

## Ward Williams Email Encryption

To ensure our compliance with new Data Protection rules, we may be required to encrypt certain emails.

The encryption process requires additional necessary steps, including an initial registration process, to which you will be directed when receiving your first encrypted email from us. You should only need to register once (per email address that you use).

The encrypted email will arrive as an attachment (named “securedoc(plus a number).html”) to a covering email. The attachment takes the form of a virtual envelope, on which you will need to enter your password to access the email.

As is becoming commonplace, the registration process asks that three security questions be set up for forgotten password purposes. The default questions provided are merely examples, and do not have to be used. Custom questions may be created in the boxes below the default questions.

The registration also asks that “security phrase” be entered, which, per guidance, is “...*a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know that you are logging in to our secure site.*”

The final part of the registration process is Account Activation. The service will send an automated email to you with a link for you to click to confirm that the registered email address is valid.

Testing the process has shown that some email services (in Gmail, for example) are being particularly cautious, so to enable access to the “securedoc” attachment, mentioned above, an “**Ignore, I trust this message**” link must be clicked.

If you access your emails via smartphone or tablet, an app is available, called Cisco Business Class Email in both Apple iOS and Android formats.