



New EOTSS Secure Mail System Documentation

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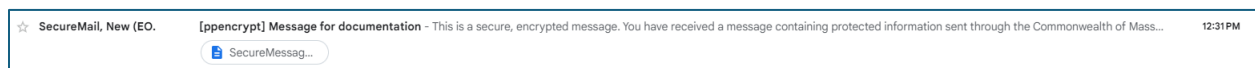
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Getting Started

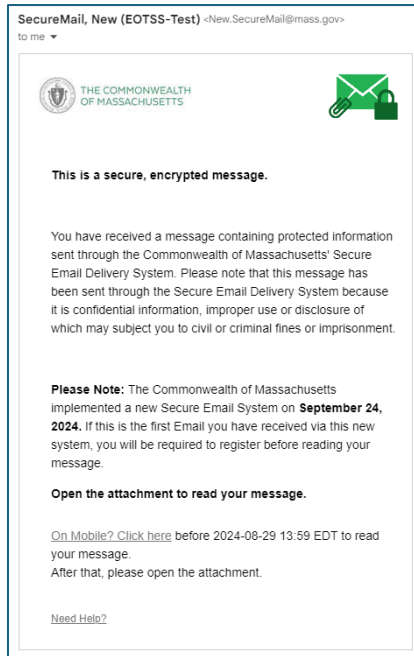
New Secure Mail URL: <https://securemail.mass.gov/encrypt>

The screenshot shows the login page for the Commonwealth of Massachusetts Secure Mail system. At the top, it features the state seal and the text 'THE COMMONWEALTH OF MASSACHUSETTS'. Below this is the heading 'Secure Email'. The main text asks the user to provide their email address to proceed. It then welcomes users to the 'NEW Secure Email Delivery System' and notes that it is only for use with Commonwealth email domains. A key announcement states that the system moved to a new URL on September 24, 2024. A note indicates that first-time users will be asked to register. An attention notice states that by signing in, users agree to the Terms of Use, with a link to the terms. At the bottom, there is a text input field for the 'Email Address' and a blue 'Continue' button.

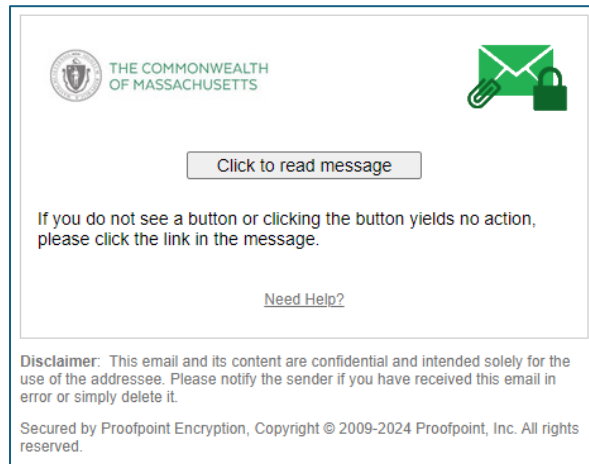
Secure email received (example in Gmail)



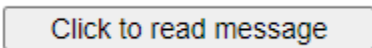
When opened



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:

Registration

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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

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Reply Reply All Help

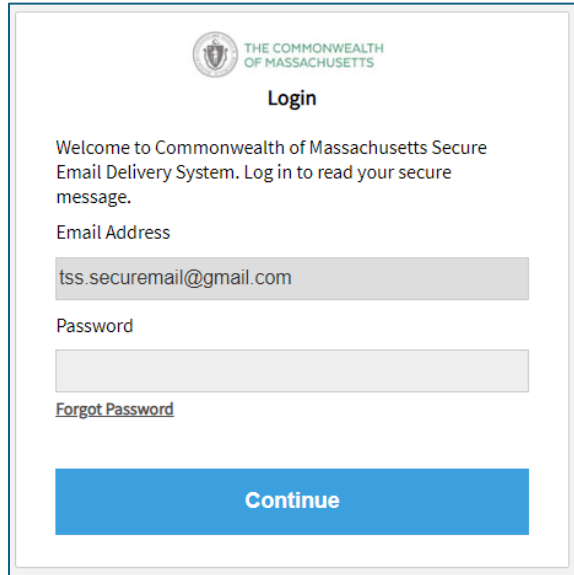
Secure: Message for documentation

From: SecureMail, New (E071357-Test)
To: tss.securemail@gmail.com
Cc:
Sent: 8/28/2014 12:30:37 PM

To be used for screenshots.

