

Guideline

E-Mail Encryption (external)

1. Summary

The E-Mail encryption is needed to make sure that an external E-Mail recipient can receive confidential emails (including Attachments). This ensures that the E-Mails are sent encrypted and can only be read by the recipient.

The sender marks the E-Mail as "Confidential".

The recipient must create an account the first time he receives an encrypted E-Mail to be able to open any encrypted E-Mail with a personal password.

This Document is made only for external E-Mail recipient who wants to read an encrypted E-Mail sent by an RAHN-Group employee.

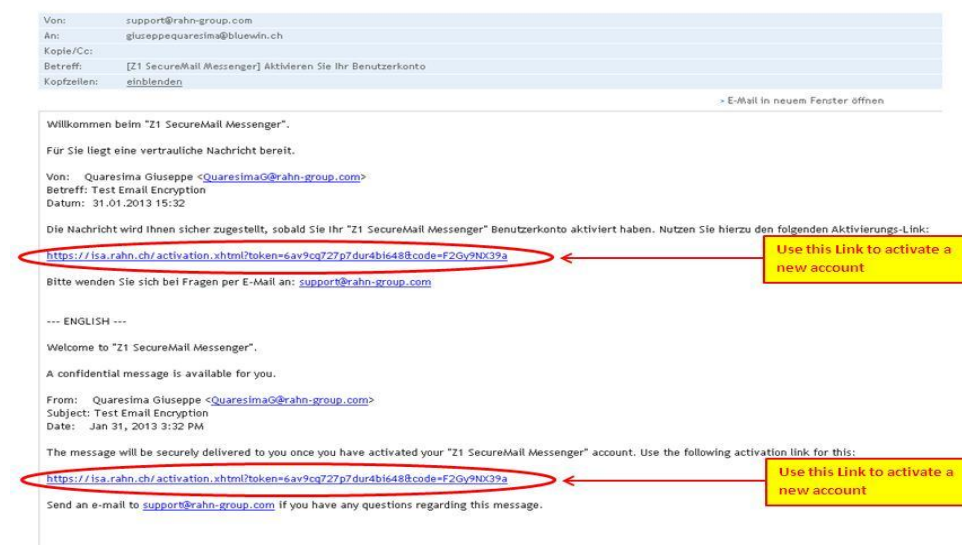
2. Pre-requisites

To allow an external E-Mail recipient to read an encrypted E-Mail, the recipient has to setup an account with a personal password.

3. First E-Mail to recipient

After the E-Mail was successfully sent as "Confidential" by a RAHN-Group employee, the RAHN-Group "Z1 – Messenger Server" will automatically send a Welcome Mail to the recipient.

This E-Mail contains a Link so that a recipient can activate his own account using a personal password.



Von: support@rahn-group.com
An: gluseppequaresima@bluewin.ch
Kopie/Cc:
Betreff: [Z1 SecureMail Messenger] Aktivieren Sie Ihr Benutzerkonto
Kopfzeilen: einblenden

Willkommen beim "Z1 SecureMail Messenger".

Für Sie liegt eine vertrauliche Nachricht bereit.

Von: Quaresima Giuseppe <QuaresimaG@rahn-group.com>
Betreff: Test Email Encryption
Datum: 31.01.2013 15:32

Die Nachricht wird Ihnen sicher zugestellt, sobald Sie Ihr "Z1 SecureMail Messenger" Benutzerkonto aktiviert haben. Nutzen Sie hierzu den folgenden Aktivierungs-Link:

<https://isa.rahn.ch/activation.shtml?token=6av9cq727p7dur4bi648&code=F2Gy9Nx39a>

Bitte wenden Sie sich bei Fragen per E-Mail an: support@rahn-group.com

--- ENGLISH ---

Welcome to "Z1 SecureMail Messenger".

A confidential message is available for you.

From: Quaresima Giuseppe <QuaresimaG@rahn-group.com>
Subject: Test Email Encryption
Date: Jan 31, 2013 3:32 PM

The message will be securely delivered to you once you have activated your "Z1 SecureMail Messenger" account. Use the following activation link for this:

<https://isa.rahn.ch/activation.shtml?token=6av9cq727p7dur4bi648&code=F2Gy9Nx39a>

Send an e-mail to support@rahn-group.com if you have any questions regarding this message.

