

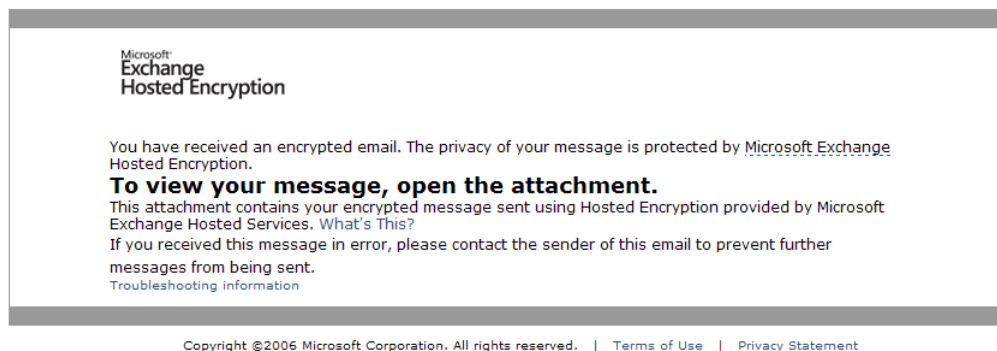
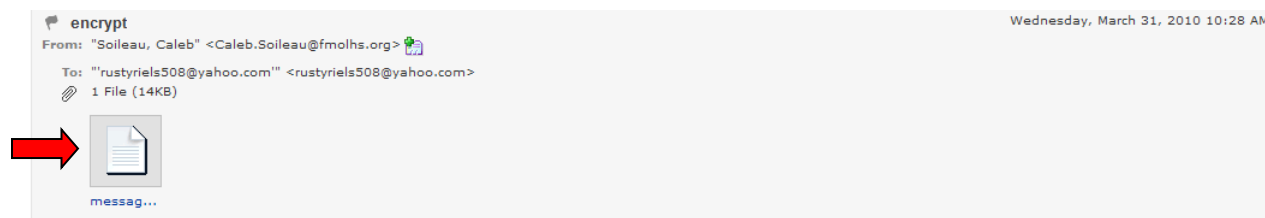
MICROSOFT FOREFRONT

OVERVIEW

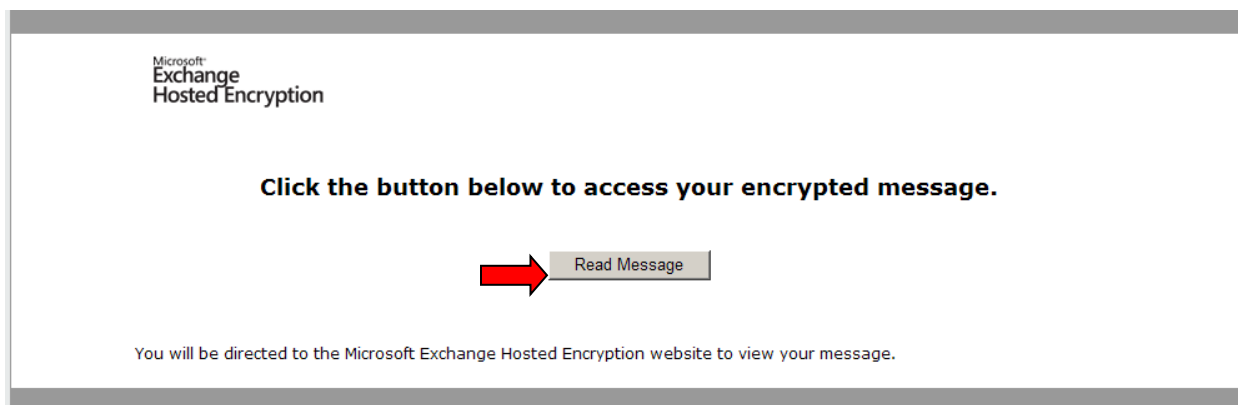
Microsoft Forefront is the encryption application used to encrypt outgoing messages containing protected health information. If a message is flagged and encrypted, the customer will need to follow these guidelines to retrieve and read the message.

ACCOUNT CREATION PROCESS FOR FIRST TIME RECIPIENTS:

1. The recipient will see a message similar to the one pictured below if a message is encrypted by Microsoft Forefront. Have them open the attachment to the email.



2. This will take them to the screen shown below. They will now need to click the **Read Message** button.



3. If this is their first time receiving an encrypted message sent to their email address they will need to fill out and submit the information requested on the screen shown below. Have them click the **Submit** button after filling out the required fields.

