

# 2012

South Carolina Workers'  
Compensation  
Commission

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Information Services

## [**SECURE EMAIL USER GUIDE**]

The South Carolina Workers' Compensation Commission installed Web Messenger, a secure email account offered by the State of South Carolina through the South Carolina Information Sharing & Analysis Center. This document is a user guide for how to retrieve and send secure emails via the State of South Carolina Web Messenger email account

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## **Managing your Web Messenger Account**

### **Synopsis**

In July 2011, South Carolina Workers' Compensation implemented the use of Web Messenger as a method to secure personal identification information to and from all parties for workers' compensation communication.

This article document explains how to manage your Web Messenger email account for those who do not have encrypted email capabilities.

### **Details**

Web Messenger is a secure email account offered to you by the State of South Carolina through the South Carolina Information Sharing and Analysis Center.

You will use an Internet browser (e.g. Internet Explorer, Netscape) to access any email sent to you.

### **Group Email Issues**

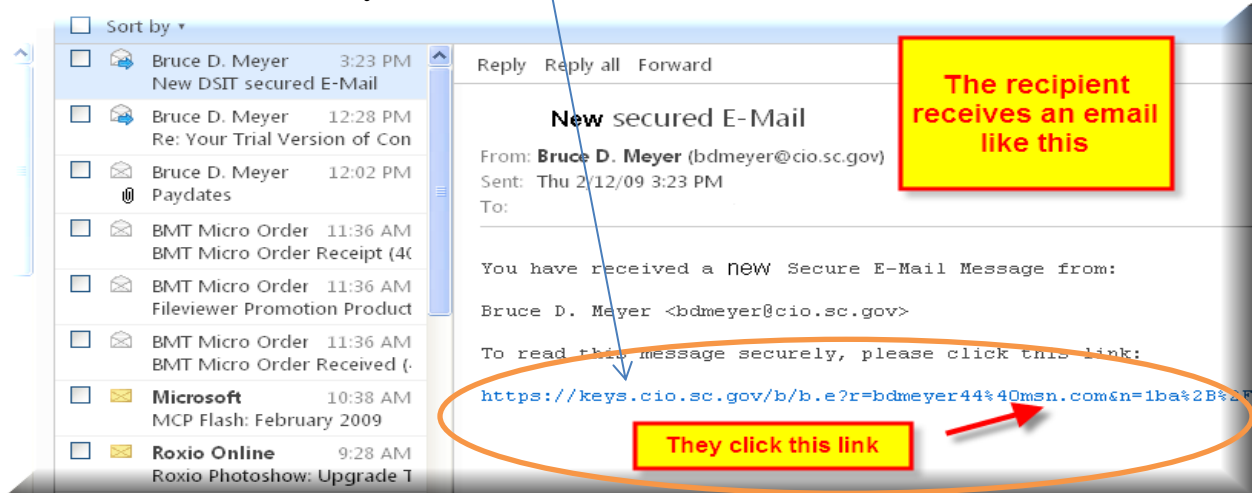
Group Email accounts have known issues with retrieving secure emails. Group emails have individual user email addresses attached to the group name. The sender cannot resolve the individual email addresses attached to a group name. Only one copy of the email is delivered to the group. Therefore, each user who opens the email locks the email with their web messenger account and passphrase. The resolution to this issue, which is not a recommendation but is a work around, is to have a single passphrase for the group email account. This group passphrase would need to be maintained and secured by the users of the group email.

The recommended method would be to send individual emails to each email address in the blind copy box rather than to a group email. It is understood that the reason for group emails is the ease in maintenance of the group. This is only stated for informational purposes as a work around if group emails are required by recipients of secure documents from South Carolina Workers' Compensation Commission.

## Creating a Web Messenger Account

The first time you receive a secured email, you will be directed to click a link to read the email message. This link will help you establish your Web Messenger account.

### 1. Click the link in your email



### 2. Your Web Browser will open and take you to the passphrase creation screen.

The screenshot shows the "State of South Carolina SECURE MAIL" header. Below it, a blue banner reads "You have received an encrypted message from State of South Carolina". The main content area contains the following text:

Please create a passphrase to secure future messages delivered to you.

This server requires your passphrase to meet the following requirements:

- They must be at least 8 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@!" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

Continue

2. Enter a new passphrase. Make note of the passphrase recommendations. Following the recommended guidelines for passphrase creation will help protect your information.
3. Confirm the new passphrase, and click Continue.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@!" is a valid passphrase.


Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

**Use a phrase, not a word. It's harder to crack.**  
*It ra1ns ma1nly in the pla1ns in Spa1n.*

..and click continue 

4. Select the Web Messenger delivery option, and click Choose Option. The Inbox will then appear, and email can be read.

State of South Carolina  
**SECURE MAIL**

Compose  
Inbox  
Outbox

|

**From:** "Bruce D. Meyer" <bdmeyer@cio.sc.gov>  
**To:** "Bruce D. Meyer" <bdmeyer44@msn.com>  
**Subject:** I am a [secure] test

Doe's eat oats  
and  
Mare's eat oats  
and  
Little Lambies eat lvy  
a  
Goat'll eat lvy too  
(wouldn't you?)

**You will immediately be presented with the decrypted email.**

This is a top secret poem. Don't let anyone outside of HR read it.  
It could cause the largest economic downturn of the past 12 months.

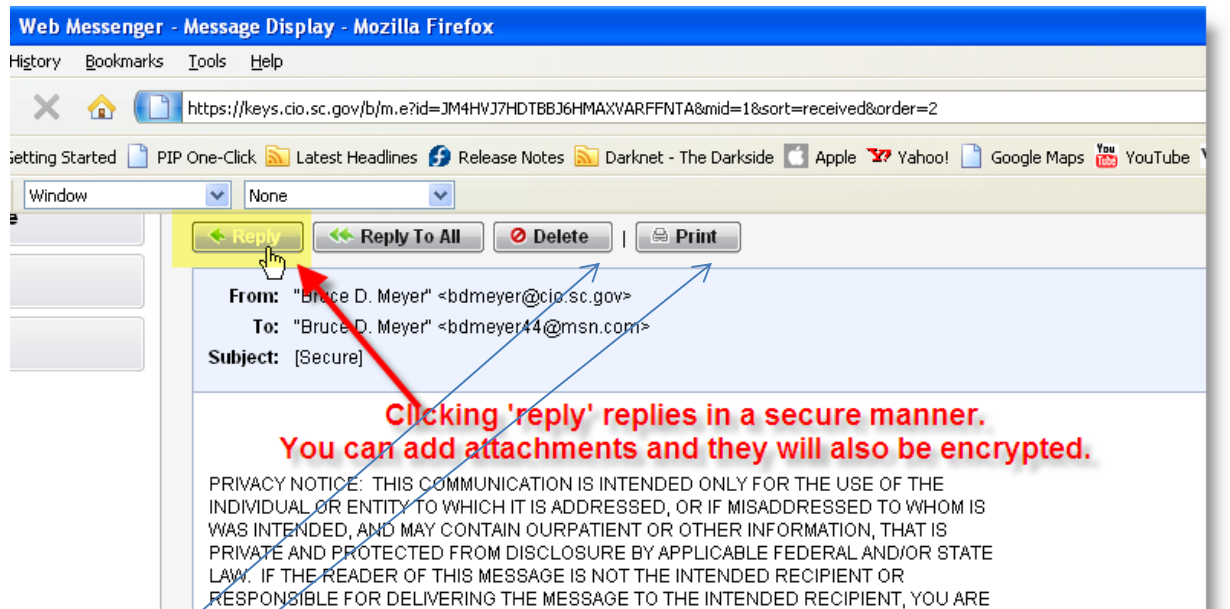
Fred

|

## Editing Messages

The options available for editing web messages are:

