

Receiving Secure Emails

This document explains how you can access emails that have been sent to you through CyberArk's Secure Email system in several simple steps.

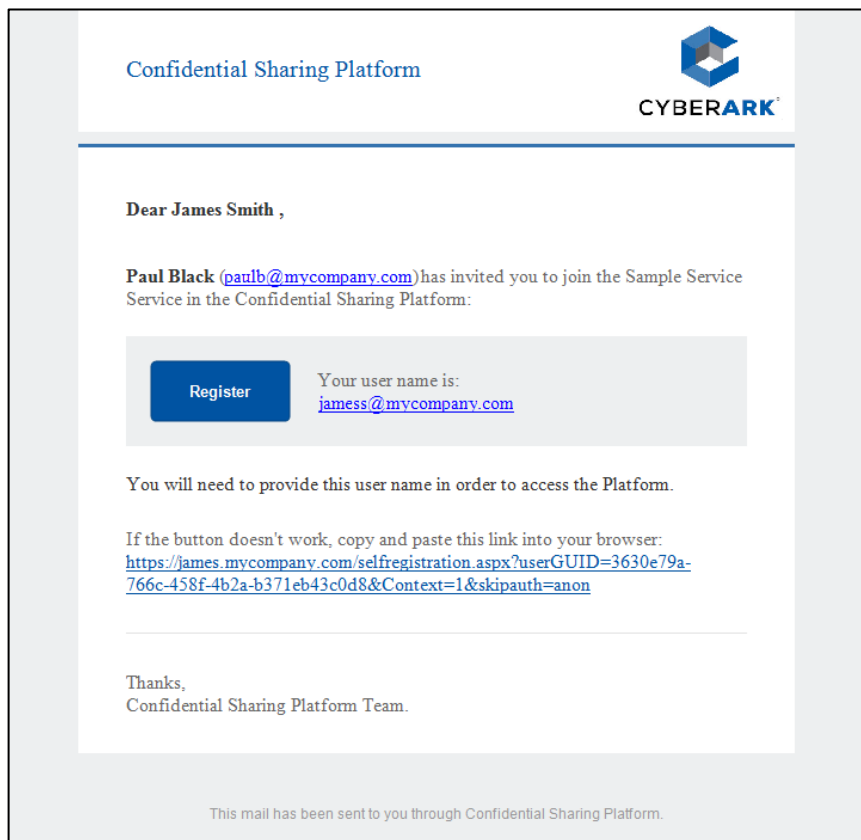
When you receive a secure email, you can open it in the same way as you open every other email. In order to view attachments, you need to authenticate to the Secure File Exchange portal.

First Time? Register your own Vault User

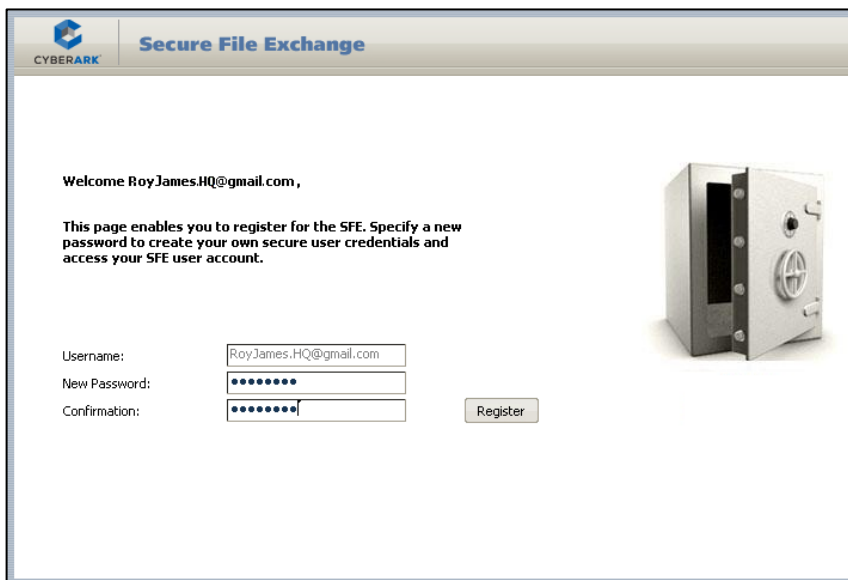
The first time a secure email is sent to you, you will receive an additional notification that will enable you to register your own user account in the Vault so that you can access secure emails through the Secure File Exchange portal.

