this email. Your account has been created successfully and the Confirmation Token will no longer be needed.

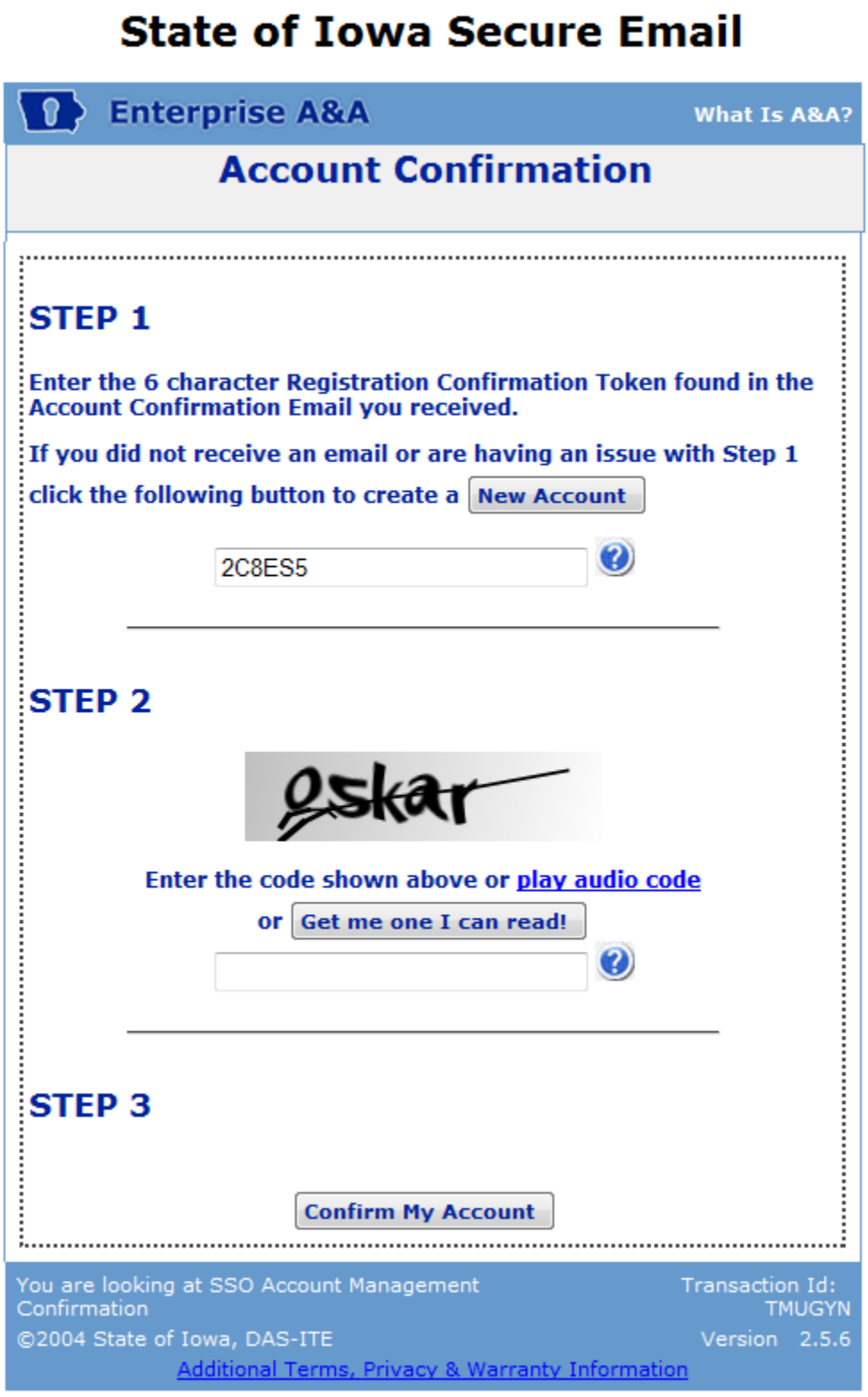
Most common error reasons.
1. Browser was closed and cookies were deleted. Some browsers can be configured to delete cookies upon exit. To avoid this do not close the browser that you used prior to receiving this email.
2. Not using the same computer that the account was created on. Accounts must be confirmed on the same computer in which it was created.

Thanks!
State of Iowa, DAS IT Enterprise

This is a system generated email, do not reply or direct emails to this email address.

