



## ■ **smarshEncrypt User's Guide**

Versions Addressed: smarshEncrypt 2.0

Document Updated: 7/30/2010

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- Purpose: This document will guide the end user in receiving and viewing smarshEncrypt secure messages.

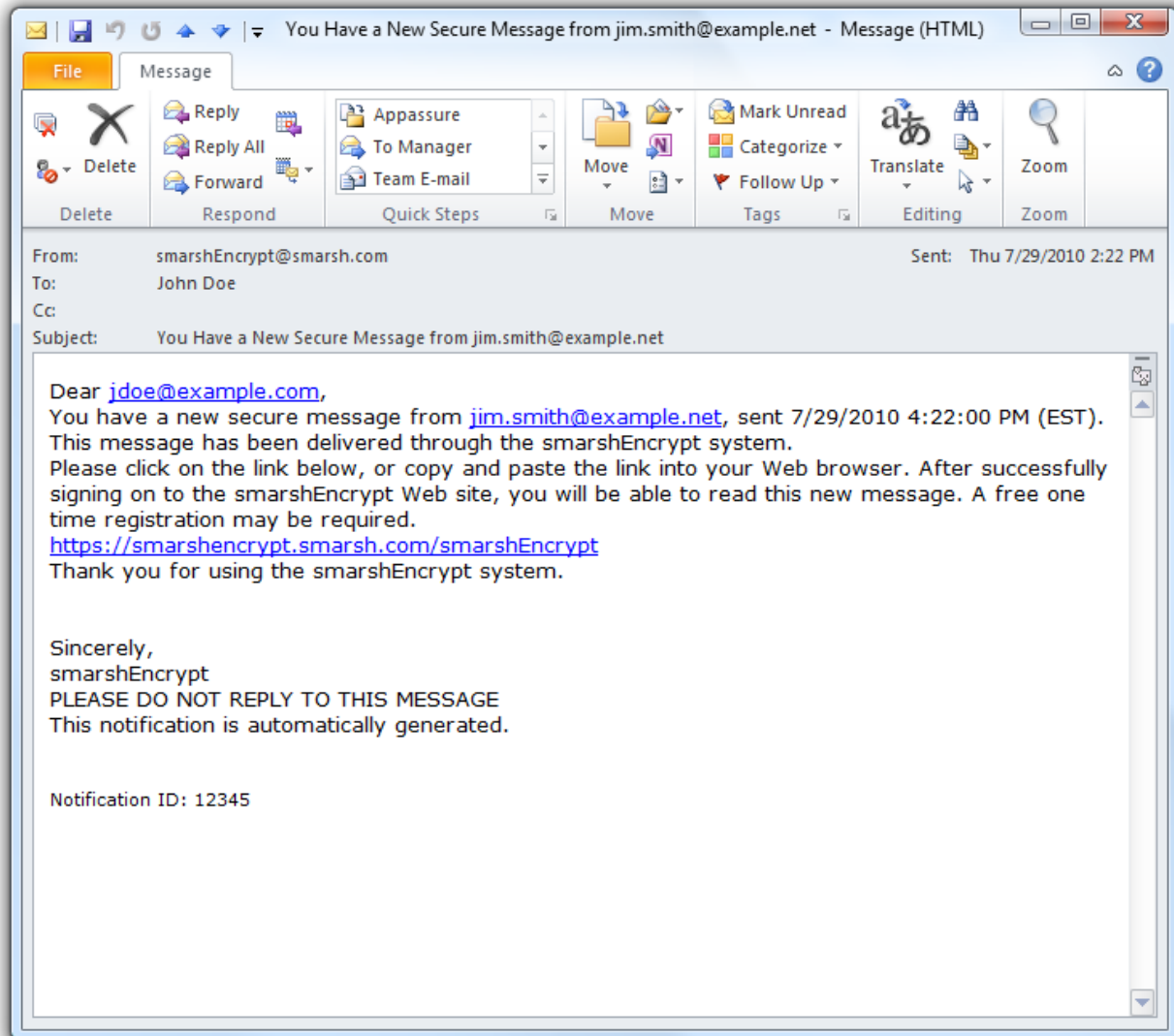
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Welcome to the smarshEncrypt® secure messaging system. The smarshEncrypt system allows Smarsh customers to send you confidential information and documents easily and securely.