Digital Signature is VALID ✓

If already registered – Enter Password:



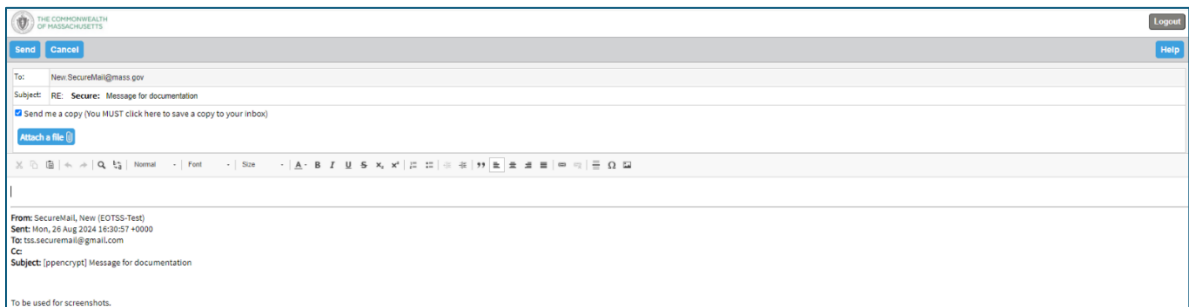
The screenshot shows the login interface for the Commonwealth of Massachusetts Secure Email Delivery System. At the top, there is the state seal and the text "THE COMMONWEALTH OF MASSACHUSETTS". Below this is the heading "Login". A welcome message reads: "Welcome to Commonwealth of Massachusetts Secure 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" and "Reply All" button on the left, and a "Logout" and "Help" button on the right. The subject line is "Secure: Message for documentation". The header also shows the sender information: "From: SecureMail, New (EOTSS-Test)", "To: tss.securemail@gmail.com", and "Sent: 8/26/2024 12:30:57 PM". A status indicator on the right says "Digital Signature is VALID" with a green checkmark. At the bottom of the header, it says "To be used for screenshots."

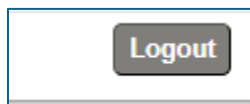
Once read you can reply or reply all or logout



This screenshot shows the body of the email message. At the top, there are "Send" and "Cancel" buttons on the left, and "Logout" and "Help" buttons on the right. The "To:" field is "New SecureMail@mass.gov". The "Subject:" field is "RE: Secure: Message for documentation". There is a checkbox for "Send me a copy (You MUST click here to save a copy to your inbox)" which is currently checked. Below this is an "Attach a file" button. A rich text editor toolbar is visible, showing options for font color, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert link. The message content area is currently empty. At the bottom, the sender information is repeated: "From: SecureMail, New (EOTSS-Test)", "Sent: Mon, 26 Aug 2024 16:30:57 +0000", "To: tss.securemail@gmail.com", and "Subject: [ppencryp] Message for documentation". At the very bottom, it says "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

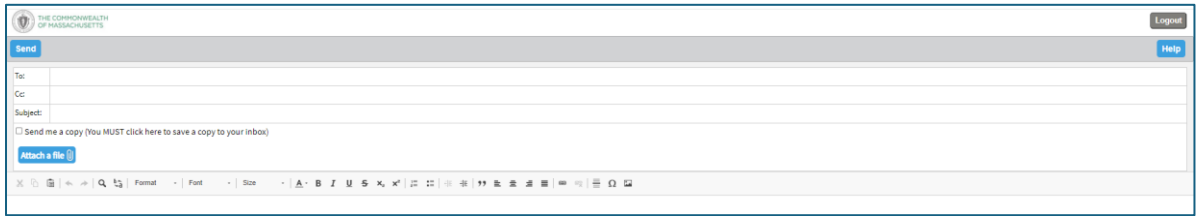
Log in to compose a secure message.

