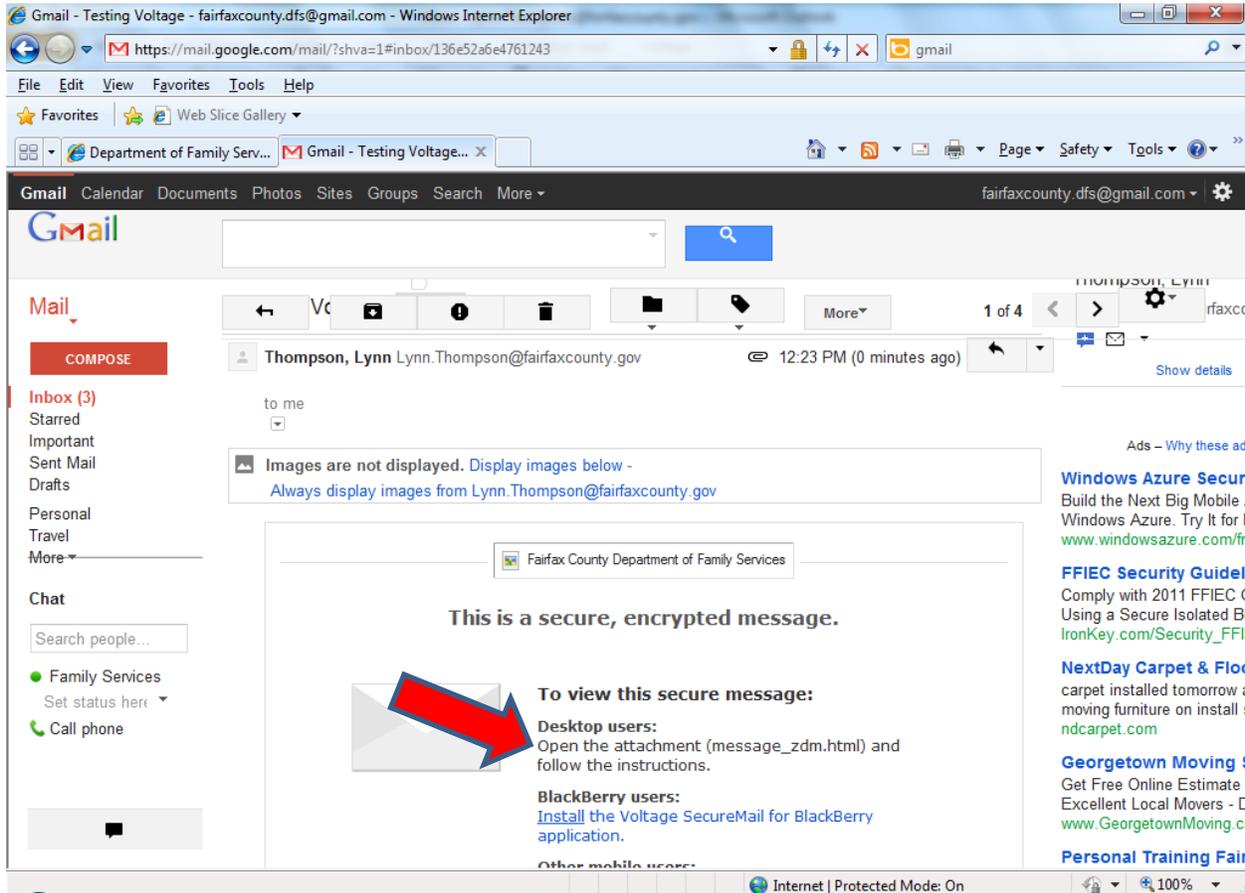


External Recipient Instructions for Secure E-mail (Voltage)

