

# TriCore Secure Web Email Gateway

## User Guide

This document provides information about TriCore Secure Web Email Gateway. This document is for users who are authorized to send and receive encrypted email messages.

You can find additional information at the following locations:

- **Help** — Online Help is built into the Web Mail Client. Click the Help icon or Info icon on the screen.
- **Support** — Contact the helpdesk at (505) 938- 8974.

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## About TriCore Secure Web Email Gateway

If enabled, and configured to do so, Secure Web Mail allows you to send and receive encrypted email by accessing a secure URL provided by your system administrator.

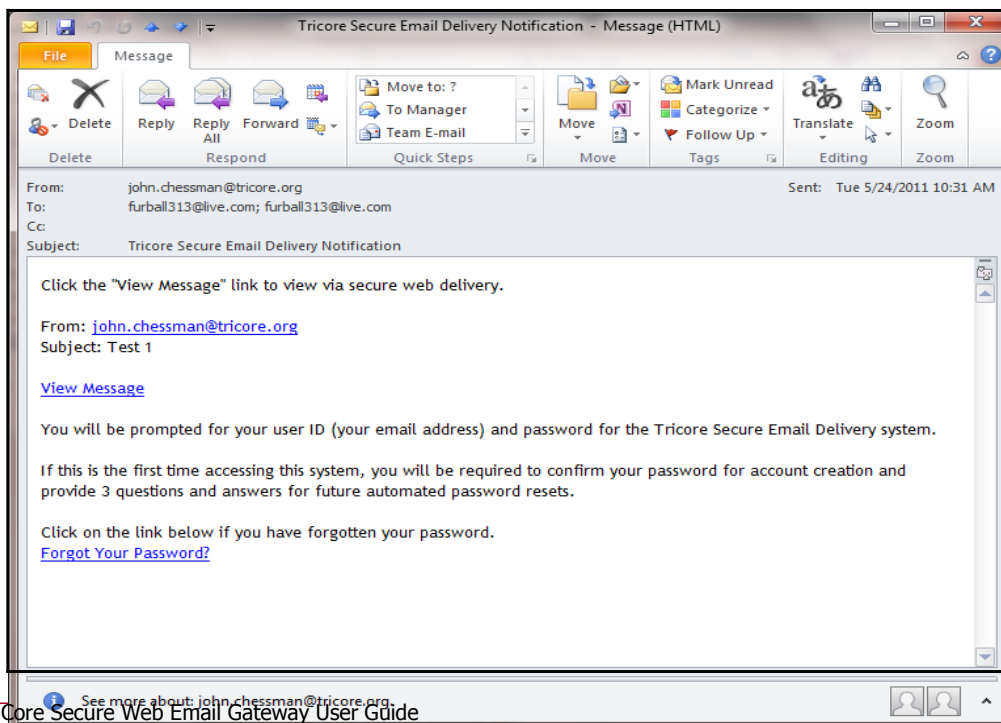
Web Mail Client is supported in Firefox version 2.0 or higher and Internet Explorer 6.0 or higher.

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## Email notification

Authorized users receive an email notification that a secure email has been sent to them. The notification contains a **View Message** link to access the message.

**Figure 1 Email notification window**



## Logging on for the first time

After receiving a Secure Web Delivery Notification, perform this procedure to log on for the first time.

- 1 Click **View Message**.

**Figure 2 Secure Web Mail login window**

TRICORE REFERENCE LABORATORIES McAfee Secure Web Mail

Please login to access Secure Web Mail.

User Name: furball313@live.com

Password: .....

Confirm Password: .....

Submit Reset

Disclaimer

- 2 Enter and confirm a password, then click **Submit**. Password parameters are set by your administrator and include requirements for length and the inclusion of capital letters, numbers, and special characters.

A question/response screen appears on the Email Gateway appliance. You will be required to enter three Challenge questions and answers in the blank boxes.

