The Office of Technology is implementing a new email encryption service--Exchange Hosted Encryption (EHE) to replace ZIXVPM. The transition will take place Wednesday, July 25th. You have been approved to use the new encryption system by your Designated Approval Authority. **Only those users who have been approved and added to the new system will be able to send encrypted email by using one of the methods below.** A form will be available on the NAF.WV.GOV site for future encryption service requests.

SENDER INSTRUCTIONS FOR EXCHANGE HOSTED ENCRYPTION

EHE works very similarly to ZIX. Email sent from Outlook can be sent encrypted by using one of the following methods:

Method 1 (for users with Office 2010): For encryption users who have Office 2010, a new encryption button (see below) for Outlook will be installed using the same method we use to install patches on your PC. Use the "Encrypt and Send" button on the button bar when composing a new email. If you currently have a ZIX button, it will continue to function for the time being but the emails will be encrypted by EHE rather than ZIX. The ZIX button will be removed at a later time.
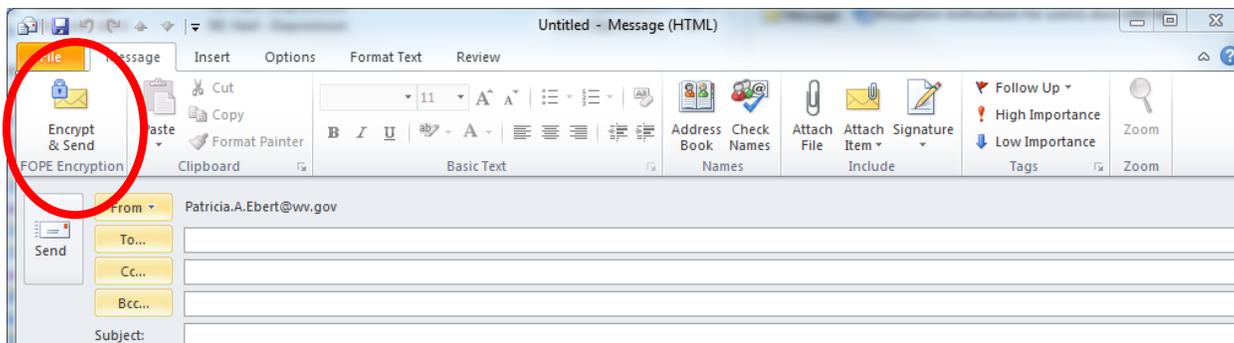
Method 2 (for users with Office 2007 or other users without an encryption button): You can place the same keywords in the subject as you did with ZIX. By placing "@wvsecure", "@dhhrsecure", etc... in the subject line, it will trigger the email to be sent encrypted. If you do not have a keyword assigned to your agency, we recommend you use "@wvsecure" minus the quotations in the subject line.

Method 3 (also for users without a button): You can set the "sensitivity" of an email to "Confidential." This is in essence what the Encrypt and Send button does but you are doing it manually--a few extra clicks. (See below.)