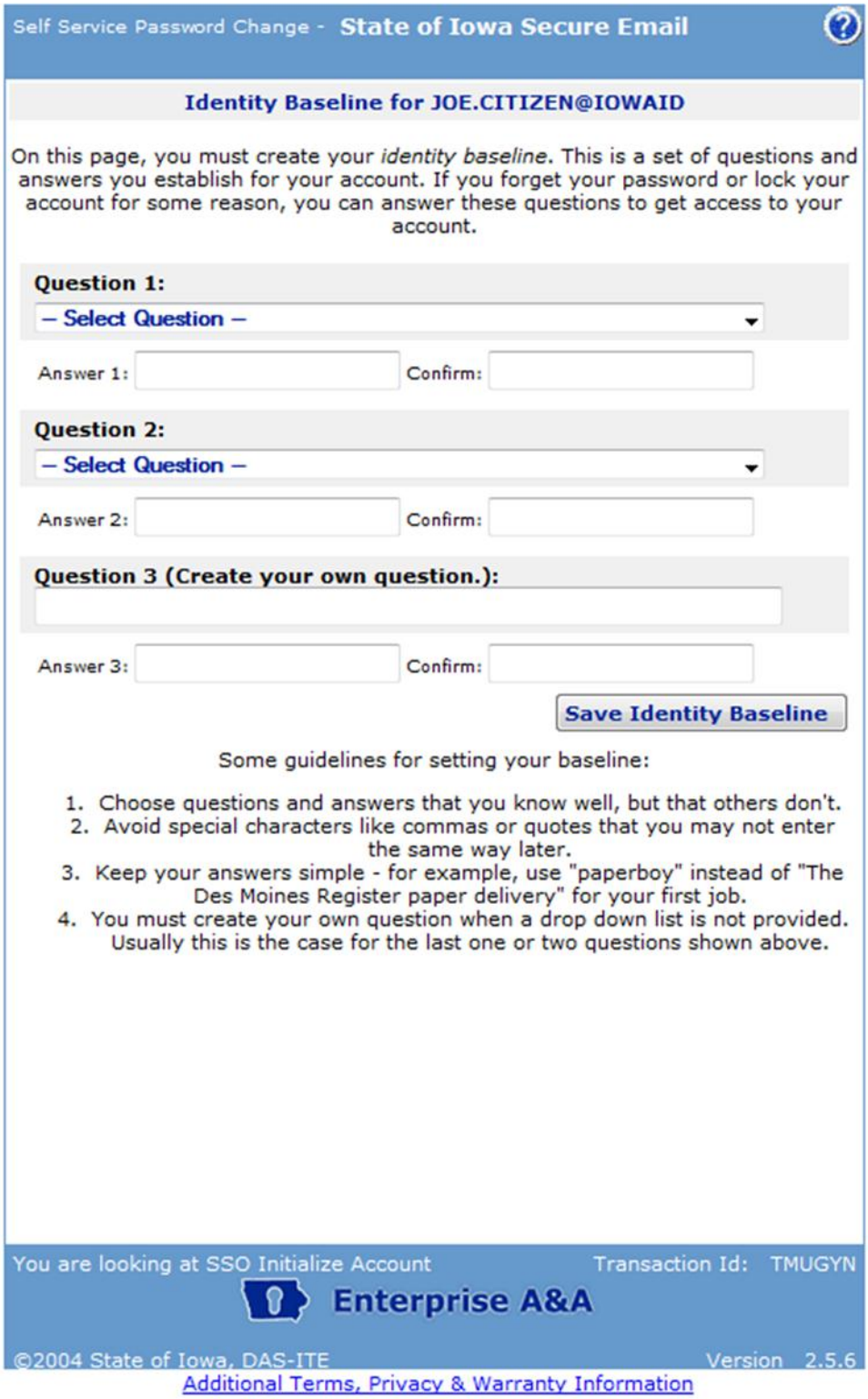
Click on the link or copy and paste the URL in your browser to start the account activation process.

Enter the text shown in the box in Step 2 then click “Confirm My Account” button.



Select security questions and provide answers. Write a security question for Question 3 and provide your answer.