To Register your own Vault User

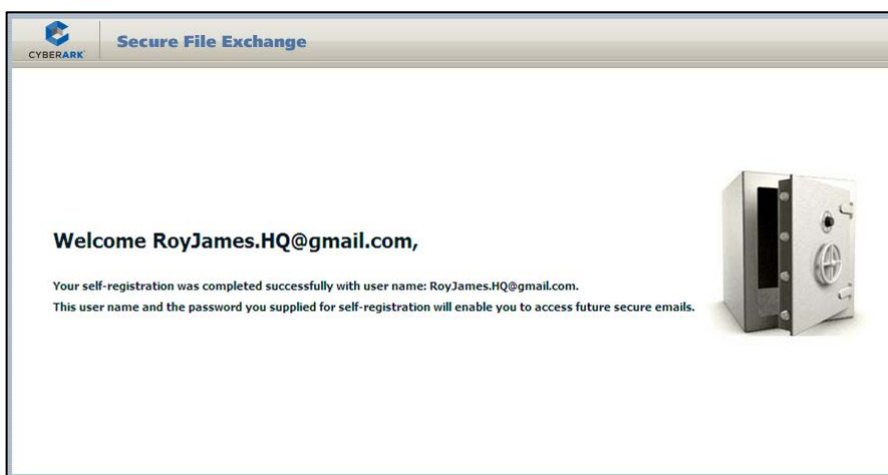
1. Display the email notification for self-registration.



2. In the content of the email notification, click the link to complete your registration; the SFE self-registration page appears.



3. Your Vault username has already been allocated to your user account, as displayed in the notification. This username is automatically displayed in the self-registration page.
4. Specify a password for your Vault user account and confirm it. Each time you log onto this Vault to access secure emails, you will be required to supply this username and password.
5. Users who are required to specify a shared secret as part of the registration process are required to do so now.
6. Click **Register**; your Vault user account is now created and the confirmation page is displayed.



Note: Make sure you remember your Vault username and password. Each time you log onto this Vault to access secure emails, you will be required to supply this username and password.

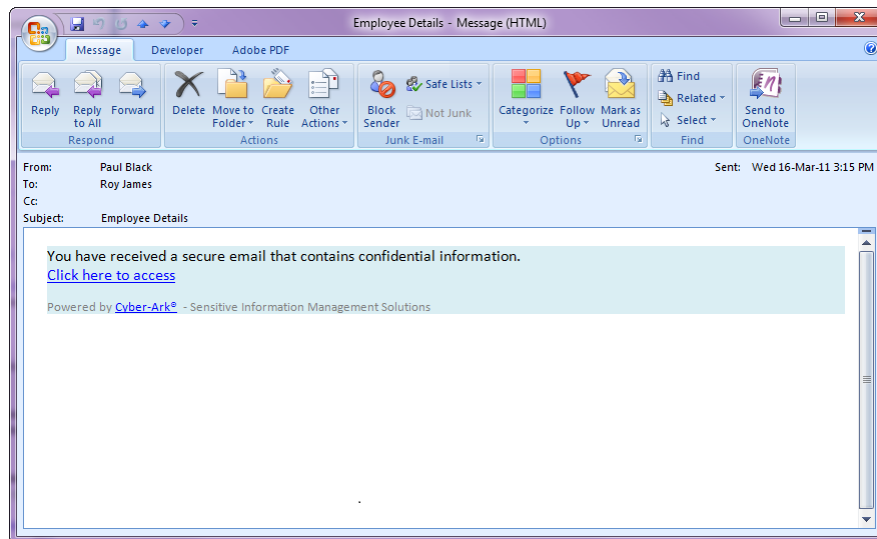
Now that you have registered your Vault user, you can use the link in the email that you received to access the secure emails that were sent to you.

Accessing Secure Messages

When you receive a secure message, you can access it from your regular email application, using a link to the SFE.