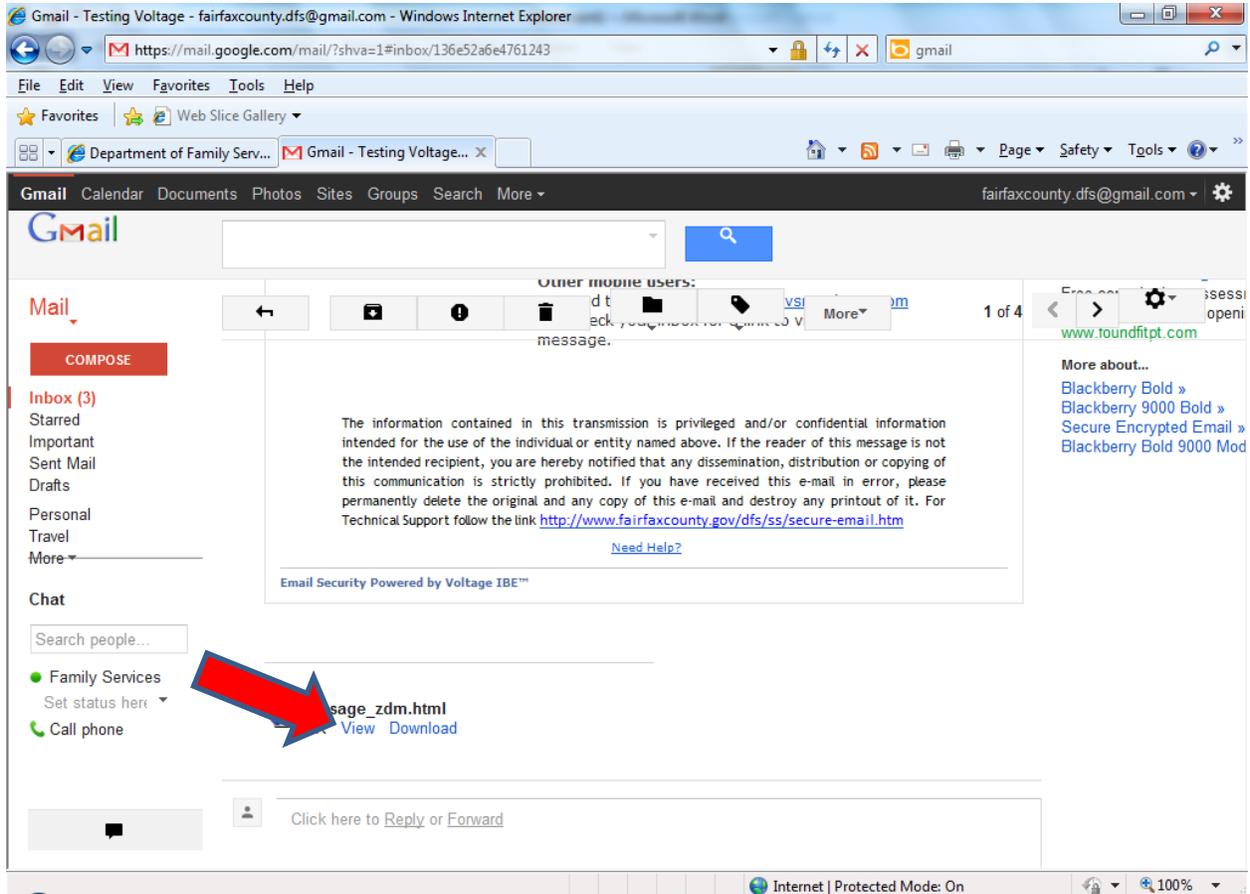
The external recipient will receive an e-mail that tells them to “Open the attachment (message_zdm.html) and follow the instructions” (see “Desktop users” below at the red arrow).

Note: Different browsers do things differently, if they are having problems after trying to follow these instructions then have them click on “Need Help”.



External Recipient Instructions for Secure E-mail (Voltage)

Click on the attachment, in Yahoo! it's the actual attachment, in GMAIL it is "View" (check "Need Help" for browser specific instructions).



