

Secure Email Employer Guide

Guidance for Recipients of Secure Email Messages from NILGOSC

Version: 1
Last updated: 17/11/2017

1 Introduction

- 1.1 NILGOSC takes information security very seriously. In order to enhance security in relation to the issue and receipt of personal information electronically with external parties, NILGOSC is implementing a new secure email solution. This will provide an added layer of protection to minimise the risks of interception and misuse of confidential information.
- 1.2 This document will guide you through the use of the ***NILGOSC's secure email*** service. You may also see this referred to as encrypted email. NILGOSC will use this system to deliver emails and attachments to your secure mailbox. These emails and/or attachments will be encrypted. To access the documents, you will need to register upon first access. However, no special encryption software is required. This guide sets out the procedures that you will need to follow to register and to access and/or send documents.

2 How it Works

- a) When you are sent an encrypted email by NILGOSC for the first time, you will receive an email asking you to register with NILGOSC's secure web portal to set up a password.
- b) Once registered, you are able to log into the portal and retrieve the secure documents. You can also reply via this service and send files back to NILGOSC securely.
- c) When you open a secure email, you can click on the file and download as usual with any attachment.
- d) To reply securely, you must first log in to the secure web portal, using your password, to compose and reply to the sender. If you don't need to reply securely, you can reply to the email in the normal manner.
- e) You will be automatically disconnected from NILGOSC's secure web portal after 15 minutes of inactivity.

3 System Requirements

- a) You must have a web browser connected to the internet. Internet Explorer 9.0 or above, or equivalent latest versions of Chrome or Firefox.
- b) You should make sure that emails from nilgosc.org.uk are "white-listed" on any spam filters, either within your email/webmail client, by your local IT support team or by your ISP (in other words, you can receive emails from NILGOSC successfully).
- c) First time users should check that you can access the system by entering the following address into your web browser address bar:

<https://employer.nilgosc.org.uk/>

- d) You should see a screen similar to the one below displayed in your browser. If you get any error messages or the screen is not displayed then you will need to contact your own IT support team to investigate. NILGOSC is unable to diagnose connection issues at a third party company.



NiLGOSC
NORTHERN IRELAND LOCAL GOVERNMENT OFFICERS'
SUPERANNUATION COMMITTEE

User Name

Password

Login

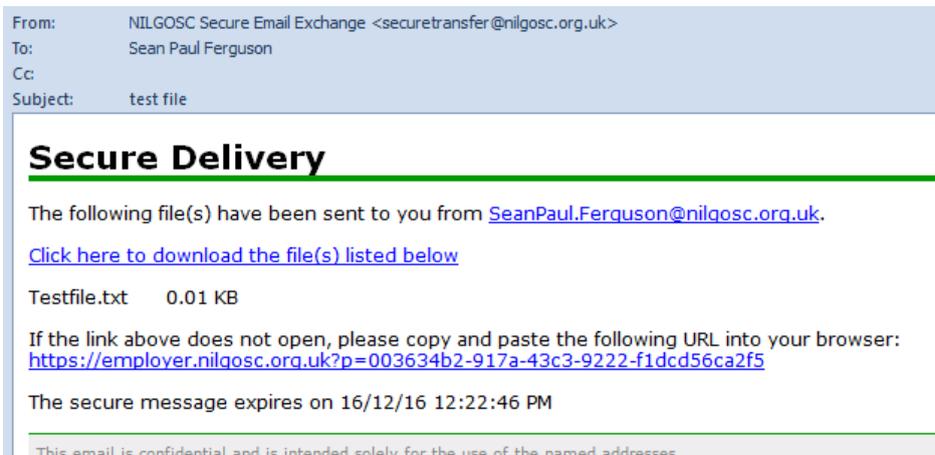
[Forgot Password?](#) | [Create Account](#)

4 Instructions

The following instructions set out the steps to follow when you receive or wish to reply securely using NILGOSC's secure email service.

Step 1:

You will receive an email containing a link to download the files:



From: NILGOSC Secure Email Exchange <securetransfer@nilgosc.org.uk>
To: Sean Paul Ferguson
Cc:
Subject: test file

Secure Delivery

The following file(s) have been sent to you from SeanPaul.Ferguson@nilgosc.org.uk.
[Click here to download the file\(s\) listed below](#)

Testfile.txt 0.01 KB

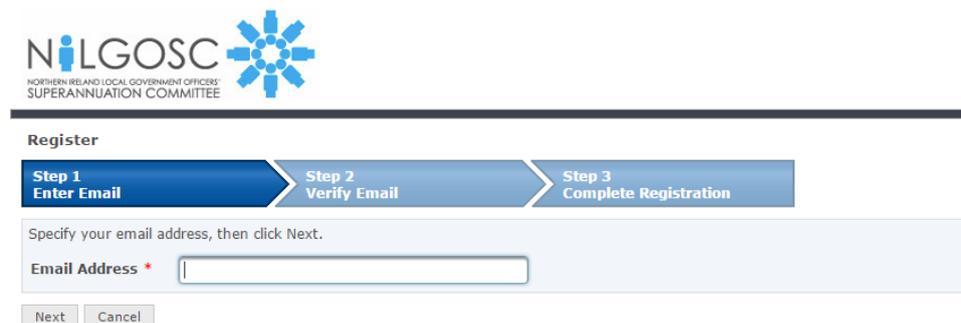
If the link above does not open, please copy and paste the following URL into your browser:
<https://employer.nilgosc.org.uk?p=003634b2-917a-43c3-9222-f1dcd56ca2f5>

The secure message expires on 16/12/16 12:22:46 PM

This email is confidential and is intended solely for the use of the named addresses.