4. Once the information is submitted, the customer will see the screen below. It advises them to check their email to complete the enrollment process.

The customer will now have a new message from Microsoft Hosted Encryption in their inbox. Have then open the message and click the link to complete the account creation process.

Microsoft Exchange Hosted Encryption Account Creation Wednesday, March 31, 2010 12:56 PM
From: "Microsoft Hosted Encryption" <hostedencryption@encryption.messaging.microsoft.com>
To: rustyriels508@yahoo.com

Hello Rusty Riels,

To complete the account creation process, you must click on the link below:



<https://enroll.encryption.messaging.microsoft.com/answerback/enroll.php?abn=swQahIEx7RCtSpVP>

IMPORTANT: For security reasons, this is a one-time use link that works only on the same browser and machine you used to enroll. It is advised that you delete this email after you have clicked on the link above.

Thank you for using Microsoft Exchange Hosted Encryption.

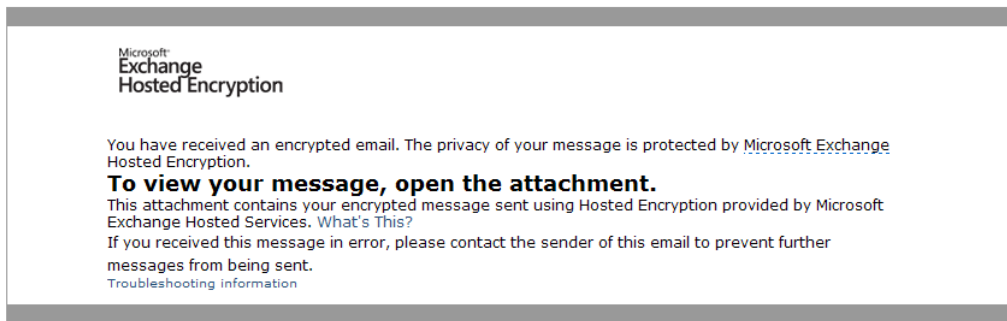
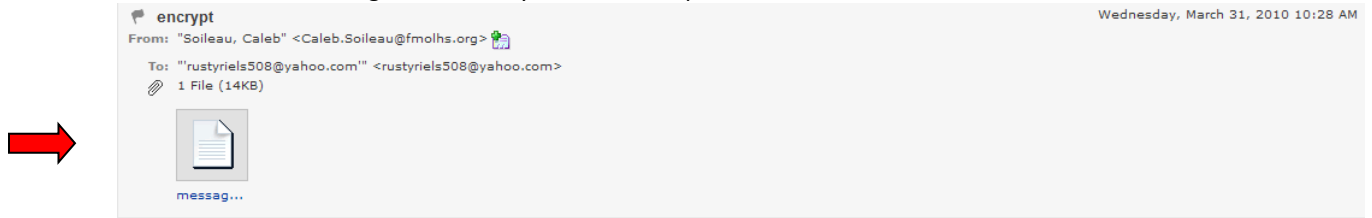
5. Once they click the link they will be directed to the Microsoft Exchange Hosted Encryption page and their secure message will be displayed.

ENCRYPTING AN OUTBOUND EMAIL MESSAGE:

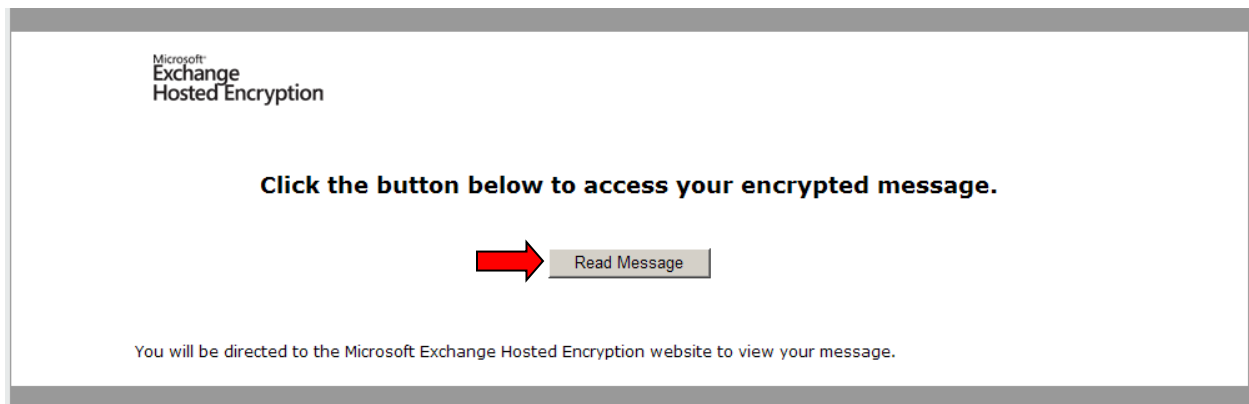
1. In order to ensure that an email message going out to an external email address is encrypted, the customer can simply add any of the following words to the Subject line of the message:
 - a. Zixencrypt
 - b. Zixlolrmc
 - c. Zixfmlhs
 - d. Zixsteh
 - e. Zixlourdes
 - f. Zixstfran