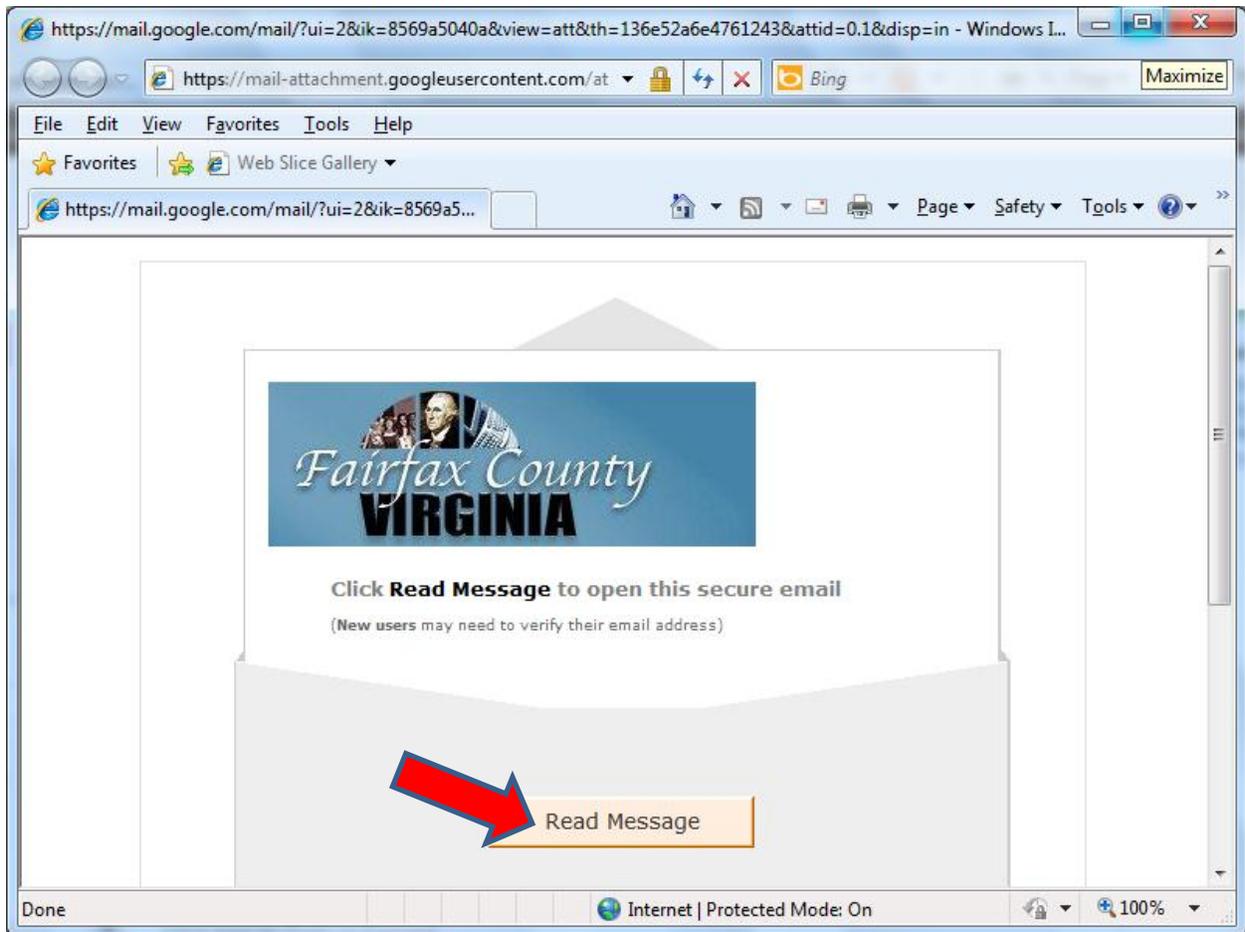
The screenshot shows a Gmail interface in a Windows Internet Explorer browser. The address bar displays the URL: <https://mail.google.com/mail/?shva=1#inbox/136e52a6e4761243>. The Gmail header includes the search bar and navigation links like "Mail", "Calendar", "Documents", "Photos", "Sites", "Groups", and "Search".

