



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 or 877-285-0550).

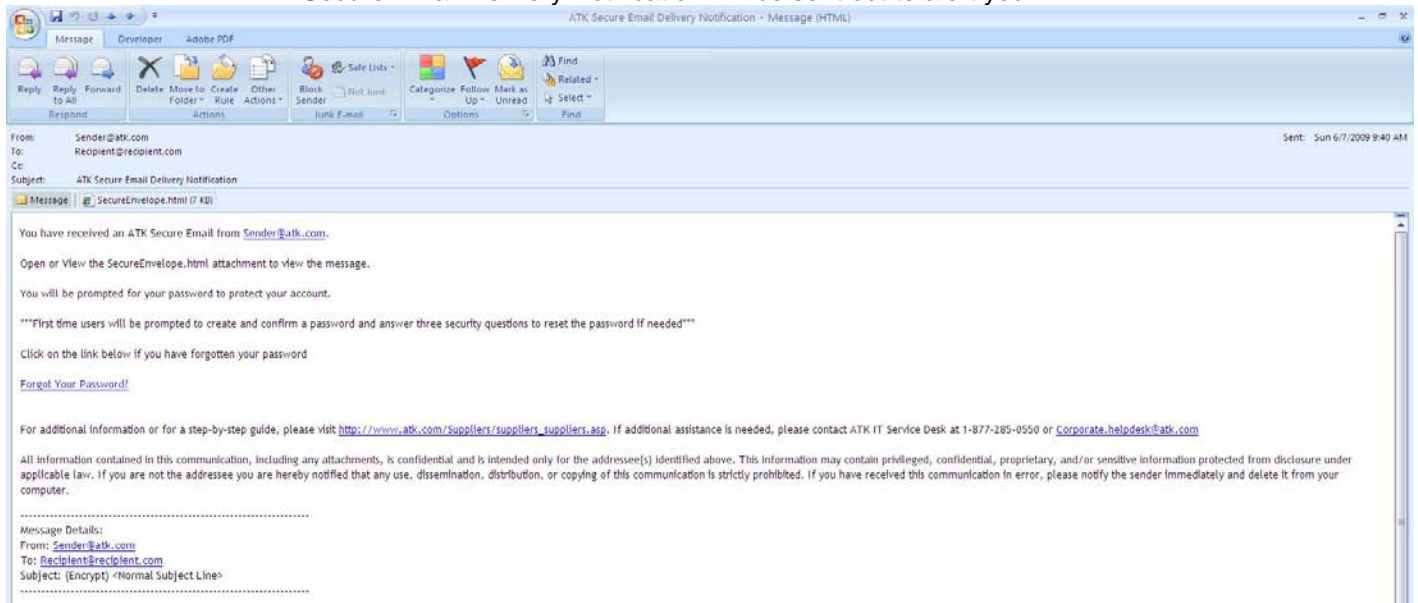
Why ATK Secure Email?

Email encryption is one of the ways we protect sensitive data from getting into the hands of “the bad guys”. Because email is a staple for sending data to our suppliers, partners, and customers, we need to develop ways to make sure 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.

[Decrypt Message](#)

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.



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Note: When logging in for the very first time you will need to create and confirm a password you will use in the future

Please login to access Secure Mail.	
User Name	recipient@recipient.com
Password	<input type="password"/>
Confirm Password	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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2. You will then be prompted to create/answer three questions that only you should know. This measure helps to verify your identity if you have forgotten your password.



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Please provide answer(s). This will be used in future to verify your identity when password is forgotten.	
Question(s)	Answer(s)
How many siblings do you have?	<input type="text"/>
What is your mother's maiden name?	<input type="text"/>
What was the first car you owned?	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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An error has ocured decrypting the message. Please close your browser and try again. If the problem persists, please contact support.

If you receive this message, follow the instructions within the error message.



