

# OneWorld Encrypted Messages

## USER GUIDE

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# 1 Why use Encrypted emails?

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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.

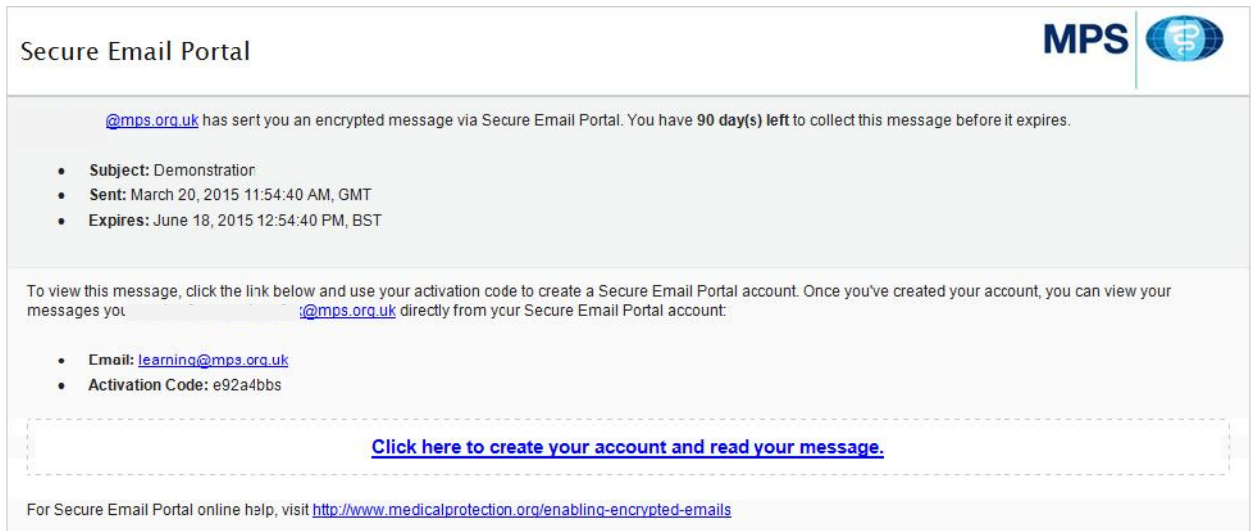
This document provides guidance on how to retrieve messages and use the portal to communicate with MPS.

Visit [www.medicalprotection.org/enabling-encrypted-emails](http://www.medicalprotection.org/enabling-encrypted-emails) for more information about our email encryption solution.