**Figure 3 Questions and responses window**

TRICORE REFERENCE LABORATORIES Password Management

Please customize your question(s) and answer(s). They will be used in the future to verify your identity if you forget your password.

Questions	Answers
Favorite Movie	Bugs Bunny
First Car	Buick
Favorite Color	Black

Submit Reset

- 3 Enter your questions and answers, then click **Submit**. The Secure Web Mail interface appears.

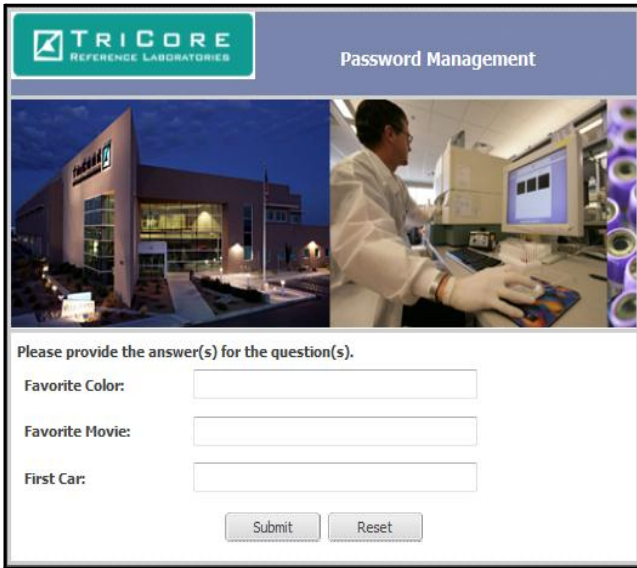
## Password reset

To reset your password follow the directions below. If you experience any difficulties please call the TriCore Service desk at x8974. The reset password link is at the bottom of the notification email. See Figure 1.

To reset your password,

- 1 Click **Forgot Your Password?** in the notification email. Your default browser opens and you should see the Password Management page.

**Figure 4 Password management window**



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Password Management

Please provide the answer(s) for the question(s).

Favorite Color:

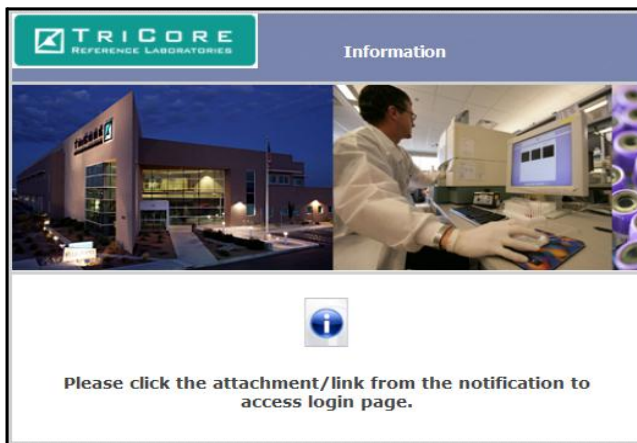
Favorite Movie:

First Car:

Submit Reset

- 2 Enter your answers to the three challenge questions, then click **Submit**. An information message appears.

**Figure 5 Password information window**



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Information

Please click the attachment/link from the notification to access login page.

- 3 Return to the Email Notification message, click the **View Message** link.

Figure 6 Password reset window



- 4 Enter and confirm your **new password**, then click **Submit**. Your Web Mail Client inbox appears.
- 5 First time users must enter and confirm a password, then click **Submit**.

