Orbital ATK Secure Email: Receiving Encrypted Messages

This document is intended for Orbital ATK Employees, Partners & Clients as an introduction & instructional user guide for Orbital ATK Secure Email. Within the context of this document, the term “secure” and “encrypted” are used interchangeably. Should you have additional questions after reviewing this article, please contact the Orbital ATK IT Service Desk for assistance (service.desk@atk.com or 877-285-0550).

Why Orbital ATK Secure Email?

Email encryption is one of the ways to protect sensitive data. Because email is a staple for sending data to our suppliers, partners, and customers, we need to develop ways to ensure that data goes no further than the intended audience. Many regulations and contracts require that certain email transmissions be encrypted to ensure that the data is protected as it travels across the Internet.

Think about it like this. When a postcard is sent through the Postal Service, anyone can read the postcard as it travels from the sender to the receiver. Encrypting email is like putting it in a sealed envelope. Orbital ATK has developed an email encryption solution called Orbital ATK Secure Email.

Initial Email: Orbital ATK Secure Email Notification

1. An Orbital ATK Secure Email Notification will be sent out to alert you.

![ATK Secure Email Notification]

Read your secure message by opening the attachment, securedoc_20120703T182120.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file, then open it in a web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile link.

If you have concerns about the validity of this message, contact the sender directly. First time users - must register after opening the attachment. Refer to the links below for assistance.

- About the ATK Secure Email System - http://www.atk.com/suppliers/secureemail.html

This email, and any attachment, may contain proprietary information and privileged material for the sole use of the intended recipient(s). Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply email and delete all copies of this message and any attachments. Any other use, retention, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited.
Receiving Encrypted Email Messages

2. Click on the Securedoc.html attachment to download the encrypted message.

3. Follow your browser prompts to **Save** and **Open** the securedoc.html attachment. Clicking **Open** will bring you to a logon screen to decrypt the message.

**Retrieving an encrypted message for the first time**

1. At logon screen select your email address on the **To:** line and then click **Open**. If your address is not listed, click **Select a different address** and use the pull down to select your email address.
2. During your first logon you will be prompted to **Register**. Subsequent logons will allow you to enter your password and click **Open** to decrypt the message.

3. You will be prompted with the New User Registration Screen.

   - Enter your first and last name as well as a password – then be sure to confirm your password.
   - Enter a passphrase that you will recognize when you are logging on to the secure site.
NEW USER REGISTRATION

To ensure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List. * = required field

Enter Personal Information

Email Address: helgets@msn.com

Language: English

First Name:

Last Name:

Create a Password

Password*: ********
Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*: ********

Personal Security Phrase*: [redacted]
Enter 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 you are logging in to our secure site. More info

[ ] Enable my Personal Security Phrase.
4. The next section prompts you for security questions.

- Select one of the available security questions or type in your own security question and provide your unique answer and confirm it. These will be used later to reset your password if necessary.

- Do this for each of the three questions being sure to confirm your answers and then click Register.

If you receive an error message, your browser encryption session may have expired to protect sensitive data. Please re-open the original attachment in order to decrypt the message again.

5. After submitting your answers, the final step is to activate your account. An email will be mailed to the account you registered with. Check for this message in your inbox.

**FINAL STEP: ACCOUNT ACTIVATION**

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to [redacted]@msn.com.

Please check your inbox. If you do not see an account activation email, check your junk email folder.
6. Look for an Activation message from **CRES Do Not Reply** and click the embedded link to activate your account. You can also browse to [https://res.cisco.com/websafe/activate](https://res.cisco.com/websafe/activate) and enter the confirmation number in the activation email message to activate your account.

![Activation](attachment:image.png)

7. Once you click the activation link, you should receive a notice that your email address has been confirmed.

![EMAIL ADDRESS CONFIRMED](attachment:image.png)

8. After registration the original secure envelope window will have the option to **Continue** to login and decrypt the message. Otherwise, **Save** and **Open** the original attachment and enter your password to login and decrypt the message.
9. The decrypted message will be displayed.

```
Secured Message

From: [REDacted]@atk.com
To: [REDacted]@msn.com
Date: July 3, 2012 6:33:44 PM GMT
Subject: [SMTP Diagnostics] Send Test 31 (Encrypt)
Attachments: trace.txt

Send test from SMTP Diagnostics.

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This email was sent using a trial version of SMTP Diagnostics.
For more information, visit http://www.smtpdiagnostics.com/.
Buy now to eliminate this message.
```

Help | Forget me on this computer (Log Out)
10. Click the **Reply** button to send a response and/or attachments back securely.

![Reply to Sender](image)

**Note:** The **Attachments** button allows the attachment of files with the secure reply. All replies and/or attachments are transmitted securely.

11. Once you click on Send, a confirmation page will appear that the message was sent successfully.

![Message Sent Successfully](image)

**What does the original sender of an Orbital ATK Secure Email see when you reply?**

1. Within the Microsoft Outlook client, messages are automatically decrypted when they are delivered to their inbox. Therefore, it will look like a normal message.
Receiving Encrypted Email Messages

I forgot my password now what?

1. If you receive a notification that a secure message is waiting for you to read, but forget your password, click the “Forgot your Password?” in the logon page.

   You will be sent a new message to create a new password.

   ![Forgotten Password Image]

   When you click on the link in the email to reset your password, you will be prompted for your security questions:

   ![Security Question Image]

   Note: If you cannot recall the answers you gave, contact the Cisco Registered Email Service (RES) at cres-support@ironport.com or 866-412-6113 to reset your account. Please provide Cisco RES with your email address.

2. Create a new password and confirm the password before clicking “Continue.”
3. If successful, you will receive the following message:

password successfully updated.
Your password has been changed.
Return to the encrypted message envelope to log in and read your message or click here to log in.

4. You may click the link to log in.

Common error messages and their solution

Please refer the following table for some quick troubleshooting tips.

- If after attempting to resolve the problem you need help, contact the Orbital ATK IT Service Desk for assistance (service.desk@orbitalatk.com or 877-285-0550).
- For account issues please contact Cisco Registered Email Service (RES) at cres-support@ironport.com or 866-412-6113 to reset your account. Please provide Cisco RES with your email address.

<table>
<thead>
<tr>
<th>Message</th>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Password.</td>
<td>Please checks Caps Lock and try again. Note: You have five attempts before your account is locked.</td>
</tr>
<tr>
<td>Message payload is invalid.</td>
<td>Close your browser and download the Securedoc.html again to decrypt the message.</td>
</tr>
<tr>
<td>Invalid Password. Your retry count has been exceeded.</td>
<td>Please contact the Orbital ATK IT Service Desk to have your account reset.</td>
</tr>
<tr>
<td>Your retry count has been exceeded.</td>
<td>Please contact the Orbital ATK IT Service Desk to have your account reset.</td>
</tr>
<tr>
<td>Attachment(s) have exceeded the limits. Please attach files of size less than 10 MB and try again.</td>
<td>Please reduce the total message size to less than the 10MB limit and try again.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Invalid User.</strong></td>
<td>The account has been deleted or disabled. Please contact the Orbital ATK IT Service Desk or Cisco RES for assistance.</td>
</tr>
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