

Email Encryption use procedures

Document Purpose:

Assist Email Encryption group members with; Questions regarding the sending encrypted message and to help answer questions they may get from recipients of encrypted messages.

What is the Email Encryption project?

The Email Encryption project will implement a solution to allow the encryption of emails destined to external addresses. Email encryption appliances reside at the perimeter of the mail flow. Encryption will be either automated based on the content of the email or manually enabled by the sender. The recipient will be required to authenticate in a website to decrypt the message.

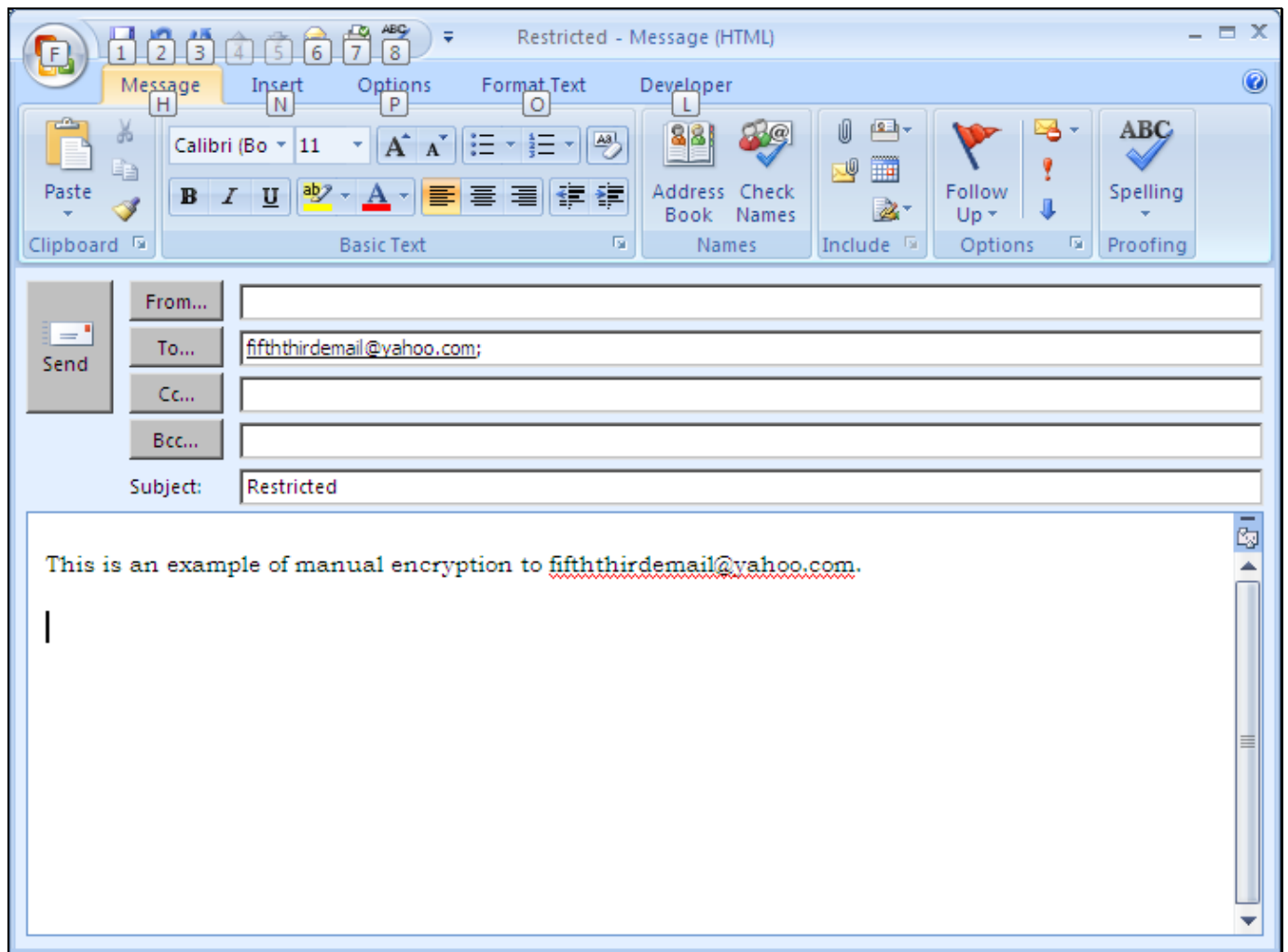
How does the automation work?

