

## **OneWorld Encrypted Messages**

## **USER GUIDE**

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## 1 Why use Encrypted emails?

MPS recognises the importance of protecting individuals' personal data and the responsibility we all have in ensuring the security of the data we hold. Using a secure email solution provides an added layer of protection to minimise the risk of interception and misuse of confidential and sensitive information.

In April 2015, MPS introduced further protection measures for the email correspondence we have with our members, representatives and other organisations.

MPS uses two forms of email encryption: *Transport Layer Security* (TLS) and a secure messaging portal named *OneWorld*.

If TLS is enabled on your email server, emails will be delivered directly to your email inbox. However, if your email server/provider is **not** currently TLS enabled, you may be re-directed to a secure messaging portal to retrieve messages and any attached documents from MPS.

This document provides guidance on how to retrieve messages and use the portal to communicate with MPS.

Visit <u>www.medicalprotection.org/enabling-encrypted-emails</u> for more information about our email encryption solution.

## 2 Activation and Login

# 2.1 ACTIVATING YOUR NEW ONEWORLD ENCRYPTED MESSAGES ACCOUNT

**2.1.1** The first time you receive an encrypted message from OneWorld, you will receive a **notification email** with instructions on how to activate an account in order to view the message. Open this activation email. You will be directed to the secure email portal activation screen.

Secure Email Portal	MPS (F)
@mps.org.uk has sert you an encrypted message via Secure Email Portal. You have 90 day(s) left	to collect this message before it expires.
Subject: Demonstration     Sent: March 20, 2015 11:54:40 AM, GMT	
Expires: June 18, 2015 12:54:40 PM, BST	
To view this message, dick the link below and use your activation code to create a Secure Email Portal account messages you <u>@mps.orq.uk</u> directly from your Secure Email Portal account: <b>Email:</b> <u>learning@mps.orq.uk</u> <b>Activation Code:</b> e92a4bbs	it. Once you've created your account, you can view your
Click here to create your account and read your	r message.
For Secure Email Portal online help, visit http://www.medicalprotection.org/enabling-encrypted-emails	

- **2.1.2** Click on the blue activation link to create an account and view your message.
- **2.1.3** After clicking the activation link you will be directed to the OneWorld Encrypted Messages activation page in a new browser window.

Secure Email Port	al	MPS	$\bigcirc$
' Indicates a required field	Enter Your Activation Information		
	Select language: I inglish (United States)		
	* First Name:		
	* Lasi, Name:		
	≌ Email Address: toxy.laye¢3btinternet.com		
	≈ Activation Code: r6ική≉p		
	Create a Password		
	* Password:		
	Password Strencth:		
	* Contirm Password:		
	End User License Agreement		
	By using Secure Email Portal, you agree to the End User License Activate	e Agreement.	

- **2.1.4** In the *Enter Your Activation Information* section, enter your first and last name, check that your email address and OneWorld encrypted messages activation code have been prepopulated into the appropriate fields.
- **2.1.5** In the *Create a Password* section, enter a password and then re-enter the password in the *Confirm Password* field.
- **2.1.6** Please read the End User License Agreement (EULA). Once you have read the agreement place a tick in the checkbox to indicate that you agree to the EULA.
- **2.1.7** Click **Activate** and an "Activating Your Account" message will appear. **Note:** Activation may take several minutes. Once the activation is completed successfully, you will be automatically directed to your encrypted message.
- **2.1.8 Please note:** Once you've activated your account, you can use your email address and password to log in to view any additional encrypted messages you may receive.

### 2.2 LOGGING IN TO ONEWORLD ENCRYPTED MESSAGES

**2.2.1** From your notification email, click the link to your encrypted message. The OneWorld Encrypted Messages login page appears in a new browser window.

Select language:	English (United States)	•	
Email Address:			Remember my email address
Password:			Forgot your password?
		Login	

- **2.2.2** In the *Password* field, enter your OneWorld Encrypted Messages password.
- **2.2.3** Click Login and a Logging On Please Wait... message will appear. Once you have logged in successfully, you will be automatically directed to your OneWorld Encrypted message inbox.

**Please note**: For security reasons you will be logged out of your OneWorld account after 5 minutes of inactivity. This is to ensure the highest security. If you are logged out you will be asked to re-enter your log in details.

# 3 Opening and Saving your Message

### 3.1 OPENING A MESSAGE

**3.1.1** Click on the message you want to open. (Once a message has been opened click the *Inbox* tab to go back to the front screen.)

