



New EOTSS Secure Mail System Documentation

Contents

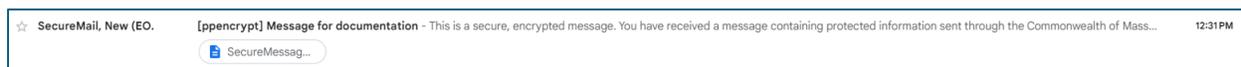
Getting Started.....	1
Creating a message from scratch via the Secure Mail Web Site	6
Registering without first receiving an email from a Commonwealth Employee	8
Process for forgotten password.....	10

Getting Started

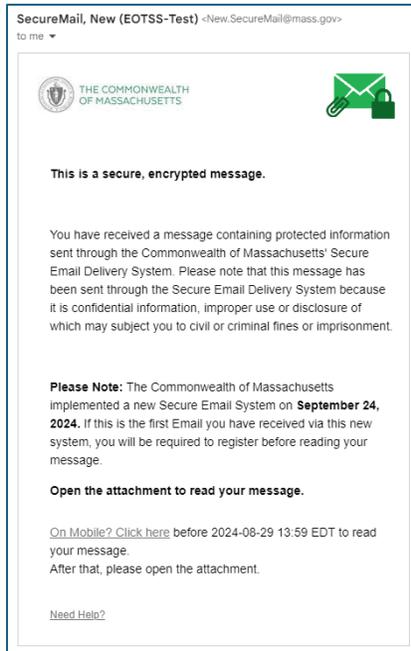
New Secure Mail URL: <https://securemail.mass.gov/encrypt>

The screenshot shows a web page titled "Secure Email" from the Commonwealth of Massachusetts. It contains the following text: "Please provide your email address to proceed." followed by a "Welcome to Commonwealth of Massachusetts NEW Secure Email Delivery System" message. It states that the system is for sending/receiving secure emails to/from Commonwealth domains and that it moved to a new system on September 24, 2024. A note says "If this is your first time accessing the new system, you'll be asked to register." An "Attention" section says "By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure Email Account here" with a link. Below is an "Email Address" input field and a blue "Continue" button.

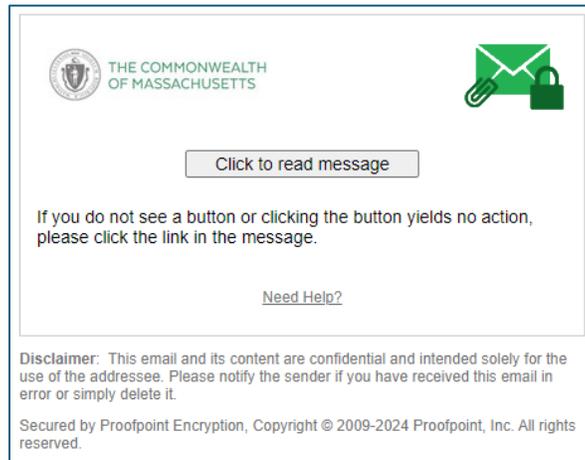
Secure email received (example in Gmail)



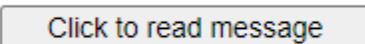
When opened



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:

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 and it is only valid for 30 minutes.

Validation Code Message will look like this:

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

THE COMMONWEALTH OF MASSACHUSETTS

Reply Reply All Help

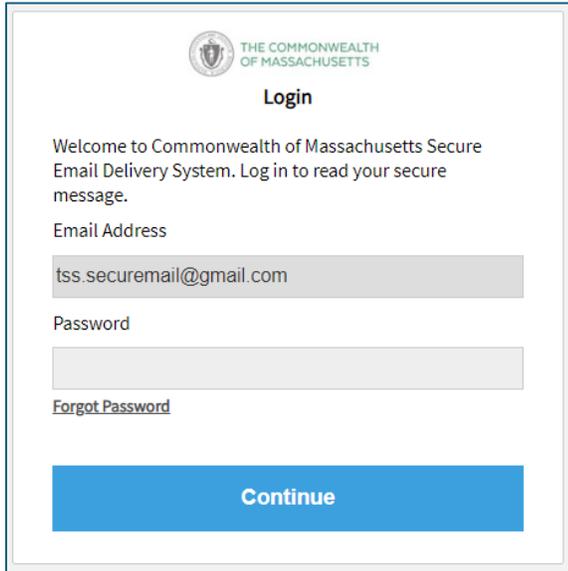
Secure: Message for documentation

From: SecureMail, New (EOT135-Test)
To: tss.securemail@gmail.com
CC:
Sent: 8/28/2024 12:30:37 PM

To be used for screenshots.