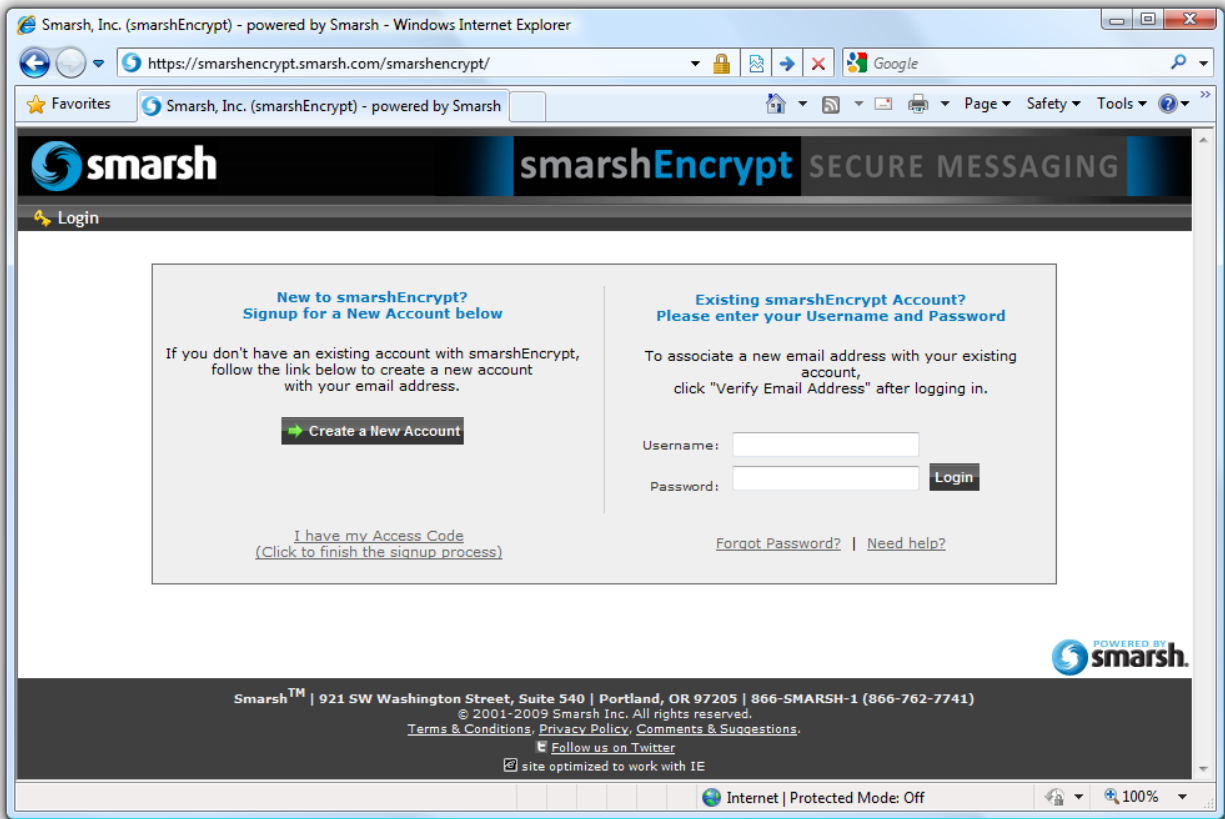
When someone sends you a secure message, you will receive a notification message that looks like this:



This notification message shows the email address of the sender, but does not include any information about the content of the secure message. Instead, the notification message contains a link to our secure web site.

