An introduction to Bristol City Council's secure email system for external users

HOW TO SEND SECURE EMAIL TO BRISTOL CITY COUNCIL

OVERVIEW

Bristol City Council has a secure email system. This enables staff, citizens and the council's external partners to send and receive secure messages.

This document explains how external users and the public can use this system.

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A. How do external users send secure email to BCC staff?
B. How do BCC staff send secure emails to citizens and partner organisations?
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A. HOW DO EXTERNAL USERS SEND SECURE EMAIL TO BCC STAFF?

External users (both individuals and organisations), can initiate a secure email exchange with BCC staff. The first thing you need to do is register on the system at:

http://www.bristol.gov.uk/securemail

The first screen you see prompts you to enter your email address:

Once you've done this, click on **Continue**, then add your name and set up a password:

You are then asked to activate your account. This is similar to the process used when registering for an online shopping account, where an email is sent to your email address to verify that it belongs to you:
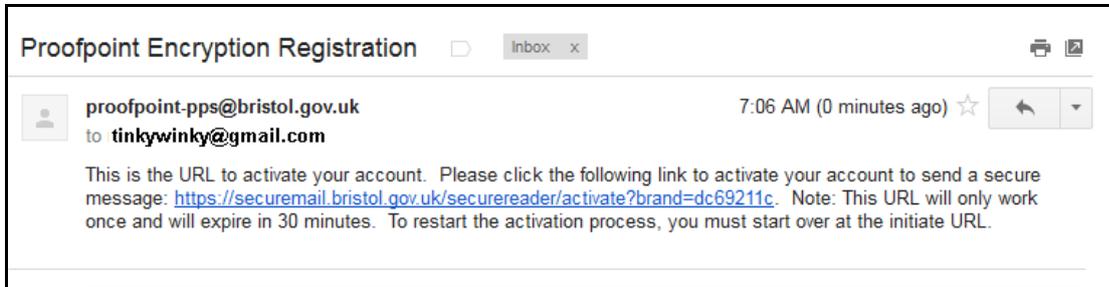

You must click on the activation link in the email within 30 minutes of receiving the email itself:

When the activation is complete, a registration confirmation appears:
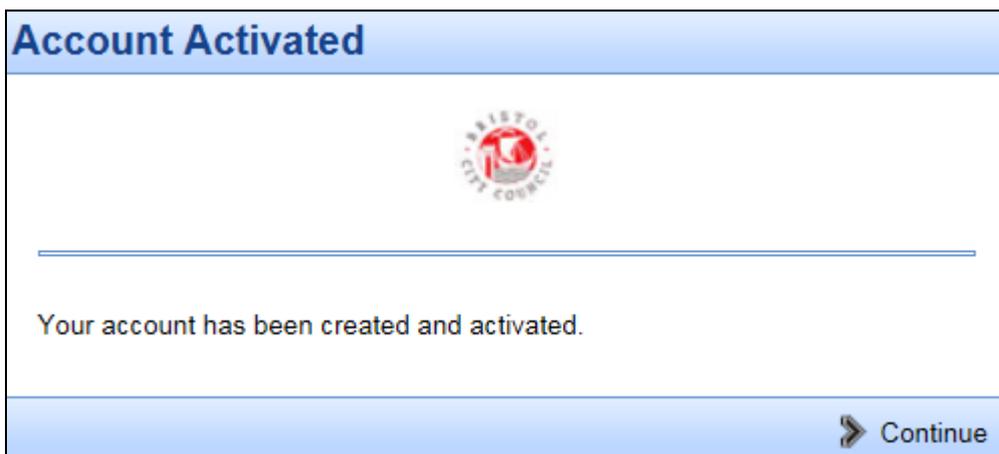
You now have an account on the secure email server, and are logged into it.

To compose your secure message, click on **Continue**

then write your email as normal:

When you have finished, click on **Send**. The email is then sent from the secure

server to the BCC staff member's account.

You can now send another secure message or log out:
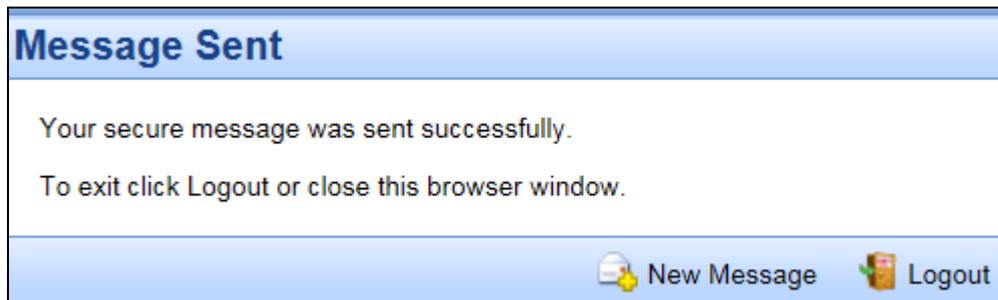
Please note:

1. If you simply close the tab in your browser that you've been working in **without choosing the Logout option first**, you will not be logged out of the system.