The main content area shows an email with a security warning: "The information contained in this transmission is privileged and/or confidential information intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this e-mail in error, please permanently delete the original and any copy of this e-mail and destroy any printout of it. For Technical Support follow the link <http://www.fairfaxcounty.gov/dfs/ss/secure-email.htm> [Need Help?](#)"

Below the warning, there is an attachment named "message_zdm.html" with "View" and "Download" options. A red arrow points to the "View" link. The bottom of the email interface shows a "Click here to Reply or Forward" link.

External Recipient Instructions for Secure E-mail (Voltage)

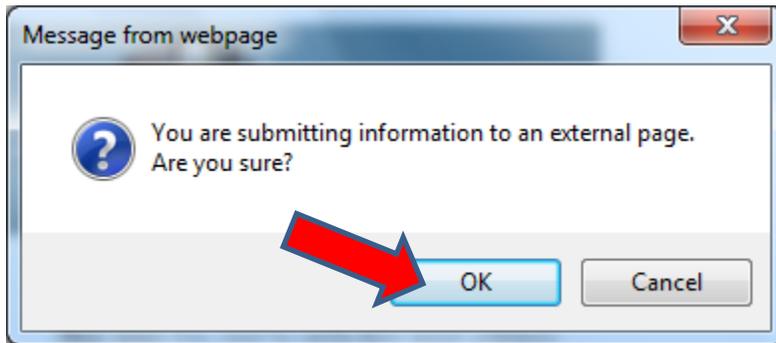
Next they will get this screen, click “Read Message”



External Recipient Instructions for Secure E-mail (Voltage)

They may or may not see this page depending on the browser, it is seen in GMAIL.

Have them click on "OK" if they see it.



External Recipient Instructions for Secure E-mail (Voltage)

The registration screen will appear next; have them enter the following fields:

- Their full name
- Create a password (enter it twice)

Click on “Continue”

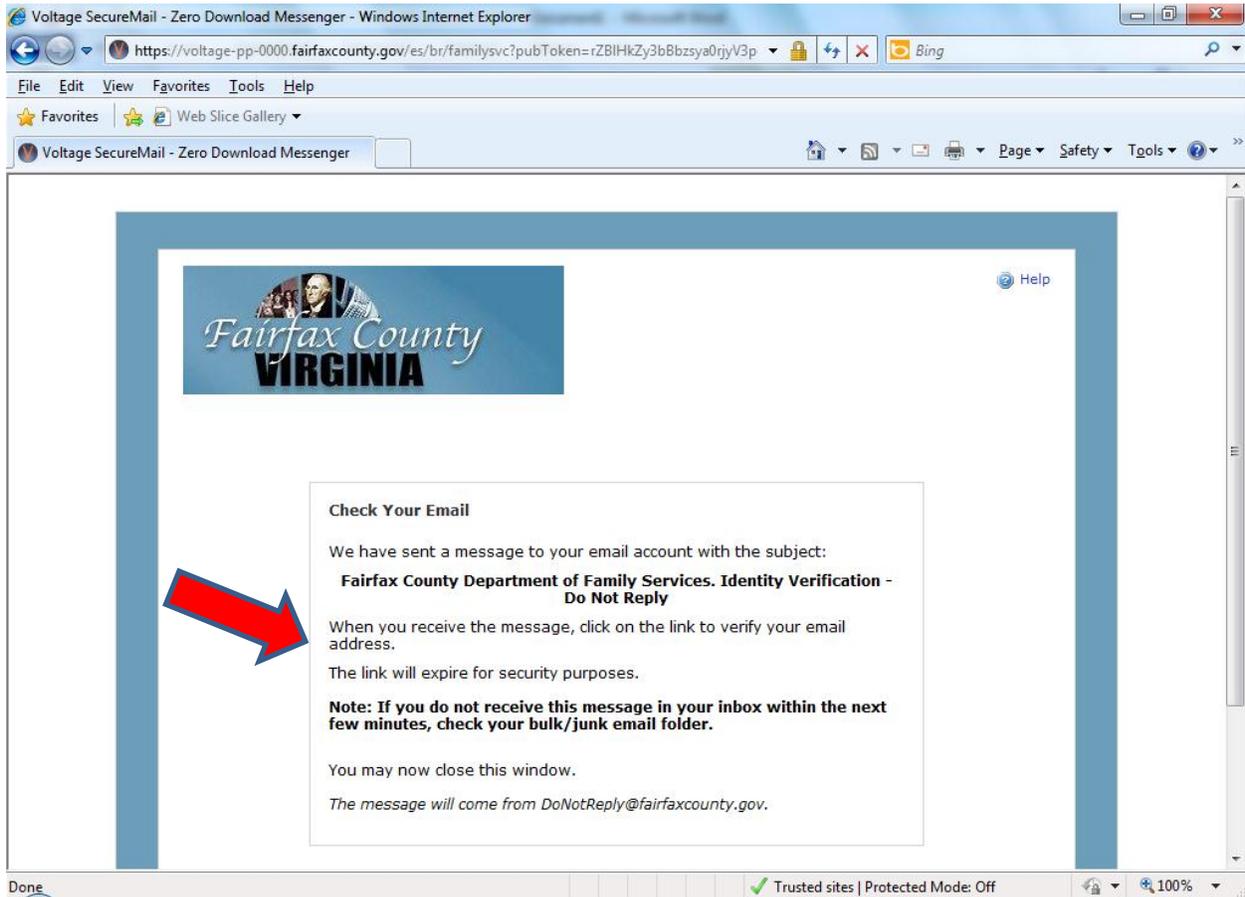
The screenshot shows a web browser window with the following details:

- Browser: Windows Internet Explorer
- Address Bar: <https://voltage-pp-0000.fairfaxcounty.gov/es/br/familysvc?brand=familysvc&pubToken=rMpgYl>
- Page Title: Voltage SecureMail - Zero Download Messenger
- Page Content:
 - Header: Fairfax County VIRGINIA logo
 - Section: Create a password to continue:
 - Form Fields:
 - Full Name:
 - Email Address: fairfaxcounty.dfs@gmail.com
 - Choose a Password:
 - Retype Password:
 - Button: Continue
 - Footer: You will be asked for this password periodically for security purposes. We value your right to privacy. We will not share your information or sell it to a third party.

External Recipient Instructions for Secure E-mail (Voltage)

A message will appear that tells the user that an e-mail has been sent to them and that they need to click on the link to verify their e-mail address and password and to see their e-mail message.

Note: The link expires for security purposes if they don't do it in a timely manner.



External Recipient Instructions for Secure E-mail (Voltage)

The user will open the e-mail and click on the link (see red arrow below).

The screenshot shows a Gmail interface in a Windows Internet Explorer browser. The address bar displays the URL: <https://mail.google.com/mail/?shva=1#inbox/136e536967178836>. The Gmail header includes the search bar and navigation options. The left sidebar shows the 'Inbox (1)' and 'Chat' sections. The main content area displays an email from 'DoNotReply@fairfaxcounty.gov' with the subject 'Fairfax County Department of Family Services. Identity Verification - Do Not Reply'. The email body contains the following text:

to me

Images are not displayed. [Display images below](#) -
Always display images from DoNotReply@fairfaxcounty.gov



Welcome fairfaxcounty.dfs@gmail.com.

Follow the link below to verify your email address.
This link will only work once.

