

USING FAIRFAX COUNTY DEPARTMENT OF FAMILY SERVICES SECURE EMAIL

Customer and Client Quick Reference Guide

What is Secure Email?

Secure Email protects all information within a message and encrypts attachments. That's why Secure Email allows confidential information to be sent safely outside Fairfax County, protecting customer information.

A key feature of Secure Email is that it can only be viewed by the intended recipients, and cannot be forwarded by the recipients.

Do I need to install any software or plug-ins?

No software or plug-in is required for you to receive or reply to Secure Emails. You must be connected to the internet to read a Secure Email from Fairfax County.

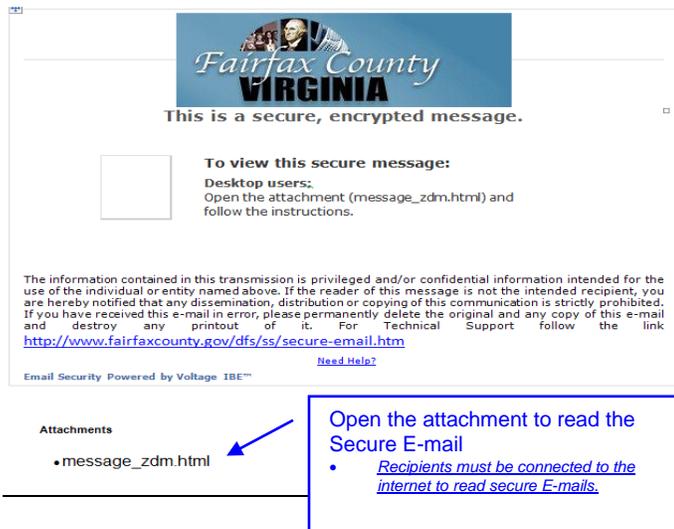
How do I read a Secure Email?

You will receive Secure Emails from Fairfax County in your regular email inbox.

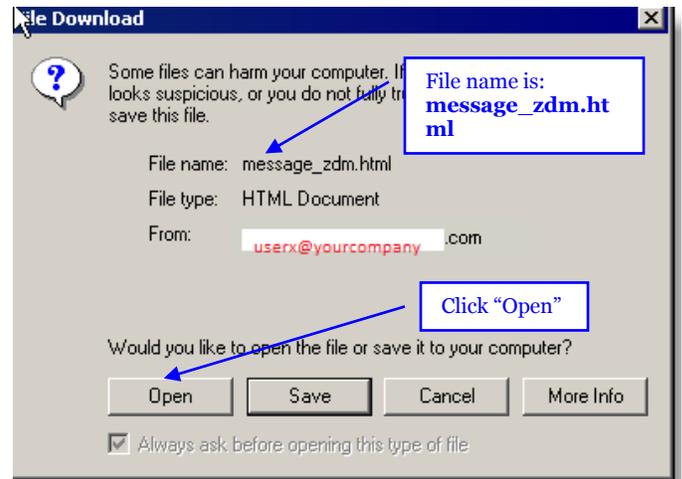
Receiving a Secure Email for the first time

- 1) Open the attachment enclosed in the Secure Email, and your web browser will launch.

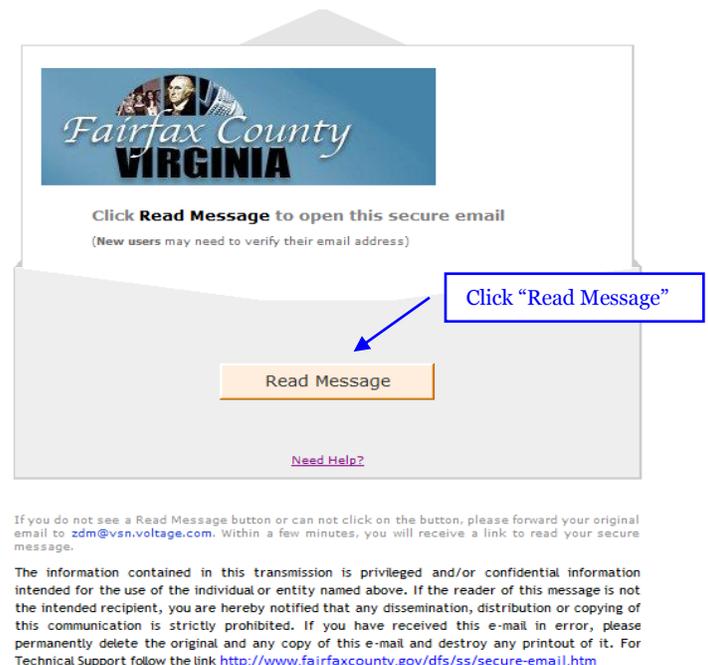
Note: Secure Email can be used with most internet browsers. For the optimal experience, use: Internet Explorer 6.0 or higher (for a PC), Firefox 2.0.03 (for a PC/Mac), or Safari 2.0.4 (for a Mac).



- 2) With most browsers, a warning message appears. Click Open.



- 3) An Access Your Secure Email message will appear. Click Continue.



- 4) The first time you receive a Secure Email you will need to register your email address and create login credentials.

Create Password

Complete the fields below to create your profile (which you will only have access to if you are able to receive and reply to secure email conveniently and with confidence)

Full Name: _____

Email: userx@yourcompany.com

Create Password 1: _____

Re-enter Password: _____

Choose Password Reset Question: Please choose one

Answer: _____

Buttons:

Callouts:

- Click "Continue"
- Password & re-enter it
- Create a password and select a question & answer
 - You can reset your password at any time

Creating login credentials

- 1) Create your login credentials.
- 2) Click Continue.
- 3) Now you can read your Secure Email and open any attachments.