Digital Signature is VALID ✓

If already registered – Enter Password:



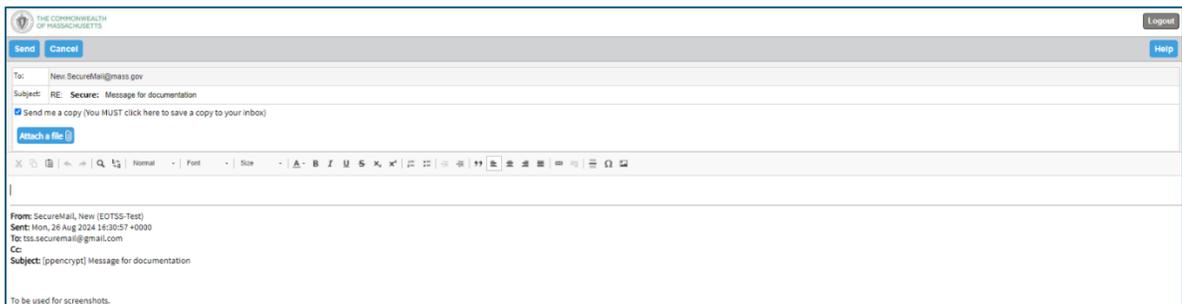
The screenshot shows the login interface for the Commonwealth of Massachusetts Secure Email Delivery System. At the top, there is the state seal and the text "THE COMMONWEALTH OF MASSACHUSETTS". Below this is the heading "Login". A welcome message reads: "Welcome to Commonwealth of Massachusetts Secure Email Delivery System. Log in to read your secure message." There are two input fields: "Email Address" with the value "tss.securemail@gmail.com" and "Password" which is currently empty. A link for "Forgot Password" is located below the password field. At the bottom, there is a large blue button labeled "Continue".

Read Message:



This screenshot displays the header of an email message. It includes a "Reply" button and a "Reply All" button. The subject line is "Secure: Message for documentation". The "From" field is "SecureMail, New (EOTSS-Test)", the "To" is "tss.securemail@gmail.com", and the "Sent" time is "8/26/2024 12:30:57 PM". A "Digital Signature is VALID" indicator with a green checkmark is visible on the right. A note at the bottom states "To be used for screenshots."

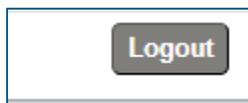
Once read you can reply or reply all or logout



This screenshot shows the body of the email message. At the top, there are "Send" and "Cancel" buttons. The "To" field is "New SecureMail@mass.gov" and the "Subject" is "RE: Secure: Message for documentation". A checkbox option "Send me a copy (You MUST click here to save a copy to your inbox)" is checked. Below this is an "Attach a file" button and a rich text editor toolbar. The "From" field is "SecureMail, New (EOTSS-Test)", the "Sent" time is "Mon, 26 Aug 2024 16:30:57 +0000", the "To" is "tss.securemail@gmail.com", and the "Subject" is "[ppencrypt] Message for documentation". A note at the bottom states "To be used for screenshots."

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

Logout (top right)



Once 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>



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

Enter your password



Login

Log in to compose a secure message.

Email Address

Password

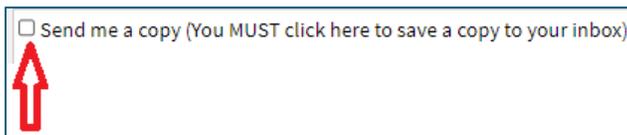
[Forgot Password](#)

The compose message screen comes up



The screenshot shows the 'Compose Message' interface. At the top left is the Commonwealth of Massachusetts logo and name. At the top right is 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 is a rich text editor toolbar with various formatting options like bold, italic, underline, and text color.