# 2 Activation and Login

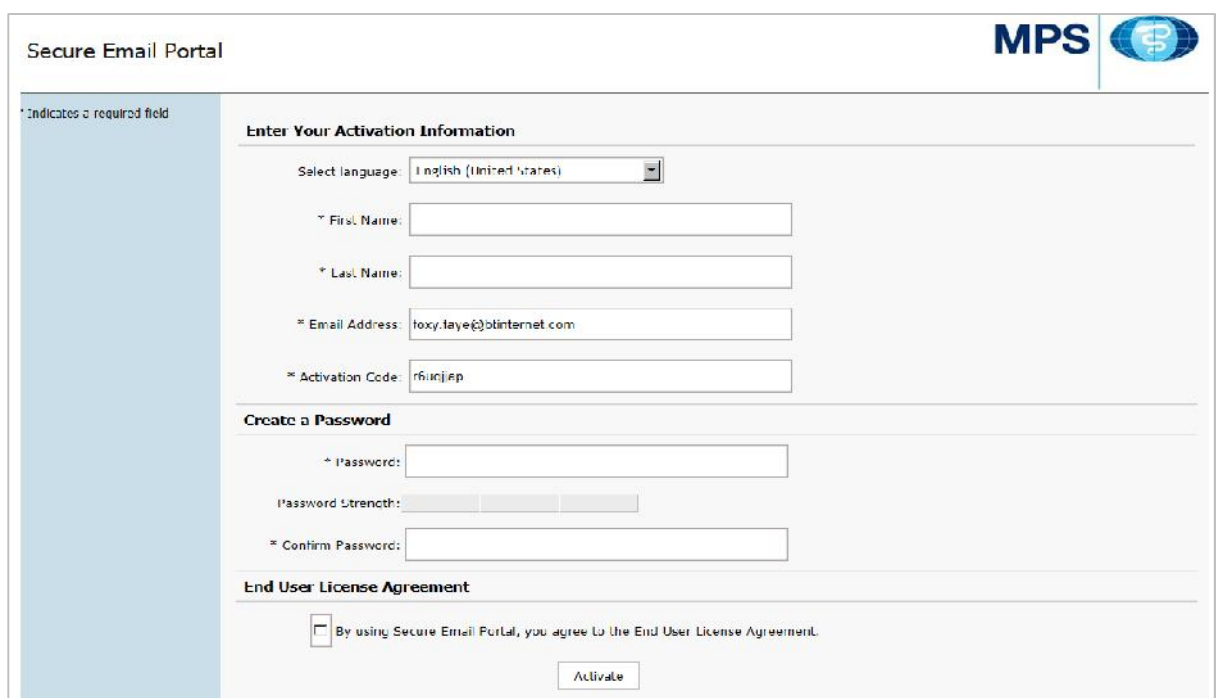
## 2.1 ACTIVATING YOUR NEW ONEWORLD ENCRYPTED MESSAGES ACCOUNT

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.



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.



- 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.

- 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

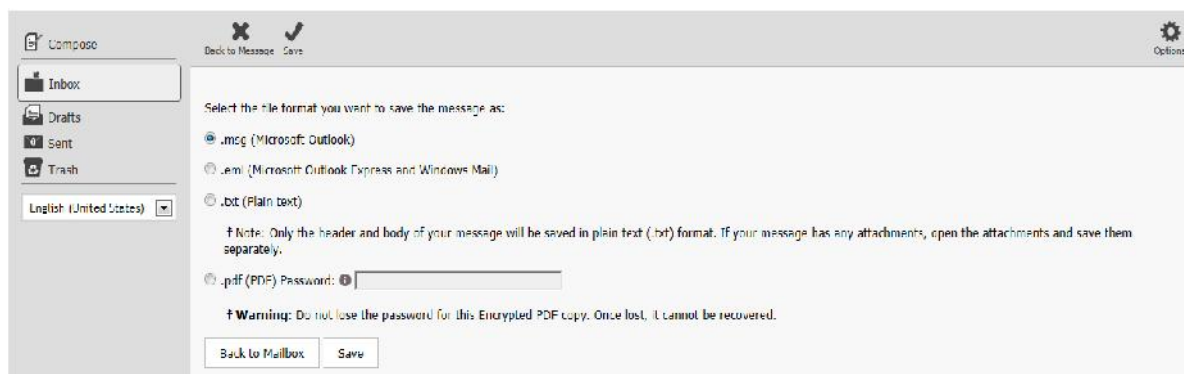
3.1.1 Click on the message you want to open. (Once a message has been opened click the *Inbox* tab to go back to the front screen.)



## 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:



**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.

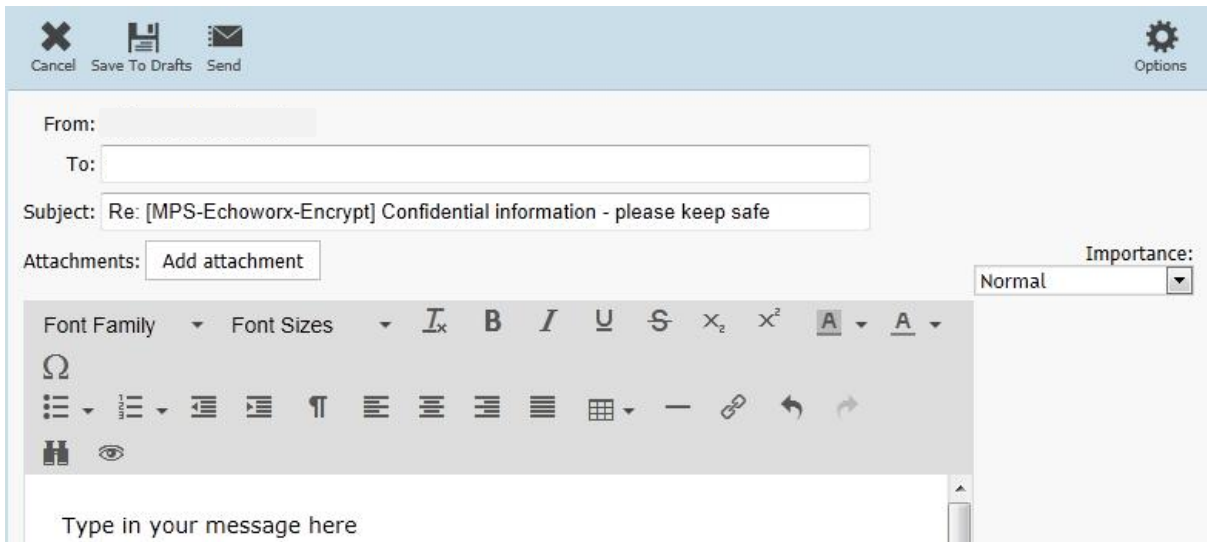
3.2.2 To save the email and attachments first select the desired file format. Click **Save**. When the open/save message appears, click the drop down arrow on the save button and select **Save as**, then select the folder in which you wish to save the email on your computer. **Please note** – If you 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.