State of Iowa Secure Email



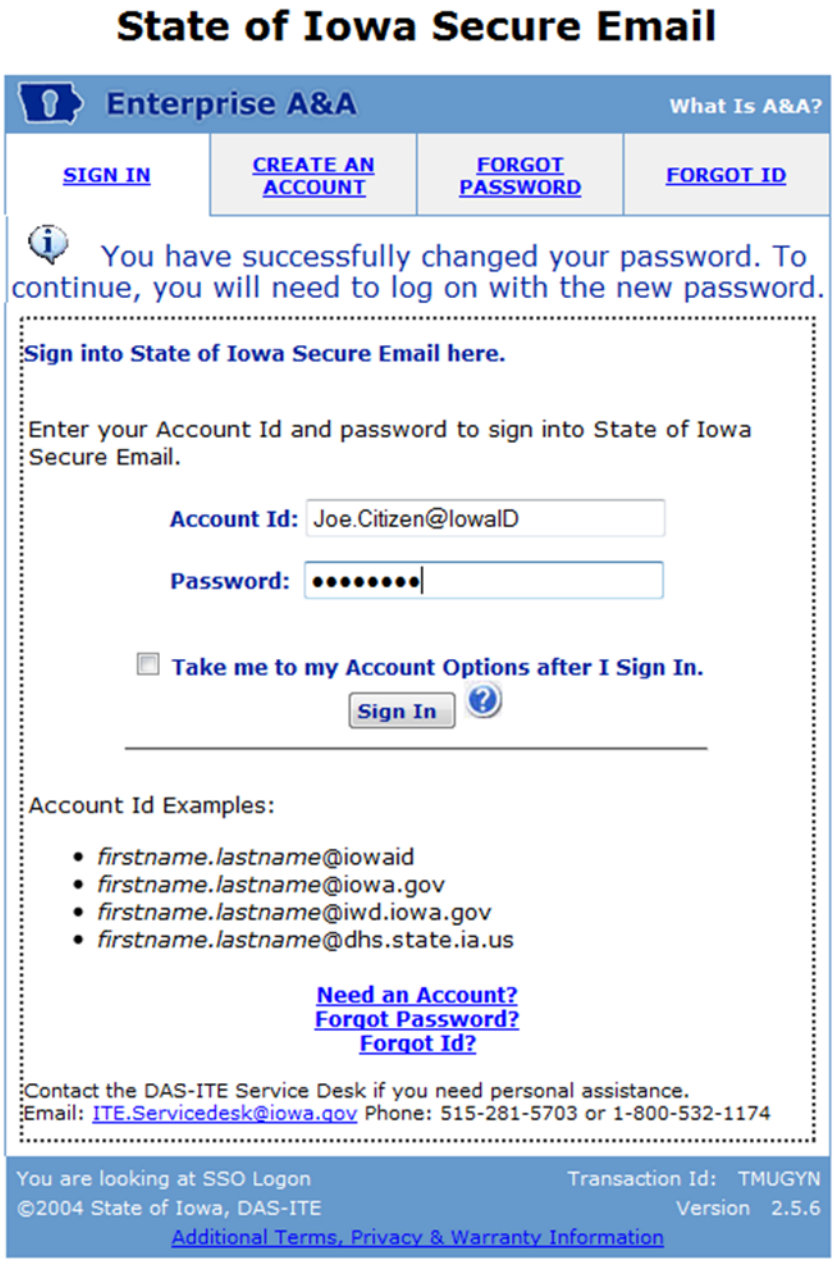
State of Iowa Secure Email

Create a password that is a minimum of 8 characters containing BOTH letters and numbers and at least 1 special character (!, @, #, $, %, ^, &, *).

Create a strong password you can remember

What to do	Suggestion	Example
Start with a sentence or two (about 10 words total).	Think of something meaningful to you.	Long and complex passwords are safest. I know my stuff.
Turn your sentences into a row of letters.	Use the first letter of each word.	lacpasikms (10 characters)
Add complexity.	Make only the letters in the first half of the alphabet uppercase.	lACpAsIKMs (10 characters)
Add length with numbers.	Put two numbers that are meaningful to you between the two sentences.	lACpAs56IKMs (12 characters)
Add length with punctuation.	Put a punctuation mark at the beginning.	!lACpAs56IKMs (13 characters)
Add length with symbols.	Put a symbol at the end.	!lACpAs56IKMs% (14 characters)

On the next screen enter the Enterprise A&A Account and password just created and click “Sign In”.

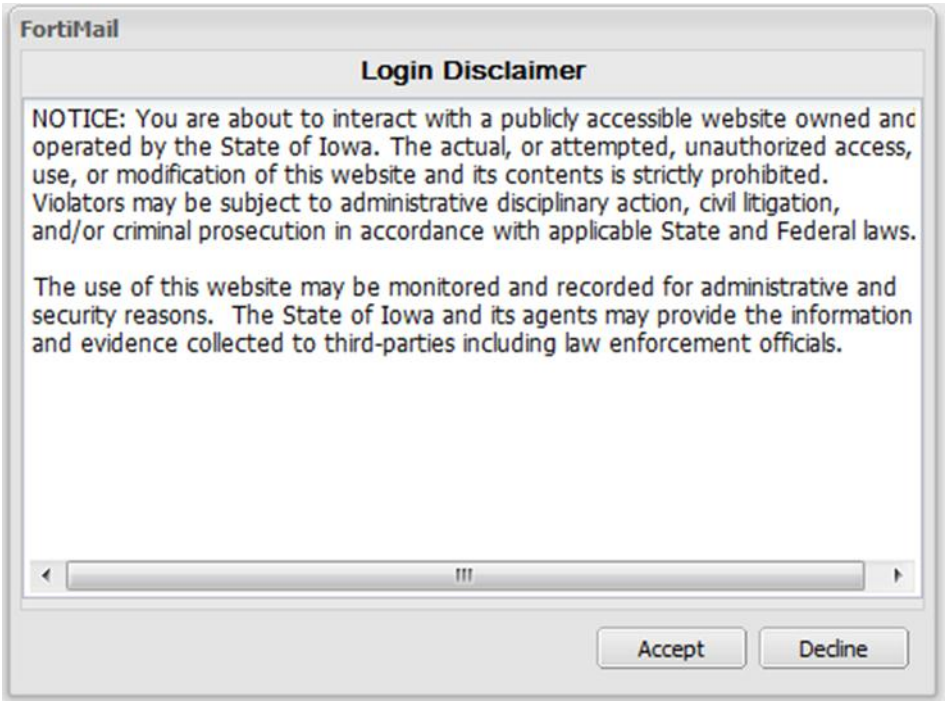


This screen will be displayed when the recipient accesses the Secure Email system in the future (no need to access the Enterprise A&A account screens again unless assistance with your Enterprise A&A account is required).