The subject, body and attachment(s) of email sent to external addresses will automatically be scanned for Credit Card and Social Security number information. If Credit Card and Social Security number information is found, the email will automatically be encrypted and delivered to the recipient.

How does a Fifth Third employee that is a member of the Email Encryption group manually encrypt an email?

To manually encrypt an email type "Restricted" or "Confidential" anywhere in the subject line and the message will be encrypted and delivered to the recipient(s). Edit the email and add attachments as you normally would when sending a message. *Note, if there are internal users listed in the email the message to them will not be encrypted, however, external email addresses in the TO:, CC:, or BCC: will be encrypted.*

Example Using Outlook:

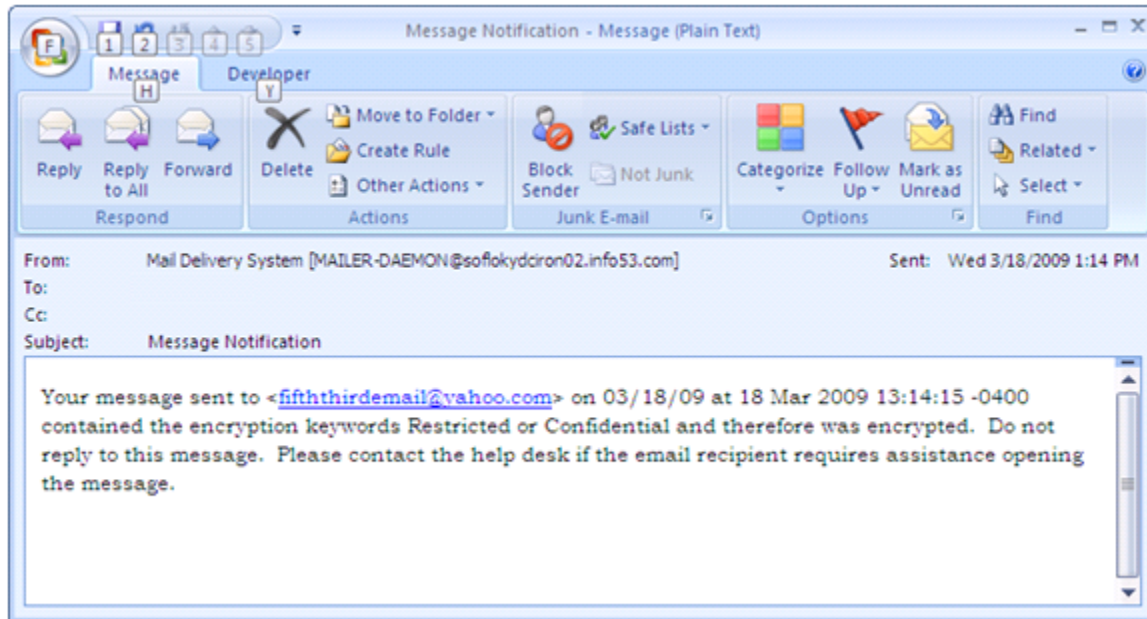


When sending a message with sensitive information, don't put anything sensitive in the subject line. Subject lines are not encrypted and are sent in clear text over the public Internet. Put the sensitive information in the Body of the message or in an attachment.

How will the Fifth Third sender know that a message was encrypted?

If your email message was encrypted, you will get a notification message from the encryption service letting you know that a message was encrypted and sent.