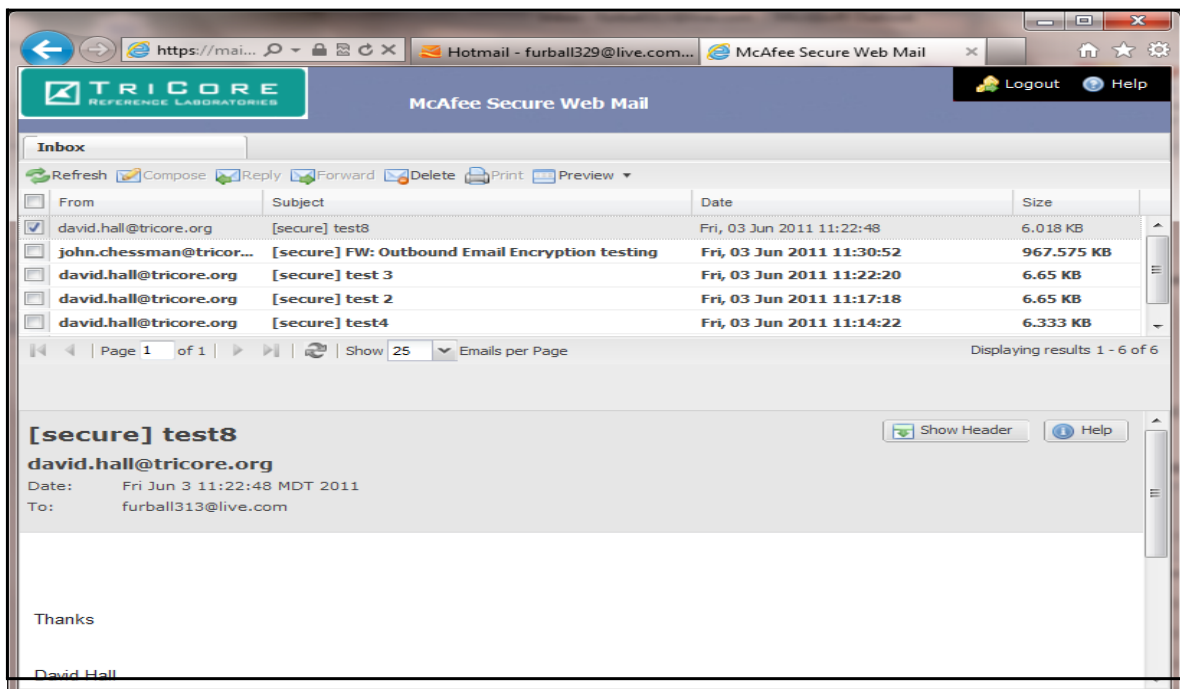
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## Secure Web Mail interface

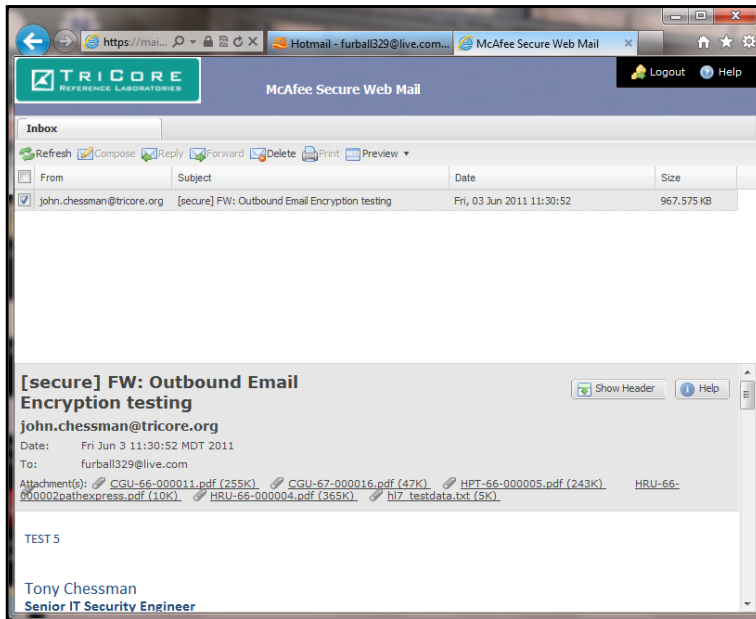
The Secure Web Mail user interface is similar to those of other email clients with which you might be familiar.