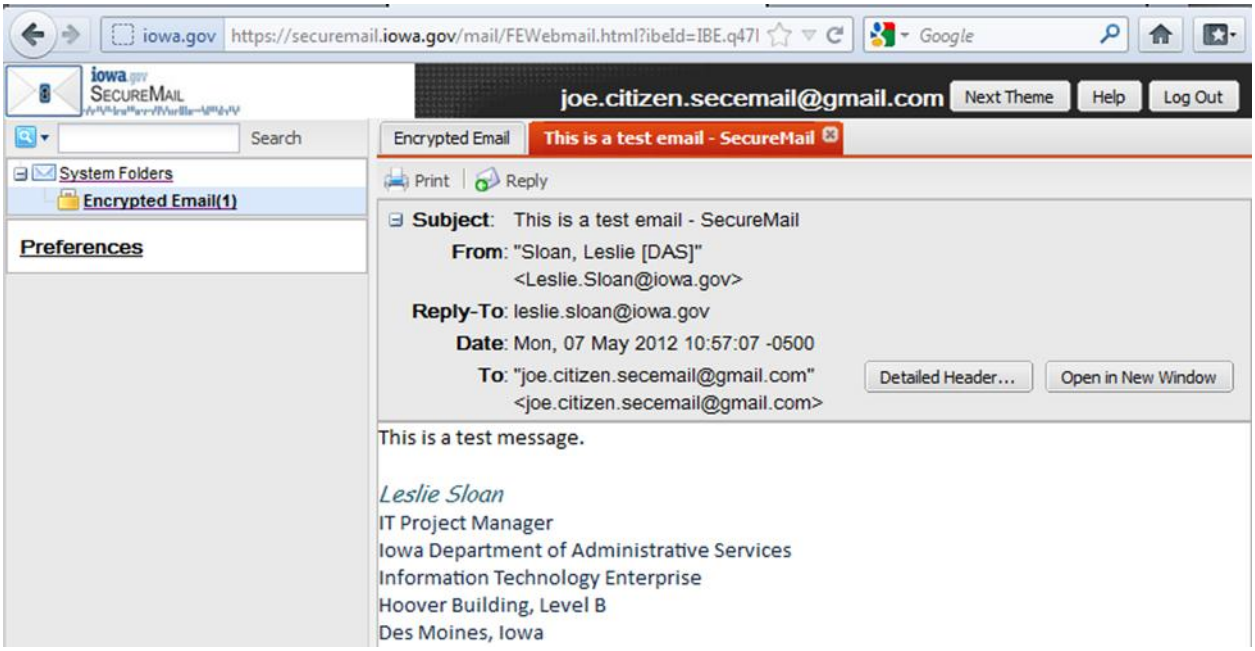
Click the link to logon to get to the next screen:

Enter the password created for the recipient's Enterprise A&A Account in the password box.

The recipient will need to read and accept the login disclaimer – click the “Accept” button.



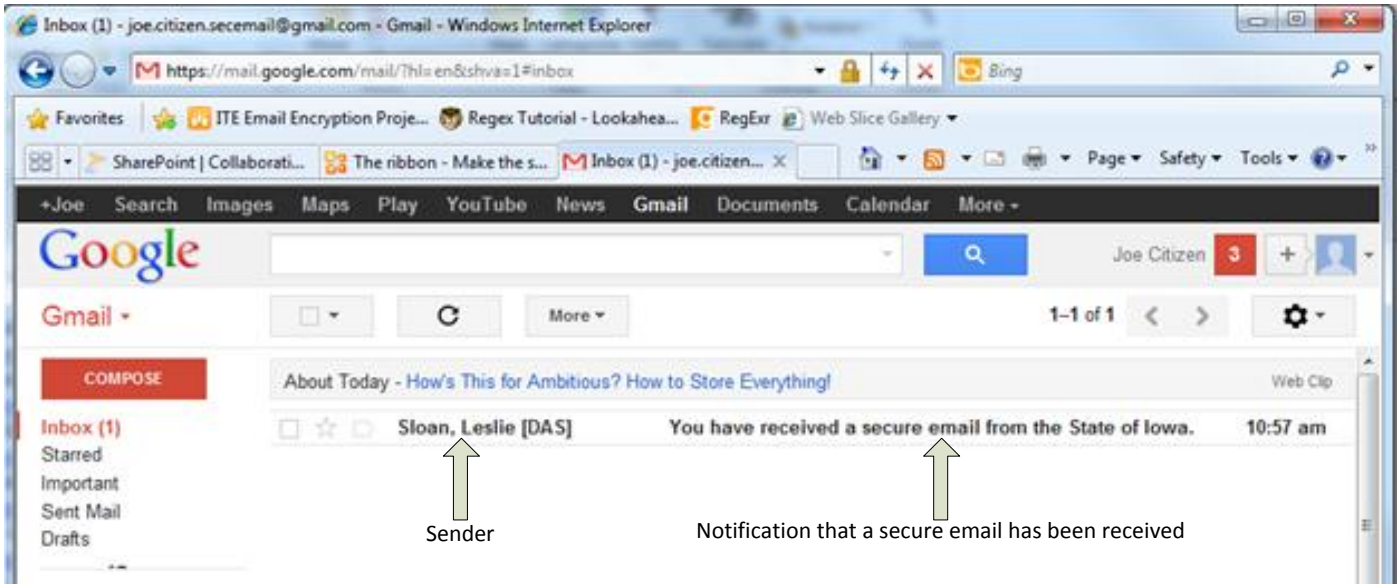
The secure email will be displayed.