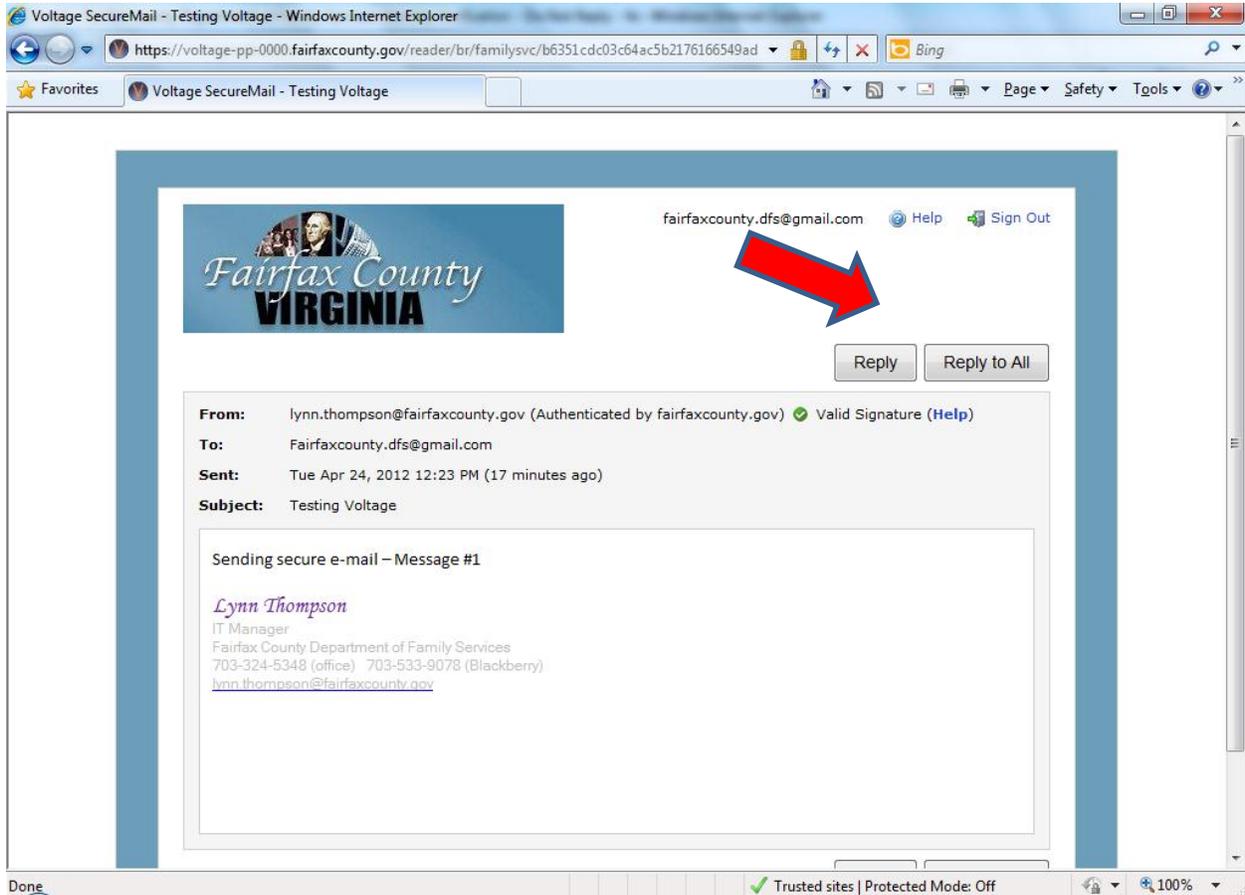
https://voltage-pp-0000.fairfaxcounty.gov/tok/br/familysvc/PyZBATLEsRivFwtwQAjcxGt7/DQAAATbINpNm_AHBWXB7Uo0i1p0i5YoNn-gC2c1?c=c1&h=h1004086122

A large red arrow points to the verification link. The right sidebar contains advertisements for 'Windows Azure Security' and 'Antivirus for MacOS X'. The status bar at the bottom shows 'Internet | Protected Mode: On' and '100%' zoom level.