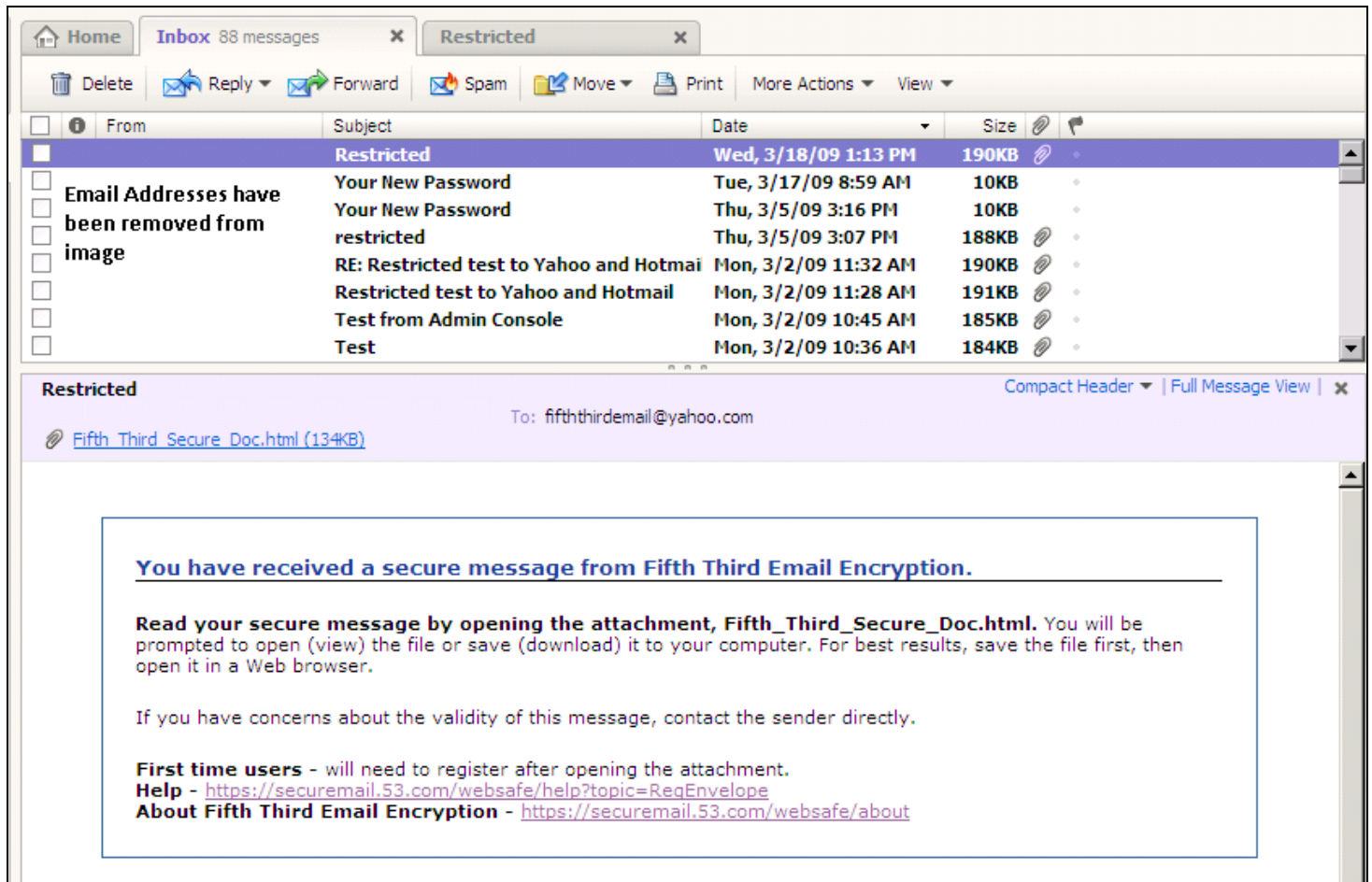
Example Notification:



What will the email recipient receive?

The email recipient will receive a secure message from Fifth Third Email.