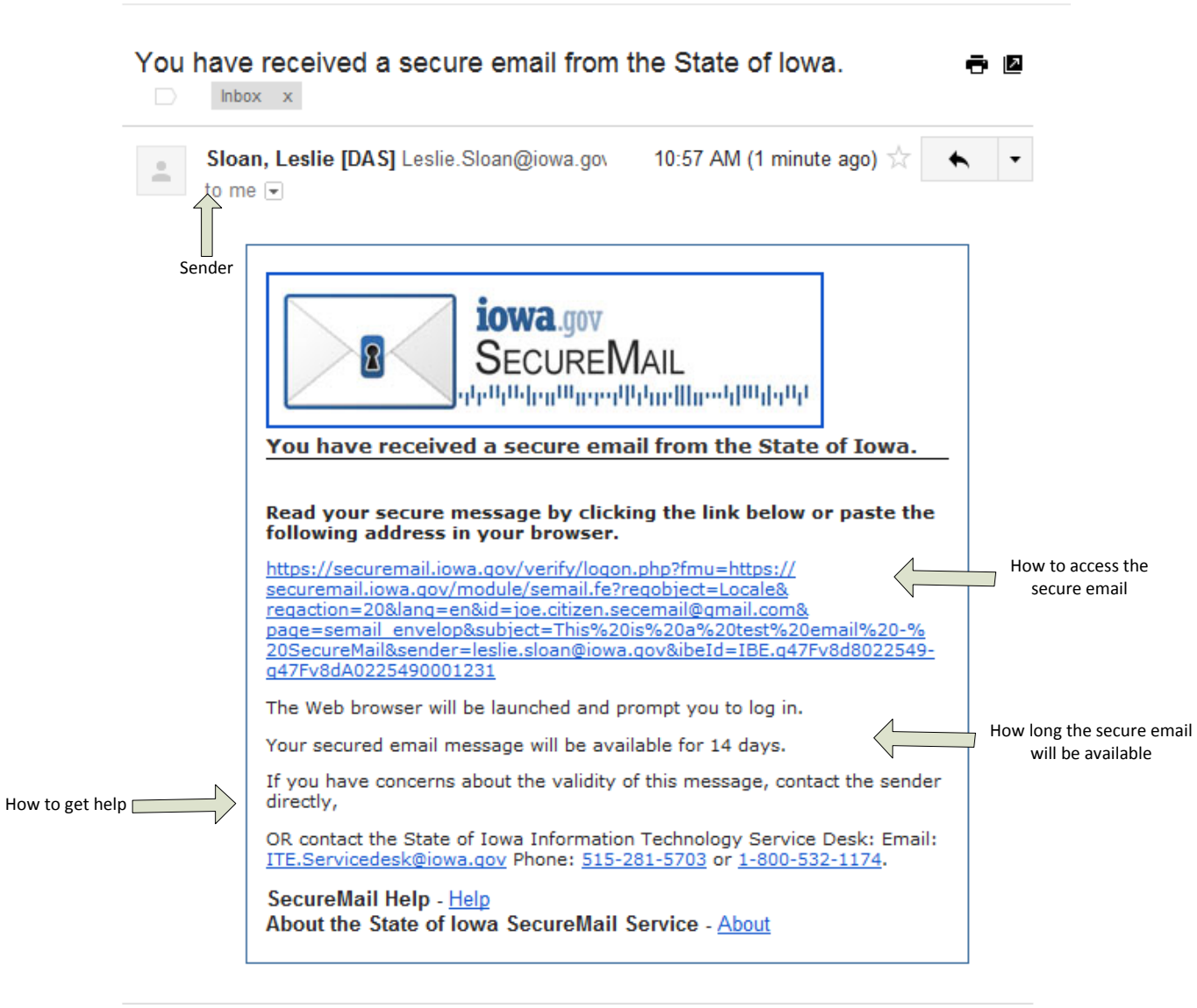
Using the Secure Email System as an existing user

Upon receiving the email indicating a secure email has been sent; the receiver can access their secure email message by clicking on the link or following the URL in the message in their normal email box.

First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.



When the recipient clicks on the message and displays the picture – they will see the following screen:



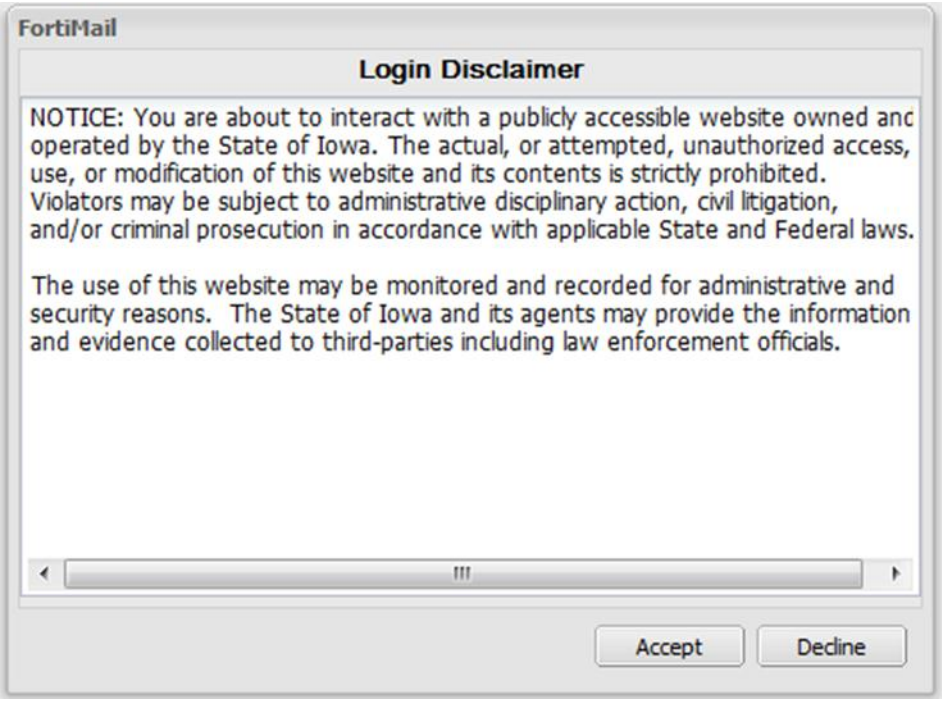
The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

A welcome screen will be displayed.

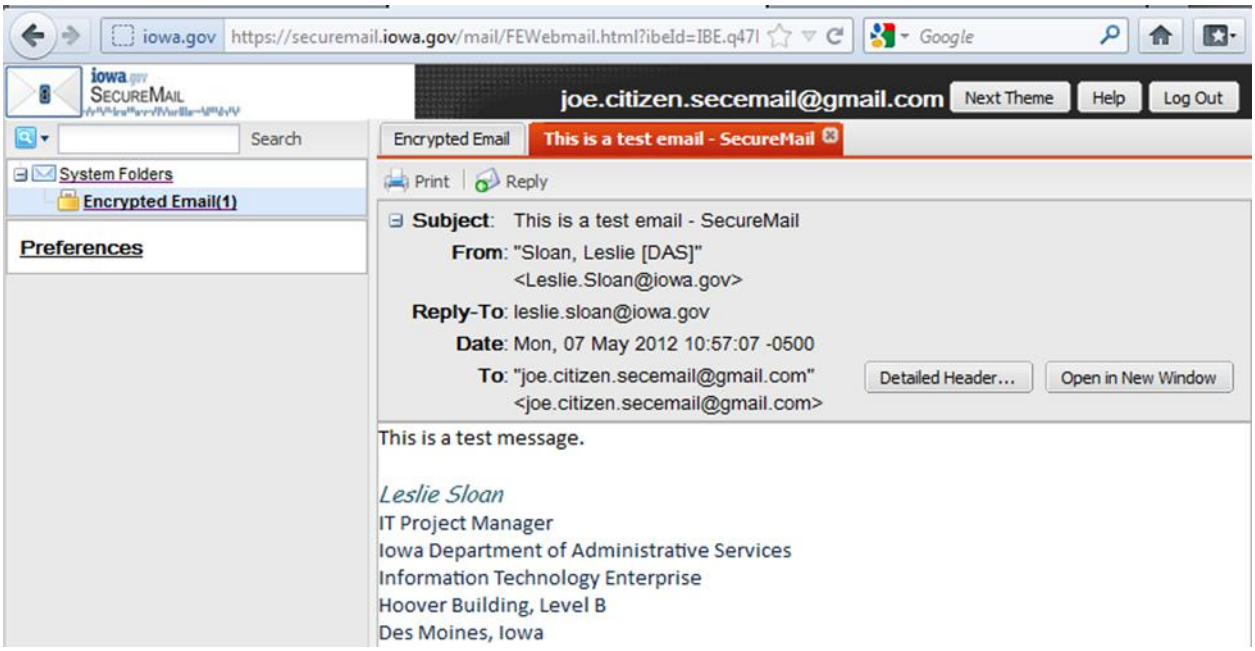
Click the link to logon to get to the next screen:

Enter the password created for the recipient's Enterprise A&A Account in the password box.

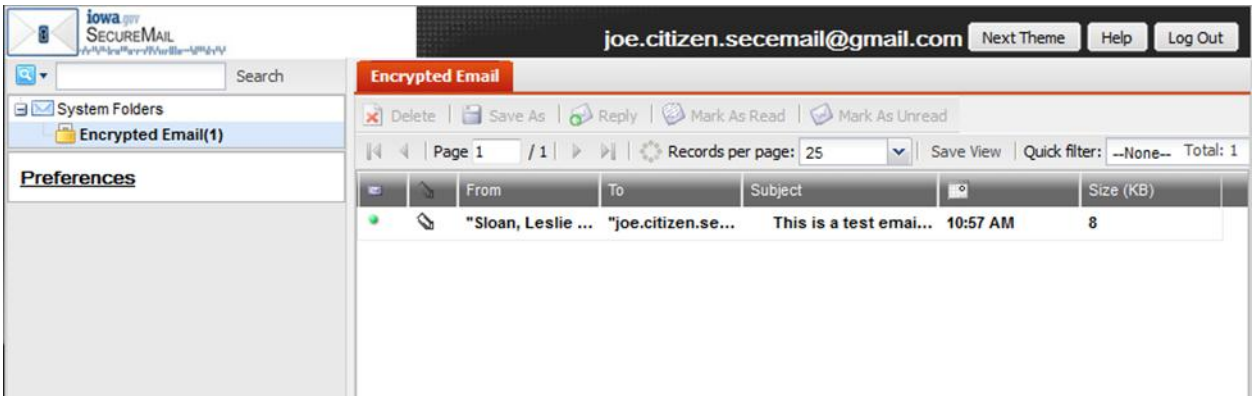
The recipient will need to read and accept the login disclaimer – click the “Accept” button.