VIEWING ENCRYPTED MESSAGES AFTER ACCOUNT HAS BEEN CREATED:

- 1 The customer will see the message below. They will need to open the attachment.



2. They will then see this screen and will need to click the **Read Message** button.



3. They will then see this screen which indicates they already have an account registered using the email address shown in the message. They will need to enter their password and click the **Continue** button.

Note: This is NOT a password controlled, reset or in any way administered by FMOLHS IS or any facility personnel.

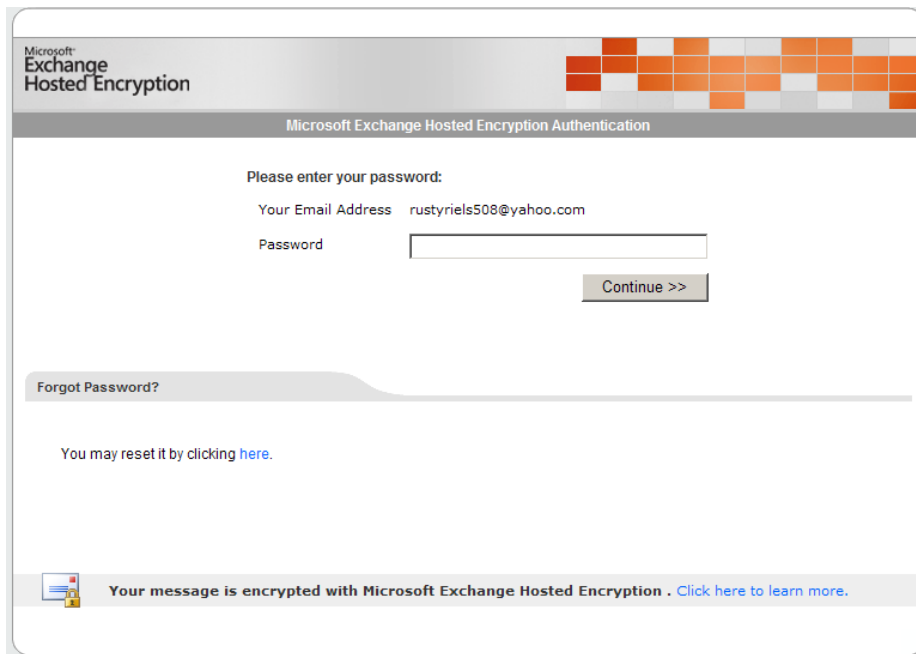
The screenshot shows the Microsoft Exchange Hosted Encryption Authentication page. At the top left is the logo "Microsoft Exchange Hosted Encryption". Below it is the title "Microsoft Exchange Hosted Encryption Authentication". The main content area says "Please enter your password:" followed by "Your Email Address rustyriels508@yahoo.com". There is a text input field for the password and a "Continue >>" button. A red arrow points to the "Continue >>" button. Below the input field is a "Forgot Password?" section with a link "You may reset it by clicking [here](#).". At the bottom, there is a footer that says "Your message is encrypted with Microsoft Exchange Hosted Encryption . [Click here to learn more.](#)"

4. After clicking the **Continue** button the encrypted message will then be displayed for the customer.

The screenshot shows the Microsoft Exchange Hosted Encryption message display page. At the top left is the logo "Microsoft Exchange Hosted Encryption". Below it is the title "Your Encrypted Message". The user's email address "rustyriels508@yahoo.com" is displayed with links for "Help" and "Sign Out". Below the title are buttons for "Reply", "Reply All", and "Forward". The message header shows "From: caleb.soileau@fmoilhs.org (authenticated by encryption.messaging.microsoft.com) Valid Signature (Help)", "Sent: Mar 31, 2010 3:29:05 PM GMT", "To: rustyriels508@yahoo.com", and "Subject: encrypt". The message body contains the text "Test test", "225-54-6666", "Social Security number", and "Caleb Soileau | Systems Administrator - Microsoft Windows Infrastructure | 225-526-4078". Below the message body are buttons for "Reply", "Reply All", and "Forward". At the bottom, there is a footer that says "Your message is encrypted with Microsoft Exchange Hosted Encryption. [Click here to learn more.](#)"