Step 2:

Please follow the registration process:



NILGOSC
NORTHERN IRELAND LOCAL GOVERNMENT OFFICERS'
SUPERANNUATION COMMITTEE

Register

Step 1 Enter Email Step 2 Verify Email Step 3 Complete Registration

Specify your email address, then click Next.

Email Address *

Next Cancel

Step 3:

A confirmation message will indicate that the account has been correctly set up.



NiLGOSC
NORTHERN IRELAND LOCAL GOVERNMENT OFFICERS'
SUPERANNUATION COMMITTEE

User Name

Password

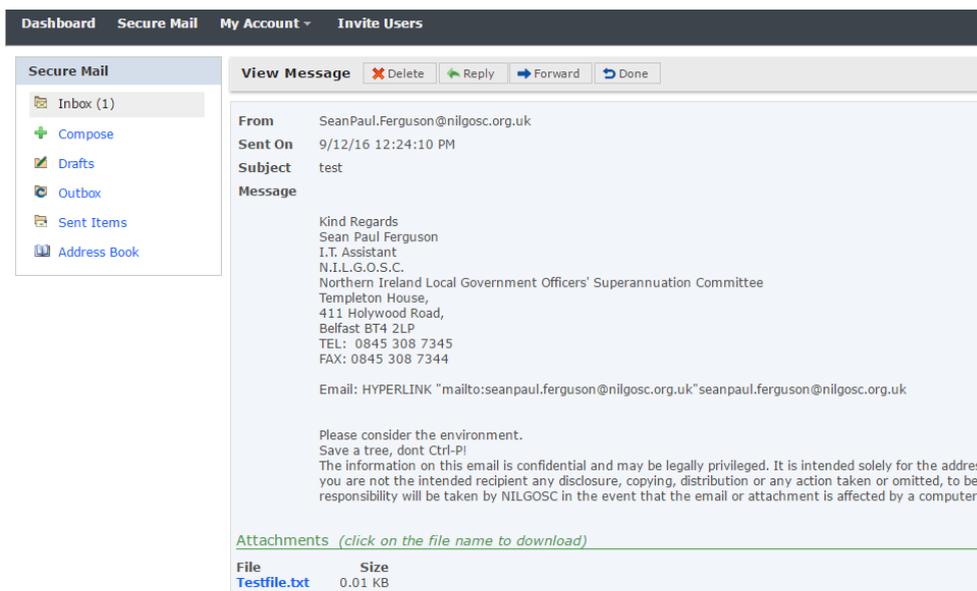
Login

[Forgot Password?](#)

i Your registration is complete. Please login to continue.

Step 4:

Once the account has been created please login and you should see your file. Click on the file at the bottom to download. The default expiration of files is 30 days, after the 30 days files would need to be resent.



Dashboard Secure Mail My Account Invite Users

Secure Mail

- Inbox (1)
- Compose
- Drafts
- Outbox
- Sent Items
- Address Book

View Message Delete Reply Forward Done

From SeanPaul.Ferguson@nilgosc.org.uk
Sent On 9/12/16 12:24:10 PM
Subject test
Message

Kind Regards
 Sean Paul Ferguson
 I.T. Assistant
 N.I.L.G.O.S.C.
 Northern Ireland Local Government Officers' Superannuation Committee
 Templeton House,
 411 Hollywood Road,
 Belfast BT4 2LP
 TEL: 0845 308 7345
 FAX: 0845 308 7344

Email: [HYPERLINK "mailto:seanpaul.ferguson@nilgosc.org.uk" seanpaul.ferguson@nilgosc.org.uk](mailto:seanpaul.ferguson@nilgosc.org.uk)

