Starbridge E-Mail Encryption Instructions

Acceptable Use of Electronic Resources Policy –

Electronic Mail Usage: *Agents of Starbridge are required to use e-mail appropriately. It is important to note that electronic mail is not a secure transmission method. Confidential data must be encrypted using Starbridge E-Mail Encryption instructions when e-mailing to addresses outside the agency. Only email sent between xxx@starbridgeinc.org email addresses are confidential and secured by our network without encryption. All electronic mail messages are property of Starbridge.*

Send Encrypted Email
1. Login to your starbridgeinc.org email
2. Type the keyword *Encrypt* in the subject line of the message, such as

Subject:	Encrypt: ISP for CH

CAUTION: Spelling on the word is important if Encrypt is spelled wrong, the message will not be encrypted.

When you send a message with the keyword *encrypt* anywhere in the subject line, our email server hold that email securely in the Starbridge's Barracuda Secure Message Center. The Barracuda Message Center sends a notification to the recipient of the email message that includes a link the recipient can click to view and retrieve the message from the Barracuda Message Center.

The first time the recipient clicks the message link, the Starbridge Barracuda Message Center will prompt for creation of a password. Thereafter the recipient can re-use that password to pick up subsequent encrypted messages.

The recipient logs into the Starbridge Barracuda Message Center and is presented with a list of email messages, much like any Web-based email program. All encrypted messages received will appear in this list for a finite retention period or until deleted by the recipient.

When the recipient replies to the encrypted email message, the response will also be encrypted and the sender will receive a notification that includes a link to view and retrieve the message from the Starbridge Barracuda Message Center.

Barracuda Message Center FAQ

https://encrypt.barracudanetworks.com/faq

The following information is displayed to the email recipient when the click on the Need Help? link at the bottom of the secure email notification.

WHY DID I RECEIVE AN ENCRYPTED MESSAGE?

The sender of the message wanted the contents of the message to be private and secure, so they used the encryption feature of either the Barracuda Spam & Virus Firewall or the Barracuda Email Security Service to encrypt the message. Only you (the intended recipient) will see the message contents when you log into the Barracuda Message Center with a password you create the first time you log in.

WHAT IS THE BARRACUDA MESSAGE CENTER?

The Barracuda Message Center is a cloud-based email encryption service. The service provides a web-based email client for receiving and replying to encrypted email sent by the Barracuda Spam & Virus Firewall or the Barracuda Email Security Service. The email client looks and behaves much like any web-based email program. Once you log into the Barracuda Message Center, you'll be presented with a list of one or more email messages that were sent to you. All encrypted messages you receive will appear in this list for a finite retention period or until you delete them.

WHAT ENCRYPTION METHOD WAS USED TO ENCRYPT THE MESSAGE I RECEIVED?

The Barracuda Message Center uses AES-256 bit encryption.

HOW DO I RETRIEVE AND READ MY ENCRYPTED MESSAGE?

The email notification you received telling you that you received an encrypted email message includes a link to the Barracuda Message Center. The first time you click this link, the Barracuda Message Center will prompt you to create a new password. In the future you can re-use that password to pick up subsequent encrypted messages from the Barracuda Message Center. Once you create a password, you can log in and retrieve your message.

IF I REPLY TO THE ENCRYPTED MESSAGE, WILL MY REPLY ALSO BE ENCRYPTED?

When you reply to the encrypted email message, the response will also be encrypted and the recipient (who may be the sender of your original encrypted message) will receive a notification, much like the one you received, that includes a link to view and retrieve the message from the Barracuda Message Center. You can address the reply to as many recipients as you like.

CAN ANYONE ELSE READ THE CONTENTS OF MY ENCRYPTED MESSAGE?

The message can only be viewed when you enter your unique password. It is highly recommended that the password not be shared with anyone else. As long as the password is secure, no one else can read the message.

HOW LONG ARE MY MESSAGES STORED BY THE BARRACUDA MESSAGE CENTER?

The Barracuda Message Center will store your encrypted email message for 30 days from the date of receipt.

HOW CAN I SEE THE MESSAGE HEADERS OF ONE OF MY ENCRYPTED EMAILS?

In the Barracuda Message Center, click on the message to open it. Once the message is open, click on the "Show All Headers" link at the upper right of the message.

HOW DO I GET MY PASSWORD IF I FORGET IT?

On the Login page, click on the "Forgot Password?" link. You'll then be prompted to enter your email address, and the password will be sent to you.