

END USER FAQ

Trustwave Secure Email Encryption

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About This Document

This document shows how the Trustwave Email Encryption service works for end users. The examples cover:

1. Internal users sending a message to be encrypted
2. Confirmation of encryption and receipt
3. External users accessing messages and replying securely

This document has been updated in January 2021 to reflect the new interface of the encryption service website.

1 Sending a Message for Encryption

To request that a message should be encrypted, simply send it to an external user following the policy your company has decided.

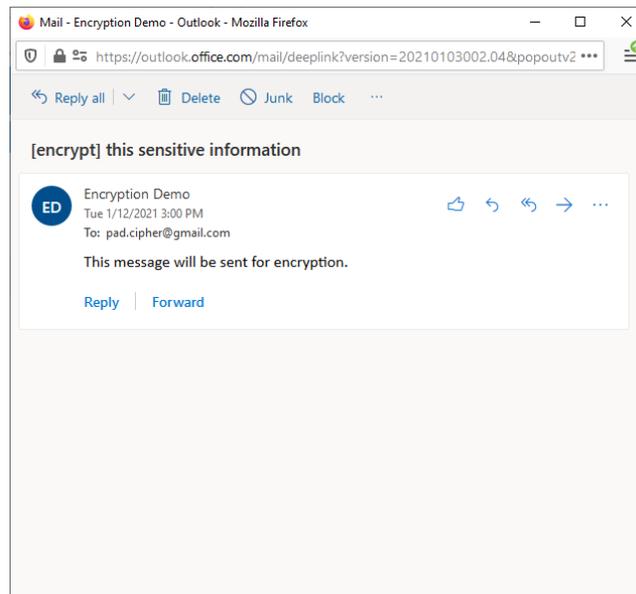


Note: The policy could encrypt messages based on:

- The **To** or **From** addresses
- A keyword like **[Secure]** in the subject. *The exact triggering words and policies depend on the local implementation.*

Outbound messages pass through a secure gateway that enforces policy. The gateway passes messages to another service for encryption.

Figure 1: Message sent for encryption



2 Confirmation of Encryption and Receipt

The encryption service provides two notifications to the sender:

Figure 2: Confirmation of encryption

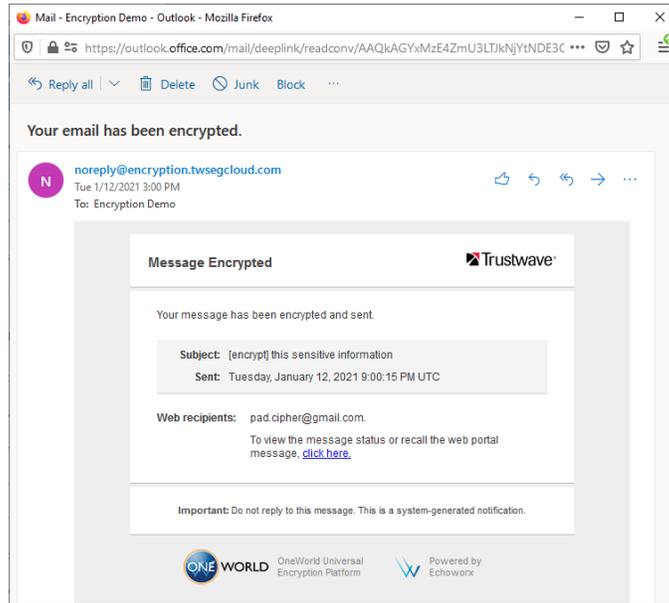
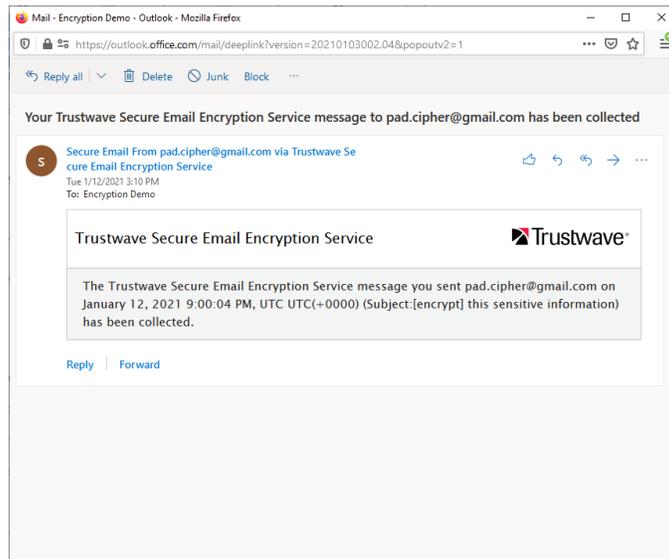


