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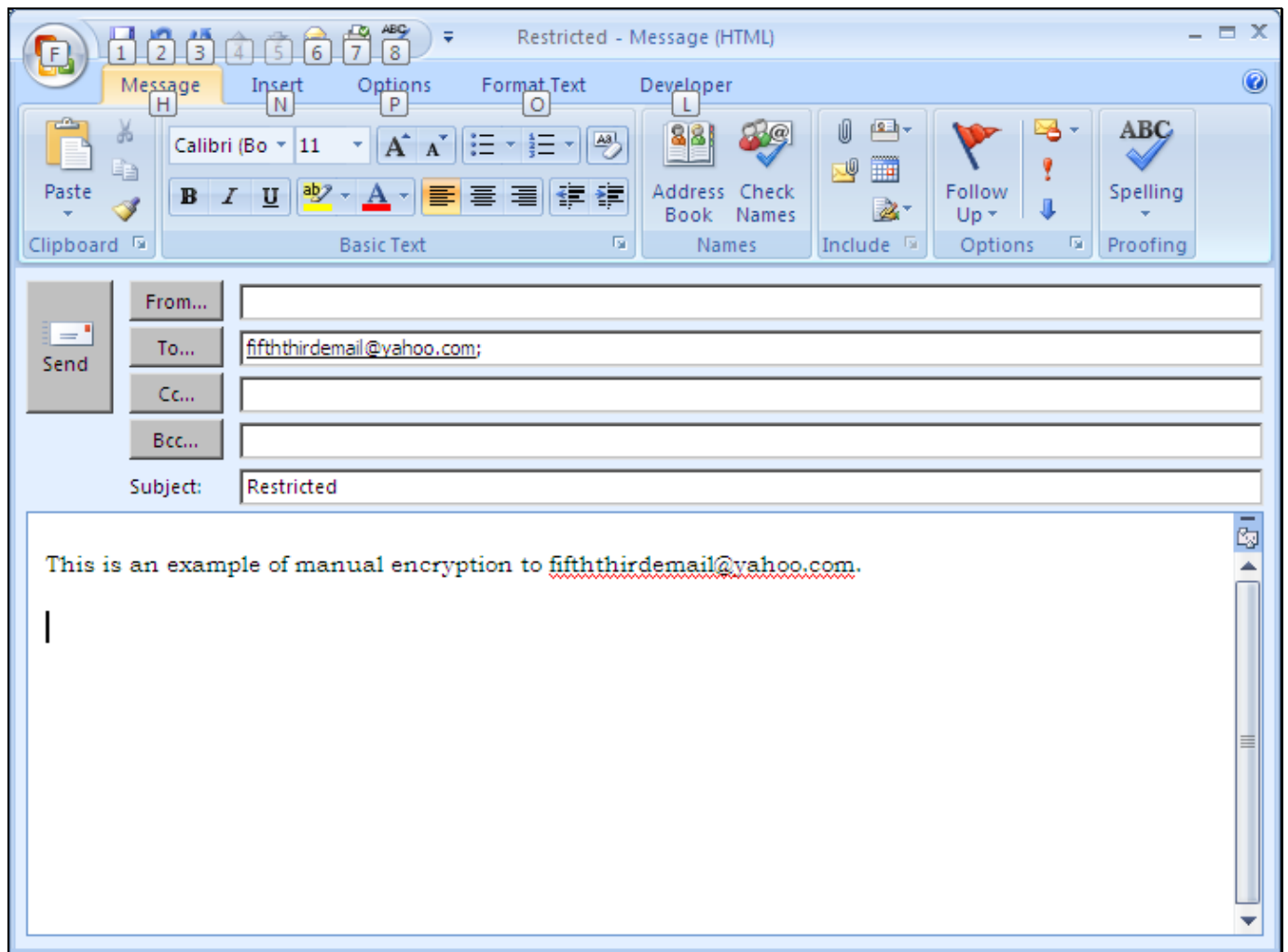
When sending a message with sensitive information, don't put anything sensitive in the subject line. Subject lines are not encrypted and are sent in clear text over the public Internet. Put the sensitive information in the Body of the message or in an attachment.