To Access a Secure Message

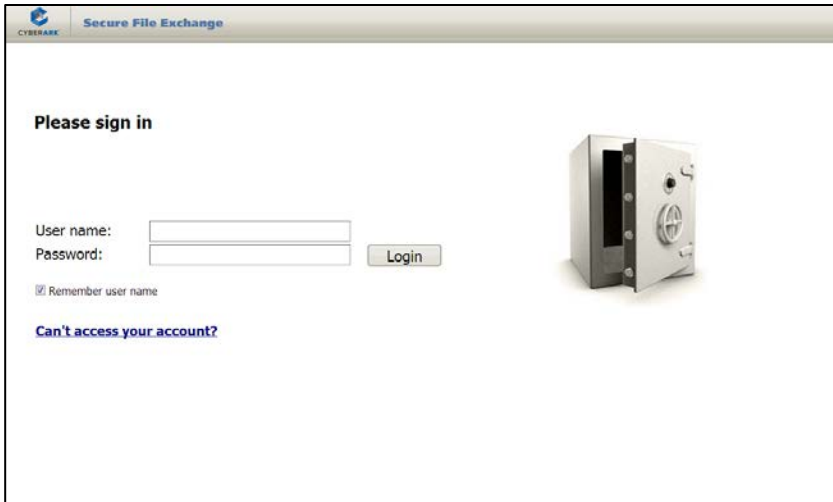
1. In your Inbox, display the content of the secure email.



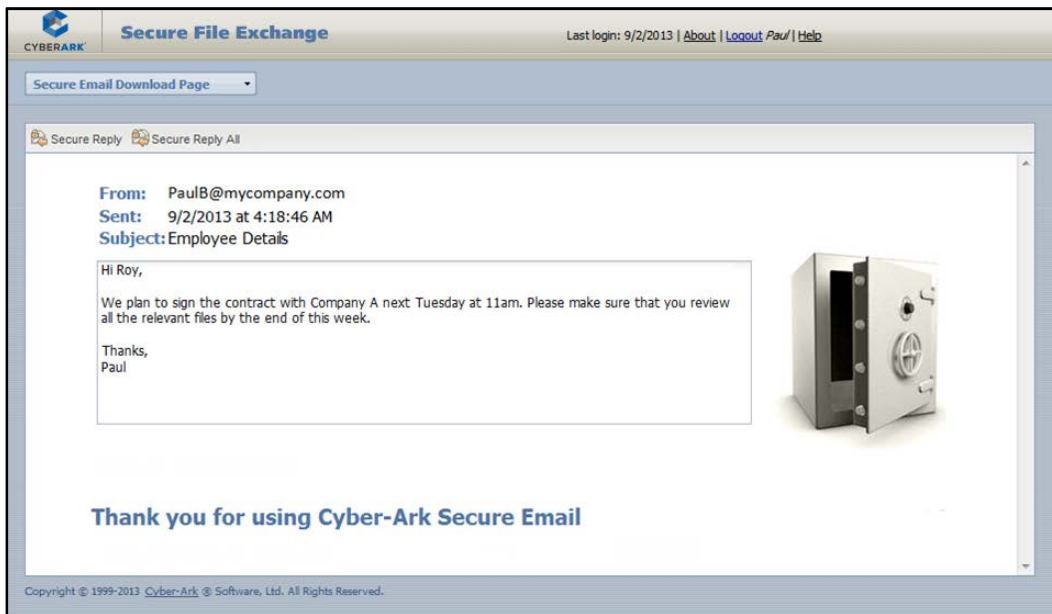
The first time you receive a secure email and you do not already have a CyberArk Vault user to enable you to access secure emails and attachments, a separate notification is sent to your email account that enables you to register your own CyberArk user. A message in the email message tells you what to do. For more information and instructions for self-registration, refer to *First Time? Register your own Vault User*.

2. Click the link to access the secure message; the SFE is opened.
 - If you are not prompted for a username and password, you are authenticated transparently.
 - If you are prompted for authentication, specify your Vault username and password, then click **Login**.





After authenticating your Vault user, the SFE displays the secure message that you received. If secure attachments were sent with this mail, a list of the secure attachments is also displayed.