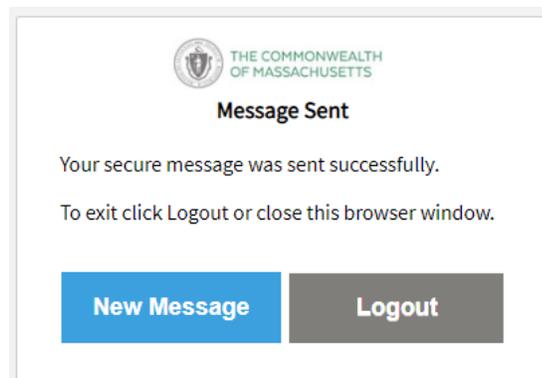
Please note that if you want/need a copy of the message you are sending you **MUST** click the send me a copy button



Once you've completed click on Send button



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



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.

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

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.

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 and it is only valid for 30 minutes.

Process for forgotten password

Go to new URL: <https://securemail.mass.gov/encrypt>
Enter your email address and then click continue.

 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

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

 THE COMMONWEALTH OF MASSACHUSETTS

Login

Log in to compose a secure message.

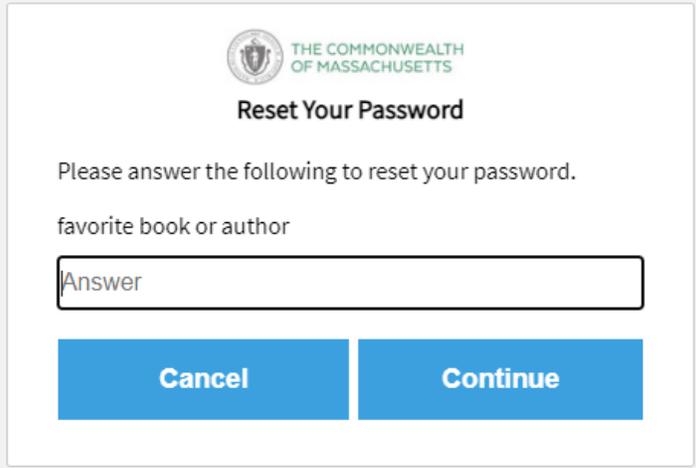
Email Address

Password

[Forgot Password](#) 

Continue

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



 THE COMMONWEALTH OF MASSACHUSETTS

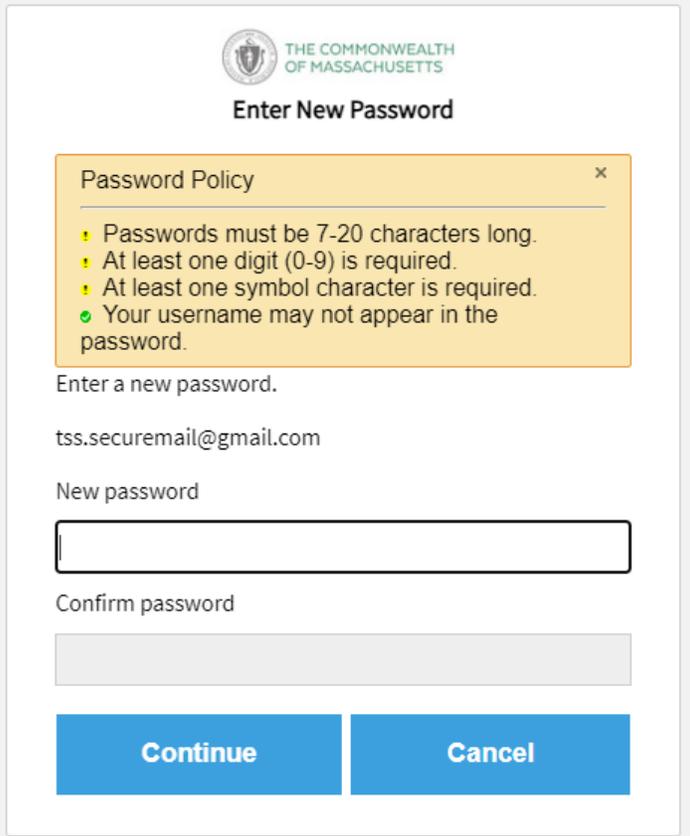
Reset Your Password

Please answer the following to reset your password.

favorite book or author

Cancel **Continue**

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



 THE COMMONWEALTH OF MASSACHUSETTS

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

Continue **Cancel**

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