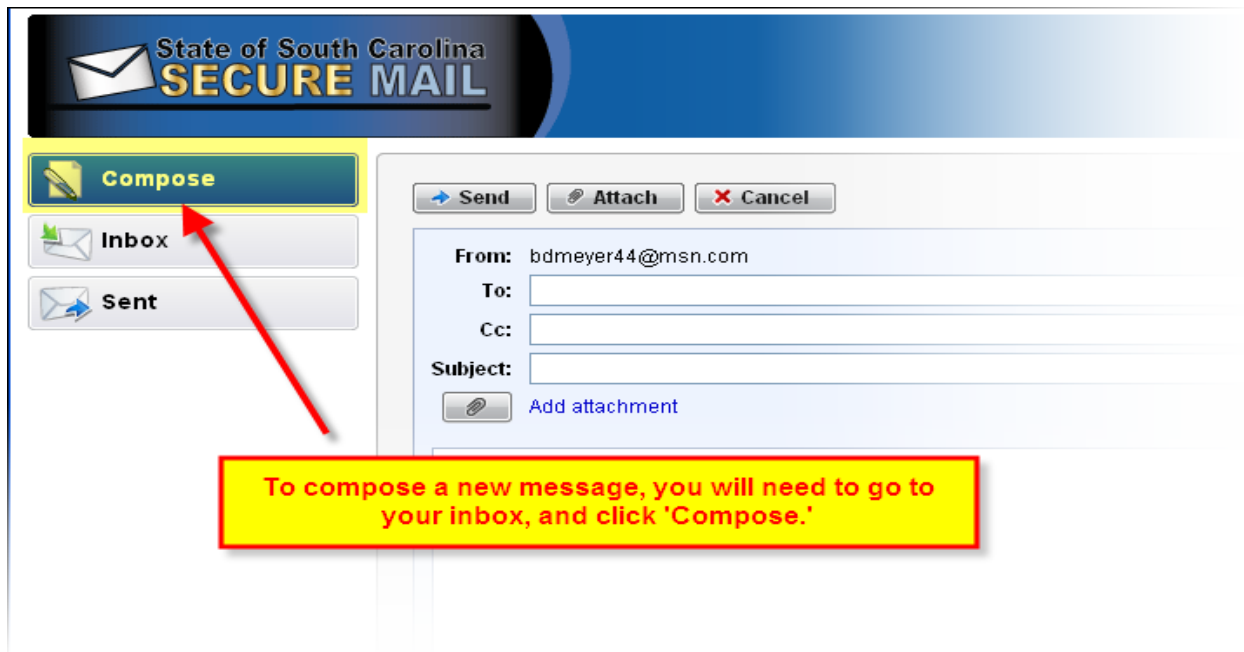
1. Reply/Reply to all - Click one of these options to send a response to the sender.



2. Delete - Click this option to remove the message.