Email Address

Password

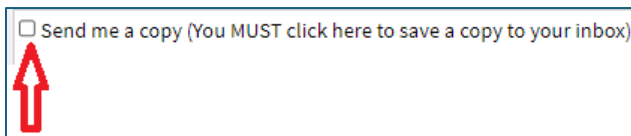
[Forgot Password](#)

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



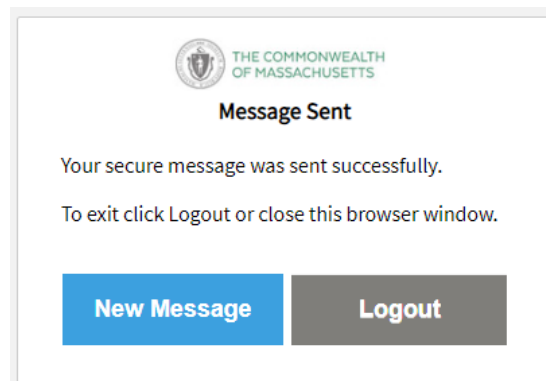
A close-up of the checkbox labeled 'Send me a copy (You MUST click here to save a copy to your inbox)'. A red arrow points upwards to the checkbox, highlighting it.

Once you've completed click on Send button



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

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



The screenshot shows a confirmation message. At the top is the Commonwealth of Massachusetts logo and name. Below it is the heading 'Message Sent'. The text reads: 'Your secure message was sent successfully. To exit click Logout or close this browser window.' At the bottom 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.

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:

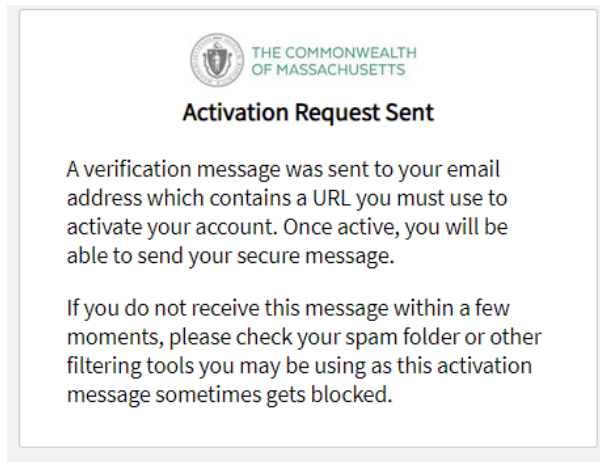
You must accept the following terms and conditions before continuing:
 I agree to the linked terms and conditions. **Please check the box to agree to the terms and conditions**

Please note password policy above: →

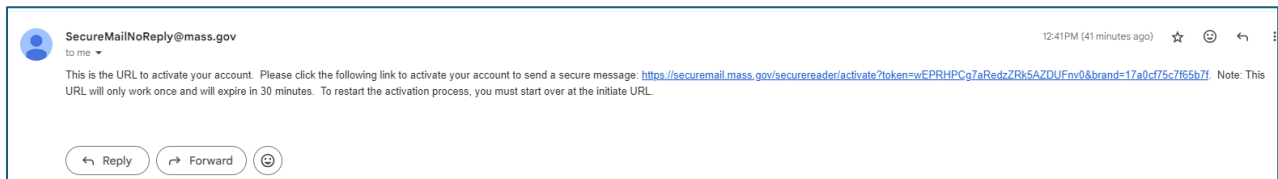
There are several security question options in the drop down list →

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.