Your administrator has configured your secure emails to appear in a list of all your email messages.

Figure 7 Secure Web Mail window (multiple messages)



**Figure 8 Message display (current message)**



The **Logout** and **Help** buttons are at the top right of the screen, the function tabs are above the message list in the upper half of the screen, and the message preview is displayed at the bottom of the screen.

**Note:** Due on the configuration set by the administrator; some functions are disabled and appear dimmed on the interface.

## Button functions

The following table describes the functions of the buttons and links.

**Table 1 Button functions**

Button name	Function
Inbox buttons	
Logout	Logs you out of the interface.
Help	Opens the online Help.
Refresh	Refreshes the list of emails for the current user. Note that if more than 25 emails have been received, only the first 25 are listed.
Reply	Opens a new tab in the browser and allows you to reply to the sender.
Forward	Opens a new tab in the browser and allows you to forward the email to a recipient.
Delete	Deletes selected email messages from the email list.
Print	Prints a selected email message.
Preview	Drop-down list specifies the location of the Preview window.
Sort	Click a column heading to sort the list by that column's content. Click again to reverse the sort order. Click the down arrow to select a sort order from the list.
Compose	Disabled

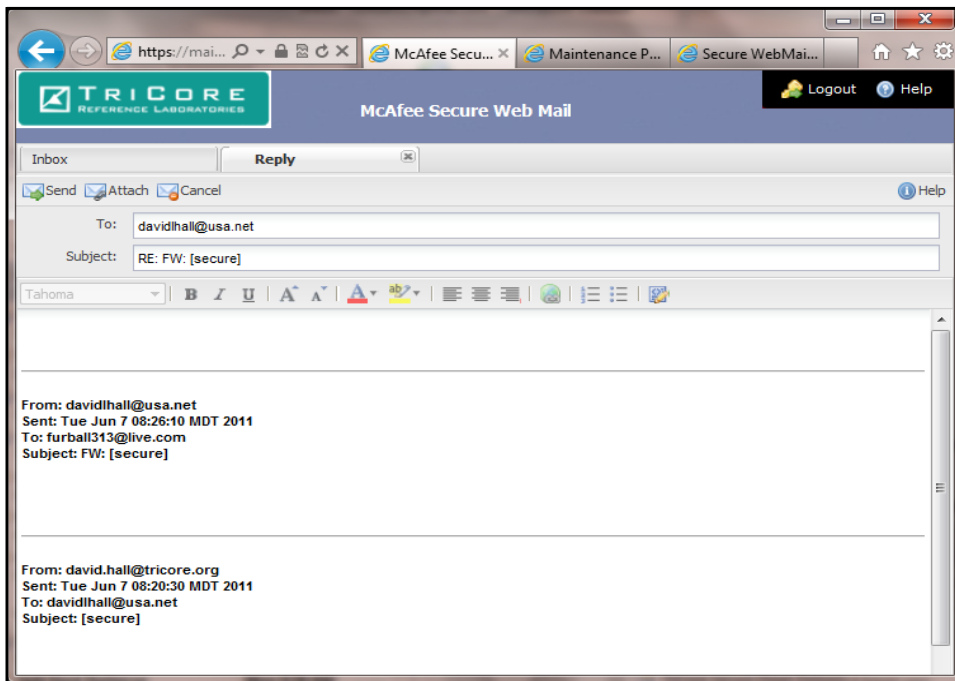
**Table 1 (continued) Button functions (continued)**

Button name	Function
Email message buttons	
Show header	Displays the message header information.
Info	Opens the Online Help.
Attachment links	
Attachment(s)	Clicking the link opens the attached file in your preferred application.

## Replying to messages

To reply to a message:

- 1 Check the box next to the message to which you want to reply, then click **Reply**.

