

Email Securemail Portal FAQs

Why would I need to use the Secure Mail Portal?

The Secure mail portal is used by non-commonwealth users (Non-CWOPA) to send secure emails to a commonwealth user (CWOPA).

How long has the Secure mail Portal service been in Production?

Since January 2010

Is there a cost to agencies to use the Secure Mail Portal?

No. The Secure Mail Portal solution was paid for in full by OA/OIT so agencies will not be asked to pay for its use. If agencies have specific requirements they would like to implement in future phases, then there is a possibility that they would incur some of the cost if Cisco Iron Port professional services would be required to implement the changes.

How do I use the Secure Mail Portal?

Basic instructions to utilize the Secure Mail Portal service:

1. The commonwealth employee first needs to send an encrypted email to the external user or customer (non-commonwealth user/Non-CWOPA).
2. The non-commonwealth user needs to register with our Iron Port solution to open the secure email. Reference the email encryption page: http://www.portal.state.pa.us/portal/server.pt/community/email_-_exchange/748/email_encryption/1355066 and select the first document link; **IronPort Email Encryption User Guide**.
3. Once the non-commonwealth user is registered, they can go the Iron Port secure portal <https://www.securemail.state.pa.us/> to compose a secure email.
4. The non-commonwealth employee needs to log in using the Iron Port account they just created when registering to open the encrypted email sent from the commonwealth employee (See #2)
5. Once the non-commonwealth user logs in the secure email portal, they can compose a secure email to be sent to a commonwealth employee's outlook client

Important: Emails composed by non-commonwealth user (Non-CWOPA) in the secure email portal can only be sent to commonwealth employees (CWOPA).

Who do I contact for Secure Mail Portal support?

Exchange Team – Help Desk
717-705-4509
exchadmins@state.pa.us

Erik Avakian – Business Lead
(717) 772-4240
eavakian@state.pa.us

How does a business partner know the commonwealth user has received their secure email?

When composing an email in the Secure Email portal check the box "Send me a read receipt when a recipient has opened this email." Note: Verify that the receipt has "allow read receipt" turned on.

My business partners users Lotus Domino; will the Secure Mail Portal support their email system?

The Secure Email Portal supports various Internet email platforms; AOL, Hotmail, Gmail, and Yahoo as well as Outlook and Lotus Notes.

I have multiple third party email accounts; AOL, Hotmail, Gmail, etc. Do I need to set up and register each account to use the Secure Mail Portal?

You are required to register any third-party email account(s) you plan to use when sending secure emails.

Are secure emails I created within the secure portal stored on the Cisco Iron Port appliances?

No emails are stored on the Cisco Ironport server appliances.

Where is the Secure Mail Portal system located? Is it hosted by a third party?

The Secure Mail Portal uses Enterprise Data Center infrastructure and the Cisco IronPort Email Encryption architecture.

How large an attachment can I send using the Secure Mail Portal?

You can send an attachment of up to 10 Megs in Secure mail portal, similar to Email Encryption service. The use of encryption, can possibly double the size of the message; as a result, the recipients email system may reject the message as too large.

Can I forward emails to non-commonwealth email accounts?

The Secure mail portal only allows registered non-commonwealth (Non-CWOPA) users the ability to email sensitive documents to commonwealth users (CWOPA).

Does the non-CWOPA business partner need to go to the Secure Mail Portal every time to initiate a new secure email?

Yes, it is highly recommended that a new secure email be created each time in the Secure Portal by the business partner (non-CWOPA user) when emailing sensitive data to a commonwealth user.

If the commonwealth user is required to reply back to the business partners secure email, the commonwealth user has to manually tag the email with the word ENCRYPT or [SEND SECURE] in the subject line. Also, encrypting messages can be done manually by using the SEND SECURE button.

How do I submit an incident ticket to request Secure Mail Portal support?

Select these options when submitting an incident ticket to the Exchange team:

Agency – Global

Category – Enterprise Exchange Support

Type – Exchange

Item - Email Encryption