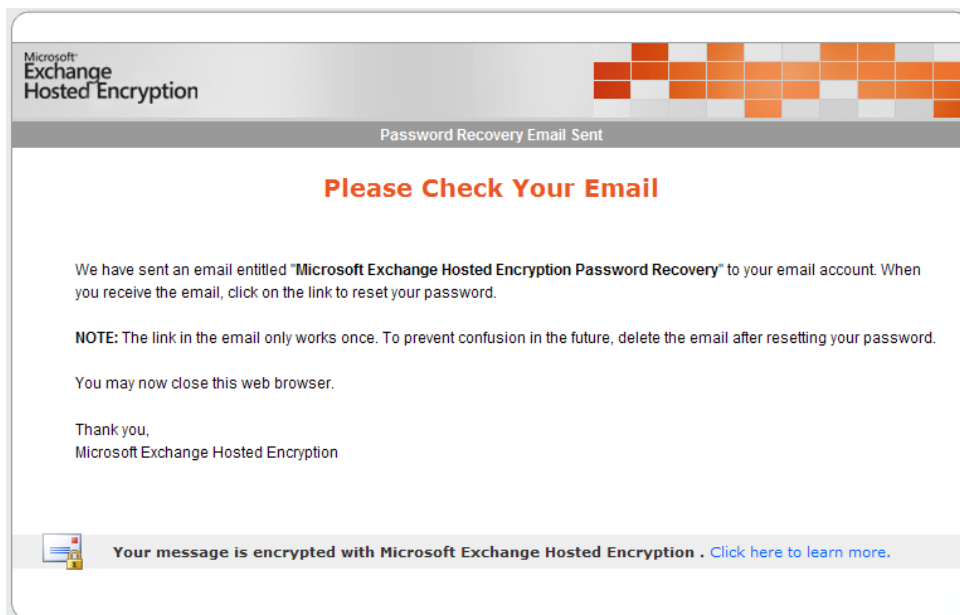
CUSTOMER HAS FORGOTTEN PASSWORD:

1. If the customer does not remember their password when attempting to view an encrypted message, they will need to click the link that says "You may reset it by clicking here."



The screenshot shows the Microsoft Exchange Hosted Encryption Authentication page. At the top left, it says "Microsoft Exchange Hosted Encryption". Below that, it says "Microsoft Exchange Hosted Encryption Authentication". The main content area has the text "Please enter your password:" followed by "Your Email Address" and the value "rustyriels508@yahoo.com". Below that is a "Password" field with a text input box and a "Continue >>" button. At the bottom of the main content area, there is a "Forgot Password?" section with the text "You may reset it by clicking [here](#)." A red arrow points to this link. At the very bottom of the page, there is a footer that says "Your message is encrypted with Microsoft Exchange Hosted Encryption . [Click here to learn more.](#)"

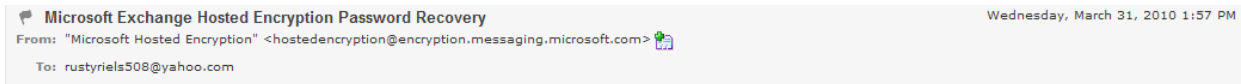
2. Once the link is clicked, an email is sent to their inbox that will allow them to reset the password. They will see the screen below advising them of this and they can close out this window.



The screenshot shows the Password Recovery Email Sent page. At the top left, it says "Microsoft Exchange Hosted Encryption". Below that, it says "Password Recovery Email Sent". The main content area has the text "Please Check Your Email" in bold. Below that, it says "We have sent an email entitled "Microsoft Exchange Hosted Encryption Password Recovery" to your email account. When you receive the email, click on the link to reset your password." Below that, there is a "NOTE: The link in the email only works once. To prevent confusion in the future, delete the email after resetting your password." Below that, it says "You may now close this web browser." Below that, it says "Thank you, Microsoft Exchange Hosted Encryption". At the very bottom of the page, there is a footer that says "Your message is encrypted with Microsoft Exchange Hosted Encryption . [Click here to learn more.](#)"

3. An email entitled "Microsoft Exchange Hosted Encryption Password Recovery" will be in their inbox. Have them open the message then click the link in it.

Note: This link only works for resetting the password one time.