**Figure 10 Replying to messages window**

**Note:** You cannot add, copy, or blind copy additional recipients. You can change the subject.

- 2 Enter your message text. You can use the formatting buttons to format your text. You can also add an attachment by clicking the **Attach** button and browsing to the file you want to attach to this message.
- 3 When you have completed your message, click **Send**. A confirmation message appears.

**Note:** The message is sent to the encryption server for encryption, then is sent to the recipient.

- 4 Click **OK**. You return to the Inbox.

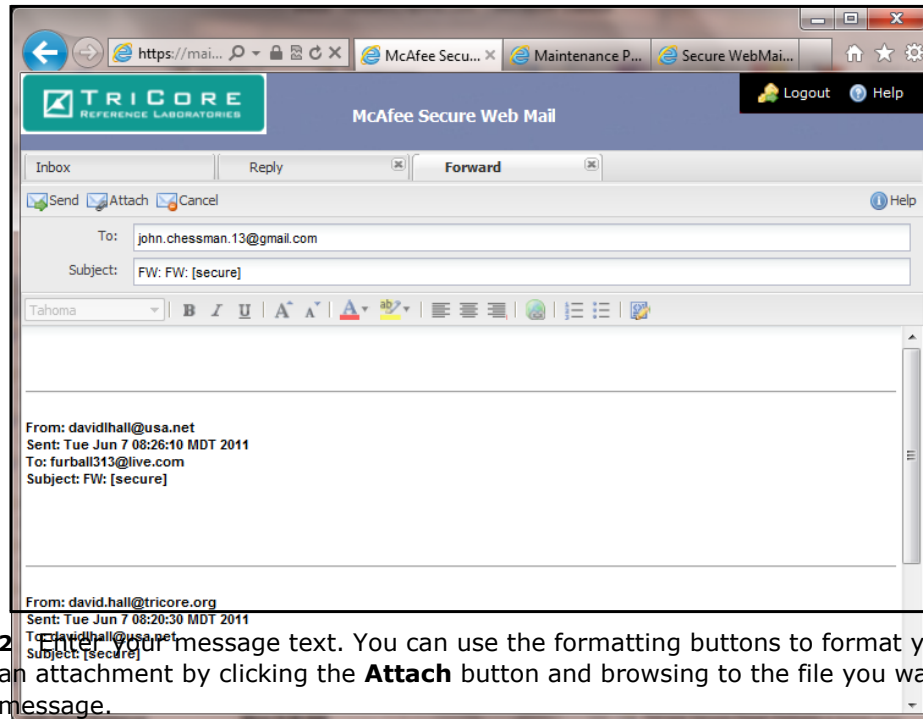
## Forwarding messages

To forward a message:

- 1 Check the box next to the message you want to forward, then click **Forward**.

**Note:** If the forwarded message contains an attachment, it will be included.

**Figure 11 Forwarding messages window**



2 Click **OK** on the message text. You can use the formatting buttons to format your text. You can also add an attachment by clicking the **Attach** button and browsing to the file you want to attach to this message.

- 3 When you have completed your message, click **Send**. A confirmation popup will appear.

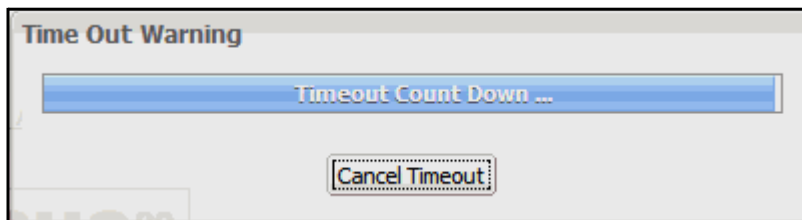
**Note:** The message is sent to the encryption server for encryption, then is sent to the recipient.

- 4 Click **OK**. You return to the Inbox.

## Timing out

If you are logged on, but allow the Web Mail Client to remain idle, a timeout warning message appears.

**Figure 12 Timeout warning window**



Click **Cancel Timeout** to keep the session open.

To reconnect, you must click **View Message** in the Notification email and log on.