Thbax (1)	uchter Search Pore I ker i Lot(™ Necewid)	
Drafts	Ē	- The Proving L Next 🕨 as b
Tresh	P Coloconi, Milena (MPS-Echowork-Encrypt) Please call me as soon as you see this	
English (United States)	P Coloccini, Milena     (MP5 Echowark Encrypt] Patient's medical record	
	Coloutini, Milena     [MPS-Echoworx-Encrypt] Expert report attached	
	P Calaceni, Nilosa     MPS-Ethovrox-Encrypt Important case correspondence attached	

### 3.2 SAVING MESSAGES AND ATTACHMENTS

**Please note** – It is important that you save any messages and attachments as they will be automatically deleted after 30 days. It is best practice to save the required information as soon as possible after first reading however you will receive notification emails reminding you that emails are due to be deleted.

**3.2.1** To save a message, click to open an encrypted message and click the save icon at the top of the tool bar. The save message page will then appear as below:

Compose	Deck to Message Save	<b>O</b> ptions
Inbox Drafts	Select the tile format you want to save the message as: 	
Trash	<ul> <li>.em (Microsoft Cuttook Express and Wincows Mail)</li> <li>.bt (Flain text)</li> <li>t Note: Only the header and body of your message will be saved in plain text (.bt) format. If your message has any attachments, open the attachments and save them</li> </ul>	
	separately.	

**Please note** – A password is **not** mandatory if saving the email as a PDF document and it's recommended that you **do not** use this function. Attachments are embedded within the PDF when it is saved.

**3.2.2** To save the email and attachments first select the desired file format. Click **Save**. When the open/save message appears, click the drop down arrow on the save button and select **Save as**, then select the folder in which you wish to save the email on your computer. **Please note** – If you click **Save** rather than **Save as**, the message will be saved to your default *Downloads* folder. It is your responsibility to keep your own information secure once the email has been saved from the portal.

Do you want to open or save <b>example+secure+message.msg</b> from <b>ex-uk.ips.emailprivac</b>	v net?		Save
· · · · · · · · · · · · · · · · · · ·		_	Save as
	Open	Save 🔻	Save and open

Save

# 4 Replying, Printing and Deleting Messages

### 4.1 REPLYING TO A MESSAGE

**4.1.1** To reply to a message open an encrypted email and click on the reply icon in the top tool bar. The *Reply* page appears with the sender's email address in the *To:* field. Type your message as required. To add attachments click the *Add attachment* button and browse your own folders to select the correct file(s). **Please note** – You can only attach 5 files to a portal email.

Cancel Save To Drafts Send From: To:		Options
Subject: Re: [MPS-Echoworx-Encrypt] Confidential information - please keep safe Attachments: Add attachment		Importance:
Font Family $\bullet$ Font Sizes $\bullet$ $I_x$ <b>B</b> $I \ \cup \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	<u>A</u> •	
E•E•∃∃¶EΞ∃≣⊞•-& ↑ * ₩®		
Type in your message here	<u>^</u>	

### 4.2 DELETING A MESSAGE

**4.2.1** To delete a message from the *Inbox* view, place a tick in the tick box next to the email(s) to be deleted. Click the *Delete* icon in the toolbar at the top of the window and the selected message(s) will be moved to the *Trash* folder. **Please note** – There is also a *Delete* icon in the toolbar at the top of an opened email.

Inbox	Delete Search Move Filter Sort [ V Received ]
Drafts Sent	
Trash	Example secure message

**4.2.2** To permanently delete your emails click into the *Trash* folder and then click on the *Trash* icon within the white circle. Confirm the deletion and all emails will be removed from the *Trash* folder. **Please note** – You can delete messages individually by ticking next to the desired message and then clicking *Delete* in the toolbar. Messages will automatically be deleted after 30 days and cannot then be retrieved.



### 4.3 PRINTING A MESSAGE

**Please note** – It is advisable to save your messages and attachments before printing. It printed directly from the portal, the file will print out in small text and may be difficult to read. However if it is necessary to print out an email from within the portal please follow the steps below:

4.3.1 Open the encrypted message to be printed and then click *Print* from the top tool bar.

Print

From:			
To:			
Cc:			
Sent: April 7, 2015 12:09:05 PM, BST			
Attachments: Ø example.txt (1KB)			
H			
This is an example secure message for training purposes			
Thanks			
Andy			

**4.3.2** When your browser's *Print* dialog box appears select the appropriate printer settings for your computer and then click *Print*.

