

Getting Started

Registering

Below are the steps for external recipients of Lancashire County Council Secure Mail to follow in order to register a password. First-time recipients will only need to register once in order to view the message and any future messages.

1. You receive an e-mail in your regular e-mail inbox that notifies you that you have a message in the secure message system
2. Click the hyperlink in your e-mail message
3. **Note:** Type a password that is at least six characters and must meet two of the following three conditions;
 - Contain both alphabetic and numeric characters
 - Contain both uppercase and lowercase characters
 - Contain at least one special character such as: ~!@#%&^
4. Re-enter your password
5. **Type a Password reminder phrase**
6. Click **Submit Password**
7. The message page is displayed
8. A confirmation email has been sent to your email address for this account.

Login

1. Type your **Email Address** and **Password**
2. Click **Log In**

Replying to Secure e-Mail Messages

1. Open your Secure e-Mail inbox by clicking **Inbox**
2. Select a message to reply to by clicking the subject
3. Click **Reply** to reply to the sender
4. Type your response or cut and paste text from another application
5. Options: You may set a message priority and attach files
6. Click **Send** when your reply is completed

Composing a New Message

To compose a new message to a Lancashire County Council associate:

1. Login to Lancashire County Council Secure Mail site
2. Click the **Compose** tab. Compose your message
3. You may also set message priority and attach files
4. Click **Send**

Adding Contacts to Your Address Book

Method 1:

1. Click the **Address** tab
2. Click the **Add a Contact** button
3. Type the **Contact** information
4. Click **Save** to save the **Contact** information

Method 2:

1. When you receive a message and open it, click the email address of the person you want to add to your Address Book. The **Add a Contact** page is displayed
2. Type the remainder of the **Contact** information
3. Click **Save** to save the **Contact** information

Saving Messages as Drafts

1. On the Compose or Reply page, click the **Save Draft** button.
2. When you want to complete the message, click the **Drafts** tab. A list of your unsent draft messages is displayed
3. Select a message by clicking its **Subject**
4. When the message is ready to send, click the **Send** button

Setting Message Expiration

Messages automatically expire after a period of time, usually 14 days. At expiration, a message is deleted from your Inbox, regardless of whether you have read it.

If you send a message and the recipient does not read it before it expires, the message will be removed from the recipient's Inbox and you will be sent an email notification in your regular email Inbox

If you want to save a message so that you will have a copy after it expires, you should copy the text and paste it into another program or print it.

Option: You may be able to change the standard 14 day expiration to a shorter period by using the optional **Days to Hold** drop down list when composing a message.

FAQ

How do I request a Password Reminder?

1. On the **Log In** page, click **Forgot your password? Send a password reminder**
2. Type your email address in the box provided
3. Click **Enter**. An email with the reminder will be sent to your regular email Inbox

I forgot my password. How do I get a new password?

1. On the **Log In** page, click the link **Forgot your password? Change your password**. The **Change Password** form is displayed
2. Type your email address and new password
3. **Note:** Type a password that is at least six characters and must meet two of the following three conditions;
 - Contain both alphabetic and numeric characters
 - Contain both uppercase and lowercase characters
 - Contain at least one special character such as: ~!@#%&^
4. Re-enter New Password. New Password Reminder
5. Click **Submit Password**. You will receive a confirmation email to activate the new password

What should I do if I receive an error message when I try to log in?

Make sure that you've entered your Log In information correctly. If you still receive the error message, use the Password reminder on the Log In page: **Forgot your password? Send a password reminder**. Then type your email address and click **Enter**. The system will email you the phrase you entered when you selected your password.

Can system administrators view my secure messages?

No. Servers receive the mail securely and store the messages using 168-bit triple DES encryption. Intended recipients must use their passwords to open email messages.

How do I get an expired message back?

If the message has expired, there is no way to access it. Due to the security features of Lancashire County Council Secure Mail, the sender of the message must re-send it.

What browser privacy or cookies settings are required to work with Lancashire County Council Secure Mail ?

Lancashire County Council Secure Mail portal requires that cookies are enabled in your browser privacy settings.

For IE 6.0:

Select Tools -> Internet Options... -> Privacy.
Verify the setting is set to default which is "Medium".

For IE 5.5, and 5.0:

Select Tools -> Internet Options... -> Security.
Click on "Custom Level" button.
Verify the "Reset to:" field is set to default which is "Medium".

For Netscape 7.0 and earlier:

Select Edit -> Preferences -> Privacy & Security -> Cookies.
Verify "Enable all cookies" selection is set.