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.
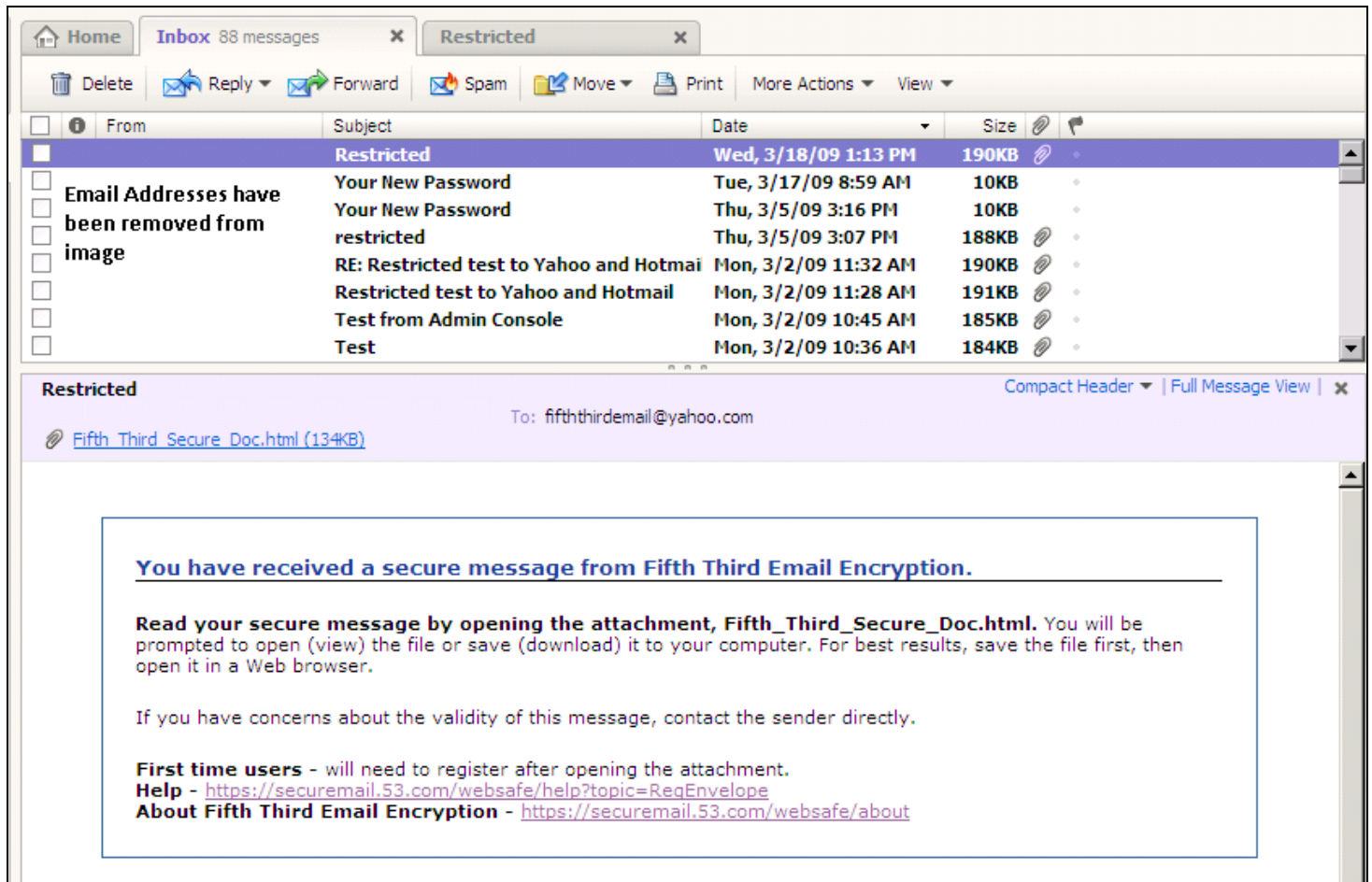
Example Notification:
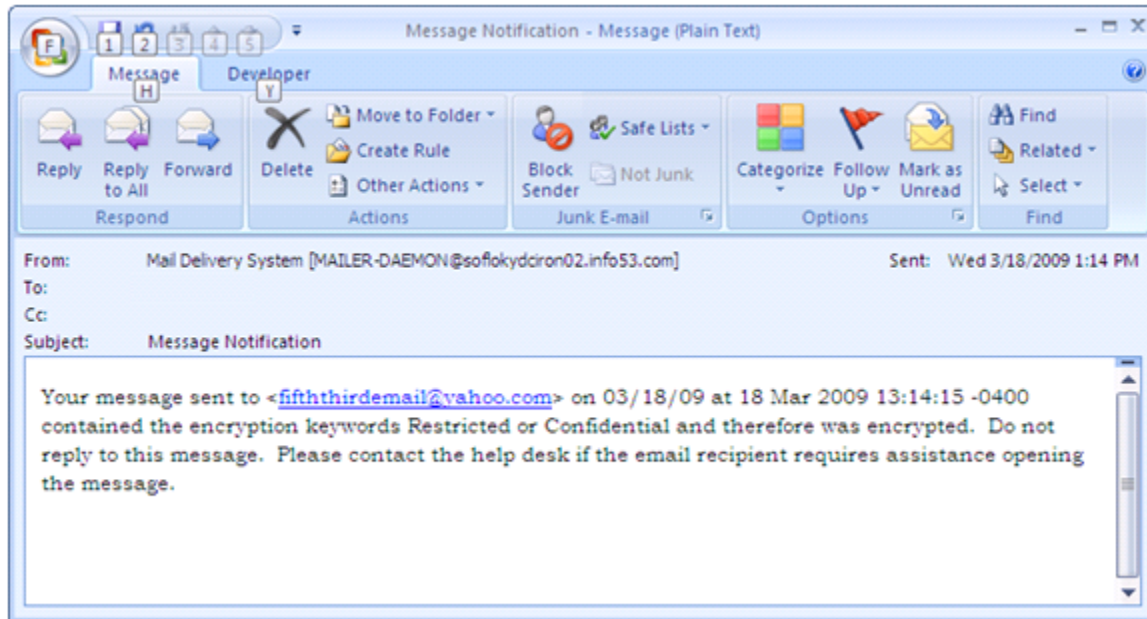
What will the email recipient receive?

