

The Commonwealth of Massachusetts is implementing a new Secure Email System to replace the "Secure:" functionality of the Commonwealth's Secure File and Email Delivery System (SFED).


The new system delivers the full message to the recipient in the form of an encrypted attachment. To decrypt the message the user will open the attachment and provide their credentials (an initial registration is required the first time using the system).

The system is currently configured so that users with an SMTP addresses in @massmail.state.ma.us will not have to login to read the replies to messages sent. Messages delivered to the Massmail environment are done via encrypted connections. At the time of the writing of this documentation, all other domains are configured to receive encrypted attachments and users will be required to login to decrypt the reply messages.

The new URL for SecureMail is: <https://securemail.state.ma.us>


Below are screen shots of the new system.

Message Body



You have received a message containing protected information sent through the Commonwealth of Massachusetts' Secure Email Delivery System. Please note that this message has been sent through the Secure Email Delivery System because it is confidential information, improper use or disclosure of which may subject you to civil or criminal fines or imprisonment.

Please Note: The Commonwealth of Massachusetts implemented a new Secure EMail System on *date*
If this is the first EMail you have received via this new system, you will be required to register before reading your message.



To view your secure message:

Desktop users:
Open the attachment (message_zdm.html) and follow the instructions.


Mobile users:
If you are unable to open the attachment please forward this message to: zdm@vsn.voltage.com and check your inbox for a link to view the message.

Disclaimer: This email and any attachments are confidential and for the sole use of the recipients. If you have received this email in error please notify the sender.

[Need Help?](#)

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Open the attachment



Mass.gov

Read Your Secure Message (click Read Message below)

The Commonwealth implemented a new Secure EMail System on *date*

If you are a first time user of this system, you will be redirected to a registration page before being able to read your secure message.

[Read Message](#)



[Need Help?](#)

If you do not see a Read Message button or can not click on the button, please forward your original email to zdm@vsn.voltage.com. Within a few minutes, you will receive a link to read your secure message.

Disclaimer:This email and any attachments are confidential and for the sole use of the recipients. If you have received this email in error please notify the sender.

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First Time User's Registration Screen



Create Your SecureMail ID

Name:

Email Address:

New Password:

Verify Password:

Recovery Question:

Answer:


We value your right to privacy.
We will never use your email address to send you unsolicited mail, and we will never share it with or sell it to a third party.

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More and Terms of Use](#)

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Please enter the requested information – there is a dropdown list of questions to chose from.

Registration Confirmation



Welcome itd.secure@gmail.com.

You are now ready to use SecureMail to send and receive secure messages.

If you did not sign up for this service, please contact technical support at CommonHelp@state.ma.us


Commonwealth of Massachusetts

This request was received on September 25, 2012 at 2:56 PM UTC for: itd.secure@gmail.com.

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Opened Encrypted Message

*Note: Users have the ability to **reply/reply all** to the message*

itd.secure@gmail.com Help Sign Out

From: John.Smith@ state.ma.us (Authenticated by state.ma.us) ✓ Valid Signature ([Help](#))

To: itd.secure@gmail.com

Sent: Tue Sep 25, 2012 10:49 AM (9 minutes ago)

Subject: Secure: [REDACTED]

Testing Secure EMail

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Reply to a secure message

Please Note: The system will automatically send a copy of the message to the sender.

The screenshot shows the Mass.gov secure email reply interface. At the top left is the Mass.gov logo. At the top right, the user's email address 'itd.secure@gmail.com' is displayed, along with 'Help' and 'Sign Out' links. A 'Send Secure' button is located in the top right corner. The main content area shows the email header: 'From: itd.secure@gmail.com (Authenticated by state.ma.us)', 'To: john.smith@state.ma.us' (with a red box around the text 'You will receive a copy of this message' and a 'Remove Me' link), and 'Subject: RE: Test Message'. On the right side of the header, there are links for 'Remove Me', 'Plain Text', and 'Request Receipt'. Below the header is an 'Attach: Choose File...' button. A rich text editor follows, with a toolbar containing bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and font family/size dropdowns. The text area contains the message body: 'Type your message here.', a quoted header from 'john.smith@state.ma.us' (sent Jun 11, 2013 8:49:03 AM EDT to itd.secure@gmail.com, donna.smith@mail.com, subject: Test Message), and the message text 'Hello - you have receive a message from the Commonwealth.'. At the bottom left, there is a welcome message: 'Welcome to Commonwealth of Massachusetts Secure Email Delivery System. Learn More and Terms of Use'. A 'Send Secure' button is located at the bottom right.

