



## ATK Secure Email: Receiving Encrypted Messages

This document is intended for ATK Employees, Partners & Clients as an introduction & instructional user guide for 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 Corporate IT Service Desk for assistance ([corporate.helpdesk@atk.com](mailto:corporate.helpdesk@atk.com) or 877-285-0550).

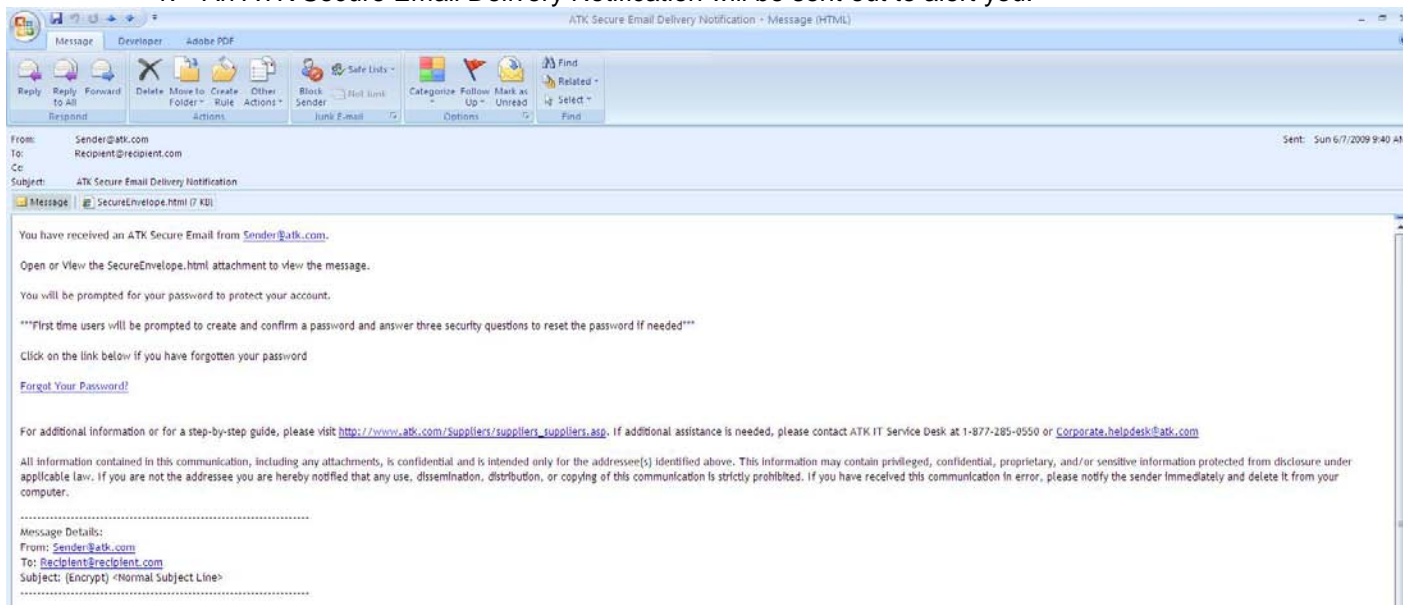
### Why ATK Secure Email?

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. ATK has developed an email encryption solution called ATK Secure Email.

### Initial Email: ATK Secure Email Delivery Notification

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



2. Click on the SecureEnvelope.html attachment to view the encrypted message.
3. A browser session will be opened up, and the message with a button will be presented:  

You will be automatically redirected to the encryption server within a few seconds.  
If you are not redirected, please click the Decrypt Message button.

4. Click on the “Decrypt Message” to view the message.

### Retrieving an encrypted message for the first time

1. After your browser opens to this page, you will be prompted to create and confirm a password.

ATK McAfee Secure Web Mail

Please login to access Secure Web Mail.