ATK Secure Email Receiving Encrypted Email Messages

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



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The screenshot shows an email client window with a title bar containing "Close" and "Reply" buttons. The main content area is titled "Message Header" and contains the following information:

From:	Sender@atk.com
To:	Recipient@recipient.com
Subject:	(encrypt) «Normal Subject Line»

Below the header is a section titled "Message Body [Plain Text](#)". The body contains the text: "The message to the recipient".

At the bottom of the window is an "Attachments" section with the text: "This message has no attachments."

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

The screenshot shows an email client window with a title bar containing "Send", "Reset", and "Close" buttons. The main content area is titled "Compose" and contains the following information:

From:	Recipient@recipient.com
To:	Sender@atk.com
Subject:	RE: (Encrypt) «Normal Subject Line»

Below the header is a section titled "Message Body". The body contains the text: "Response back to the sender:" followed by a quoted message header and body:

-----Original Message-----
From: Sender@atk.com
Sent: Sunday, June 07, 2009 09:29 AM
To: Recipient@recipient.com
Subject: (Encrypt) «Normal Subject Line»

The message to the recipient:

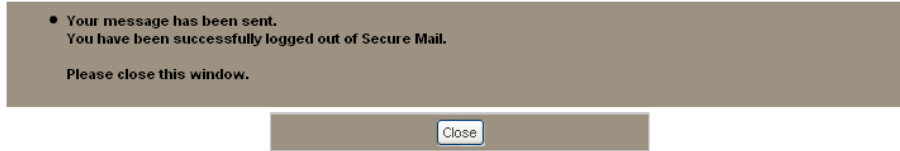
At the bottom of the window are "Send", "Reset", and "Close" buttons.

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Note: The "Attach" hyperlink under the Subject label allows the attachment of files with the secure reply. All replies and/or attachments are sent back securely.



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



6. After replying, you'll be automatically logged out of your session.
7. Clicking on "Close" will close the browser window.

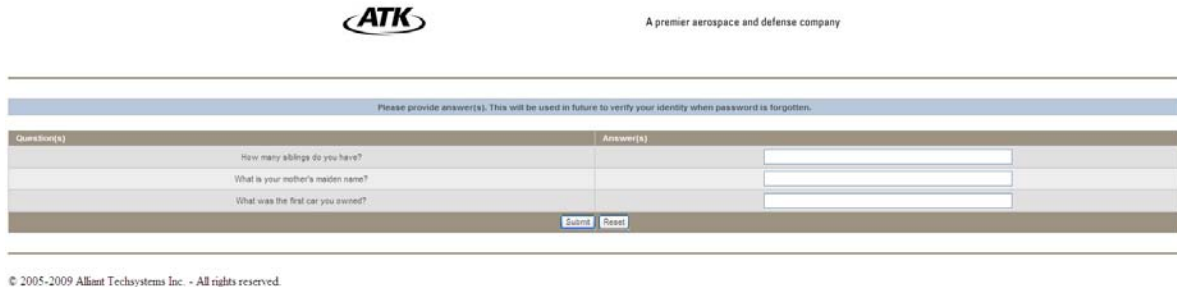
What does the original sender of an ATK Secure Email see when you reply?

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.



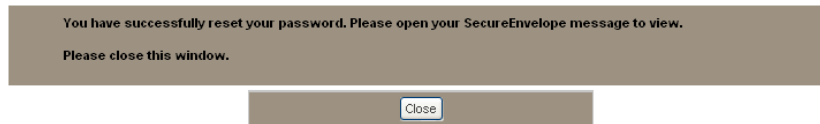
Note: If you cannot recall the answers you gave, contact the Corporate IT Service Desk to have your account reset (corporate.helpdesk@atk.com or 877-285-0550).

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





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



4. The screen will completely close and you must click on the link in the email to view 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 or 877-285-0550).

Message	Tip
<i>Invalid Password.</i>	Please checks Caps Lock and try again. Note: You have four 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 two of the three 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 is temporarily down, 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.