Example message to a Yahoo account

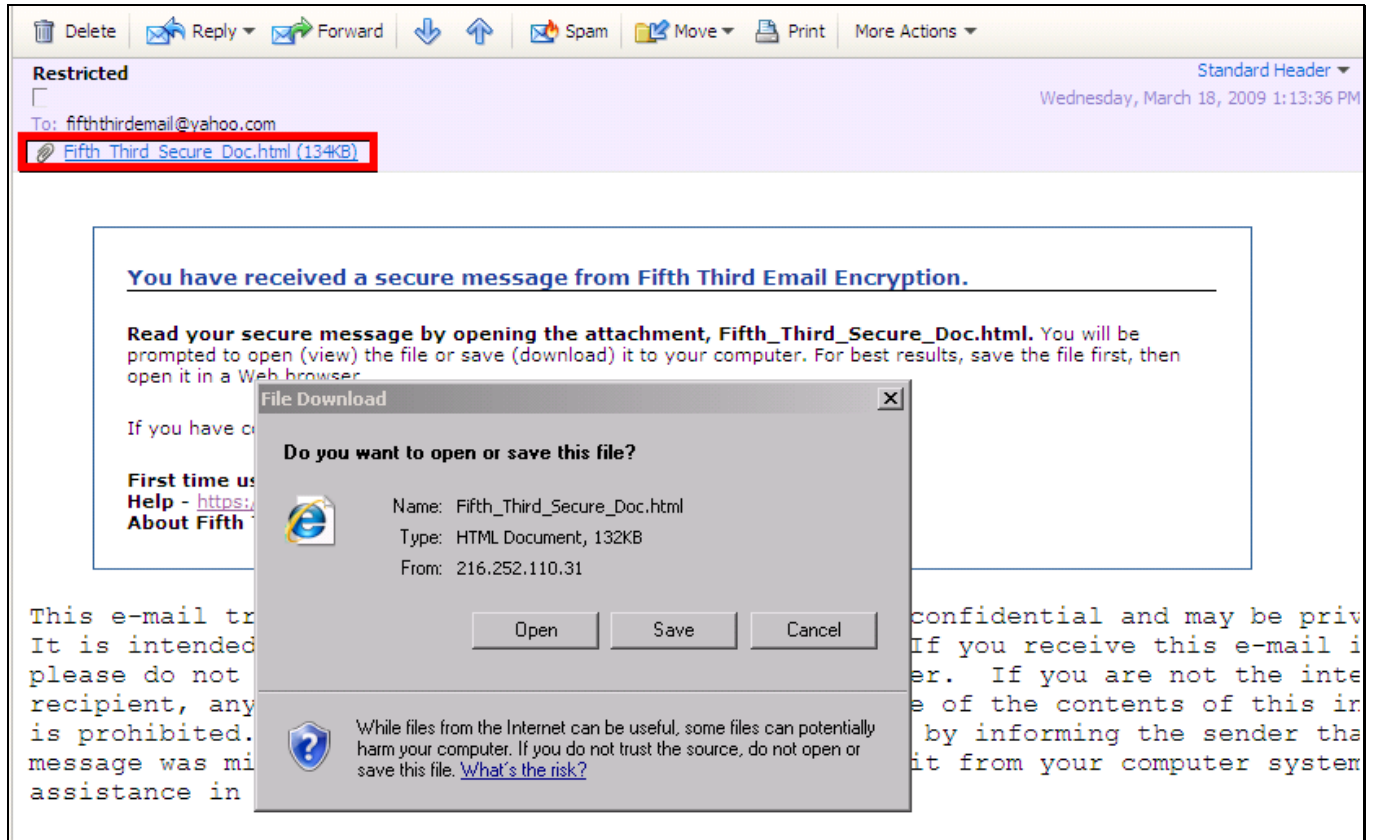


When they open the message “envelope” they will see the following instructions and be able to download the “Fifth_Third_Secure_Doc.html”. The attachment named “Fifth_Third_Secure_Doc.html” is the encrypted message and to open it the recipient must be registered and supply their login name and password. There is a Help – link that will guide the recipient to the help pages and the FAQ. Both links are provided towards the end of this guide.

What does the recipient need to do the first time they get a message?