2. You can only send secure emails to people with a **bristol.gov.uk** email address or an email address in an organisation that Bristol City Council is associated with, eg, **bristolpartnership.org**

3. Attachments to your secure emails should not exceed 10 MB.

4. When your email arrives in the inbox of the Bristol City Council staff member, the email title includes the prefix **[encrypt].** The staff member then knows that a reply to your email must also be sent securely.
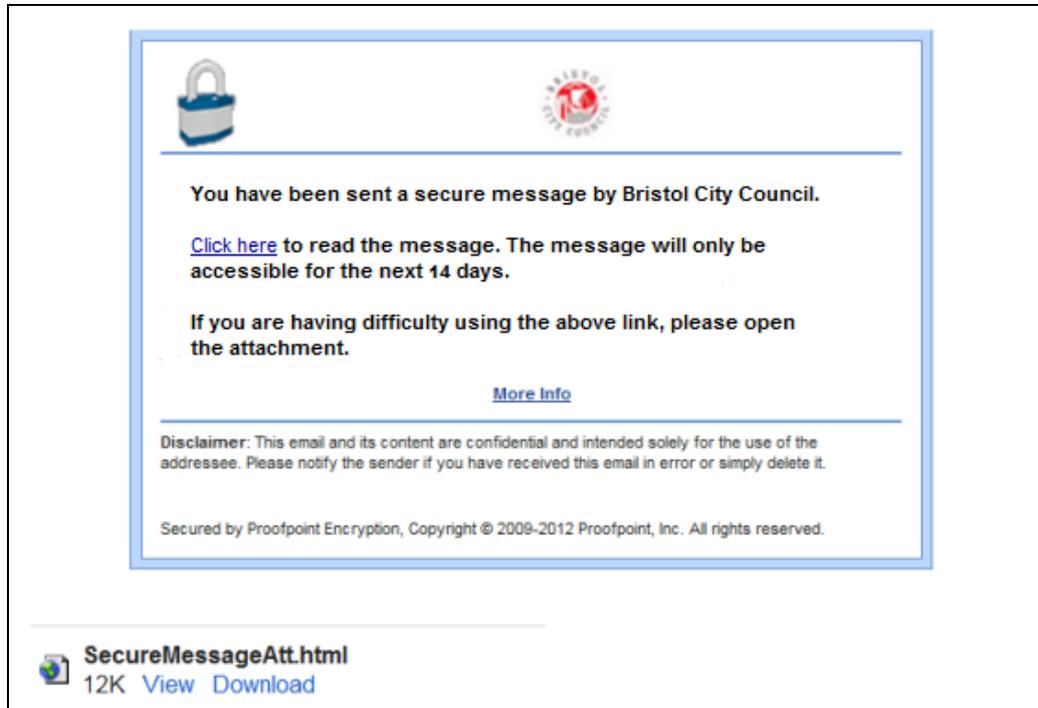
B. HOW DO BCC STAFF SEND SECURE EMAILS TO CITIZENS AND PARTNER ORGANISATIONS?
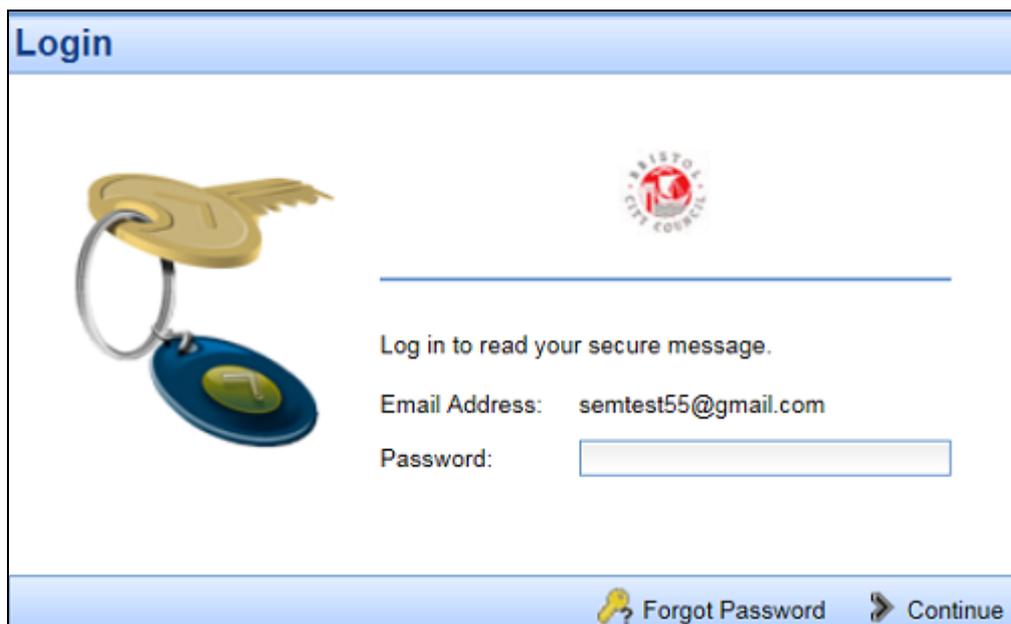
BCC staff send the email message, including any attachments, to the secure server.

