

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?
- C. On-going communications via secure email
- D. Troubleshooting

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:

<https://www.bristol.gov.uk/securemail>

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

Initiate Secure Email

Please provide your email address to proceed.

First time here? *You'll be asked to register.*

Continue

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

Registration

Create your account to read secure email.

Email Address:	bjoe84303@gmail.com
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Question :	Your childhood best friend <input type="button" value="v"/>
Answer:	<input type="text"/>

Continue

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:

Activation Request Sent

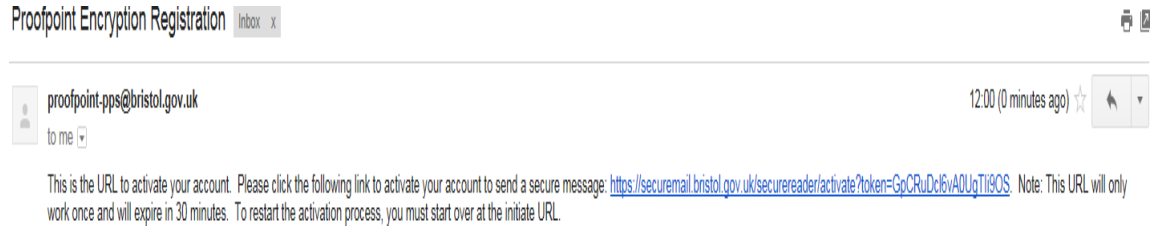
A verification message was sent to your email address which contains a URL you must use to activate your account. Once active, you will be able to send your secure message.

If you do not receive this message within a few moments, please check your spam folder or other filtering tools you may be using as this activation message sometimes gets blocked.

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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:

Account Activated

Your account has been created and activated.

[Continue](#)

You now have an account on the secure email server, and are logged into it. To compose your secure message, click on **Continue**

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Then write your email as normal;

A screenshot of an email composition window. At the top, there is a 'Send' button. Below it, the 'To:' field contains 'joebloggs@hotmail.com'. The 'Subject:' field contains 'Meeting tomorrow'. There is a checkbox for 'Send me a copy' which is unchecked. Below that is an 'Attach a file' button. A rich text editor toolbar is visible with options for font, size, bold, italic, underline, and other formatting tools. The email body contains the text: 'Dear Mr Bloggs' followed by 'Regarding our meeting tomorrow.....' on a new line.

When you have finished, click on **Send**. The email is then sent from the secure server to the BCC staff members account.

You can now send another secure message or log out :

Message Sent

Your secure message was sent successfully.

To exit click [Logout](#) or close this browser window.

[New Message](#)

[Logout](#)

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

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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 other 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

proofpoint



This is a secure message.

[Click here](#) by 2016-08-21 12:21 BST to read your message.
After that, open the attachment.

[More info](#)

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

Initiate Secure Email

Please provide your email address to proceed.

First time here? *You'll be asked to register.*

bjoe84303@gmail.com

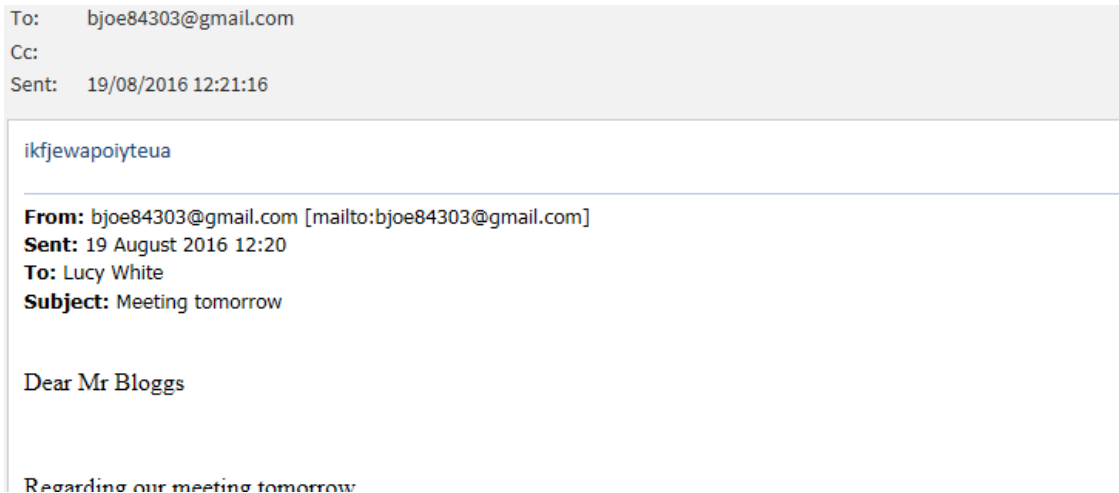
Continue

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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.

[New Message](#)

[Logout](#)

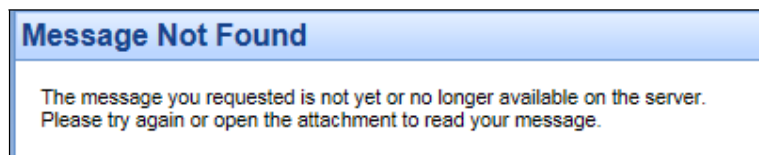
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As described earlier, it's recommended that you log out. Simply closing the tab in the Browser doesn't log you out.

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:



C. Ongoing 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

(i) Forgotten password

If you forget your password, you can reset it using the “Forgot Password” facility

Initiate Secure Email

Please provide your email address to proceed.

First time here? *You'll be asked to register.*

Continue

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Fill in your email address on the above screen and press continue

You will then be taken to this screen

Login

Log in to compose a secure message.

[Forgot Password](#)

Continue

You will then be asked for the answer to your question you set up when you created your account

Reset Your Password

Please answer the following to reset your password.

your childhood best friend

Cancel

Continue

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This will send you a link to your email address where you can reset your password:



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.