## Receiving Your First Secure Message

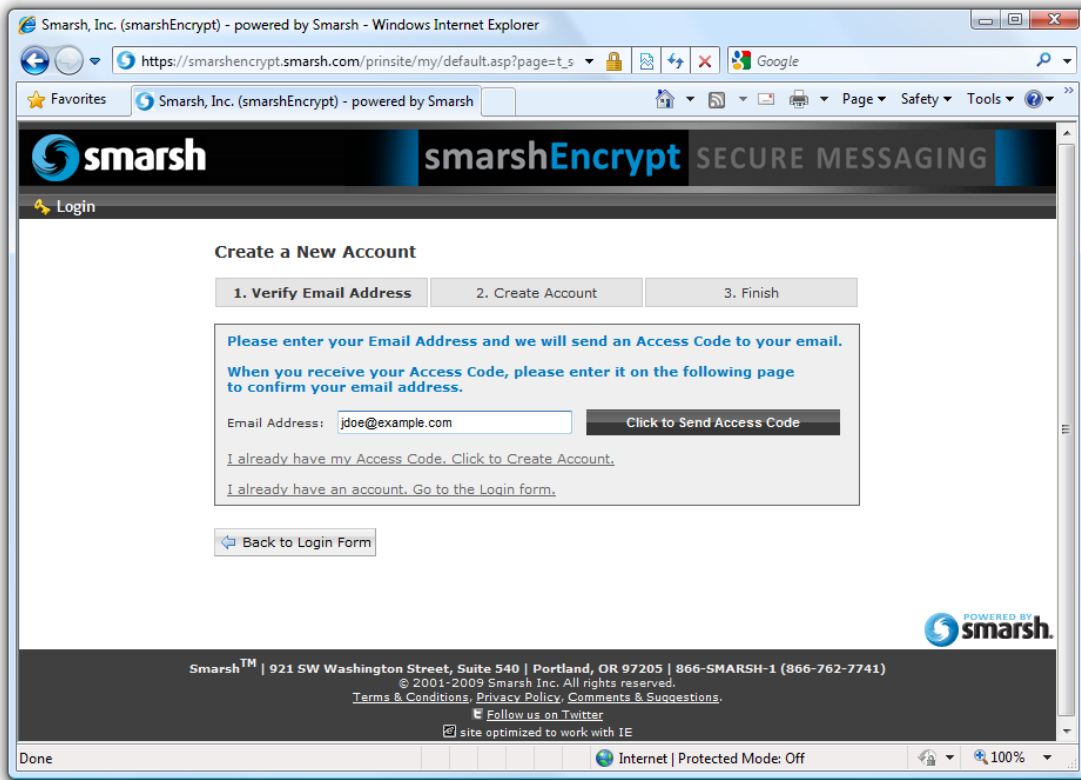
The first time you receive a secure message, you will need to sign up for a smarshEncrypt account. Start by clicking the link to <https://smarshencrypt.smarsh.com/smarshEncrypt>, then click the “Create a New Account” button on the left:



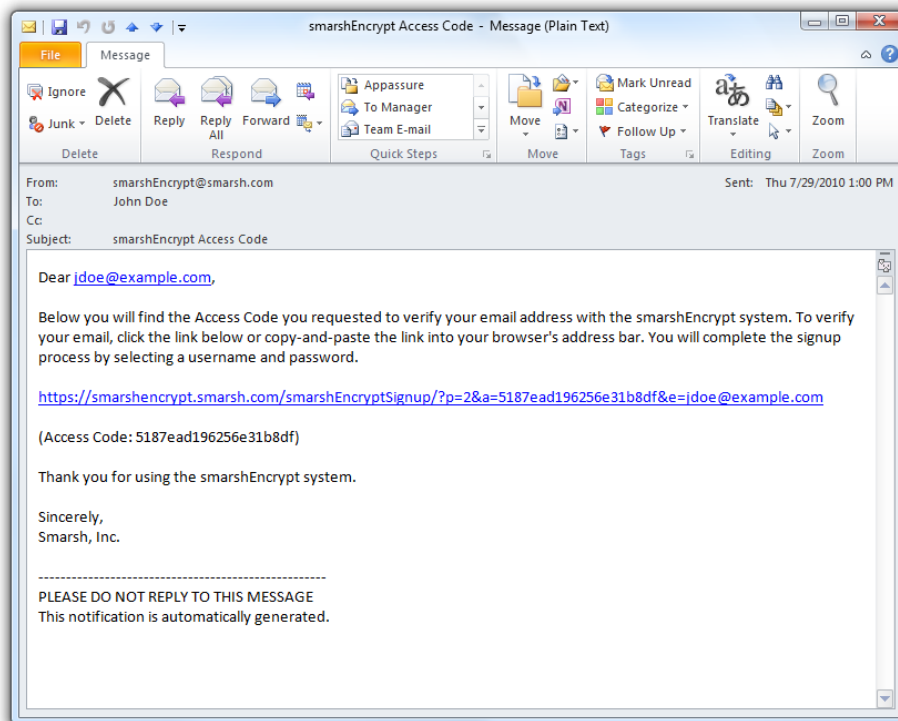
Note: if you are a Smarsh customer and you already have a Smarsh Management Console account, you can link your existing account to smarshEncrypt. Do not click the “Create a New Account” button. Instead, skip down to the section titled “Linking an Existing Smarsh Management Console Account with smarshEncrypt”.

## Enter Your Email Address

Enter the email address that the notification message was sent to. If you have more than one email address, be sure to check which address appears on the notification message; you can add your other email addresses later. Click the button to send an access code:

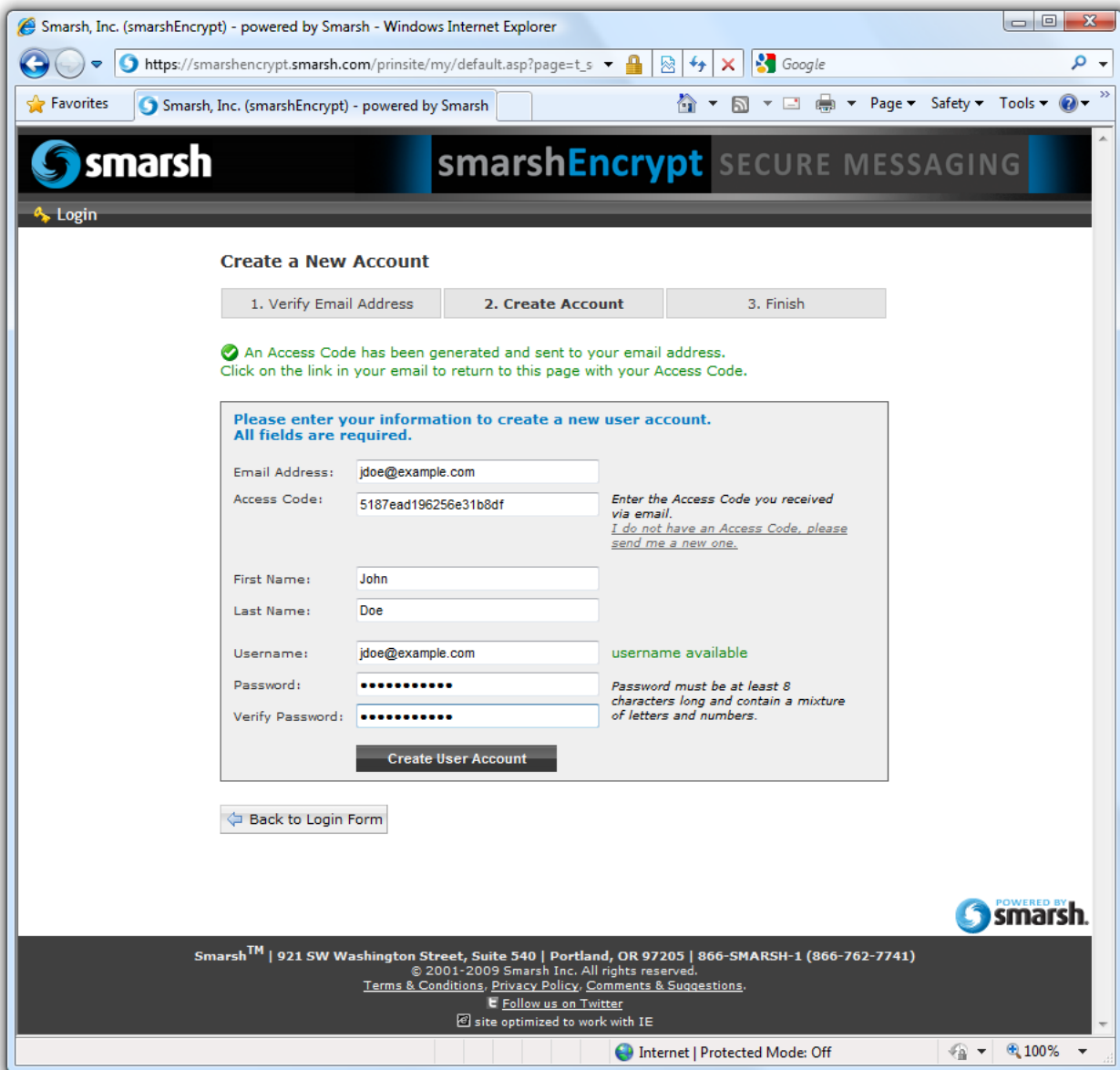


Wait a minute or so, then check your email. You should receive a message containing an access code:



## Complete the Signup Process

Copy the access code from the email, and go back to the smarshEncrypt web site. Fill out the signup form. We recommend using your email address as your username; you will need to remember the username you chose. The password you choose does NOT need to be the same password you use to access your regular email account; it can be anything you like, as long as you can remember it.



Smarsh, Inc. (smarshEncrypt) - powered by Smarsh - Windows Internet Explorer

https://smarshencrypt.smarsh.com/prinsite/my/default.asp?page=t\_s

smarsh smarshEncrypt SECURE MESSAGING

Login

**Create a New Account**

1. Verify Email Address    2. Create Account    3. Finish

✓ An Access Code has been generated and sent to your email address.  
Click on the link in your email to return to this page with your Access Code.

Please enter your information to create a new user account.  
All fields are required.

Email Address:

Access Code:  *Enter the Access Code you received via email. I do not have an Access Code, please send me a new one.*

First Name:

Last Name:

Username:  *username available*

Password:  *Password must be at least 8 characters long and contain a mixture of letters and numbers.*

Verify Password:

[Back to Login Form](#)

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site optimized to work with IE

Internet | Protected Mode: Off    100%

That's it! You have now completed the smarshEncrypt signup process, and you're ready to read your secure messages.