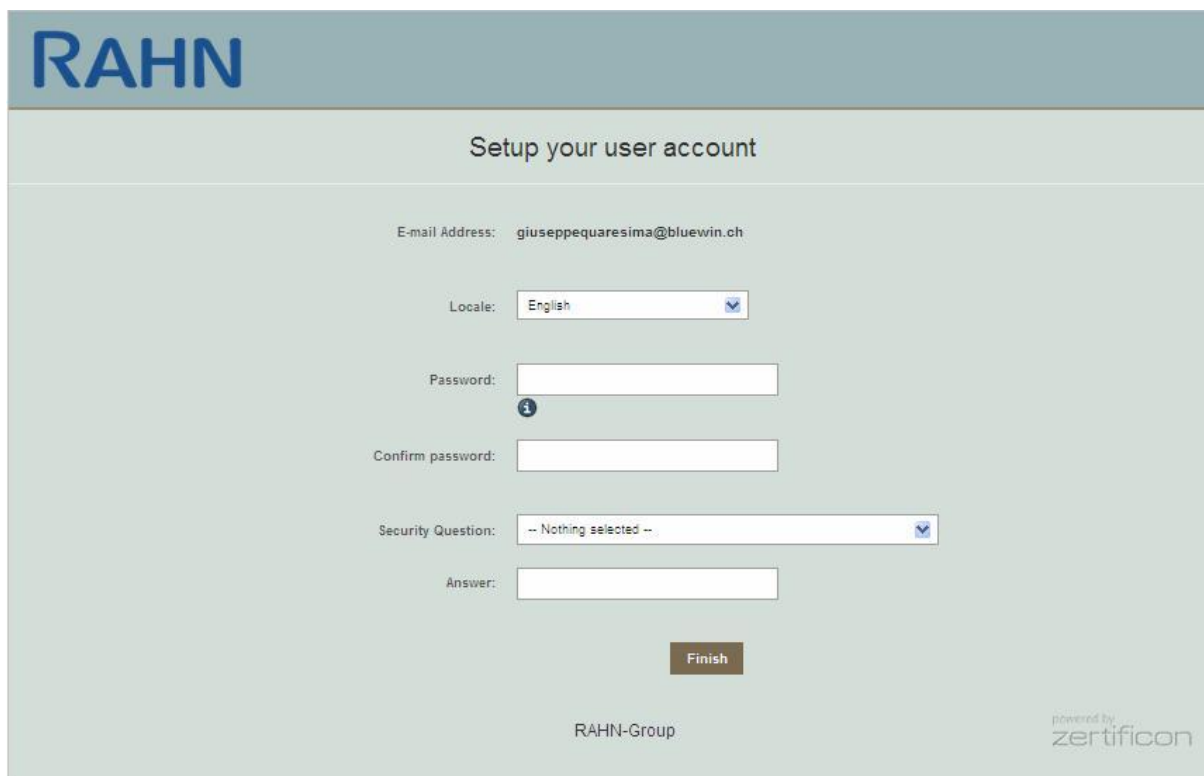
Use this Link to activate a new account

4. Setup an personal User Account

Now, the recipient can set up and activate his personal account.

The recipient has to select the desired language, set a personal password and answer a security question. Then click “Finish”.