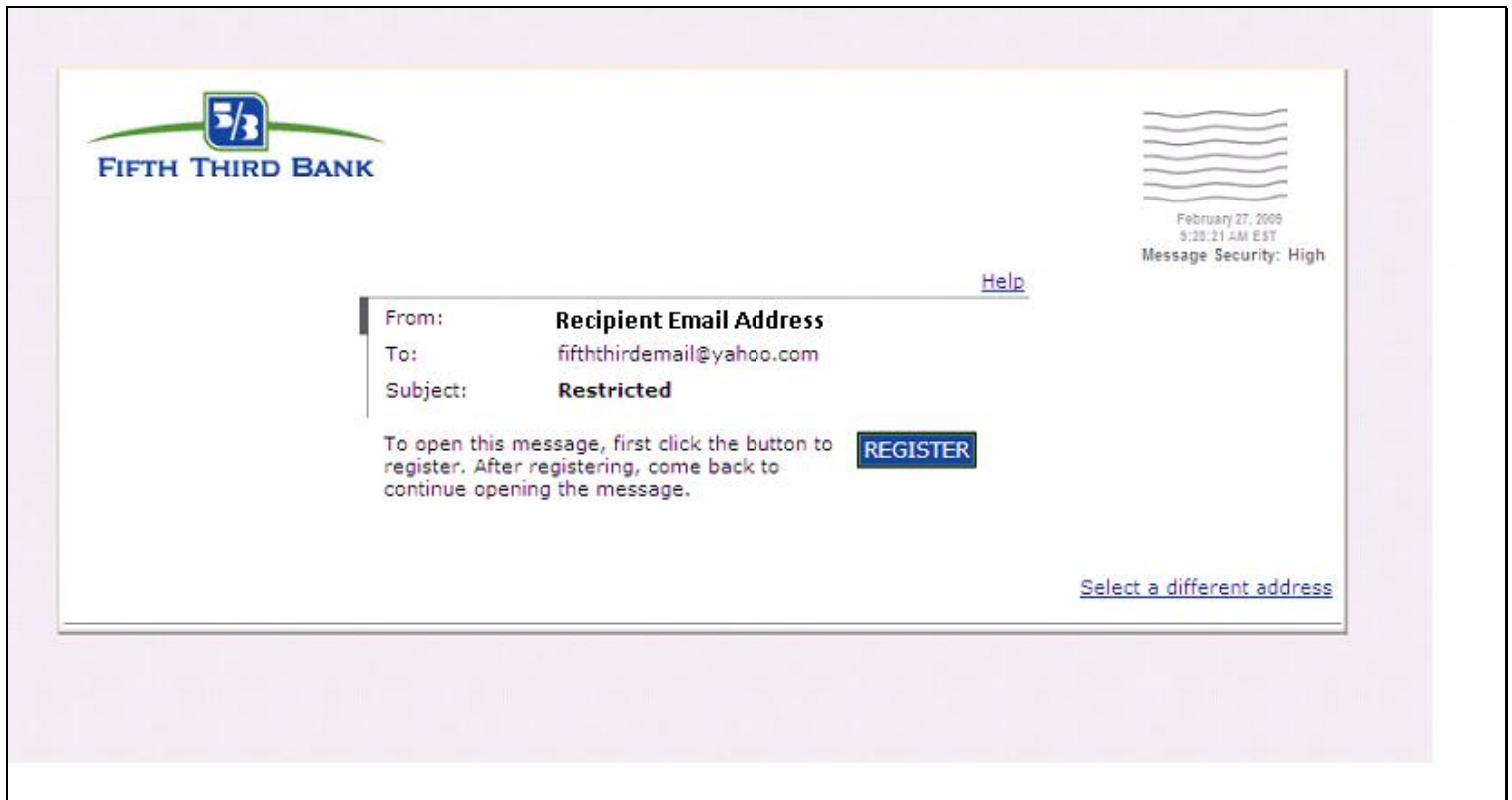
They will need to register at the registration site. If they are a first time user they will be directed to the registration site when they open the “Fifth_Third_Secure_Doc.html” attachment.

Open/Save the 'Fifth_Third_Secure_Doc.html' attachment




Hit either open or save. If they chose to save the Fifth_Third_Secure_Doc.html they will be asked for a save location and have the opportunity to save the file as a different name. They will then be able to open it just like any other saved file. If they choose to open the file it will open as Fifth_Third_Secure_Doc.html in a web browser. If they are a first time user they will get the following:

First Time User registration



When the user hits the “Register” button they will be prompted to register. Please note that the “From:” line will contain the recipient’s email address. The recipient will use their email address for their username as they register. Using the recipient’s email address will ensure the uniqueness of the username. The next three screen shoots show the registration screens:

Blank Registration Page



NEW USER REGISTRATION

* = required field

Email Address

First Name*

Last Name*

Password*

Confirm Password*

Personal Security Phrase


Remember me on this computer

[Register](#)

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters. Passwords must contain at least one special character (anything that is not a number or a letter).

Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

Example Registration Page



NEW USER REGISTRATION

* = required field

Email Address

First Name*

Last Name*

Password*

Confirm Password*

Personal Security Phrase

Remember me on this computer

[Register](#)

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters. Passwords must contain at least one special character (anything that is not a number or a letter).

Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

Successfully registered Notification

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "New User Registration - Windows Internet Explorer". The address bar contains the URL "https://securemail.53.com/websafe/custom.action?cmd=enrollstatus". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar shows "Links", "Avocent DSView", "SiteScope", "IT - Technology Office, Technical Services, Email & Collaboration - Bulletin Board", "Windows", "Windows Marketplace", and "Windows Media". The main content area features the Fifth Third Bank logo on the left and a notification box on the right. The notification box has a vertical line on its left side and contains the following text:

NEW USER REGISTRATION

Thanks! You've created an IronPort Encryption account.

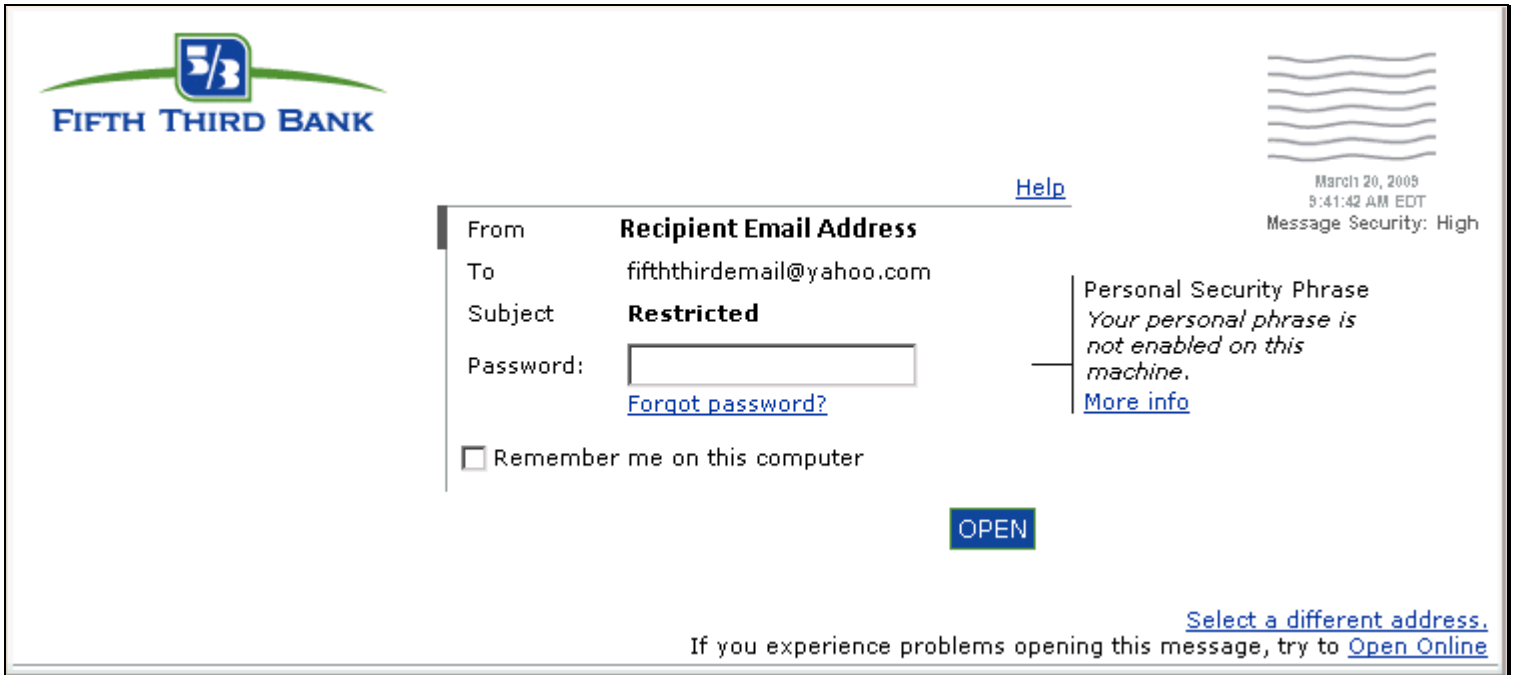
To exit this page, close your browser window.