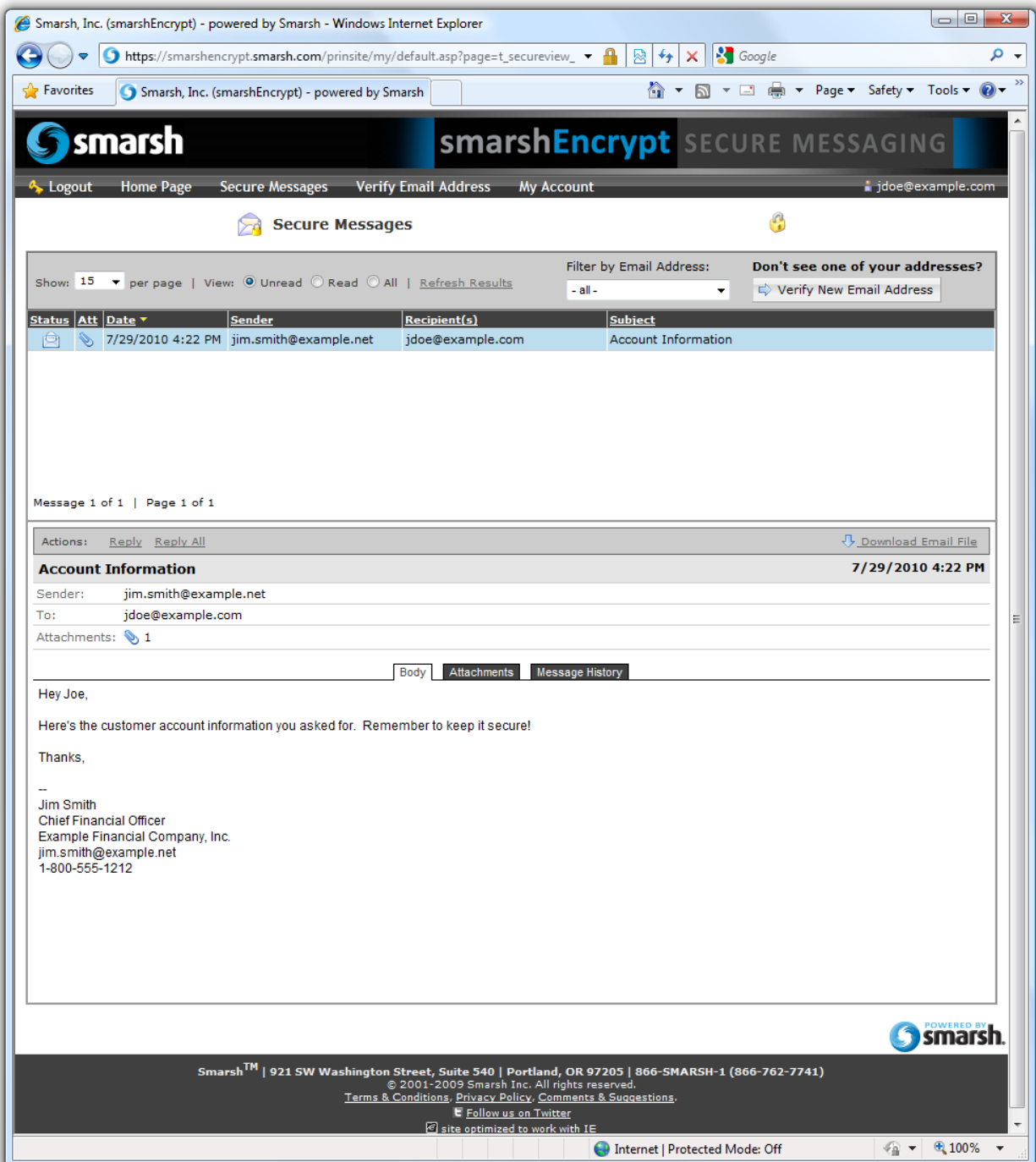
## Reading Secure Messages

After you log in (or sign up), you will see a list of secure messages that you haven't opened yet. Simply click on each message to read it. If you want to see a message you've already read, click the "Read" or "All" buttons at the top. By default, only unread messages are displayed.



If the message contains an attachment, you'll see a paperclip icon along with the number of attachments. Click this icon to see the list of attached files that you can download.

At the top of the message, you'll see links to "Reply" or "Reply All". These allow you to send a secure message back to the sender, using the smarshEncrypt system. However, composing new messages or forwarding messages is not permitted, unless you are a paying customer.