# 4 Replying, Printing and Deleting Messages

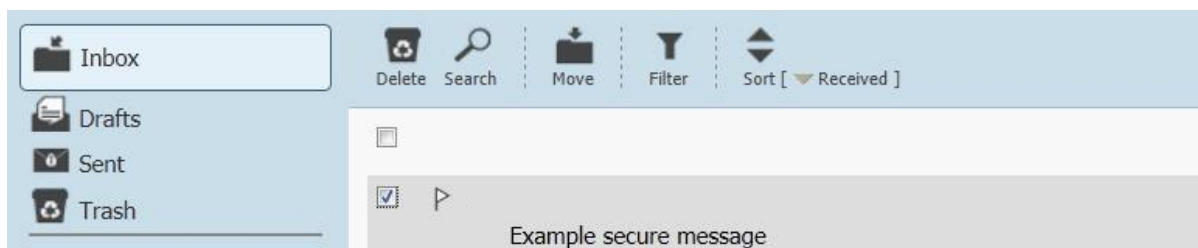
## 4.1 REPLYING TO A MESSAGE

- 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.

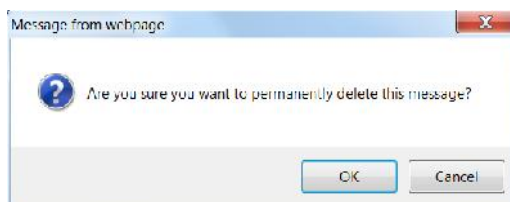


## 4.2 DELETING A MESSAGE

- 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.



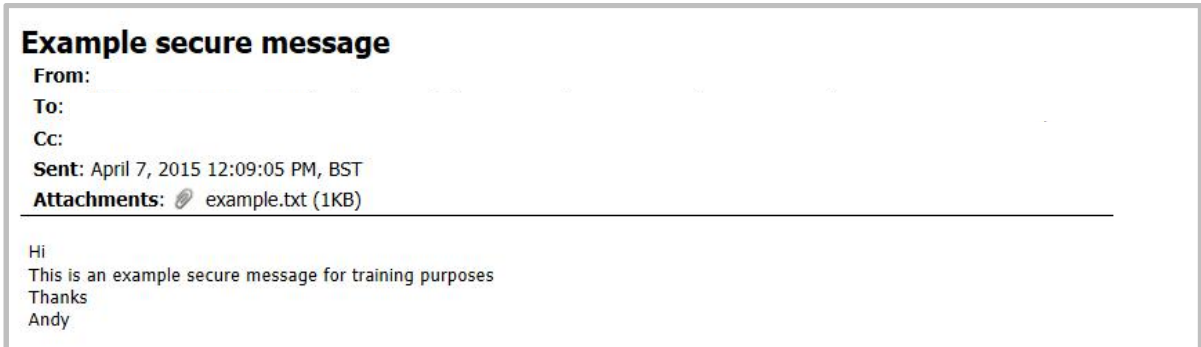
- 4.2.2** To permanently delete your emails click into the *Trash* folder and then click on the *Trash* icon within the white circle. Confirm the deletion and all emails will be removed from the *Trash* folder. **Please note** – You can delete messages individually by ticking next to the desired message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