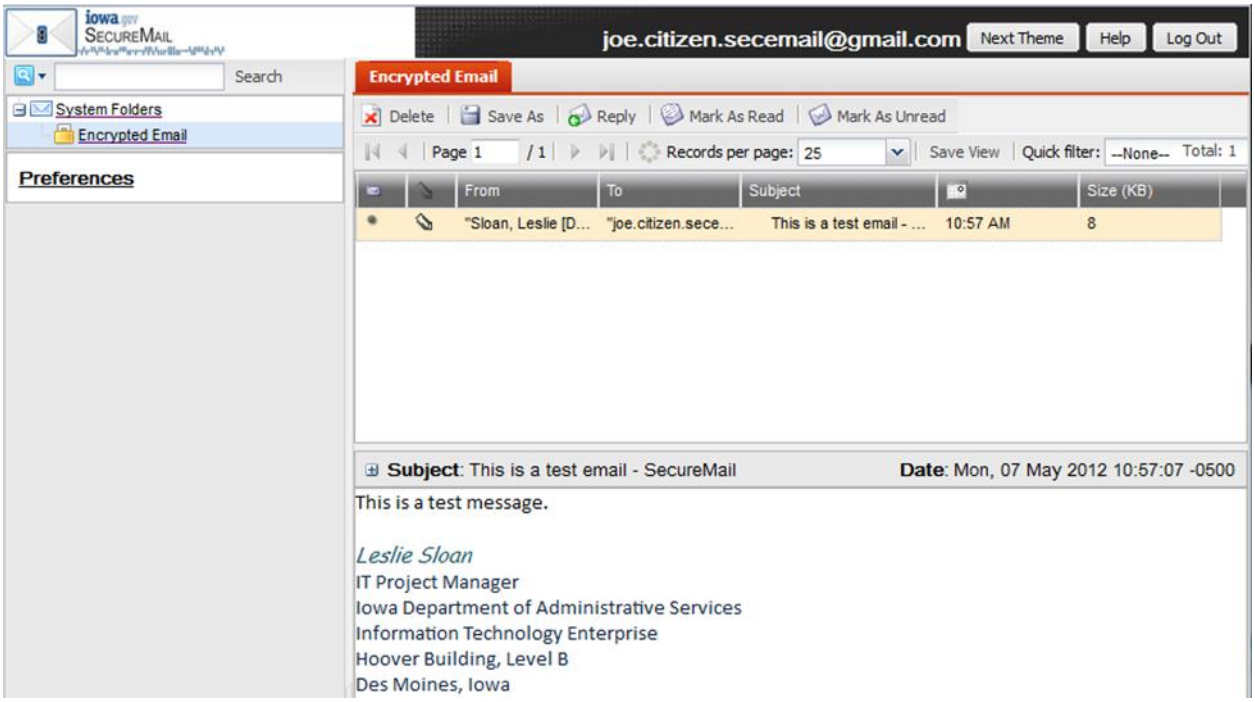
The secure email will be displayed.



The recipient can close out of their secure email and access any previous secure email messages that have not been deleted or that are less than 14 days old.