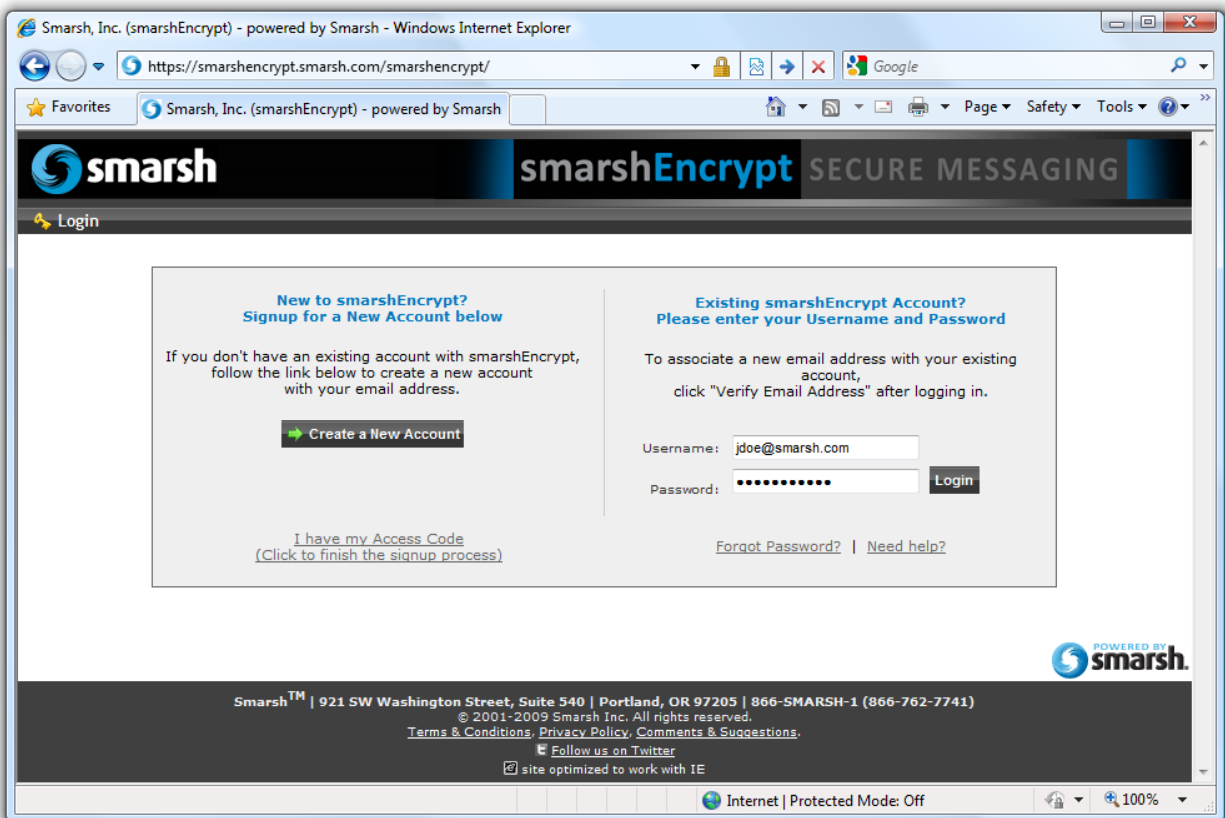


Messages cannot be deleted from the system. However, by default only unread messages are displayed, so anything you've already read is normally hidden from view.

If you have any questions about how to use the smarshEncrypt system, please call our technical support team at 1-866-762-7741 option 2, and be sure to mention you're calling about smarshEncrypt. We'll be happy to help!

## Receiving Additional Secure Messages

The next time you receive a secure message, you will receive the familiar notification message, which contains a link to our smarshEncrypt web site. You do not need to create an account again! Simply enter your username and password into the form on the right:



If you can't remember your password, click the "Forgot Password?" link to have your password reset. If you can't remember your username, try your email address, and if that doesn't work, call our technical support team at 1-866-762-7741 option 2. Be sure to mention you're calling about your smarshEncrypt account.

## Linking an Existing Smarsh Management Console Account with smarshEncrypt

If you are a Smarsh customer and you already have a Smarsh Management Console account, you do not need to sign up for a new smarshEncrypt account. Instead, log into your SMC account at <http://www.smarsh.com/> and click the Secure Messages link on the SMC home page. Or, go to the Client Tools menu and select "Secure Messages". Look for a button that says "Verify New Email Address".

If you don't see a "Secure Messages" option, call our technical support team.