User Name:

Password:

Confirm Password:

[Disclaimer](#)

2. You will then be prompted to answer several questions that can be used later to validate your identity should you forget your password.

ATK Password Management

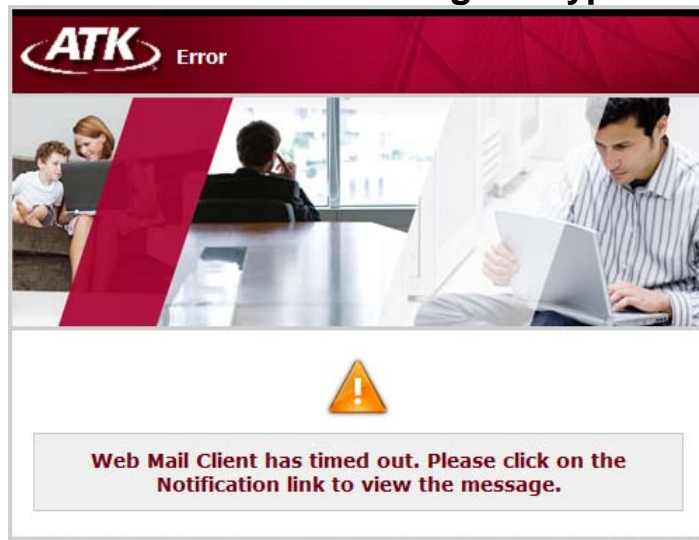
Please provide the answer(s) for the question(s).

How Many Siblings Do You Have?

What Is The Name Of Your Childhood Best Friend?

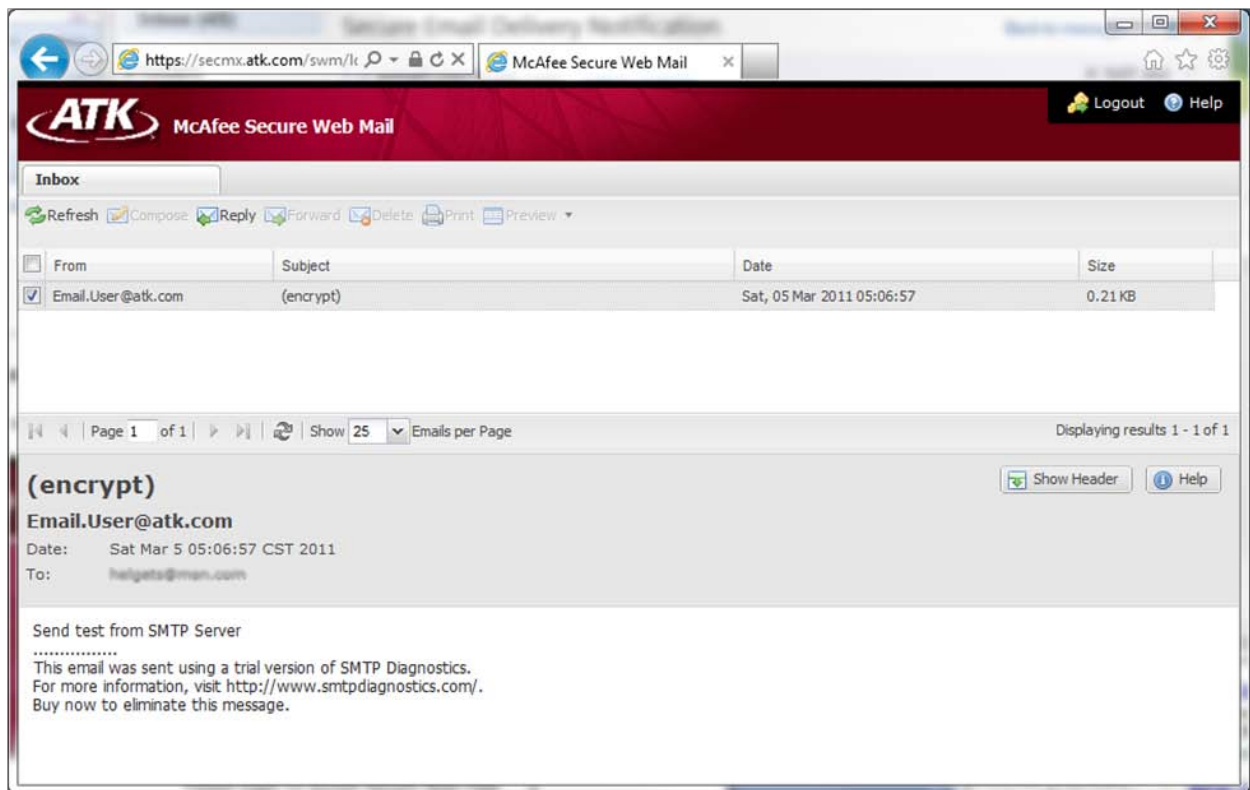
What Is Your Favorite Past-Time?