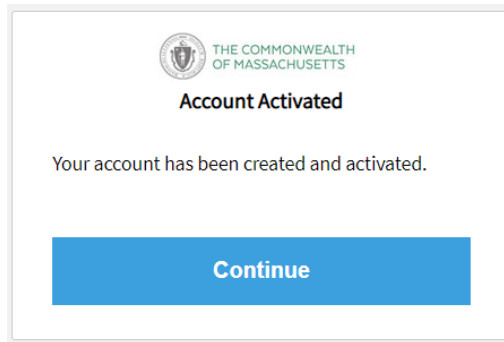
Once the information is entered and you hit **continue** you receive the following popup



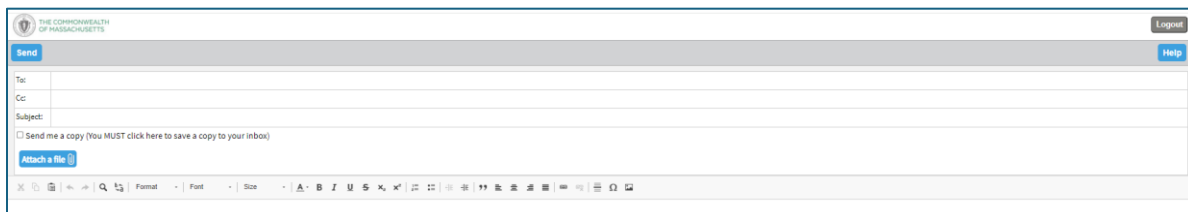
You will receive a message with a URL that will only work once and **only be valid for 30 minutes** - *please remember to check your SPAM or Junk folders if you do not see the message in your inbox.*



Click the link and your account will created/activated.

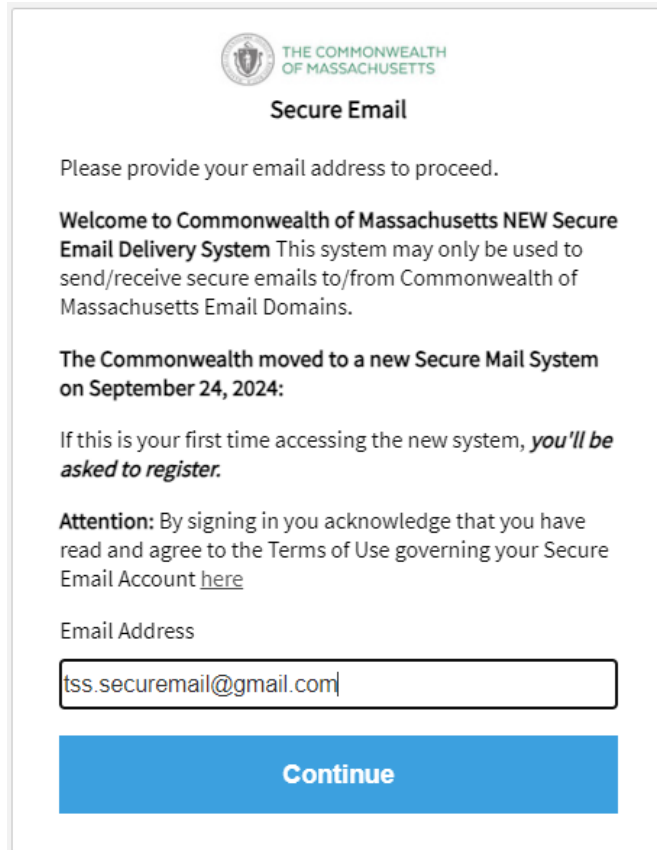



Click continue it will bring you to the compose message page (*please see information in this document regarding composing/sending secure messages*)



Process for forgotten password

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



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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:

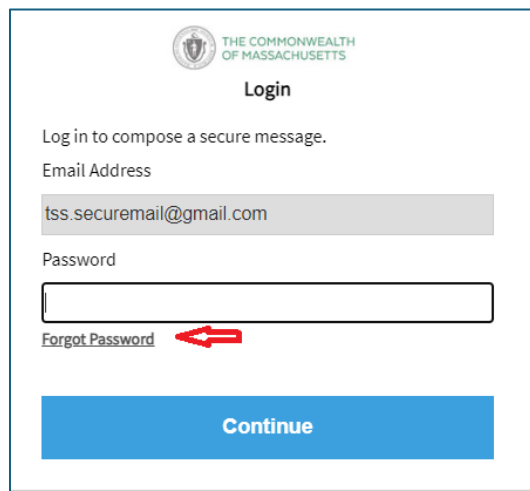
If this is your first time accessing the new system, *you'll be asked to register.*


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.

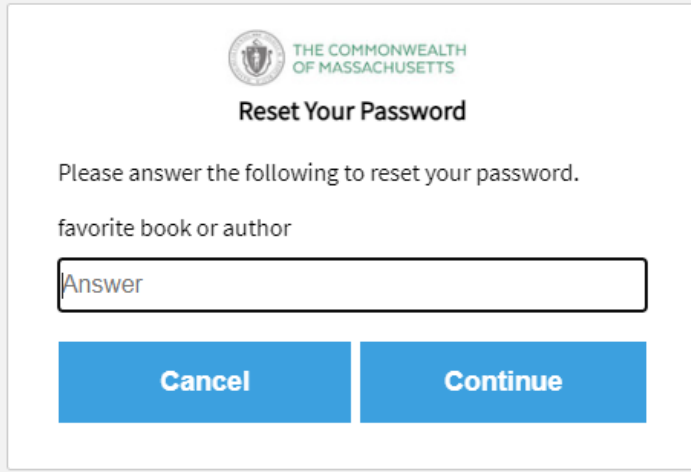
Email Address


Password

[Forgot Password](#) 

Continue

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



 THE COMMONWEALTH OF MASSACHUSETTS

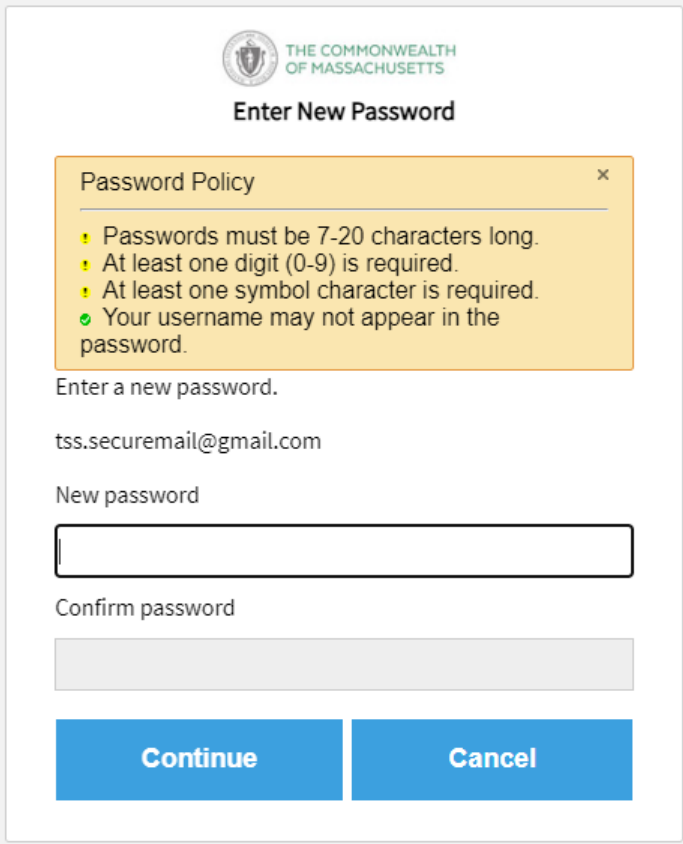
Reset Your Password


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.