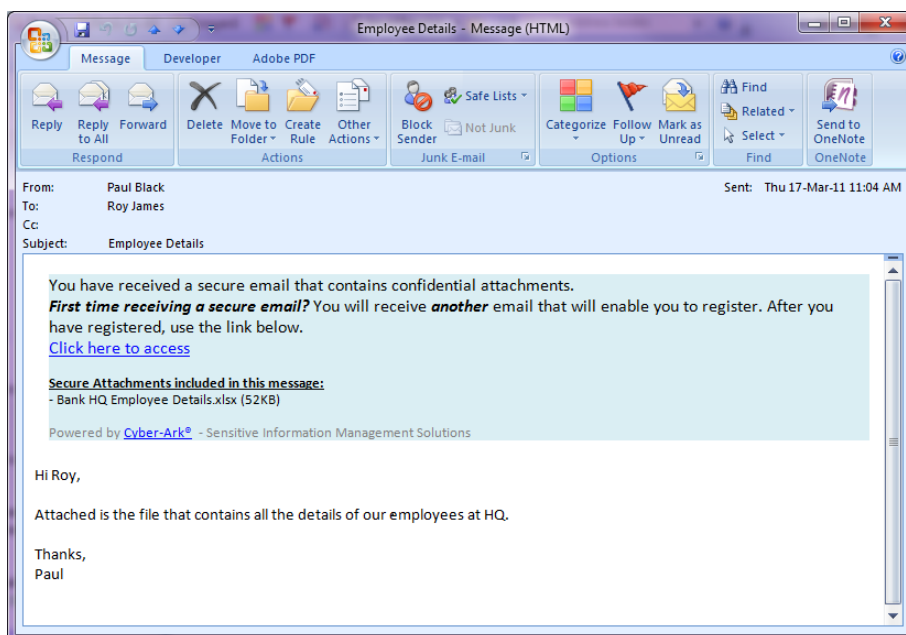
After you have authenticated successfully to the SFE, you can use the SFE drop-down menu to change your user profile and manage uploading and downloading functions with the MTM. For more information, refer to the SFE End User Web Access Guide.

Accessing Secure Attachments

When you receive an email with a secure attachment, you can access it from your regular email application, using a link to the SFE.

To Access Secure Attachments

1. In your Inbox, display the content of the secure email.

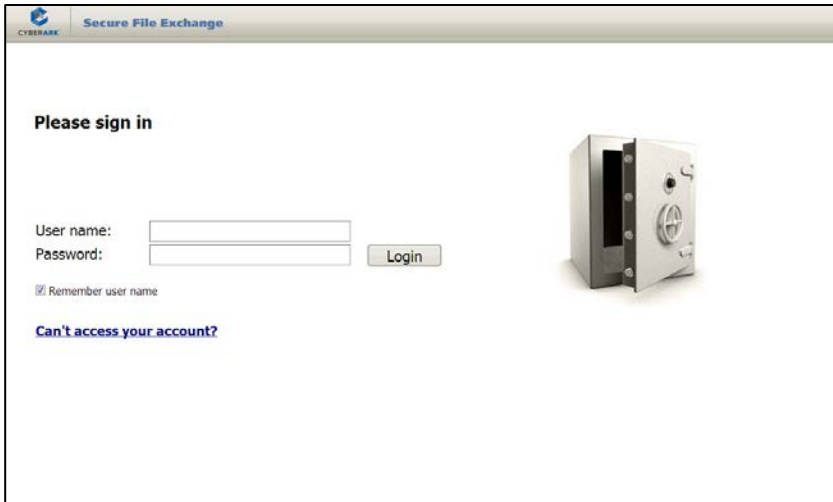


At the bottom of the email message, a list of the mail's secure attachments is displayed with a link that will enable you to access these attachments.

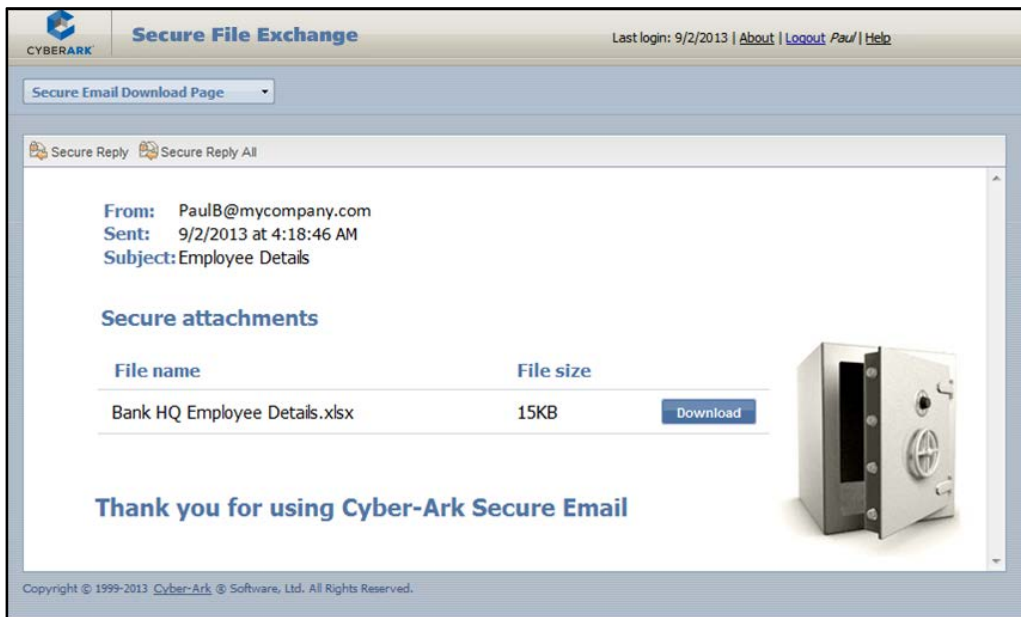
The first time you receive a secure email message and you do not already have a CyberArk Vault user to enable you to access secure emails and attachments, a separate notification is sent to your email account that enables you to register your own CyberArk user. A message in the email message tells you what to do. For more information and instructions for self-registration, refer to *First Time? Register your own Vault User*.