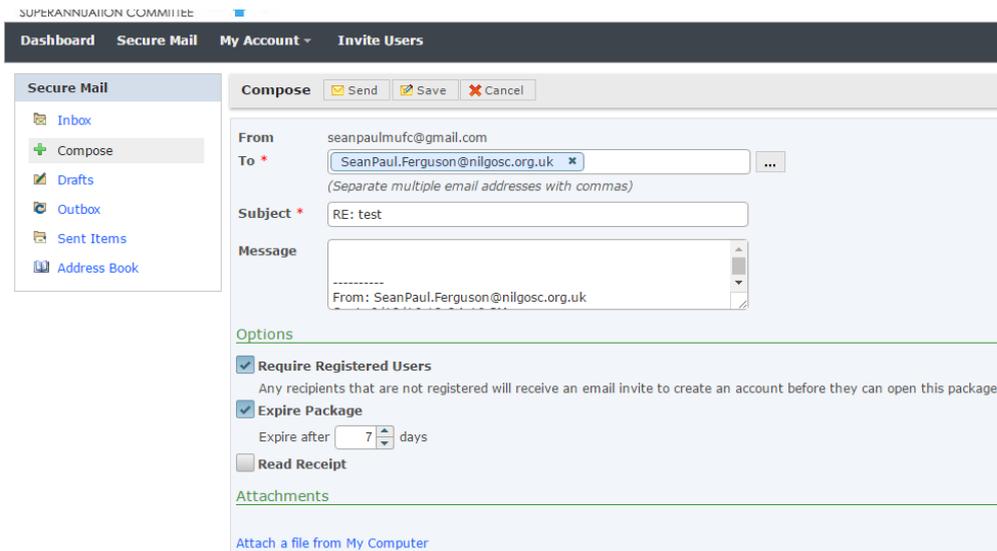
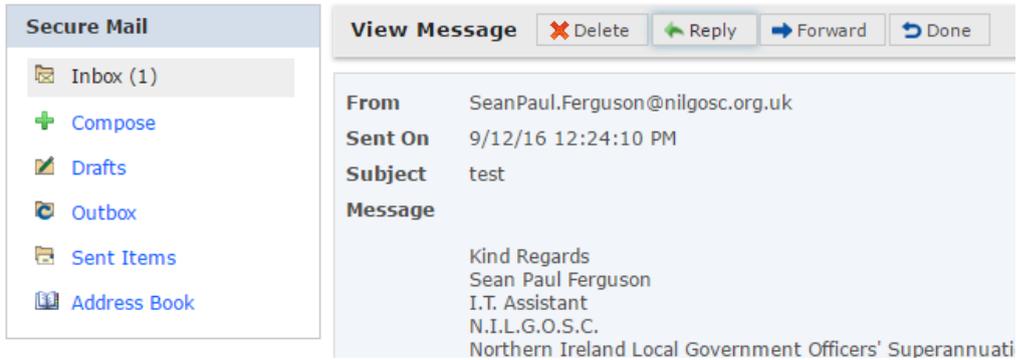
Please consider the environment.
 Save a tree, dont Ctrl-P!
 The information on this email is confidential and may be legally privileged. It is intended solely for the address you are not the intended recipient any disclosure, copying, distribution or any action taken or omitted, to be taken responsibility will be taken by NILGOSC in the event that the email or attachment is affected by a computer virus

Attachments [\(click on the file name to download\)](#)

File	Size
Testfile.txt	0.01 KB

Step 5:

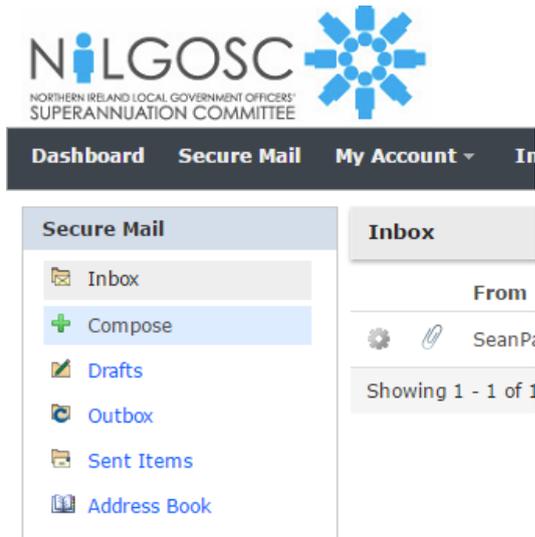
To reply securely click on the Reply button as normal:



Please leave the options as they are.

Step 6:

You can access the secure portal anytime from <https://employer.nilgosc.org.uk>
Once in the secure web portal, you can compose and send emails securely to any NILGOSC employee email address.



We recommend this method for sending any sensitive data back to NILGOSC.

When you have finished using NILGOSC's secure web portal, you should click **Logout**.

5 FAQs

Q: Can I receive emails directly on to the secure web portal?

A: The initial email will go to your corporate email account alerting you that a file/email has been sent for you to download. You then log into the portal and obtain your email. Follow the instructions in section 4.

Q: How long do I have to download the files?

A: The default is 30 days, after this the files are no longer accessible. You would need to contact the sender so that they can send the file through again.

Q: What happens if I forget my password?

A: You can reset the password yourself using the forgot password feature located at the login screen or contact NILGOSC IT team directly.

Q: What are the advantages of protected email?

A: Receiving and sending encrypted emails and file attachments using a secure method protects member and employer information and ensures only the intended recipient can access it. Overall, it improves information security and protection of personal information.

Q: Can I access the portal without clicking the link in the email?

A: Yes, if you have registered you can login at any time to:
<https://employer.nilgosc.org.uk>

6 Known problems

Please make sure you are on the recommended version of Internet Explorer as older versions will not work. See System Requirements in section 3.