3. Print - Click the Printable View button to access the print button.

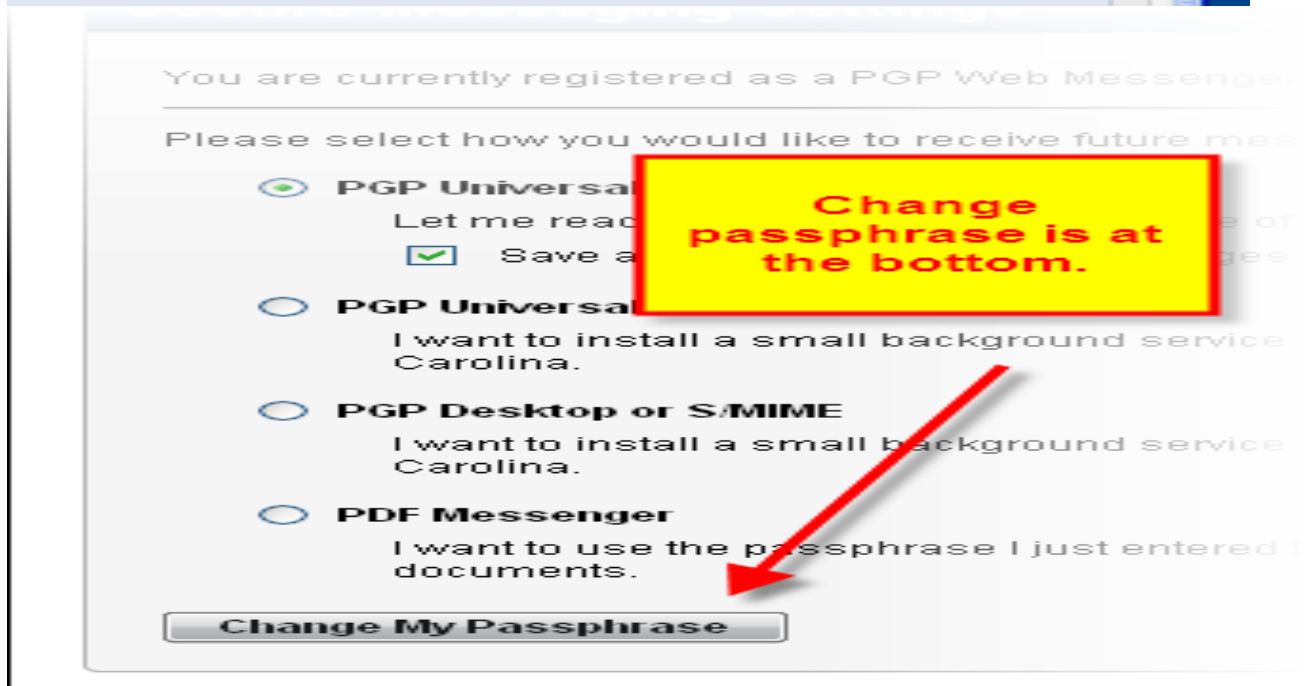
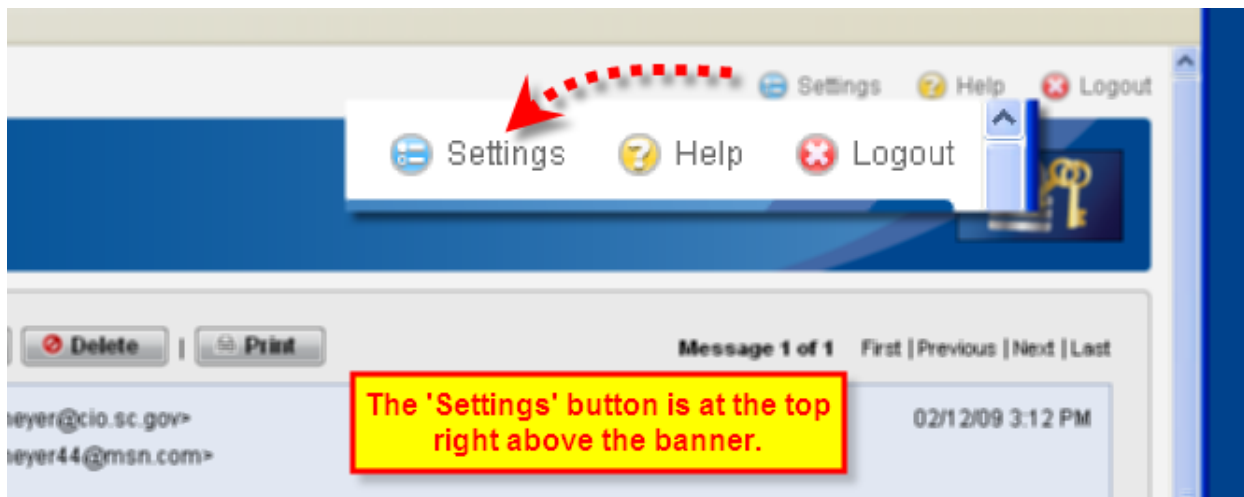
## Composing a New Secure Email