The status bar at the bottom of the browser window shows "Done" on the left and "Local intranet" on the right.

What about exiting registered users and what happens after registration?

If a register user open the "Fifth_Third_Secure_Doc.html" attachment. They get the "Open" button instead of the "Register" button:

Registered User login



FIFTH THIRD BANK

[Help](#)

March 20, 2009
9:41:42 AM EDT
Message Security: High

Recipient Email Address

From: **Recipient Email Address**

To: fifththirdemail@yahoo.com

Subject: **Restricted**

Password:

[Forgot password?](#)

Remember me on this computer

Personal Security Phrase
Your personal phrase is not enabled on this machine.
[More info](#)

OPEN

[Select a different address.](#)

If you experience problems opening this message, try to [Open Online](#)

After the registered user supplies their password the message will open. They will be able to read the message, open the attachments and reply to the sender once they authenticate. Below is an example of an open message. *Please note the "From:" and message Body have been omitted from the example message. The "From:" field will contain the sender, the body will contain the text that was added when sending and any attachments will be listed as well. All messages will contain the Fifth Third banner that is sent with all outbound messages.*

Example of an Open Message



Secured Message

[Reply](#)[Reply](#)

From:
To: fifththirdemail@yahoo.com
Date: March 20, 2009 9:41:37 AM EDT
Subject: Restricted

This e-mail transmission contains information that is confidential and may be privileged. It is intended only for the addressee(s) named above. If you receive this e-mail in error, please do not read, copy or disseminate it in any manner. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited. Please reply to the message immediately by informing the sender that the message was misdirected. After replying, please erase it from your computer system. Your assistance in correcting this error is appreciated.

[Reply](#)[Reply](#)

How does a registered user reply to a message?