External Recipient Instructions for Secure E-mail (Voltage)

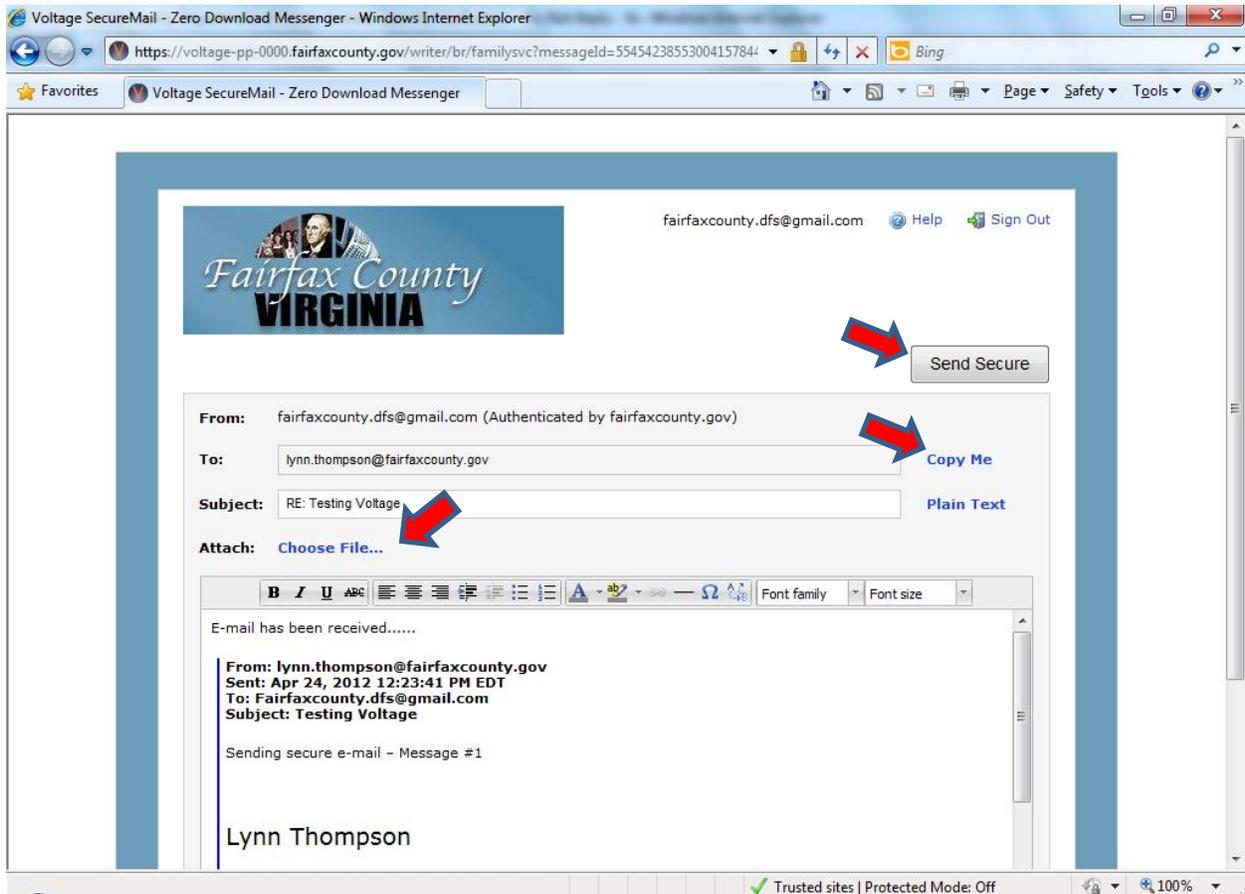
The e-mail will be displayed. The user can “Reply” or “Reply to All” to the e-mail.

The user can download your attachment if one exists.