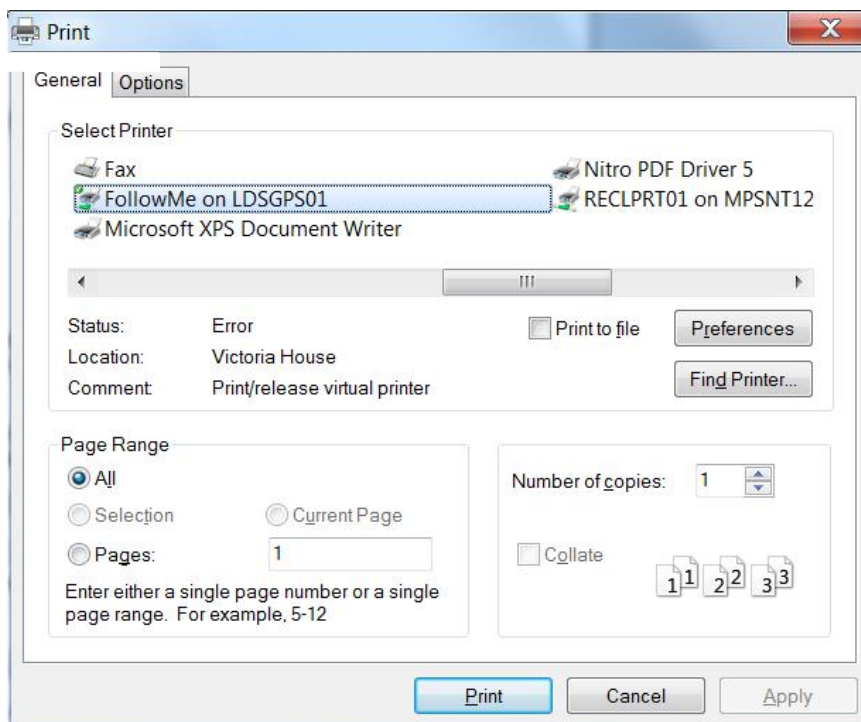
## 4.3 PRINTING A MESSAGE

**Please note** – It is advisable to save your messages and attachments before printing. If 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.



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

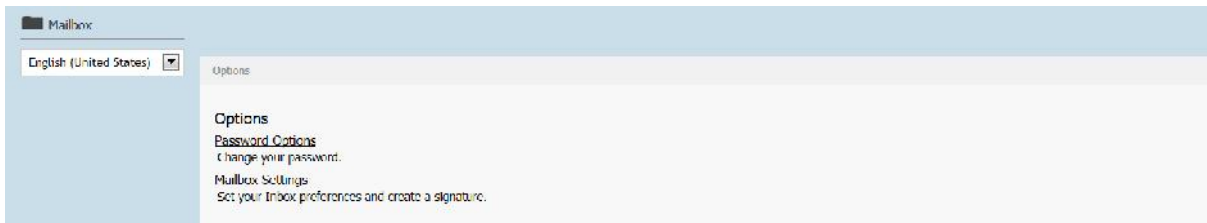




# 5 System Options

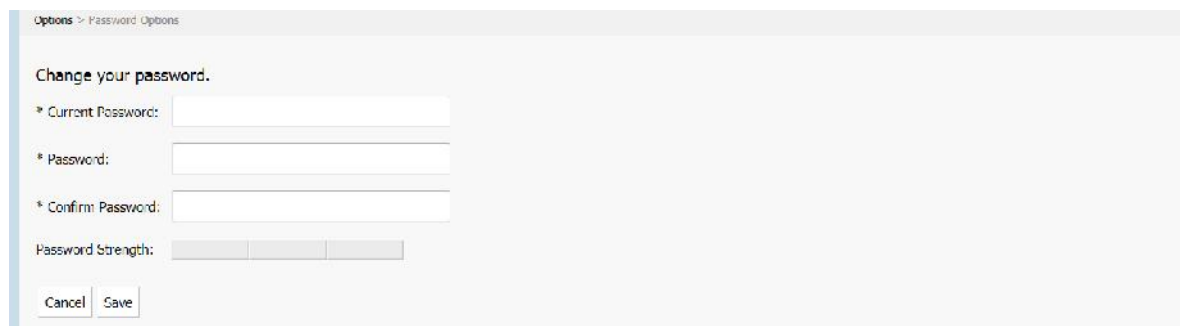
## 5.1 ACCESSING SYSTEM SETTINGS

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.