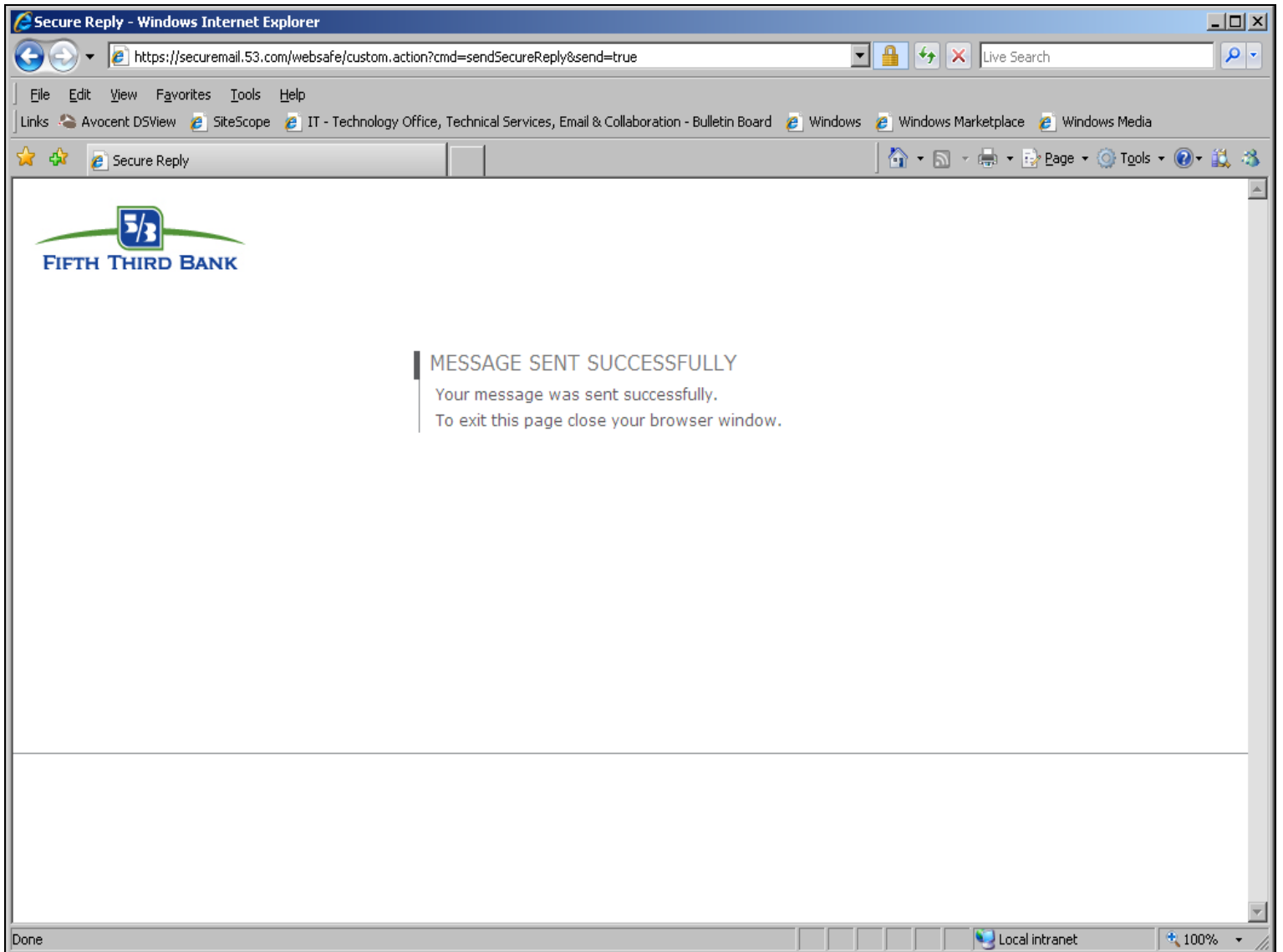
To reply to the sender or to all hit the “Reply” or “Reply All” button after the message is open. Craft the message, add any attachments and hit “Send”.

Reply to a message:



The screenshot shows the Fifth Third Bank logo at the top left. The main content area is titled "REPLY TO SENDER" and includes three buttons: "Send", "Reset", and "Cancel". Below the title, the email header information is displayed: "From: Registered User", "To: Fifth Third employee", and "Subject: Attachments (none)". A large text area for composing the message is provided, with a vertical scrollbar on the right side. Below the text area, there are two checkboxes: "Automatically BCC me on this email." and "Send me a read receipt when a recipient has opened this email." A note below the checkboxes states: "This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests." At the bottom right, there are three buttons: "Send", "Reset", and "Cancel".

Message after send was successful



Registered users can only reply to the sender or the sender and all other recipients of the message. They will not be able to add addresses in the "to:" "From:" or "BCC:" fields.

How does the registered user get help?

Within the “registered envelope” that is sent with each encrypted email there are links to the help documents and an FAQ. However; if the recipient of your message is having issues that can’t be resolved through the Help and FAQ documents they are instructed to call the sender. The sender of the encrypted email can contact the Fifth Third help desk if they cannot provide assistance to resolution. The help desk can perform troubleshooting steps and can escalate the ticket if needed. The Help Desk number is 513-534-6660.

What is the Introduction to Email Encryption used for?

Fifth Third corporate communications has developed a form letter that can be sent to potential external email recipients that will receive encrypted email. The communication is a way to “prime the pump”. “Introduction to Email Encryption.doc” can be sent before an encrypted message is sent to let the customer know what to expect.

To view the help page that the recipient will see go to:

<https://securemail.53.com/websafe/help?topic=RegEnvelope>

To view the FAQ that the recipient will see go to:

<https://securemail.53.com/websafe/help?topic=FAQ>

For a registered user to change their profile they can go to:

<https://securemail.53.com>