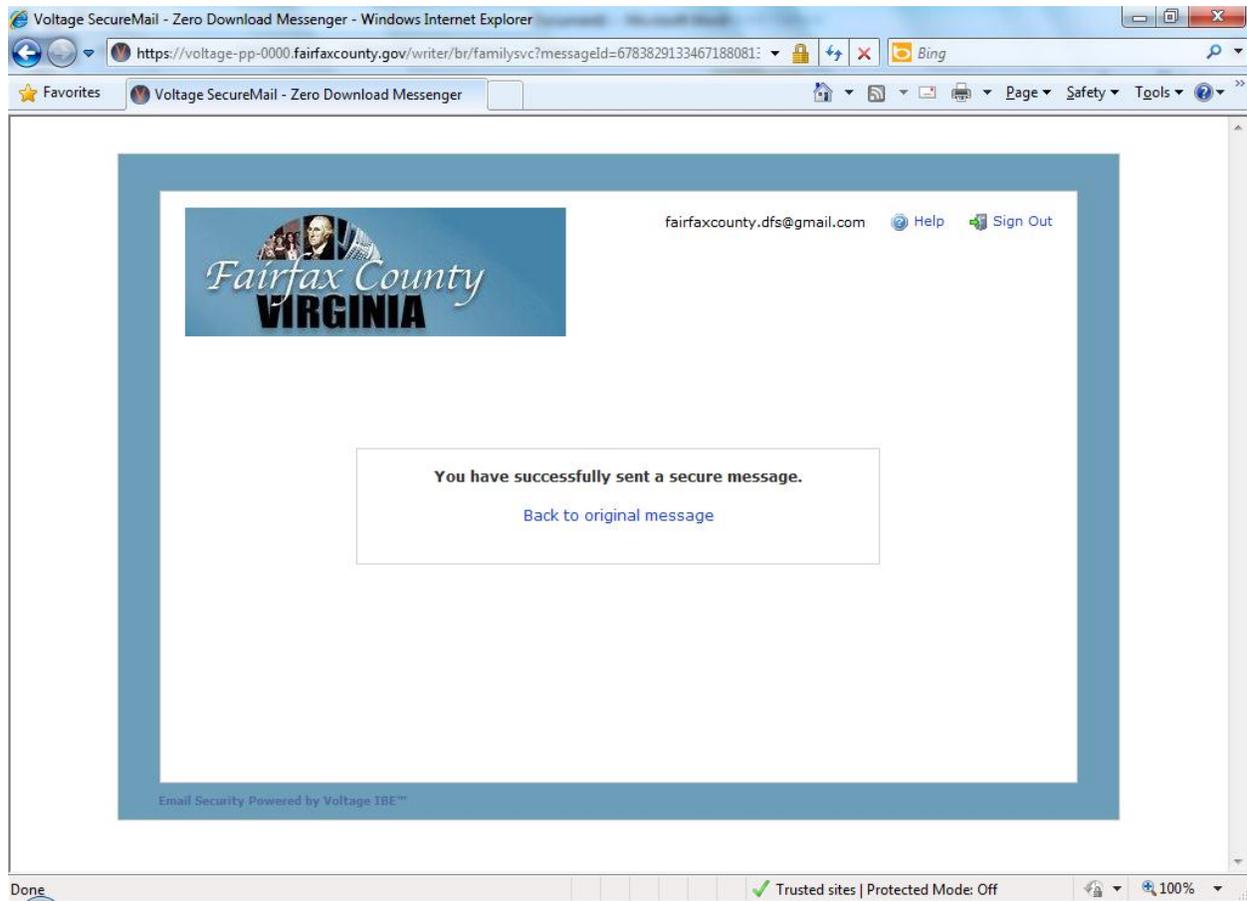
External Recipient Instructions for Secure E-mail (Voltage)

If the user decides to reply or reply to all, they can attach a file (“Choose File”); if they want a copy to be stored in their sent folder then they need to click on “Copy Me”. Once they have finished typing the message they will click on “Send Secure”.



External Recipient Instructions for Secure E-mail (Voltage)

The will then get a message that their e-mail has been sent securely.



External Recipient Instructions for Secure E-mail (Voltage)

The Fairfax County employee will receive a message that looks like this.....

The Voltage logo at the bottom of the screen will indicate that the e-mail was sent securely.

