




**New Secure Mail System (ProofPoint)**

New Secure Mail URL: <https://securemail.mass.gov/encrypt>



THE COMMONWEALTH  
OF MASSACHUSETTS

**Secure Email**

Please provide your email address to proceed.

**Welcome to Commonwealth of Massachusetts NEW Secure Email Delivery System** This system may only be used to send/receive secure emails to/from Commonwealth of Massachusetts Email Domains.

**The Commonwealth moved to a new Secure Mail System on September 24, 2024:**


If this is your first time accessing the new system, ***you'll be asked to register.***

**Attention:** By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure Email Account [here](#)

Email Address


Continue

**Secure email received (example in Gmail)**

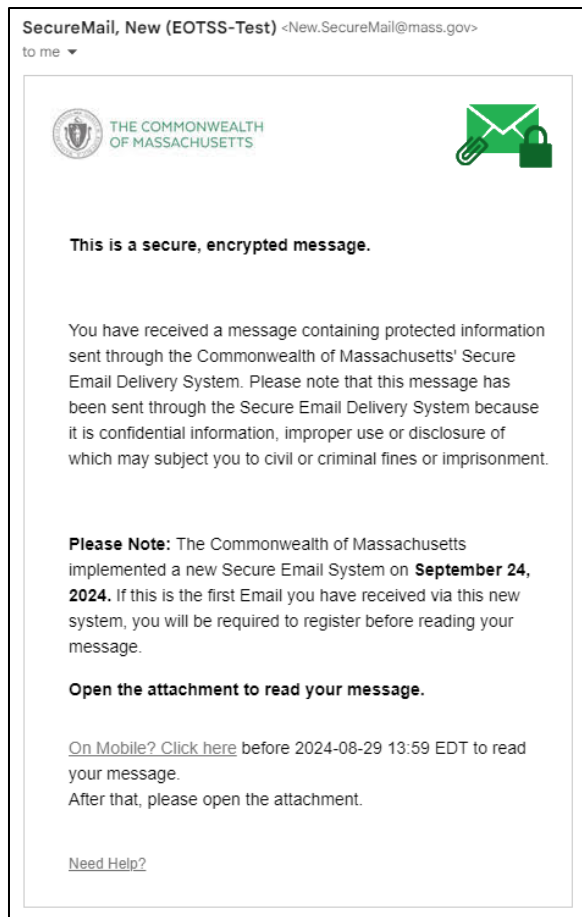
 SecureMail, New (EO).

[ppencrypt] Message for documentation - This is a secure, encrypted message. You have received a message containing protected information sent through the Commonwealth of Mass...

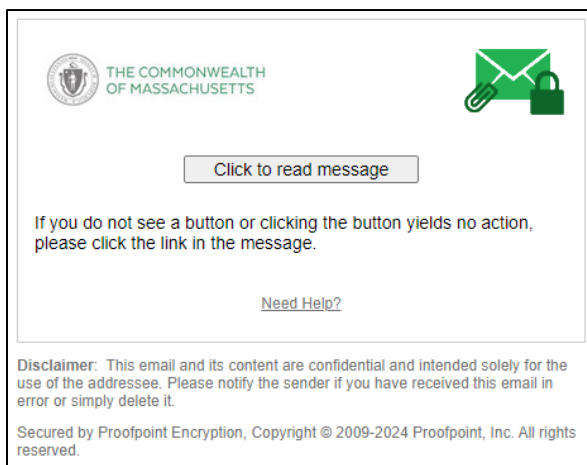
12:31 PM

 SecureMessag...

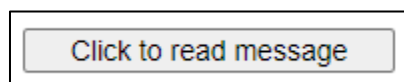
When opened, follow the instructions to open the attachment to read the message



Download/Open the attachment – it will open in a web browser:



Select: Click to read message button



If you have not already registered in the new system, you will be asked to register:

**Registration**

**Password Policy**

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Create your account to read secure email.

Email Address: tss.securemail@gmail.com

First Name:

Last Name:

Please note password policy above: **→** Password:

Confirm Password:

There are several security question options in the drop down list **→** Question :

Answer:

We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

**→** Validation Code:

You must accept the following terms and conditions before continuing:  
☐ I agree to the linked terms and conditions. **→** Please check the box to agree to the terms and conditions

You will receive an email from the system with the validation code:

Please note the message will come from [SecureMailNoReply@mass.gov](mailto:SecureMailNoReply@mass.gov) and it is only valid for 30 minutes.

The validation code will be sent via a separate email

**Proofpoint Encryption Registration** Inbox x

**SecureMailNoReply@mass.gov**  
to me ▼

Please use this validation code to complete your registration: **123456**

Note: This code will expire in 30 minutes.