Step 1-- In a new mail message window, click the **Options** Dialog Box Launcher ⬓
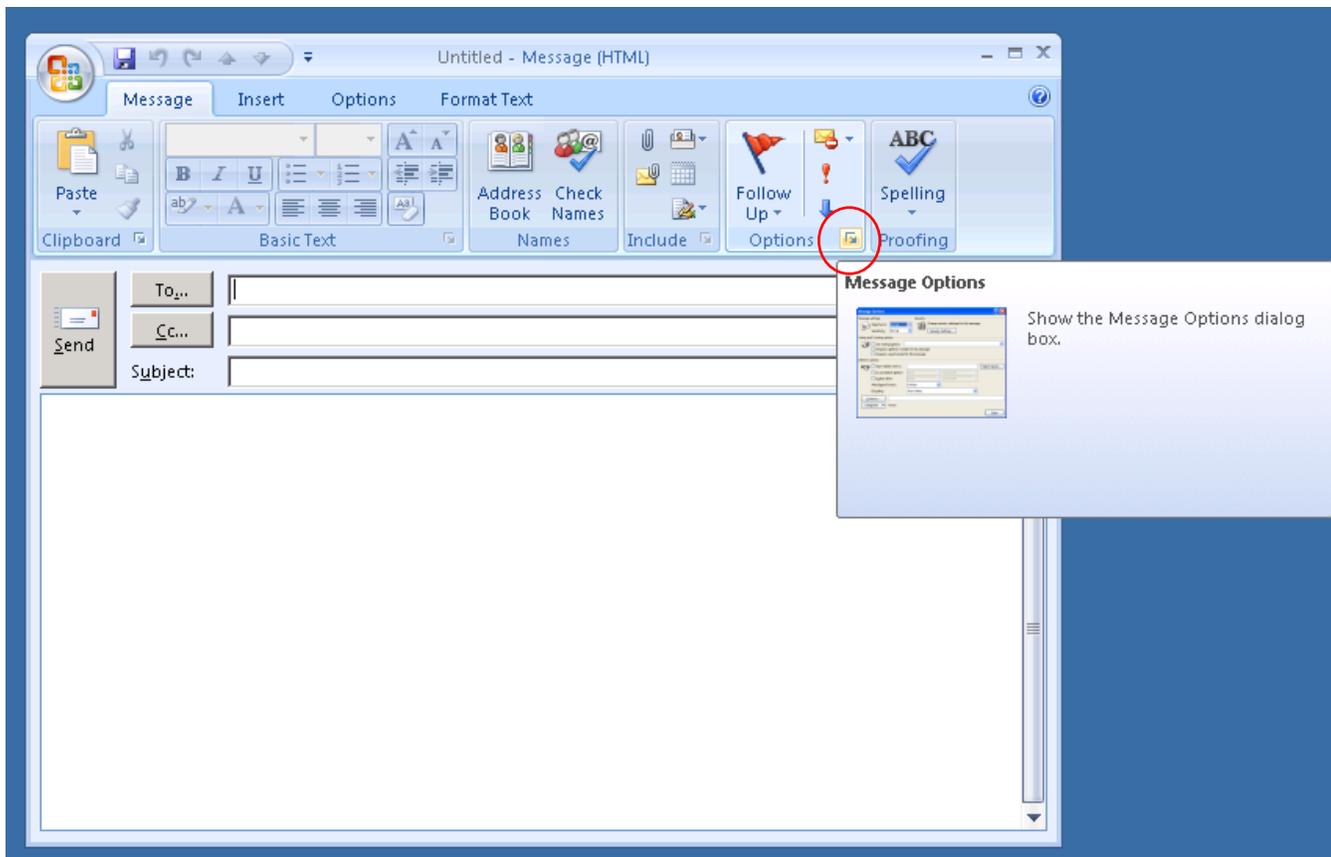
Step 2--In the **Message Options** dialog box, under **Message Settings**, in the **Sensitivity** list, select **Confidential**. Choose **Close**.
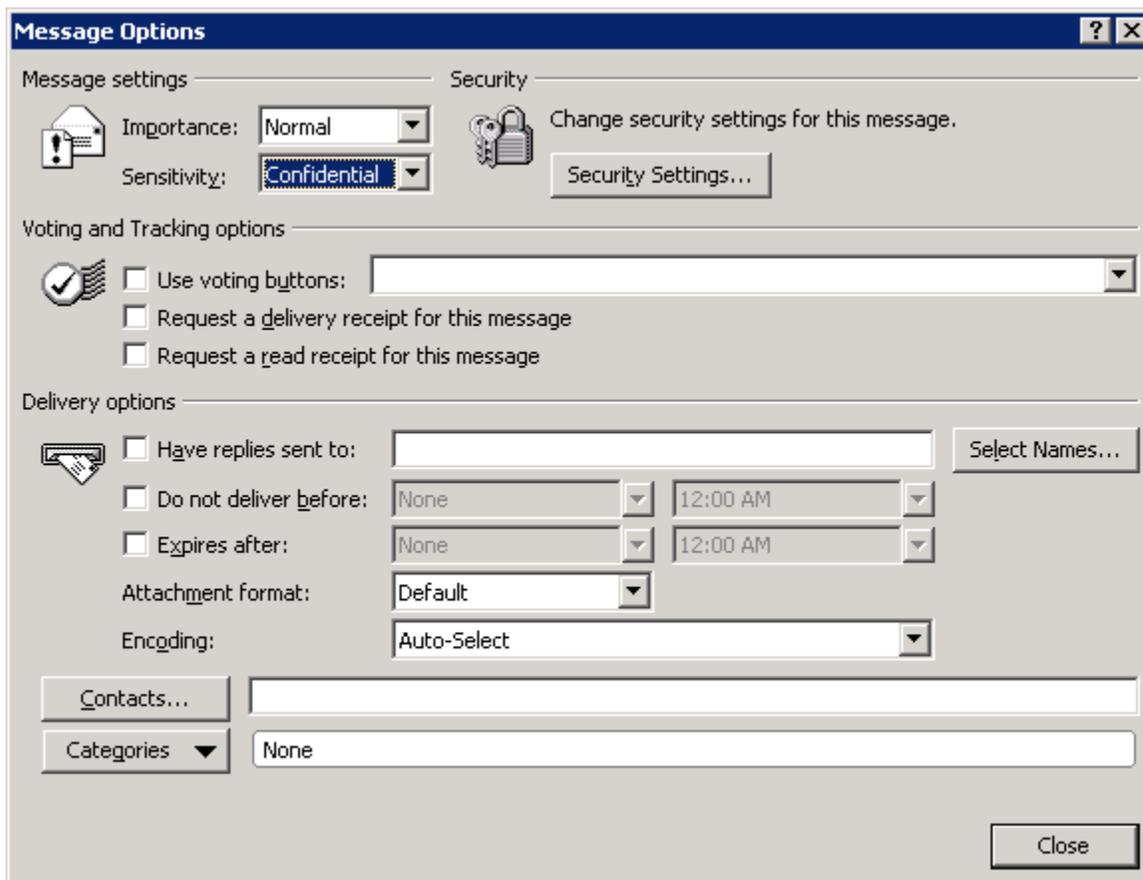
RECIPIPIENT INSTRUCTIONS FOR RETRIEVING ENCRYPTED EMAILS

As with ZIX, the recipient will receive an email from the sender with an attachment. However, the body of the email will be replaced with the following:

Microsoft®
Exchange
Hosted Encryption

This is a secure, encrypted message.
To view this secure message:
Desktop users:
Open the attachment
(message_zdm.html) and follow the
instructions.

When they receive their first email through EHE, they will need to verify their email address and set their password. Afterwards, they simply follow the instructions in the email and subsequent links.

IMPORTANT: If you send an encrypted email and the recipient replies to you, the return email will also be encrypted. You must go thru the same procedure to open it. This is a major difference from ZIX encryption.

As always if you have any questions or concerns regarding Exchange Hosted Encryption, please contact the ServiceDesk at servicedesk@wv.gov or 304 558-9966 and a member of the email encryption team will assist you.

NOTIFICATION TO CURRENT ENCRYPTED EMAIL RECIPIENTS

Please feel free to send the attached document to your associates that you routinely send encrypted emails to. Hopefully it will ease the transition. It is a modified version of these instructions.

As always if you have any questions or concerns regarding Exchange Hosted Encryption, please contact the ServiceDesk at servicedesk@wv.gov or 304 558-9966 and a member of the email encryption team will assist you.