Please type your message in the space provided and click  when complete

Composing a new secure message

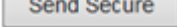
Please Note: The system will automatically send a copy of the message to the sender.

The screenshot shows the 'Mass.Gov' secure email composition interface. At the top left is the 'Mass.Gov' logo. At the top right, the user's email address 'itd.secure@gmail.com' is displayed, along with 'Help' and 'Sign Out' links. A 'Send Secure' button is located in the top right corner. The main composition area includes fields for 'From', 'To', 'Cc', and 'Subject'. The 'From' field is pre-filled with 'itd.secure@gmail.com (Authenticated by state.ma.us)'. The 'To' field contains a recipient, with a red box highlighting the text 'You will receive a copy of this message' and a 'Remove Me' link. The 'Cc' and 'Subject' fields are empty. To the right of these fields are links for 'Remove Me', 'Show Bcc', 'Plain Text', and 'Request Receipt'. Below the fields is an 'Attach: Choose File...' button. A rich text editor toolbar is visible above the main text area, featuring icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, font family, and font size. The main text area is currently empty. At the bottom left, a welcome message reads 'Welcome to Commonwealth of Massachusetts Secure Email Delivery System. Learn More and Terms of Use'. A second 'Send Secure' button is located at the bottom right.


Composing a new secure message (cont.)

Please Note: Non-Commonwealth users will only be able to send to Commonwealth domains

The screenshot shows the Mass.gov secure email composition interface. At the top left is the Mass.gov logo. At the top right, the user's email address 'itd.secure@gmail.com' is displayed, along with 'Help' and 'Sign Out' links. A 'Send Secure' button is located in the top right corner. The main composition area includes fields for 'From', 'To', 'Cc', and 'Subject'. The 'From' field is pre-filled with 'itd.secure@gmail.com (Authenticated by state.ma.us)'. The 'To' field contains 'John.Smith@state.ma.us', with a yellow highlight and the text 'You will receive a copy of this message (Remove Me)'. The 'Cc' field is empty. The 'Subject' field contains 'Test Message from Secure Mail'. To the right of the 'To' and 'Cc' fields are links for 'Remove Me', 'Show Bcc', 'Plain Text', and 'Request Receipt'. Below the subject field is an 'Attach: Choose File...' button. A rich text editor toolbar is visible above the message body, containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, font family, and font size. The message body contains the text 'Hello - the message is secure.}'. At the bottom left, a welcome message reads 'Welcome to Commonwealth of Massachusetts Secure Email Delivery System. Learn More and Terms of Use'. A 'Send Secure' button is located at the bottom right.

Please type your message in the space provided and click  Secure when complete.

Confirmation that the message was sent securely

itd.secure@gmail.com [Help](#) [Sign Out](#)

You have successfully sent a secure message.



[Back to original message](#)

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
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Sign Out confirmation Page



SecureMail

Thank you for using the Commonwealth's Secure EMail System
You have successfully signed out.

To view your secure message:

1. Return to your inbox
2. Open the desired message
3. Follow the instructions in the message

To compose a new secure message, click [here](#).

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More and Terms of Use](#)

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Returning users needing to send a secure message using the website: <https://securemail.state.ma.us>

Login Page

Mass.Gov Help

Sign In
Attention: By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure EMail Account.
Please click on [Learn More](#) and [Terms of Use](#) link below to read these terms.

Email Address:

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More](#) and [Terms of Use](#)

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Please type in your email address and click

Password Page

Mass.Gov Help

Sign In
Attention: By signing in you acknowledge that you have read and agree to the Terms of Use governing your Secure EMail Account.
Please click on [Learn More](#) and [Terms of Use](#) link below to read these terms.