## 5.2 CHANGING YOUR PASSWORD

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



5.2.2 In the *Current Password* field, enter your current password.

5.2.3 In the *Password* field, enter your new password.

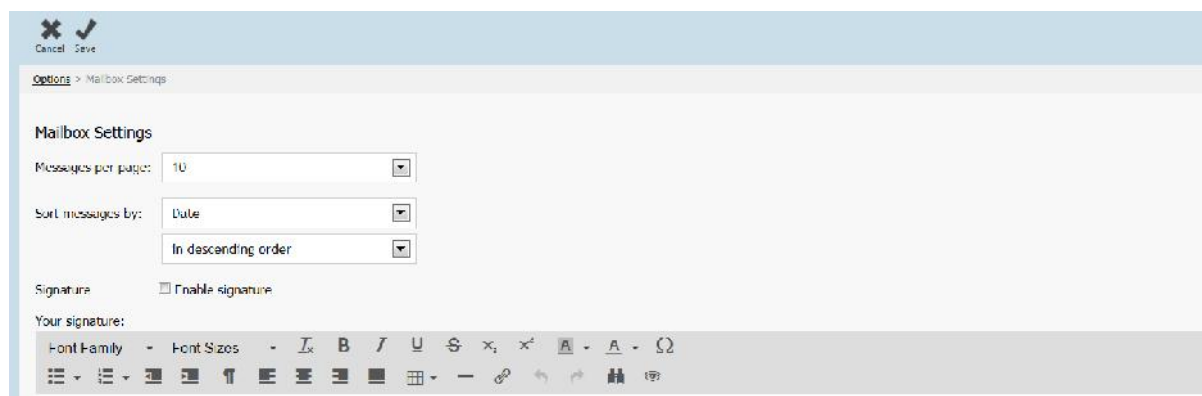
5.2.4 In the *Confirm Password* field, re-enter your new password.

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.



## 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.



If you have already activated your Encrypted Message Exchange account, enter your email address and password below.

Expected CSRF token not found. Session may have been expired. Please try again.

Select language: English (United States)

Email Address:   Remember my email address

Password:  [Forgot your password?](#)

[Help](#)

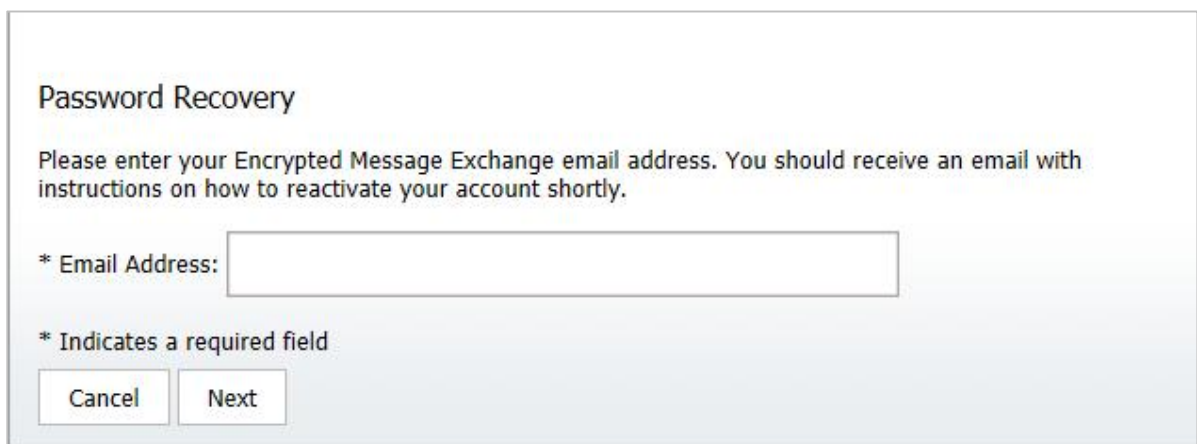
By using Encrypted Message Exchange, you agree to the terms of the [End User License Agreement](#).

## 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.

[Forgot your password?](#)

- 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 email address. You should receive an email with instructions on how to reactivate your account shortly.

\* Email Address:

\* Indicates a required field

# 6 Troubleshooting and Support

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## 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.