Once all the required information is entered and you click continue your message will open


**Secure: Message for documentation**

From: SecureMail, New (EOTSS-Test)  
To: tss.securemail@gmail.com  
Cc:  
Sent: 8/26/2024 12:30:57 PM

To be used for screenshots.

Digital Signature is VALID ✓

**If you have already registered in the new Secure Mail System and have received a secure email, enter your name and password when prompted, to login and view the message**



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Login

Welcome to Commonwealth of Massachusetts Secure Email Delivery System. Log in to read your secure message.

Email Address

tss.securemail@gmail.com

Password

[Forgot Password](#)

Continue

**Read Message:**

Once read you can reply or reply all or logout

**The COMMONWEALTH OF MASSACHUSETTS**

Logout

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<b>Send</b>	<b>Cancel</b>	<b>Help</b>
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To: New SecureMail@mass.gov

Subject: RE: **Secure:** Message for documentation

☒ Send me a copy (You MUST click here to save a copy to your inbox)

[Attach a file](#)

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X | 📎 | ↶ | 🔍 | Normal | Font | Size | A- B I U S X<sup>2</sup> | ⌂ | ☰ | ⏮ | ⏪ | ⏩ | ⏭ | ➡ | ✖ | ☱ | ☲ | ☳ | ☴ | ☵ | ☶ | ☷ | Ω | 🗑️

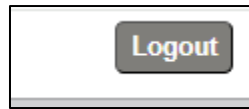
  
  

From: SecureMail, New (EOTSS-Test)  
Sent: Mon, 26 Aug 2024 16:30:57 +0000  
To: tts.securemail@gmail.com  
Cc:  
**Subject:** [ppencrypt] Message for documentation

To be used for screenshots.

Once you have read/replied to the message please ensure to logout

Logout (top right)




Once Logout is clicked, the below screen appears



## Creating a message from scratch via the Secure Mail Web Site

Login to the URL with your email address: <https://securemail.mass.gov/encrypt>

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### Secure Email

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**Attention:** By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure Email Account [here](#)

Email Address

Continue

Enter your password

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### Login

Log in to compose a secure message.

Email Address

Password

[Forgot Password](#)

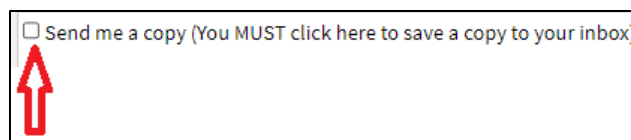
Continue

The compose message screen will automatically open



The screenshot shows the email compose interface. At the top, there's a header with the Commonwealth of Massachusetts logo and a 'Logout' button. Below the header is a 'Send' button. The main area contains fields for 'To:', 'Cc:', and 'Subject:'. Below these fields is a checkbox labeled 'Send me a copy (You MUST click here to save a copy to your inbox)'. Below the checkbox is an 'Attach a file' button. At the bottom, there's a rich text editor toolbar with various formatting options like bold, italic, underline, and link.

***\*\*Please note that if you want/need a copy of the message you are sending you MUST click the send me a copy button***



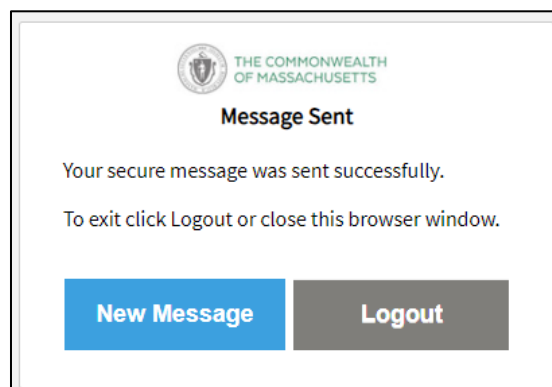
This is a close-up of the checkbox area. The checkbox is currently unchecked. A red arrow points directly to the checkbox, emphasizing the instruction to click it.

Once you've composed the email and are ready to send, click on Send button



This is a close-up of the 'Send' button, which is a blue button with the word 'Send' in white text.

After clicking send you can either click New Message or Logout button




The screenshot shows the 'Message Sent' confirmation screen. At the top, there's the Commonwealth of Massachusetts logo. Below the logo, the text 'Message Sent' is displayed. Underneath, it says 'Your secure message was sent successfully.' and 'To exit click Logout or close this browser window.' At the bottom, there are two buttons: 'New Message' (blue) and 'Logout' (grey).

## Registering without first receiving an email from a Commonwealth Employee

Go to new URL: <https://securemail.mass.gov/encrypt>

Enter your email address and then click continue.