Email Address:

Password:

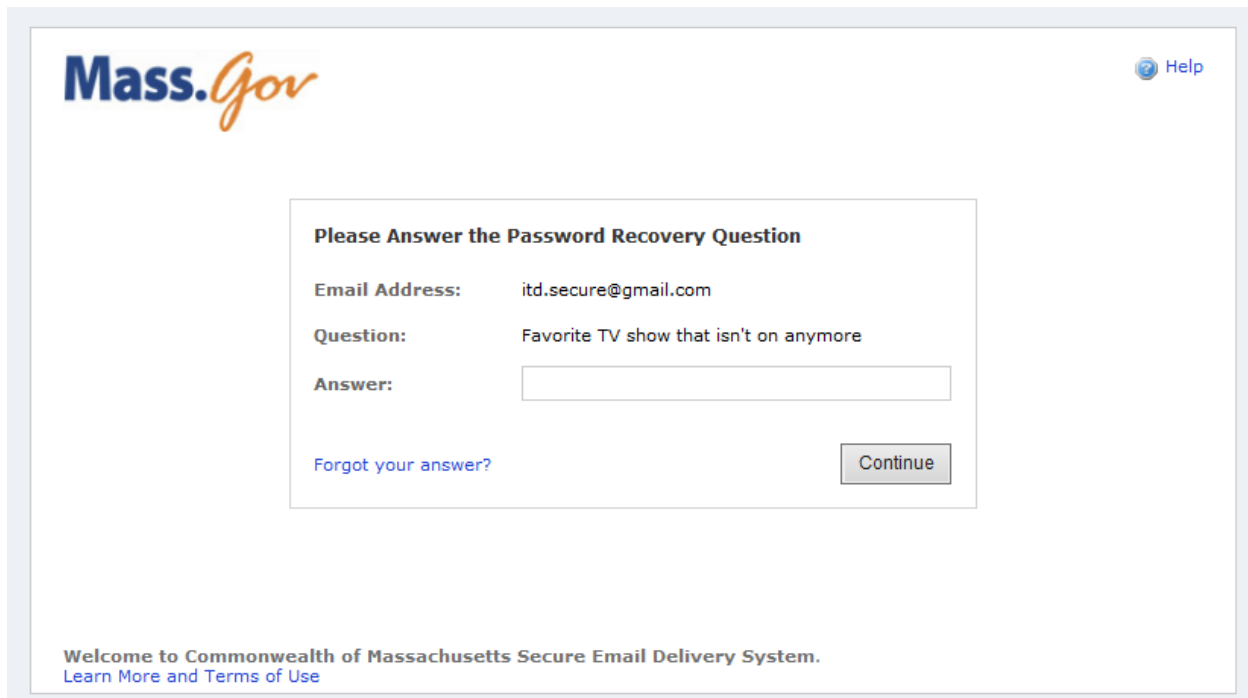
[Forgot your password or need to change it?](#)

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More](#) and [Terms of Use](#)

Please type in your password and click

Password Reset Screen

Please Note: The Question will be whichever question you chose during registration.



The screenshot shows the Mass.Gov password recovery interface. At the top left is the Mass.Gov logo, and at the top right is a 'Help' link with a question mark icon. The main content area is a white box with a light gray border containing the following text:

Please Answer the Password Recovery Question

Email Address: itd.secure@gmail.com

Question: Favorite TV show that isn't on anymore

Answer:

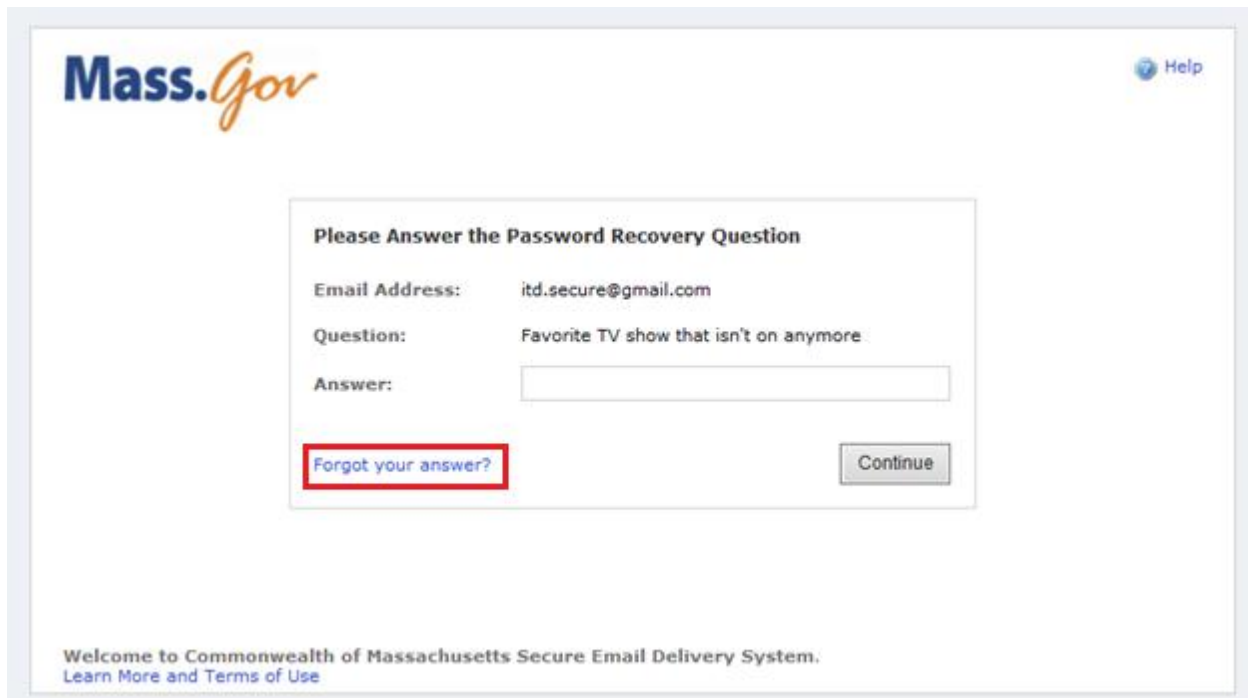
[Forgot your answer?](#)

At the bottom of the white box, it says: "Welcome to Commonwealth of Massachusetts Secure Email Delivery System. [Learn More and Terms of Use](#)"

Please type in the answer you provided during your registration and click

Forgot Answer to Security Question

Please click on [Forgot your answer?](#)



Mass.Gov [Help](#)

Please Answer the Password Recovery Question

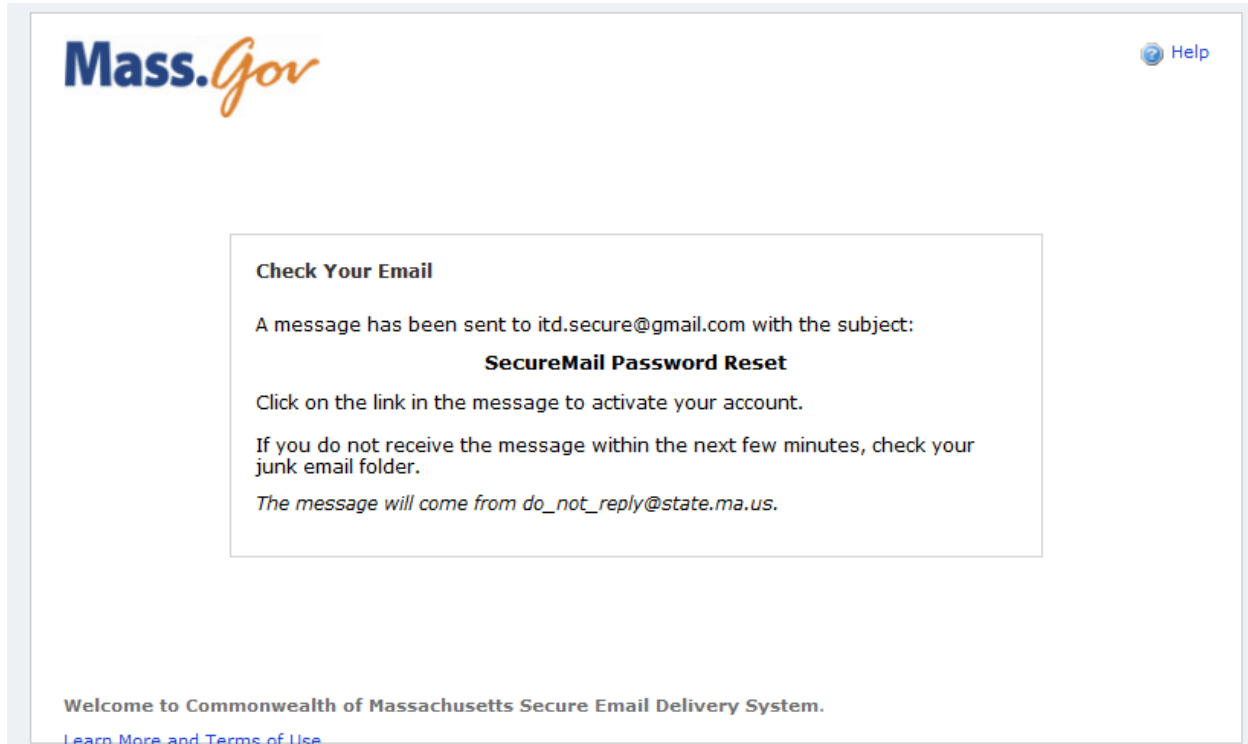
Email Address:

Question:

Answer:

[Forgot your answer?](#)

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More and Terms of Use](#)



Mass.Gov [Help](#)

Check Your Email

A message has been sent to itd.secure@gmail.com with the subject:

SecureMail Password Reset

Click on the link in the message to activate your account.

If you do not receive the message within the next few minutes, check your junk email folder.

The message will come from do_not_reply@state.ma.us.

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More and Terms of Use](#)

You will receive an mail with the subject: **SecureMail Password Reset**

do_not_reply@state.ma.us

to me ▾



Hello itd.secure@gmail.com,

A password reset has been requested for your account. To change your password, click the following link:

<https://securemail.state.ma.us/tok/4HBx5ErZmMrqar8F9y0IPZJb/MgAAAT80qISqMpSxI29q9tm4F0SwswwcicyNva81?c=c2&h=h142>



Note: If you cannot click the link, you can copy/paste it into your browser.

If you did not request a password reset, please contact technical support at CommonHelp@state.ma.us

Commonwealth of Massachusetts

This request was received on **DATE** at **TIME PM EDT** for: itd.secure@gmail.com.

You will be requested to set up your account again.



Reset Your Password

Name:

Email Address:

New Password:

Verify Password:

Recovery Question: ▾


Answer:

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More](#) and [Terms of Use](#)

Terms Of Use

Commonwealth Secure EMail Terms of Use

Your use of your Commonwealth's Secure EMail ID and Password constitutes consent to the following terms of use.

- Use of your Secure EMail ID/Password is a privilege that can be revoked by the Commonwealth should you fail to comply with the following terms
- Your Commonwealth Secure EMail ID/Password have been issued to you exclusively for the purpose of enabling you to access messages in the Commonwealth Secure EMail System intended for you by the sender of the message. If you have any reason to believe that the messages that you can access with your ID/Password were not intended for you personally, do not open them. Notify the Commonwealth immediately by contacting the Common Help Service Desk at 1-866-888-8608  and report that you have access to messages that are not intended for you.
- You are solely responsible for your ID/Password. If you misuse your ID/Password to gain access to messages that were not intended for you, the Commonwealth will revoke your ID/Password.
- You are also responsible for any access gained to emails using this ID/Password by anyone who gains access to the Commonwealth's Secure EMail System as a result of your negligence in failing to safeguard your ID/Password. You must keep your ID/Password confidential, and not knowingly allow anyone else to use them for any reason. You must not record or store your ID/Password in a manner that makes them accessible to others.
- Should you determine that anyone else has obtained access to your ID/Password, you must immediately report such an event to the Commonwealth by emailing CommonHelp@state.ma.us.
- Note that email messages sent to you will be stored in your mail system however there will be an expiration date on the certificate that allows you to decrypt the messages. After which you will no longer be able to open the attachment.
- If you have questions about these terms of use, please send them to CommonHelp@state.ma.us

Welcome to Commonwealth of Massachusetts Secure Email Delivery System.
[Learn More and Terms of Use](#)