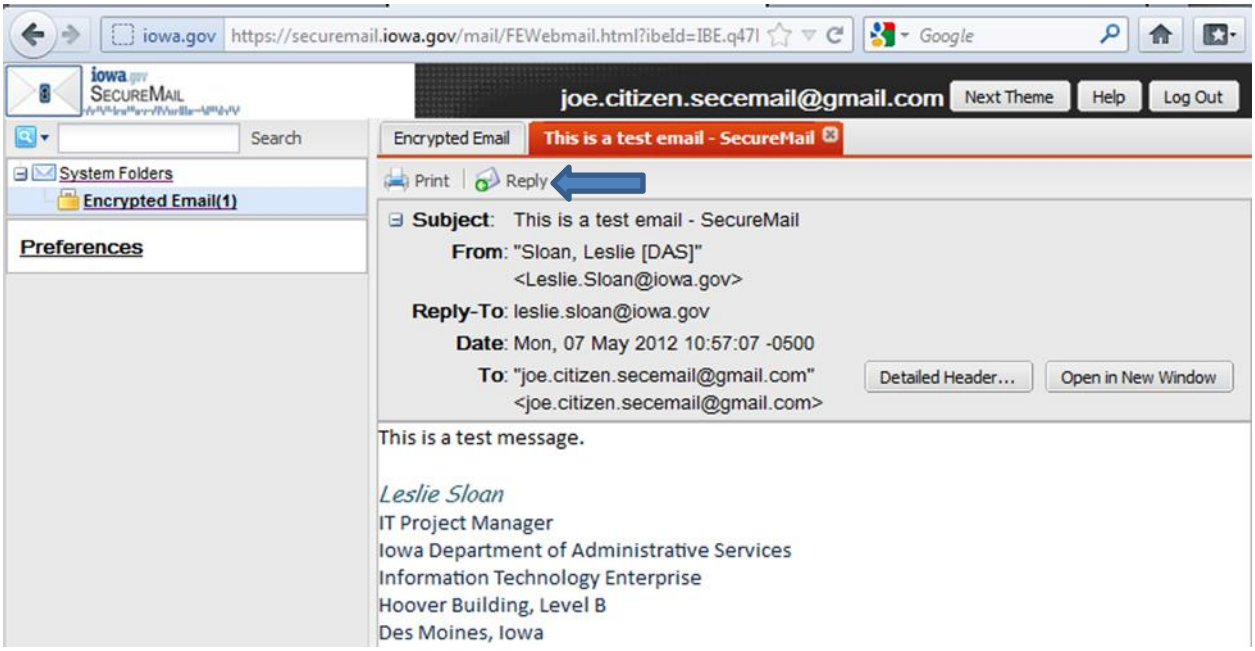


The recipient can highlight a message by clicking on it and reading it in a preview pane.

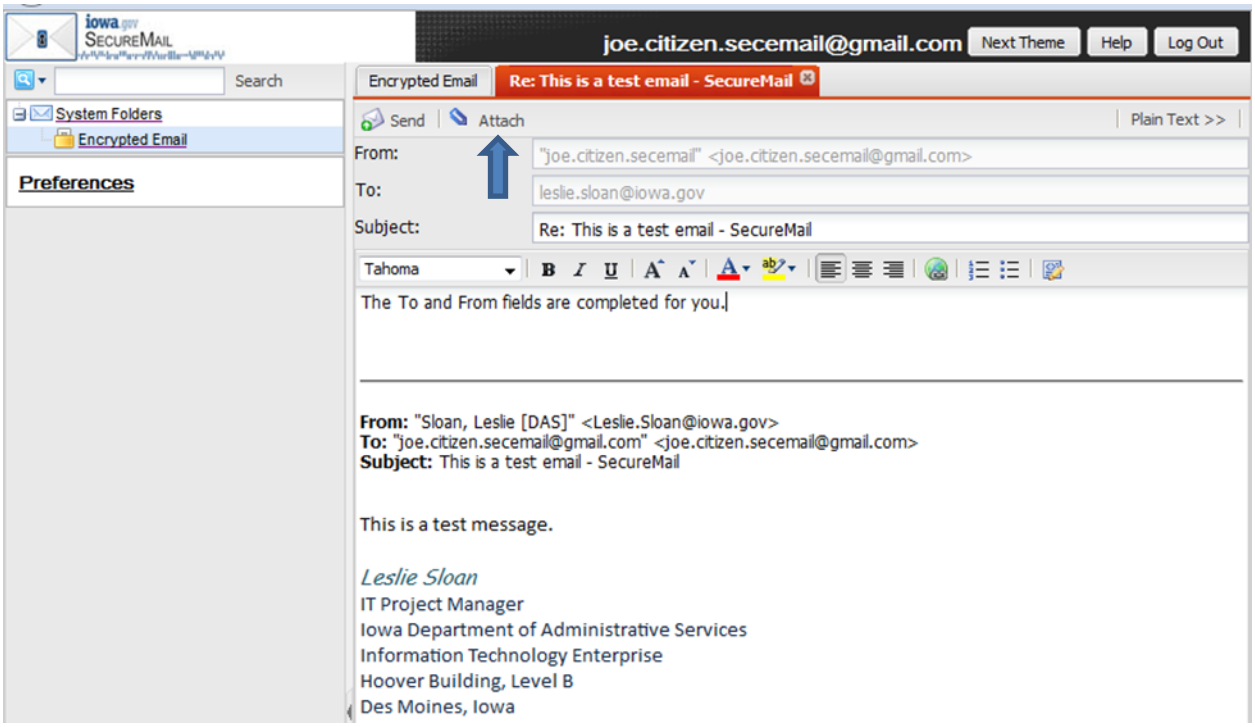


Replying to a secure email

When logged into the Secure Email System, click the reply button to respond to the secure email. The reply will be secure.



A new screen will appear to type the message and attach any needed files.



Email Retention

It is critical to remember that the secure email message will only be available in the Secure Email System for **14 days** from the date it was sent. After 14 days the Secure Email System automatically deletes the message.

During the 14 day period the secure message is available, a recipient can use the link or follow the URL in the message they received in their normal email box to access their secure email from the State of Iowa. After the 14 day secure email retention period, the link (and URL) will no longer be valid and the user will get an error if they click on the link or follow the URL.

Contact Information

State of Iowa Information Technology Service Desk:

By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-1507** or **1-800-532-1174**.