Figure 3: Confirmation of receipt

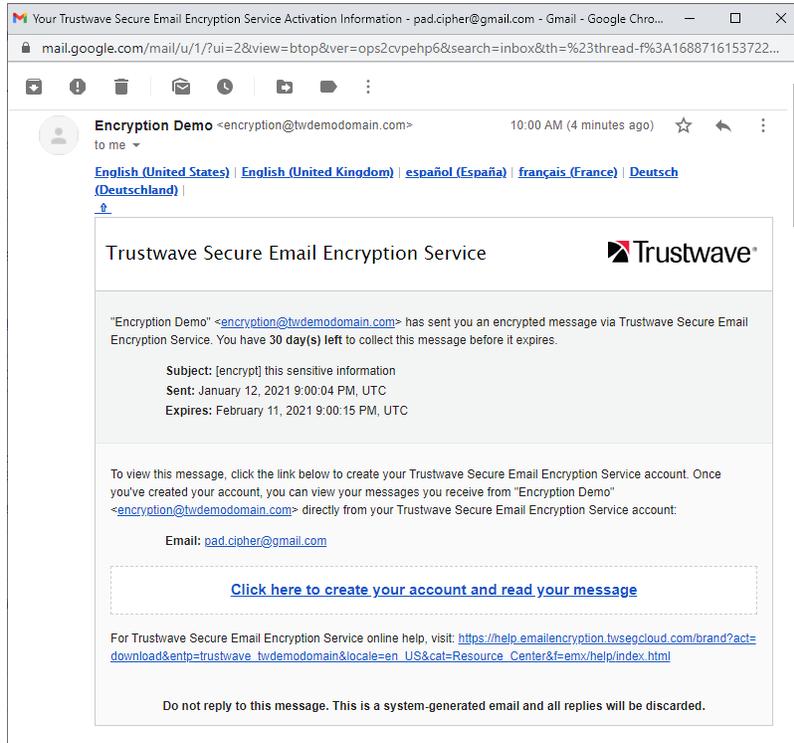


3 External User Experience

The external recipient of the encrypted message receives a notice about the encrypted message.

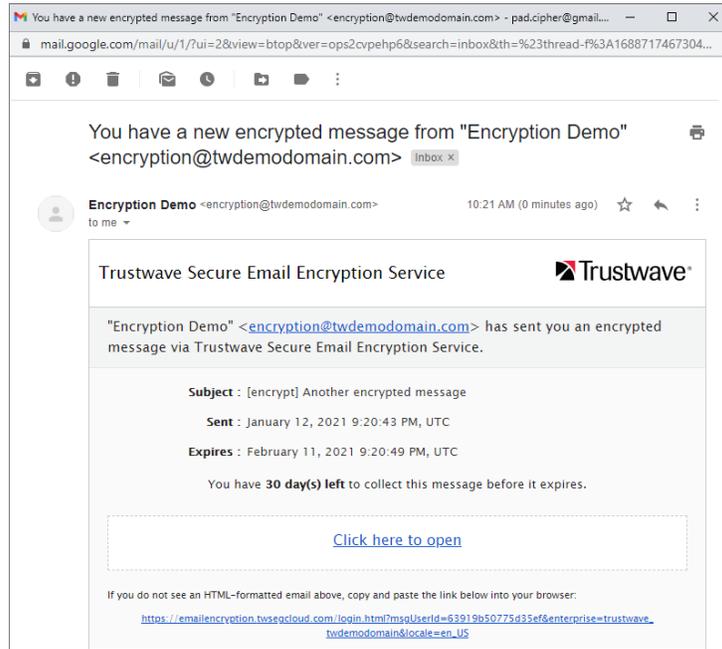
- If this is the first time that they have received a message through this service, they are invited to activate a login.