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
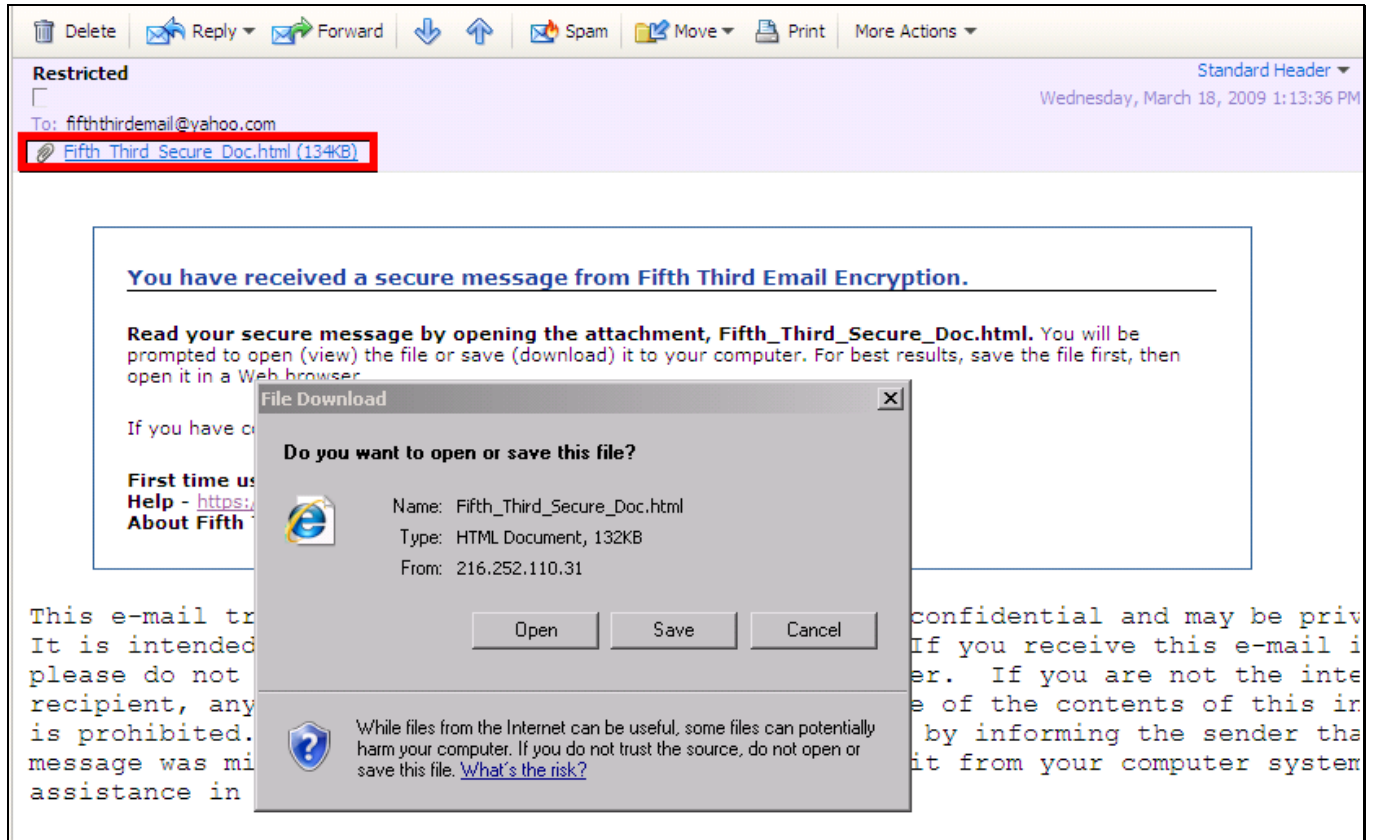
Hit either open or save. If they chose to save the Fifth_Third_Secure_Doc.html they will be asked for a save location and have the opportunity to save the file as a different name. They will then be able to open it just like any other saved file. If they choose to open the file it will open as Fifth_Third_Secure_Doc.html in a web browser. If they are a first time user they will get the following:
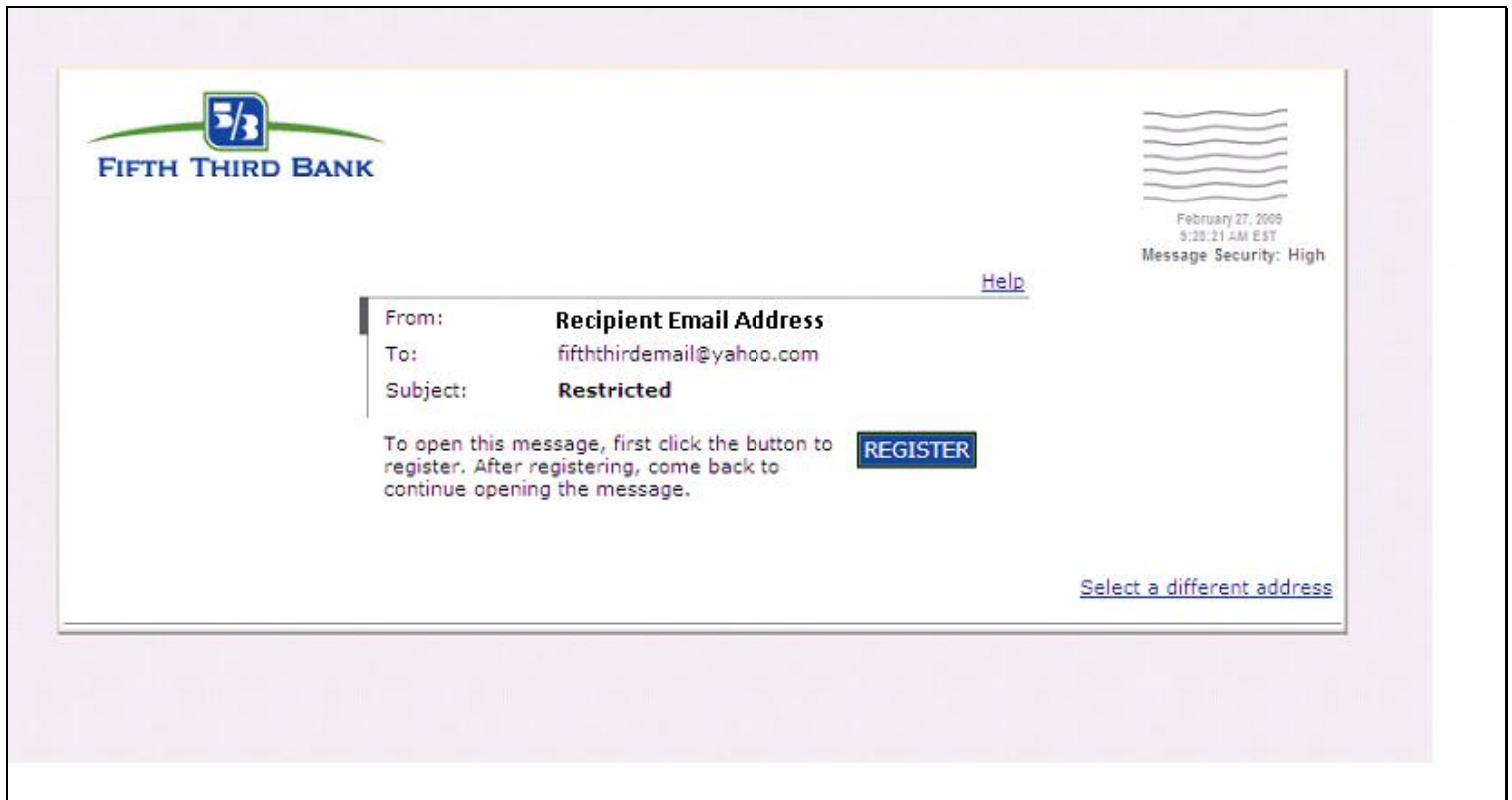
When the user hits the "Register" button they will be prompted to register. Please note that the "From:" line will contain the recipient's email address. The recipient will use their email address for their username as they register. Using the recipient's email address will ensure the uniqueness of the username. The next three screen shoots show the registration screens:

Blank Registration Page

Example Registration Page

Successfully registered Notification

https://securemail.53.com/websafe/custom.action?cmd=enrollstatus

Live Search

File   Edit   View   Favorites   Tools   Help

Links   Avocent DSView   SiteScope   IT - Technology Office, Technical Services, Email & Collaboration - Bulletin Board   Windows   Windows Marketplace   Windows Media

New User Registration

Page ▾   Tools ▾

FIFTH THIRD BANK

NEW USER REGISTRATION

Thanks! You've created an IronPort Encryption account.
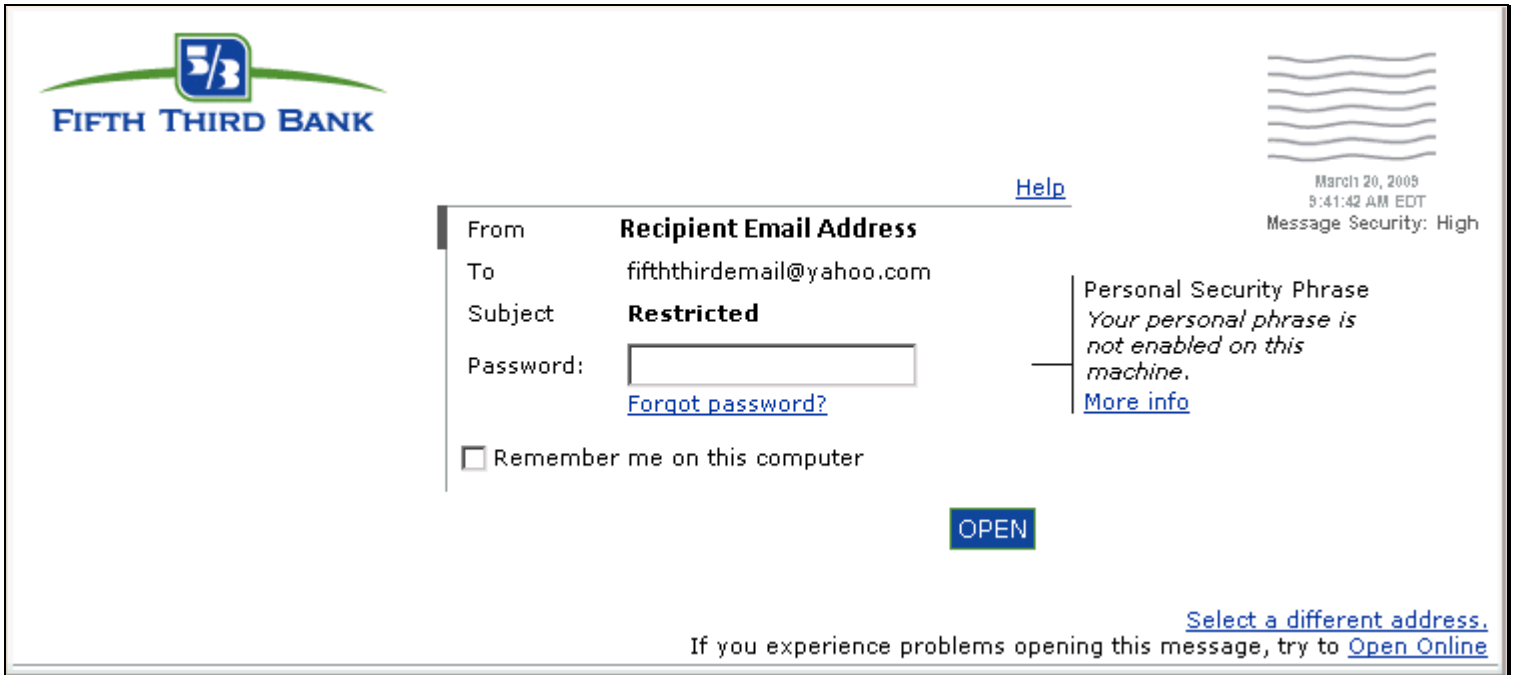
To exit this page, close your browser window.