2. Click the secure link; the SFE is opened.
 - If you are not prompted for a username and password, you are authenticated transparently.
 - If you are prompted for authentication, specify your Vault username and password, then click **Login**.



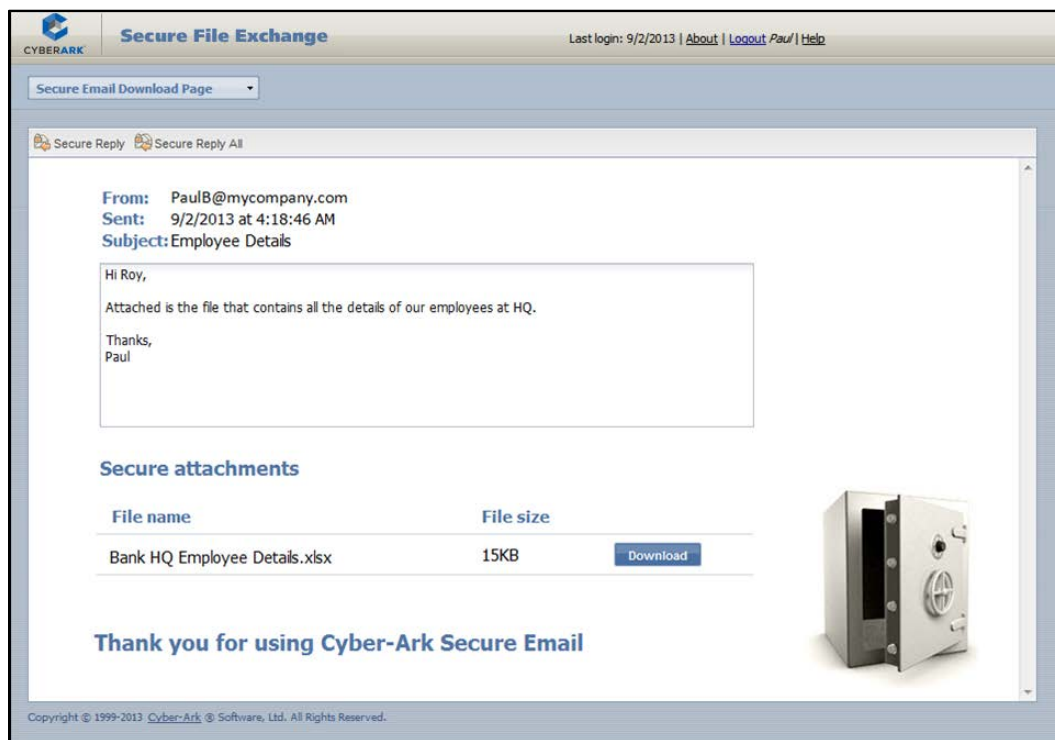


After authenticating your Vault user, the SFE displays a list of the secure attachments that you received. If a secure message attachments was sent with this mail, that messages is also displayed.