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If this is your first time accessing the new system, *you'll be asked to register.*

**Attention:** By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure Email Account [here](#)

Email Address

Continue

If you do not already have an account in the system, it will bring you to the registration page

**\*\*Pick something you will easily remember for your security question – it will be used for self-service password reset\*\***



## You will be prompted to register

**THE COMMONWEALTH OF MASSACHUSETTS**

**Registration**

**Password Policy**

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Create your account to read secure email.

Email Address: tss.securemail@gmail.com

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

Validation Code:

You must accept the following terms and conditions before continuing:  
☐ [I agree to the linked terms and conditions.](#) **Please check the box to agree to the terms and conditions**

Please note password policy above:

There are several security question options in the drop down list

You will receive an email from the system with the validation code:

Please note the message will come from [SecureMailNoReply@mass.gov](mailto:SecureMailNoReply@mass.gov) and it is only valid for 30 minutes.

## The validation code will be sent via a separate email

**Proofpoint Encryption Registration** Inbox x

**SecureMailNoReply@mass.gov**  
to me ▾

Please use this validation code to complete your registration: **123456**

Note: This code will expire in 30 minutes.

## Once the information is entered and you hit *continue* you receive the following popup

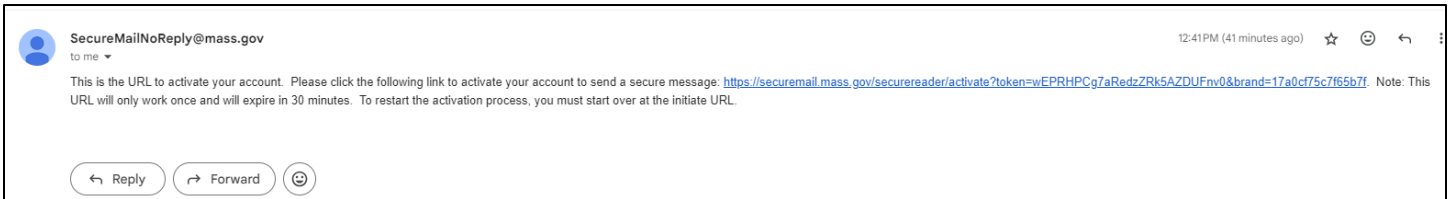
**THE COMMONWEALTH OF MASSACHUSETTS**

**Activation Request Sent**

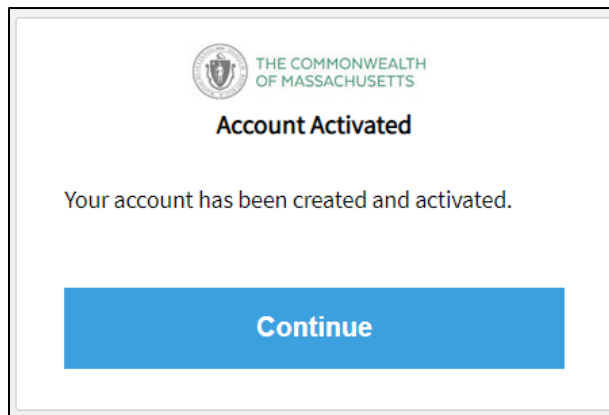
A verification message was sent to your email address which contains a URL you must use to activate your account. Once active, you will be able to send your secure message.

If you do not receive this message within a few moments, please check your spam folder or other filtering tools you may be using as this activation message sometimes gets blocked.

You will receive a message with a URL that will only work once and **only be valid for 30 minutes** - *please remember to check your SPAM or Junk folders if you do not see the message in your inbox*



Click the link and your account will created/activated




Click continue it will bring you to the compose message page (*please see information in this document regarding composing/sending secure messages*)



## Forgot Password Process

Go to new URL: <https://securemail.mass.gov/encrypt>

Enter your email address and then click continue



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**Attention:** By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure Email Account [here](#)

Email Address

Continue

Click Continue and click **Forgot Password** on the next screen




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### Login

Log in to compose a secure message.


Email Address

Password

[Forgot Password](#) 

Continue

**You will be prompted to answer your security questions that you answered at registration**

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### Reset Your Password


Please answer the following to reset your password.

favorite book or author

CancelContinue

**Click Continue and you will be prompted to change your password (*please note the password policy*)**

**\*\*Once you've entered the new password twice and hit continue it will bring you to the read or compose message screen**

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### Enter New Password

Password Policy

- ⚠ Passwords must be 7-20 characters long.
- ⚠ At least one digit (0-9) is required.
- ⚠ At least one symbol character is required.
- ✔ Your username may not appear in the password.

Enter a new password.

tss.securemail@gmail.com

New password

Confirm password

ContinueCancel