Buttons:

From: (Help) .com

To: Wed Jun 16, 2010 2:22 PM (2 minutes ago)

Subject: Administrator Defined Brand

Administrator Defined Brand

Buttons:

Callouts:

- "Reply" or "Reply All"
 - A new browser window will open
- Open attachments
 - Attachments may be saved
 - To save a copy use your browser's save function
- Read your Secure Email
 - After authenticating, you can access any Secure Emails for 1 hour without re-entering your password, unless you sign out

Opening attached files

- 1) To open attached files, click [\[View\]](#) next to the attachment. A new browser window will open.
- 2) To save a copy of the attachment, click File, Save As, and choose a location.

How do I Reply to a Secure Email?

Click "Reply" or "Reply All" to open a new window where you can compose your reply. You have one hour to compose and send your reply. Your changes will be saved if the session times out.

Buttons:

From: _____

To: .com

Subject: RE: Administrator Defined Brand

Attach:

Callouts:

- Click "Send Secure"
- Click "Choose File" to find a file then click "Attach"

Your reply must be less than 10MB, including attachments. Replies and all attachments are encrypted.

Receiving Secure Emails after the first time

Once you have registered and created login credentials, you'll need your password to read future Secure Emails from Fairfax County.

Fairfax County VIRGINIA

Sign In

Email Address: lynn.thompson@fairfaxcounty.gov

Password: _____

Forgot your password?
[Click here to reset your password.](#)

Buttons:

Callouts:

- Click "Forgot Password?" to reset your password.
 - You'll be asked to answer the password reset question you selected

Note: After authenticating, you can access multiple Secure Emails for up to one hour without re-entering your password, unless you sign out.

Can I read Secure Email on a wireless device?

You can access Secure Email from a Windows Mobile® device. Follow the same steps that you would use with your desktop mailbox and browser.

Can I forward a Secure Email?

For security reasons, Secure Emails cannot be forwarded and the To: and Cc: fields cannot be edited.

How do I access a copy of the Secure Emails that I send?

A copy of any Secure Email reply that you send will only be saved in your Sent Items folder if you click the "Copy Me" link before sending the e-mail.

Troubleshooting

If you can't open or read a Secure Email from Fairfax County, try these troubleshooting tips:

Validate Your Login Credentials

Make sure the email address and the password to login match what you created the first time you received a Secure Email. These login credentials are unique and are not used to access any other Fairfax County application.

Validate Your Internet Connection

You must have a live connection to the internet to open and read a Secure Email from Fairfax County. Fairfax County uses the internet to validate your login ID and password every time you open a Secure Email. If you are not connected to the internet:

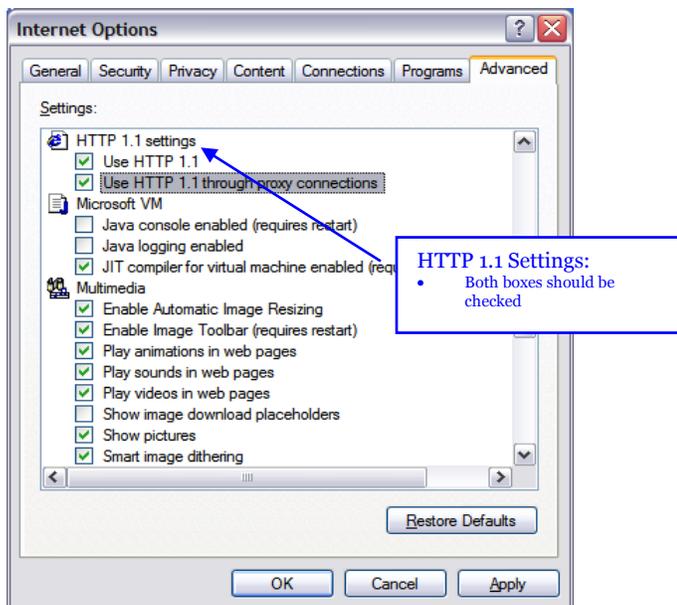
- 1) Establish a connection
- 2) Try to open the attachment, **message_zdm.html** again.

Adjust Your HTTP 1.1 Settings

If you see a "Page Cannot Be Displayed" error message when attempting to open a Secure Email from Fairfax County, your browser settings may need to be adjusted.

To make sure that HTTP 1.1 is enabled in Internet Explorer (both normal and proxy):

- 1) On your internet browser menu, go to **Tools > Internet Options** and select the **Advanced** tab.
- 2) Scroll down to **HTTP 1.1** settings and ensure both boxes **ARE CHECKED**.



- 3) Close all browser windows.
- 4) Try to re-open the Secure Email message.

Clear Cookies and Temp Files

Clear Cookies and Temp files in your browser then try again to open the attachment **message_zdm.html**.

To clear Cookies and Temp files in Internet Explorer:

- 1) On your internet browser menu, go to **Tools > Internet Options** and select the **Delete Cookies** and **Delete Files**.

Check Your Name Field

If you have entered your name in the **Name** field, but are still being prompted to complete this field:

- 1) Check that you have not exceeded 50 characters and that you have not used the **comma** character.
- 2) Remove any commas and ensure the total character count does not exceed 50.

Getting Help

For help while reading a Secure Email, click the  **Help** icon in the upper right corner of the page.

Passwords and Account Resets

If you forget the answer to your password reset question, or if you get locked out while trying to open a Secure Email, call the Fairfax County get your Secure Email account reset.

Reporting Problems

You can report problems to:

<http://www.fairfaxcounty.gov/dfs/ss/secure-email.htm>