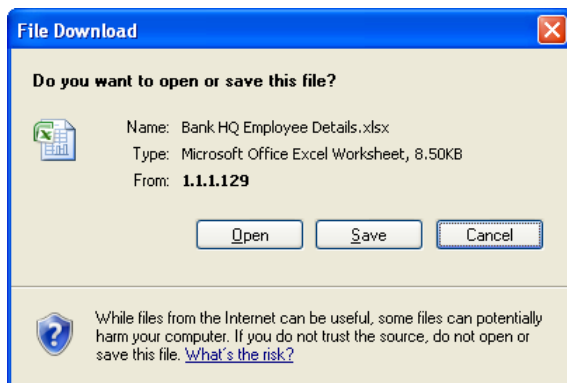
After you have authenticated successfully to the SFE, you can use the SFE drop-down menu to change your user profile and manage uploading and downloading functions with the MTM. For more information, refer to the SFE End User Web Access Guide.

If the MTM is enabled, you can download multiple files, as shown in the following example.



3. Download files:

- To download a single file, in the line of the file to download, click **Download**; the File Download window appears.
- To download all the listed files, click **Download All**; the File Download window appears.



4. Click **Open** to open the file(s) immediately,
or,
Click **Save** to save the file(s) in another location and open them later.
5. If you authenticated to the SFE with a Vault username and password, click **Logoff**; the SFE logs you off and secures your user account.

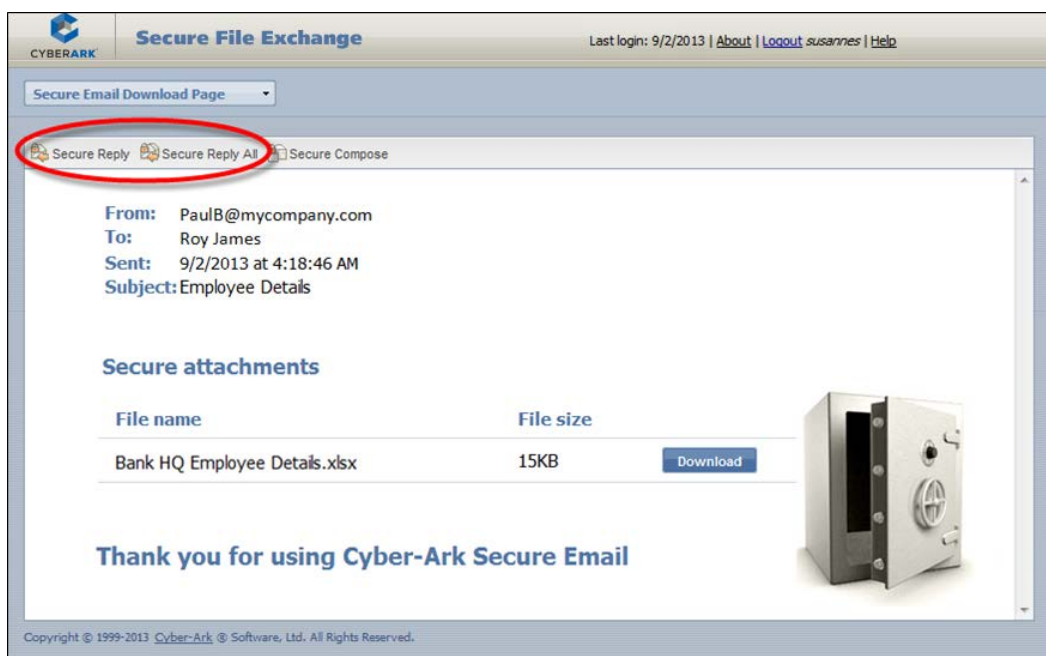
Sending Secure Replies

Recipients can send secure replies to the sender or any other email address, directly from the SFE. Secure replies can be sent to recipients who do not have the CyberArk Secure Email client or a predefined Vault user.

To Send a Secure Reply

1. In the SFE, on the page where your secure email is displayed, click one of the following:
 - **Secure Reply** – The Secure Reply window appears and displays the email addresses of the sender of the original mail.
 - **Secure Reply All** – The Secure Reply window appears and displays the email addresses of the sender as well as all the recipients of the original mail. Recipients who were listed as Bcc recipients in the original mail will be listed as Bcc recipients again, but will not be displayed.

The following example shows the secure attachments page where you can send a secure reply.