What Street Did You Grow Up On?



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.

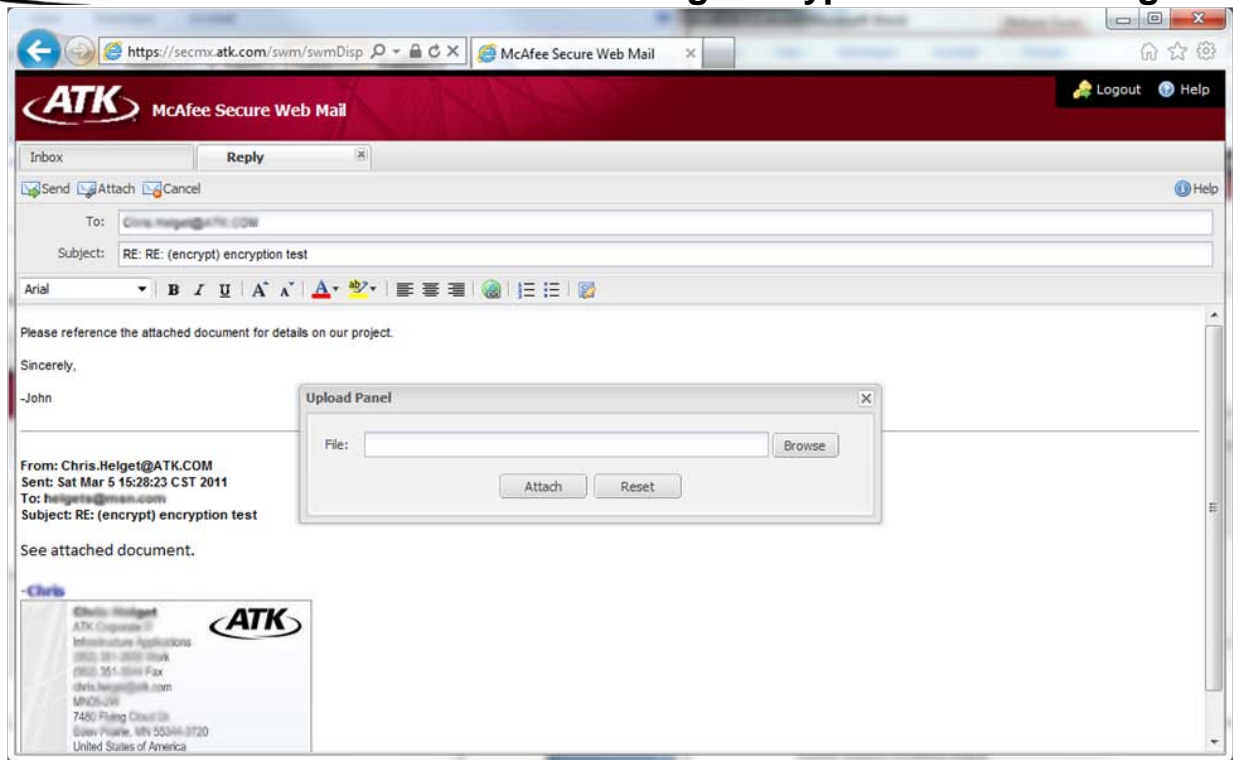
3. After submitting your answers, the email is displayed in your browser.