1. The recipient can initiate a secure communication with you by selecting 'Compose,' even if they aren't replying to an existing email. After a period of inactivity, their account will be automatically deleted to free up licenses.



## Changing Your Passphrase

1. Open the Secure Web Messenger site <https://keys.cio.sc.gov>
2. Enter your email address and passphrase and click Login.
3. Click Settings.
4. Click **Change** Passphrase.





5. Enter in a new passphrase.

**Change Passphrase**

This server requires your passphrase to meet the following requirements:

- They must be at least 8 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation.

For example, "kittycat" is not a valid passphrase, but "k1tYc@" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

**Current Passphrase:**  #

**New Passphrase:**  #

**Confirm New Passphrase:**  #

**Enter old password (to confirm your the actual user who is changing the password)**

**Then create your new password, and click continue.**

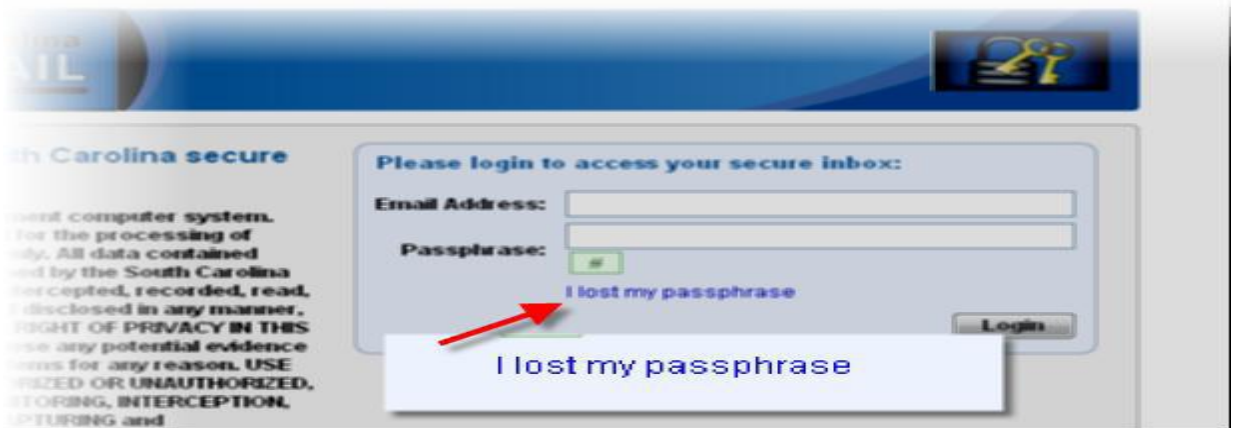
The screenshot shows a 'Change Passphrase' form with three input fields: 'Current Passphrase', 'New Passphrase', and 'Confirm New Passphrase'. Each field has a '#' icon to its right. A red arrow points to the 'Current Passphrase' field, and another red arrow points to the 'Confirm New Passphrase' field. Two yellow callout boxes with red borders provide instructions: one points to the 'Current Passphrase' field and the other points to the 'Confirm New Passphrase' field. At the bottom right, there are 'Go Back' and 'Continue' buttons.

6. Confirm the new passphrase, and click Continue.

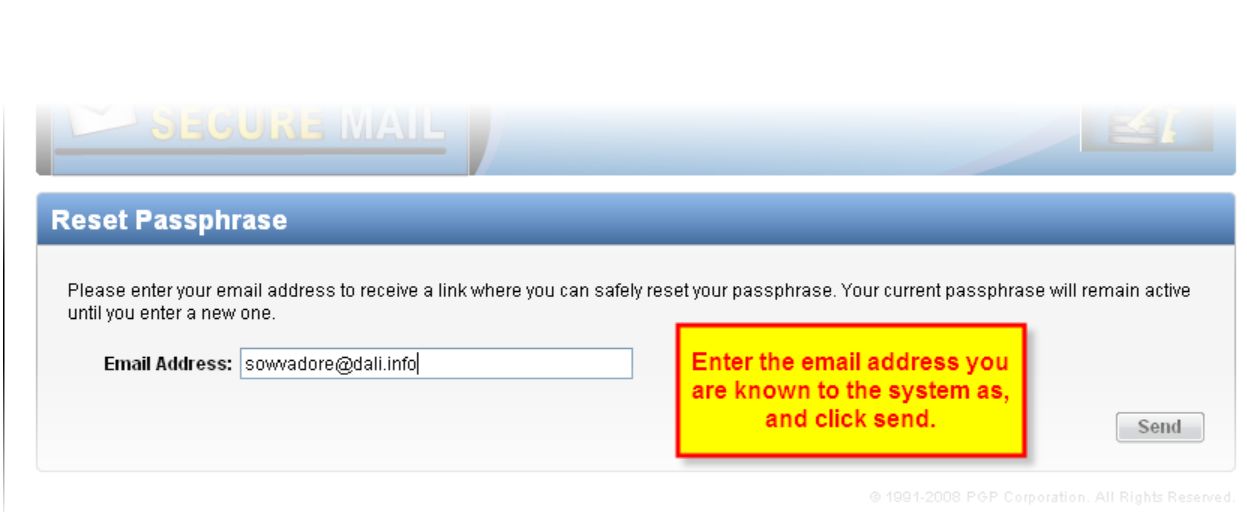
7. The passphrase is now changed and you may close the window or return to your Inbox.

## Forgot your Passphrase

1. Open the Secure Web Messenger site <https://keys.cio.sc.gov>
2. Click the 'I lost my passphrase' link.



3. Enter your email address – the same email address you registered with (upper/lower case sensitive)
4. Click Send.



5. Check your email as a new email was sent automatically with a link to reset the passphrase. (If you don't see an email, check your junk email and save as a safe sender.)
6. Click the link provided in the email.
7. Enter a new passphrase.
8. Confirm the new passphrase, and click Continue.
9. You will be immediately dropped into your decrypted email after creating a new passphrase.

**Subject:** I am a [secure] test

Doe's eat oats  
and  
Mare's eat oats  
and  
Little Lambies eat Ivy  
a  
Goat'll eat Ivy too  
(wouldn't you?)

**As before, you are immediately  
dropped into your decrypted  
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This is a top secret poem. Don't let anyone outside of HR read it.  
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Fred

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