The screenshot displays the CyberArk Secure File Exchange (SFE) interface. At the top, the logo and name 'CYBERARK Secure File Exchange' are visible, along with the user's last login information: 'Last login: 9/2/2013 | About | Logout susannes | Help'. Below this is a dropdown menu for 'Secure Email Download Page'. A red circle highlights three buttons: 'Secure Reply', 'Secure Reply All', and 'Secure Compose'. The main content area shows an email header with the following details:

From: PaulB@mycompany.com
To: Roy James
Sent: 9/2/2013 at 4:18:46 AM
Subject: Employee Details

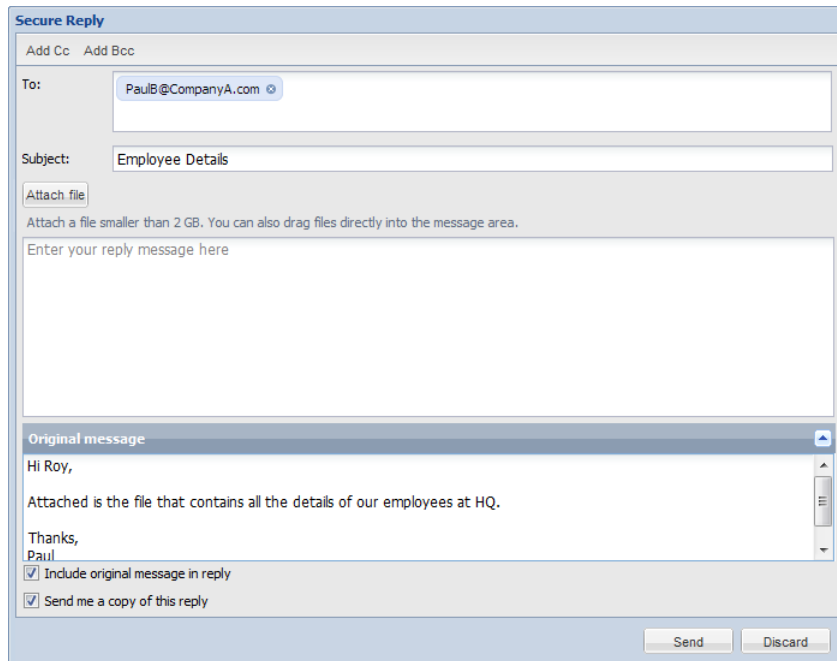
Below the header is a section titled 'Secure attachments' containing a table with the following data:

File name	File size	
Bank HQ Employee Details.xlsx	15KB	Download

At the bottom of the email content, there is a message: 'Thank you for using Cyber-Ark Secure Email' and an image of a silver safe. The footer of the page contains the copyright notice: 'Copyright © 1999-2013 Cyber-Ark © Software, Ltd. All Rights Reserved.'



In the Secure Reply window, you can specify recipients, add attachments, and write a secure reply.



Click **Discard** at any time to cancel this secure reply and return to the incoming mail.

2. Specify additional recipients.

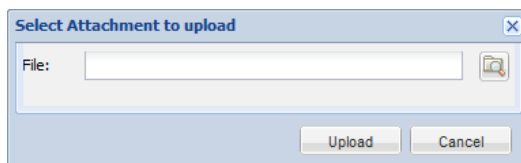
- To add recipients in the **To** field, click in the **To** field and specify additional email addresses.
- To add recipients as Cc, click **Add Cc**, then specify additional email addresses.
- To add recipients as Bcc, click **Add Bcc**, then specify additional email addresses.

You can copy and paste email addresses from Outlook.

Note: Large recipient lists will be automatically divided into outgoing secure replies of approximately 20 recipients (depending on the length of their email addresses).

3. If relevant, add attachments in either of the following ways:

- Add Attachments
 - i. Click **Add Attachment**; the Select Attachment to upload window appears.



- ii. Click the Browse icon and select a single file to attach, then click **Upload**; the file is attached to the secure message and is listed in the window.

- Drag and drop
 - i. Select one or more files to attach, then drag and drop them into the email's message area.
 - ii. The SFE uploads the files as attachments. After they have been attached to the secure email, they are listed above the message area.

Note: Attached files must be smaller than 2GB.

4. In the Reply Message area, write a reply to the recipients.
5. To include the original message in the message that you are creating, select **Include original message in reply**.
6. If you send a secure message, you can send a copy of this reply to yourself. To send a copy of this message to your email address, select **Send me a copy of this reply**; you are added as a BCC recipient.
7. Click **Send**; the SFE sends the secure reply to all the specified recipients. While this outgoing mail is being processed, a progress bar is displayed. Click **Cancel** to stop this mail from being sent, and to return to the Secure Reply window.

After the message has been sent, a message appears, confirming that the secure reply has been sent.