4. Click the “ Reply” button to send a response and/or attachments back securely.

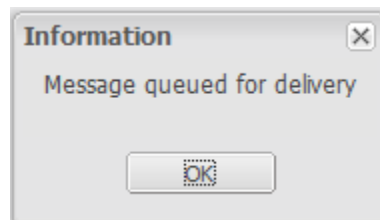


## ATK Secure Email Receiving Encrypted Email Messages



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

5. Once you click on Send, a confirmation page will appear.



6. After replying, the user will see a confirmation that the message was queued for delivery.

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

1. Within the Microsoft Outlook client, messages are automatically sent to their inbox unencrypted. Therefore, it will look like a normal message.

### 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?” link in the notification email.

Your browser opens to the “challenge/response” web page where you provide the answers to your secret questions. You are then given an opportunity to create a *new* password for yourself. You must enter the password a second time to confirm. This new password will be used for all future secure delivery emails.



The screenshot shows the ATK Password Management interface. At the top, there is a red header with the ATK logo and the text "Password Management". Below the header is a photograph of people working in an office. The main content area contains the instruction "Please provide the answer(s) for the question(s)." followed by four questions, each with a corresponding text input field:

- How Many Siblings Do You Have?:
- What Is The Name Of Your Childhood Best Friend?:
- What Is Your Favorite Food Item?:
- What Street Did You Grow Up On?:

At the bottom of the form are two buttons: "Submit" and "Reset".

Note: If you cannot recall the answers you gave, contact the Corporate IT Service Desk to have your account reset ([corporate.helpdesk@atk.com](mailto:corporate.helpdesk@atk.com) or 877-285-0550).

2. Create a new password and confirm the password before clicking "Submit."



The screenshot shows the ATK McAfee Secure Web Mail login page. At the top, there is a red header with the ATK logo and the text "McAfee Secure Web Mail". Below the header is a photograph of people working in an office. The main content area contains the instruction "Please login to access Secure Web Mail." followed by three input fields:

- User Name:
- Password:
- Confirm Password:

At the bottom of the form are two buttons: "Submit" and "Reset". A "Disclaimer" link is visible at the bottom left of the form area.

3. If successful, you will receive the following message:



4. Close the window and click on the link in the email to decrypt the message.

### 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 Corporate IT Service Desk for assistance ([corporate.helpdesk@atk.com](mailto:corporate.helpdesk@atk.com) or 877-285-0550).

Message	Tip
<i>Invalid Password.</i>	Please checks Caps Lock and try again. Note: You have five attempts before your account is locked.
<i>Message Id Invalid.</i>	ATK Secure Email is temporarily down, please check back again later.
<i>Invalid Password. Your retry count has been exceeded.</i>	Please contact the Corporate Help Desk to have your account reset.
<i>Your retry count has been exceeded.</i>	Please contact the Corporate Help Desk to have your account reset.
<i>You have not answered the minimum required questions configured by the system. Please Try Again.</i>	You must be able to answer a majority of the self-service security questions correctly in order to proceed.
<i>The Secure Envelope is invalid or your Mail Program is not supported. Please open the SecureEnvelope.html attachment to read your message.</i>	ATK Secure Email may be down or inaccessible, please check back again later.
<i>Attachment(s) have exceeded the limits. Please attach files of size less than 10 MB and try again.</i>	Please reduce the total message size to less than the 10MB limit and try again.
<i>Invalid User.</i>	The account has been deleted or disabled by ATK. Please contact the Corporate IT Service Desk for assistance.