Minimum password length: 8 characters

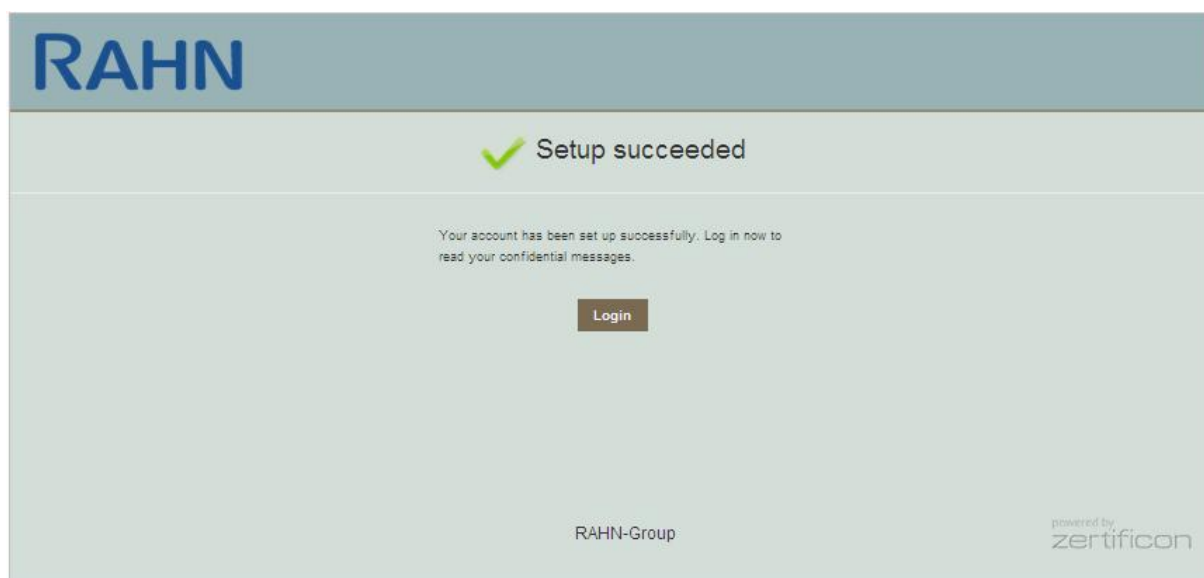


The screenshot shows the 'Setup your user account' form. At the top is the RAHN logo. Below it, the title 'Setup your user account' is centered. The form contains the following fields:

- E-mail Address: giuseppequaresima@bluewin.ch
- Locale: English (with a dropdown arrow)
- Password: (with a password strength indicator icon)
- Confirm password: (empty field)
- Security Question: -- Nothing selected -- (with a dropdown arrow)
- Answer: (empty field)

At the bottom center is a 'Finish' button. The footer includes 'RAHN-Group' and 'powered by zertificon'.

After successful account activation you will see the following screen.



The screenshot shows the 'Setup succeeded' confirmation screen. At the top is the RAHN logo. Below it, a green checkmark icon is followed by the text 'Setup succeeded'. The main content area contains the message: 'Your account has been set up successfully. Log in now to read your confidential messages.' Below this message is a 'Login' button. The footer includes 'RAHN-Group' and 'powered by zertificon'.

5. Reading encrypted E-Mail messages

- 1) To read an encrypted E-Mail the recipient has to open the attached PDF File. The recipient can open the PDF File using his personal password.
- 2) Otherwise, the recipient may always login to the "Z1 Secure Mail Messenger" with his personal password and have an overview of his E-Mail history or also compose new E-Mails.

Von: support@rahn-group.com
An: Giuseppe Quaresima Privat <giuseppequaresima@bluewin.ch>
Kopie/Cc:
Betreff: [Z1 SecureMail Messenger] Test Email Encryption
Kopfzeilen: einblenden
SecureMail_201301311532.pdf 262.5 KB

1) Open the attached PDF File to read your email.
You will be prompted for your password.

Notification from "Z1 SecureMail Messenger".
You have a new confidential message.
From: Quaresima Giuseppe <QuaresimaG@rahn-group.com>
Subject: Test Email Encryption
Date: Jan 31, 2013 3:32 PM
Open the attached PDF file in your PDF reader. You will be prompted for your password. Afterwards, you can read the decrypted message.
You can go to your "Z1 SecureMail Messenger" account anytime by using the following link:
<https://isa.rahn.ch/login.xhtml?username=giuseppequaresima%40bluewin.ch>
Send an e-mail to support@rahn-group.com if you have any questions regarding this message.

2) Otherwise – using this link – you can always go to the "Z1 SecureMail Messenger" account to read all the emails (History) and to create new emails.

1) Read the E-Mail (using the PDF Attachment)

If you open the attached PDF File to read the E-Mail, then you have to do the following:

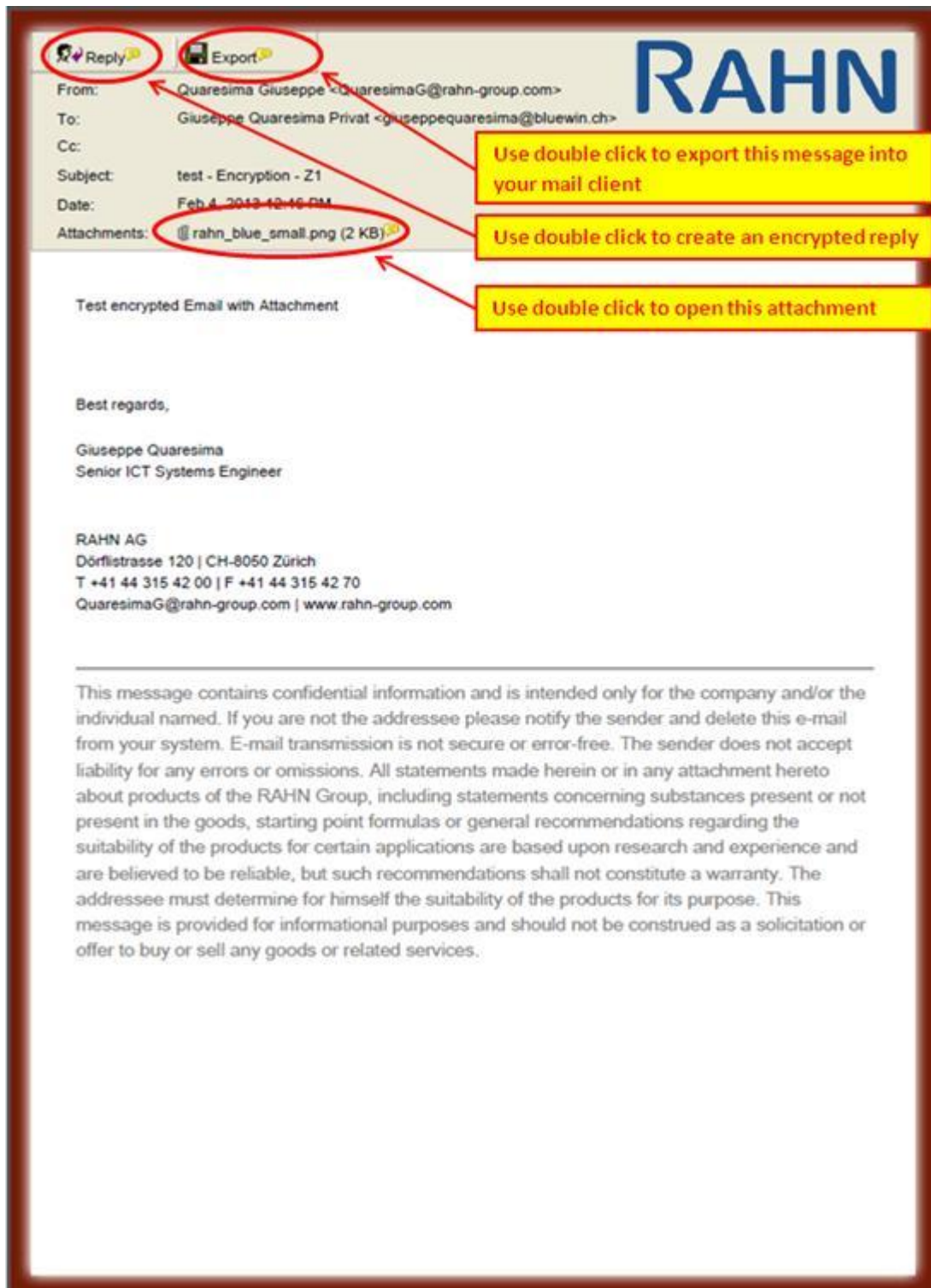
File Download
Do you want to open or save this file?
Name: SecureMail_201302041246.pdf
Type: Adobe Acrobat Document
From: preszhb.bluewin.ch
Click "Open"

ADOBE READER X
Open a Recent File
SecureMail_201302041246[1].pdf
Password
'SecureMail_201302041246[...]' is protected. Please enter a Document Open Password.
Enter Password:
OK Cancel
Enter the personal Password

Now the recipient can read the E-Mail which was opened as a PDF File.

The recipient is also able to do the following:

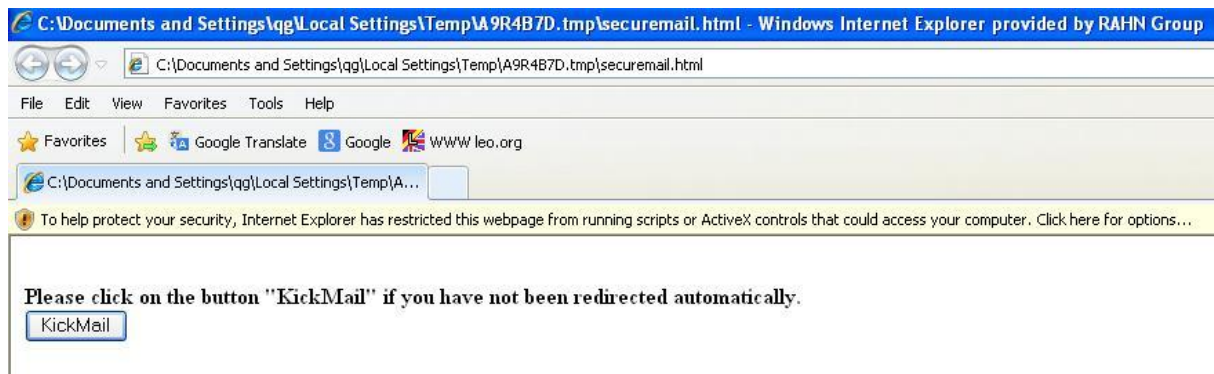
- Create an “encrypted” reply of this message
- Export this message into an E-Mail client
- Open an attachment



6. (Encrypted) E-Mail Reply Message

The recipient can answer an E-Mail using the “Reply” Button. Double clicks the “Reply” button to create an encrypted reply.

When the Internet Browser displays the following message, then you have to click on the button “KickMail”.

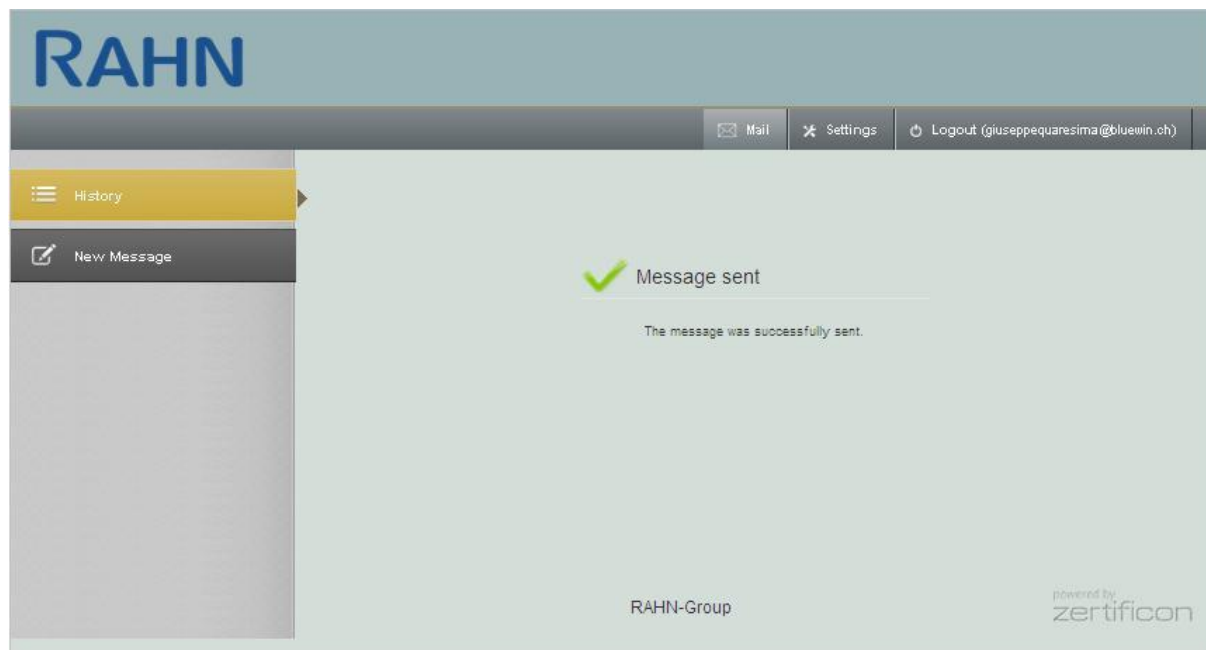


Here you can reply an E-Mail and also attach a file. Don't forget to use the button “Upload” after attaching a file.

Click “Send”.

After sending the E-Mail, you will see the following Text:

Message sent – The message was successfully sent.