Figure 4: Invitation to Activate Login



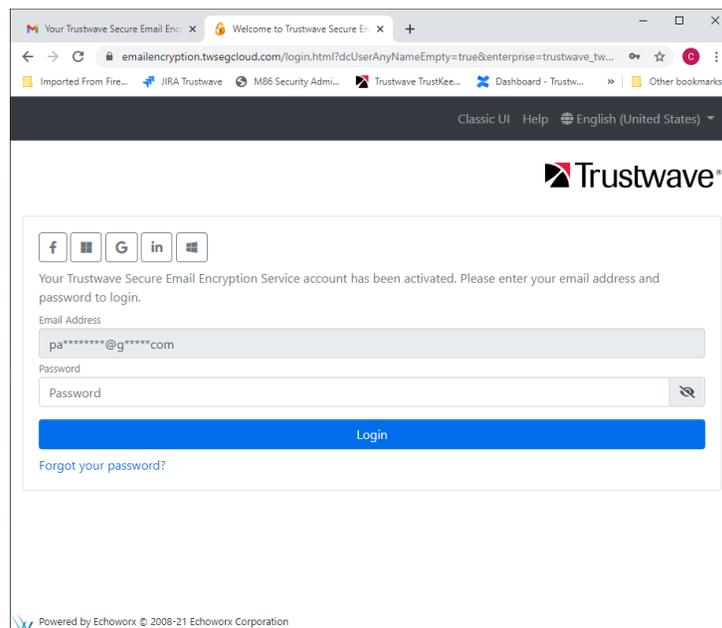
- If they have previously used the service, they are notified of a new message.

Figure 5: New Message Notice



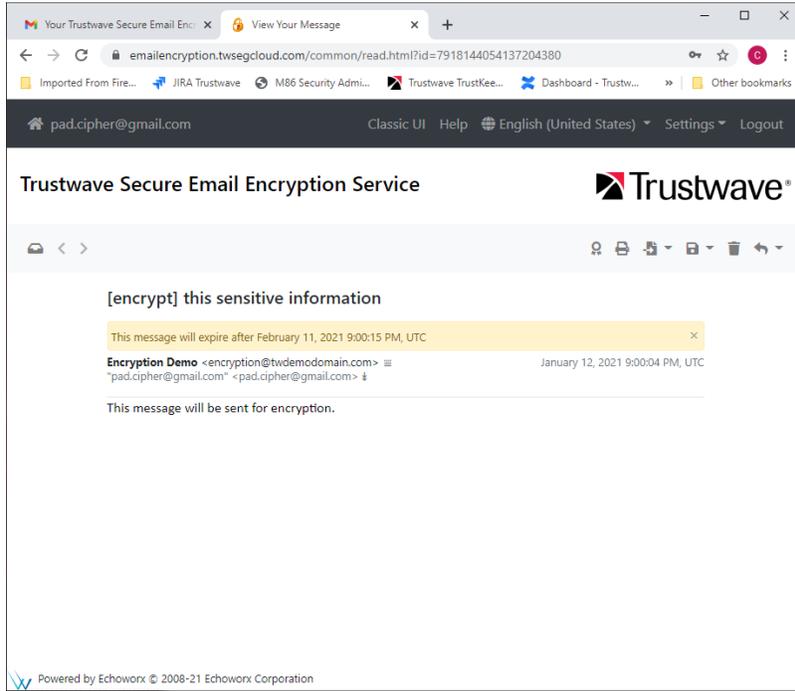
- The secure message website offers login through well known social accounts, or a local password.