Colored Drivery		
Select Printer		
🐳 Fax	Nitro PD	
FollowMe on LDSGPS01		01 on MPSNT12
Microsoft XPS Document Write	r	
4	III	Þ
Status: Error	Print to file	P <u>r</u> eferences
Location: Victoria House		
Comment: Print/release virtual pr	inter	Fin <u>d</u> Printer
Page Range		
Ali	Number of copies:	1
Selection Current Pag	e	
Pages: 1	Collate	
Enter either a single page number or a s page range. For example, 5-12	ingle	11 22 33

## **5** System Options

### 5.1 ACCESSING SYSTEM SETTINGS

**5.1.1** To access the system settings click the **Options** tab from the right hand side of the top toolbar to open the *Options* page.

	Ö	
01	ntions	

Mailbox	
English (United States)	Uptions
	Options
	Passward Options
	Change your password.
	Mailbox Settings Set your Tribox preferences and create a signature.

### 5.2 CHANGING YOUR PASSWORD

**5.2.1** Click on *Password Options* on the *Options* window to open the *Change Password* page.

Options > Password Options				
Change your password.				
* Current Password:				
* Password:				
* Confirm Password:				
Password Strength:				
Cancel Save				

- **5.2.2** In the *Current Password* field, enter your current password.
- **5.2.3** In the *Password* field, enter your new password.
- **5.2.4** In the *Confirm Password* field, re-enter your new password.
- 5.2.5 Click Save and your password will be changed.

#### 5.3 MAILBOX SETTINGS

- 5.3.1 Click on *Mailbox Settings* on the *Options* window to open the *Mailbox Settings* page.
- **5.3.2** These settings allow you to change the number of messages per page, how messages are sorted, create/add a signature, chose font options and alter language settings.

X J Cancel Seve					
Options > Malbox Settin	75				
Mailbox Settings					
Messages per page:	10				
Sort messages by:	Date				
	In descending order	•			
Signature	🗏 Enable signature				
Your signature:					
Font Family -	Font Sizes - 🖅 B	/ <u>U</u> - S ×, ×	<u>A</u> • <u>A</u> • Ω		
E • E • 3		■ & ·	ሳ 🖻 👪 🐵		

### 5.4 EXPIRED SESSIONS

**5.4.1** For security reasons OneWorld will **time you out** of the portal after 5 minutes. If you try to click on anything within the screen you will be re-directed to the log in screen. Re-enter your email address and password to re-login.

Expected	CSRP token not round. Session ma	y have been expired. Please try again.
Select language:	English (United States)	
Email Address:		Remember my email address
Password:		Forgot your password?
		Login

### 5.5 RECOVERING YOUR PASSWORD

- **5.5.1** To recover a lost/forgotten password, click **Forgot your password?** on the login page. The *Password Recovery* page will appear.
- **5.5.2** In the *Email Address* field, enter your email address. A new activation code will then be sent to your registered email address. Follow the instructions in the email to re-activate your account.

Password Recovery	
Please enter your Encrypted Message Exchange en Instructions on how to reactivate your account sho	
* Email Address:	2.00 <b>*</b> P
* Indicates a required field	
Cancel Next	

### FAQS

#### I can't log in using my username and password. What's wrong?

For security reasons, you will be locked out of your OneWorld Encrypted Messages account if an incorrect password is entered three times.

If this happens, please request a new password (See "5.5 Recovering Your Password", page 10)

## I understand I've been sent a OneWorld Encrypted Message but I haven't received a notification email. What should I do?

You should check that the notification email is not in your spam folder.

#### I already have an OneWorld account what do I do?

You may already have a OneWorld account from which you retrieve messages from another organisation. If this is the case, your login and password will remain the same and you will see messages from both organisations in your inbox. Click on the email notification and enter your login and password as normal.

#### How many attachments can I include in a message?

You can send a maximum of five (5) attachments with OneWorld Encrypted Messages. If you require more attachments, create a compressed (zip) file with all the attachments and include that with the message.

#### I've deleted a message. Can I recover it?

Yes you can retrieve it from the trash. If you have emptied your trash bin you will no longer be able to recover the message. Once removed from trash the message is permanently deleted.

#### Can I view encrypted emails on my mobile device?

Yes, the portal is available as a mobile-friendly website.