Hello Rusty Riels,

To complete the password reset process, you must click on the link below:



<https://enroll.encryption.messaging.microsoft.com/answerback/enroll.php?abn=Kh3Tk1WH8wPYIAFT>

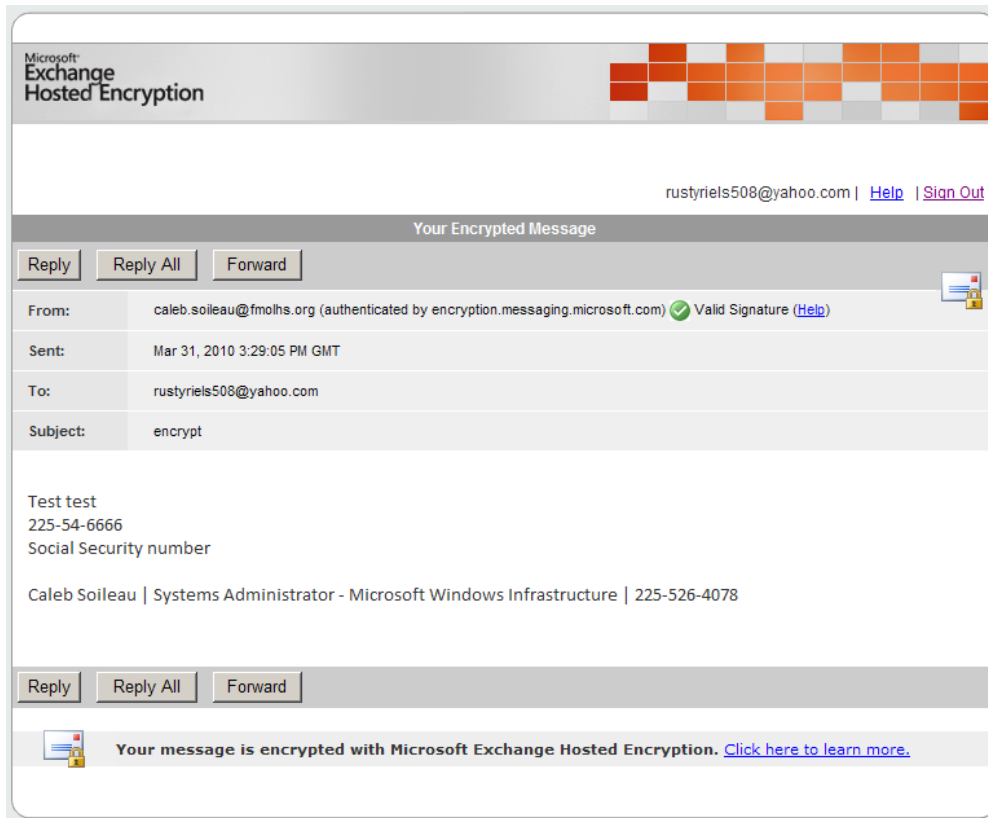
IMPORTANT: For security reasons, this is a one-time use link that works only on the same browser and machine you used to request a password reset. It is advised that you delete this email after you have clicked on the link above.

Thank you for using Microsoft Exchange Hosted Encryption.

4. After clicking the link they will see the screen below. They will need to type in a new password then re-type it in the bottom box. After this is complete they need to click the **Continue** button.

The image shows a web form titled "Microsoft Exchange Hosted Encryption" with the subtitle "Update Account Information". A red asterisk indicates required fields. The form has four input fields: "Your Name" (containing "Rusty Riels"), "Your Email Address" (containing "rustyriels508@yahoo.com"), "Your Password" (with a red error message "Please complete this field."), and "Re-type Your Password" (with a note "Required if resetting password"). A red arrow points to the "Continue >>" button at the bottom. At the very bottom, there is a footer with a lock icon and the text "Your message is encrypted with Microsoft Exchange Hosted Encryption . Click here to learn more."

5. After clicking **Continue** they will see the encrypted message AND their password is reset to whatever they entered.



EXPIRED MESSAGES:

If an encrypted message is not accessed/viewed by the recipient within 14 days, the sender will receive a message similar to the one below. If they get this notification they will need to resend the original message in order for the recipient to view it.

From: notification@fmoths-secure.org
To: Riels, Rusty E
Cc:
Subject: EXPIRED: encrypt

Franciscan Missionaries of Our Lady Secure Email Message Expiration Notification:

To: rustyriels508@yahoo.com

Cc:

From: rusty.riels@fmoths.org

Subject: encrypt

Arrived on: Mar 31, 2010 @ 14:50 (GMT)

Expired on: Apr 14, 2010 @ 14:50 (GMT)

The following recipients failed to pickup the message above:

rustyriels508@yahoo.com