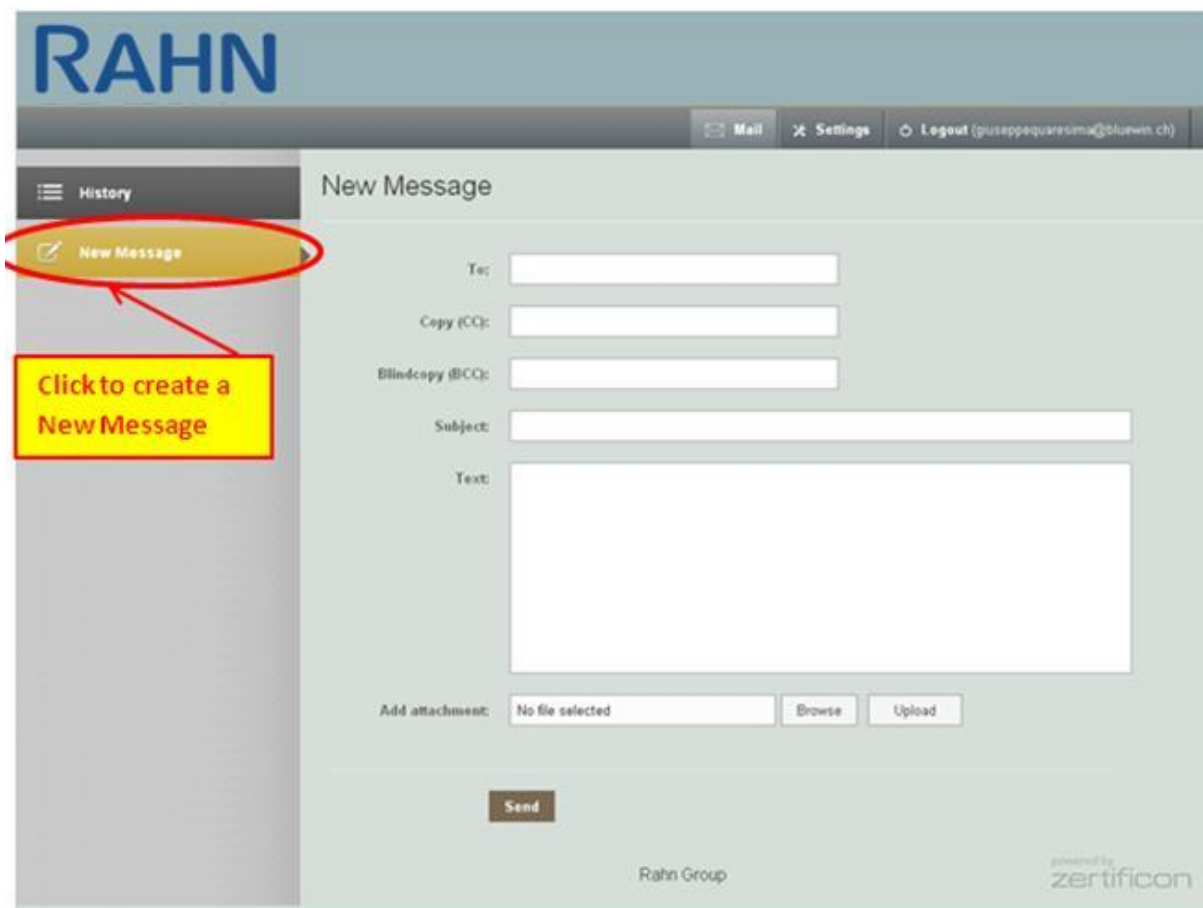
Please note: An external E-Mail recipient can only write/reply an E-Mail to a RAHN-Group internal E-Mail address. Otherwise you will receive the following (error) message:



7. Create a new encrypted E-Mail

When you are logged into your Z1 Messenger Profile, you can create a New Message using the following button – New Message.

You can also view a log of the E-Mail history.



The screenshot displays the RAHN web application interface. At the top, the RAHN logo is visible. Below it, a navigation bar contains links for Mail, Settings, and Logout (gussepequeresma@bluewin.ch). On the left sidebar, there are two main sections: 'History' and 'New Message'. The 'New Message' button is highlighted with a red circle, and a yellow callout box with a red arrow points to it, containing the text 'Click to create a New Message'. The main content area is titled 'New Message' and contains the following fields:

- To: [Text input field]
- Copy (CC): [Text input field]
- Blindcopy (BCC): [Text input field]
- Subject: [Text input field]
- Text: [Large text area]
- Add attachment: [No file selected] [Browse] [Upload]
- [Send button]

At the bottom of the page, the text 'Rahn Group' and 'powered by zertificon' are visible.

Please note: An external E-Mail recipient can only write/reply an E-Mail to a RAHN-Group internal E-Mail address.