Done   Local intranet

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

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

FIFTH THIRD BANK

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

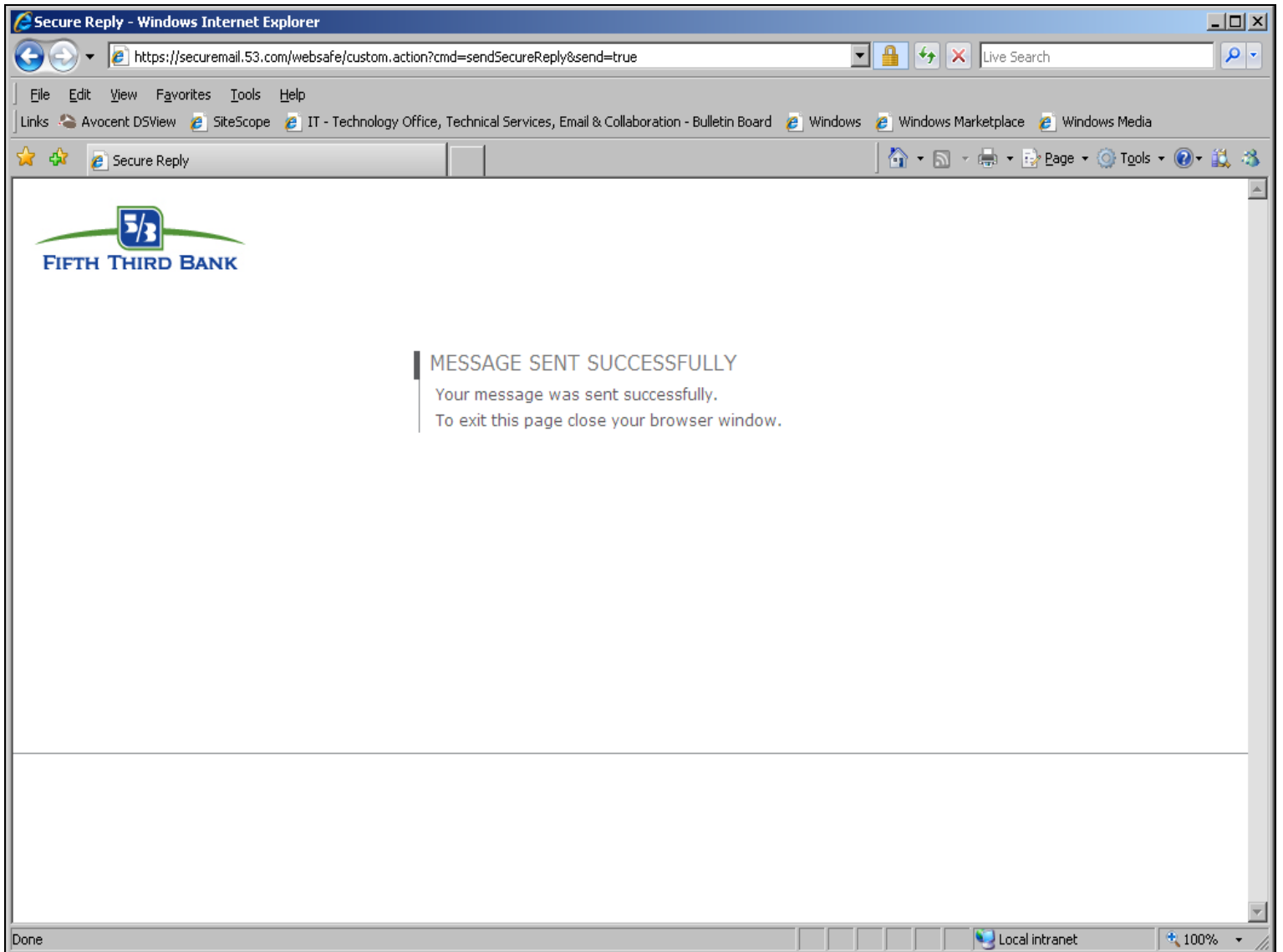**How does a registered user reply to a message?**

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:

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 theie profile they can go to:

https://securemail.53.com