Figure 6: Secure Message Login



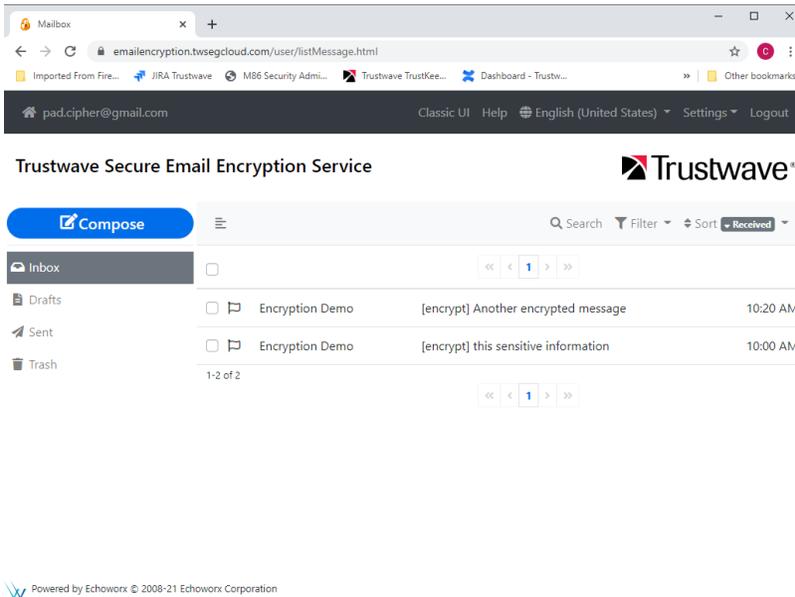
- Messages display in a familiar webmail-style interface.

Figure 7: Secure Message



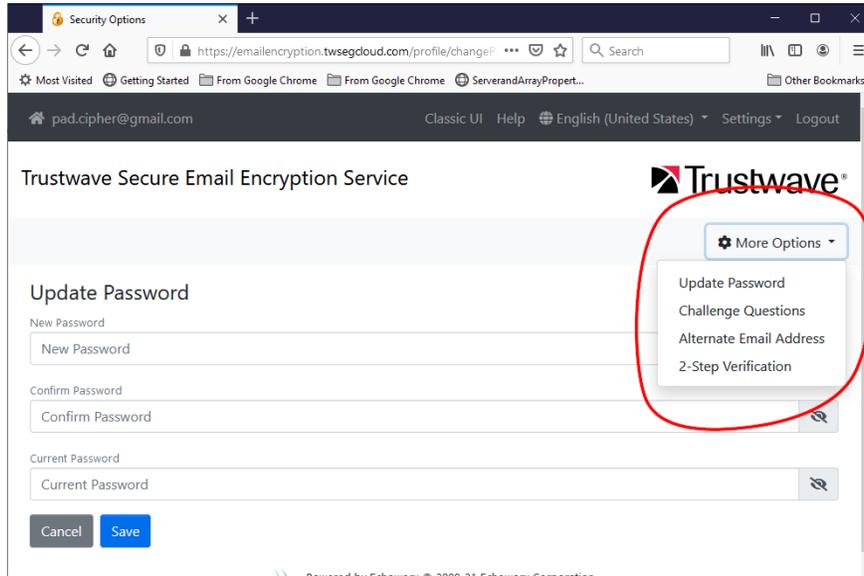
- The user can reply and manage recent messages.

Figure 8: Secure Message Inbox



- The user can change security options and site settings by clicking the **Settings** option at top right of the site. For details of all the options, click **Help** and then expand the section **Web Portal Recipients**.
- The security options page allows the user to change their password and set other security options.

Figure 9: Security Options



- From the **More Options** menu, the user can
 - Set password recovery options (challenge questions and alternate email address).
 - Set up Two Step Verification using a code from a mobile app like Authy, Google Authenticator, or Microsoft Authenticator.

About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave TrustKeeper® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat, vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.