



CONNECTIONS Security Tip Sheet

Encrypting Email Messages to Send Confidential Information Securely June 2014

Unless encrypted, email systems do not provide sufficient security to preserve the confidentiality of information. When confidential case and individual client information needs to be shared, the CONNECTIONS system is the preferred and most secure method for doing so - and should be used whenever possible. (See the CONNECTIONS Tip Sheet "Using Reminder To-Dos for Sharing Confidential Information".) This Tip Sheet explains how to send encrypted email messages using Outlook 365 or Outlook Web Access (OWA) when the CONNECTIONS application is not available.



Confidential information should not be sent via unencrypted Email. Whenever possible, such information should be entered directly into CONNECTIONS.

There may be times, however, when workers must share case information and are unable to access the CONNECTIONS application. In these instances, email may be used, provided the proper steps are taken to protect the security of the transmission.

Office 365 ("O365") provides HSEN users with the ability to encrypt email by placing "Encrypt:" in the subject line. When sending confidential information via email, users should utilize this encryption functionality. Please note:

- Emails sent encrypted using this method to other users within the HSEN subnet will be automatically be decrypted upon receipt.
- Recipients that are not on the HSEN will be required to log into a secure web service to decrypt the message.

To Send an Encrypted Email

1. Compose your e-mail as you currently do, EXCEPT for the Subject line.
2. In the Subject line, type in the word "Encrypt:" before the rest of your Subject (without quotes). Case does not matter.



Make sure that you include the colon after the word Encrypt: or the e-mail will NOT be encrypted.



Security Reminder: Never include client or case names in the subject line of an email!

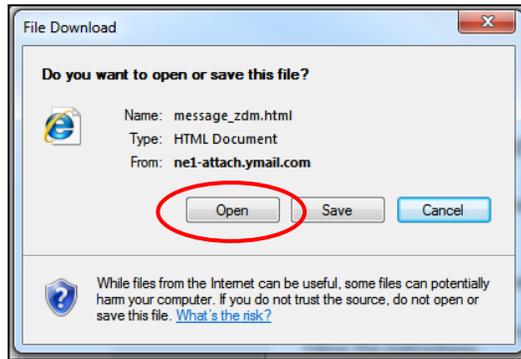
3. If you are attaching a document which includes confidential information, the attachment should be password protected. (You will need to save in a format lower than Office 2010 to do this.)
4. Click the Send button.

Receiving an Encrypted Email

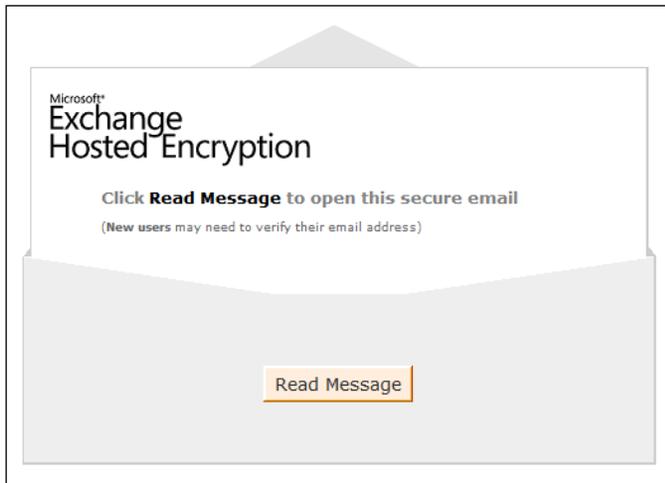
- Encrypted email sent from one HSEN user to another will automatically be decrypted by the recipient.
- Email sent from an HSEN user to someone outside the HSEN network (e.g. to a non-state email address) will receive an email with the following Microsoft Exchange Hosted Encryption message:



1. Click on the Attachment to download it.
2. Click the *Open* button to open the attachment.
3. Click the *Read Message* button.



4. You will be asked to create a password.



This is a one-time set up. The same password can be used to open future emails from the same organization.

Create a password to continue:

Full Name:

Email Address: JaneDoe@verizon.net

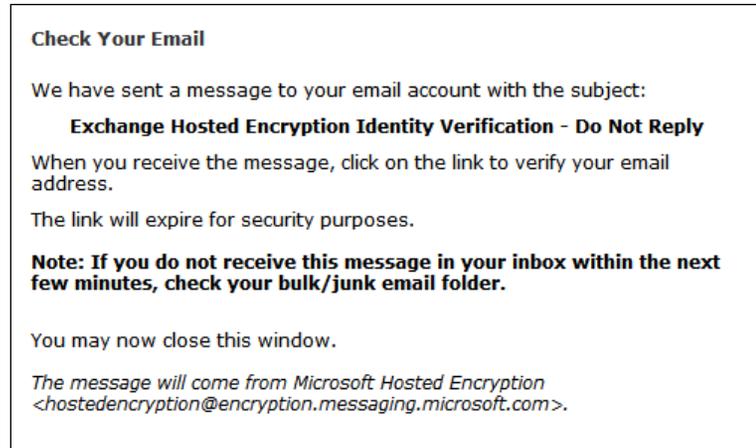
Choose a Password:

Retype Password:

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.

5. Once you click the *Continue* button, you will receive this message and be sent an email with a link.



6. Click the link (or copy it and paste it into your browser) to open and retrieve the encrypted email message.

Things to Know

- ✓ The link you receive will only work once, and the email containing the link should be deleted after its use.
- ✓ You can regenerate the link by going back to the original email and following the steps again.
- ✓ You should keep the original message if you wish to access the message again in the future. Be aware of your agency's email retention policy so the message is not deleted prematurely.

Resources:

CONNECTIONS Step-By-Step Guides:

<http://ocfs.state.nyenet/connect/jobaides/>

CONNECTIONS Regional Implementation Staff:

<http://ocfs.state.nyenet/connect/contact.asp>

CONNECTIONS Application questions:

ocfs.sm.conn_app@ocfs.state.ny.us (NOTE: address contains an underline)

CONNECTIONS Communications:

connections@ocfs.ny.gov

NYS OFT Enterprise
Help Desk #
1.800.697-1323