The system then sends a standard email to the recipient (you in this example). This email contains an introductory message and a link to the secure server where the message is stored:

When you click on the '**Click here**' link, you are transferred to the login screen for the secure server:

If you have already registered on the server, eg, if you had previously sent a secure message to BCC, you log in using those details. Otherwise, you register for an account as described earlier.

You will then be taken to the secure email itself:
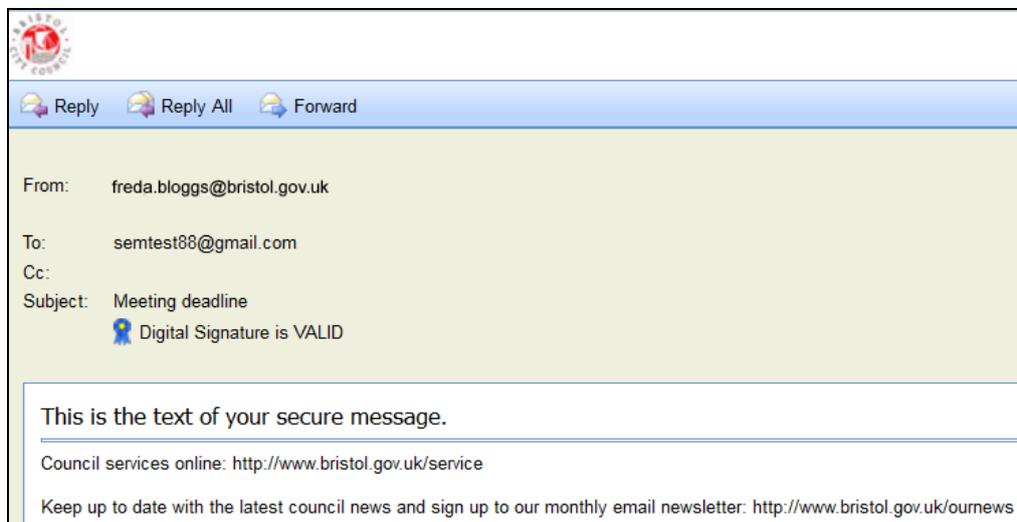
You can reply to the email from here, but are restricted to replying to people with a **bristol.gov.uk** email address or an email address in an organisation that Bristol City Council is associated with, eg, **bristolpartnership.org**

If you do send a reply, the system automatically adds the prefix **[encrypt]** to the email subject. This is visible to the BCC recipient.

After replying, you are prompted to log out or return to the message:

Message Sent

Your secure message was sent successfully.

To exit click Logout or close this browser window.

Return To Message   Logout

As described earlier, it's recommended that you log out. Simply closing the tab in the browser doesn't log you out.

Please note:

A secure email that has been sent to you sometimes reaches your inbox a few seconds earlier than its linked secure message reaches the Proofpoint server. When this happens, you will receive this message when you click on the '**Click here**' link:

Message Not Found

The message you requested is not yet or no longer available on the server.
Please try again or open the attachment to read your message.

If you wait a few seconds, then try the link again, your message should then be available.

C. ON-GOING COMMUNICATIONS VIA SECURE EMAIL

If a secure email communication is taking place, with the conversation going back and forth between a BCC user and an external user, the messages will continue to be sent securely, as long as the external user logs into the secure server each time to send their reply.

D. TROUBLESHOOTING

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(i) Forgotten password

If you forget your password, you can reset it using the "Forgot Password" facility:

This sends you a link from where you can reset your password:

Enter New Password

Enter a new password.

Email Address: semtest88@gmail.com

New password:

Confirm password:

Cancel   Continue

(ii) Locked Account

If you enter the wrong password 20 times, the system will lock your account, and you will have to wait one hour before you are able to reset your password using the method described above.

(iii) Other issues

If you have other problems using the secure email system, you should inform the sender at BCC or your intended recipient at BCC, whichever is appropriate. They will then investigate the issue on your behalf.