

Field Bulletin



July 22, 2015

Security Mutual Secure Email System

Security Mutual Life Insurance Company of New York has a secure messaging system to help protect the transmission of confidential information, including Protected Health Information (“PHI”) and Personal Identifying Information (“PII”) that may be contained in email messages and attachments. Please see Field Bulletin No. 0011411XX, titled “Privacy of Consumer Financial and Health Information,” which highlights our responsibilities to keep our customers’ information confidential and secure as required under our Privacy Policy and Customer Information Security Program.

Any external party (general agent, agent, associate, etc.) transmitting PHI or PII to Security Mutual, must use a secure transmission method such as fax, regular mail, Secure Email, Secure FTP or SSH transaction. With regard to the latter two options, please contact Security Mutual’s Help Desk for additional information.

What is Secure Email?

Regular email sent over the Internet can be intercepted or read by individuals other than the intended recipient. Secure Email addresses the need for transmitting, when necessary, confidential information—including PHI and PII—in a safe and secure manner. For you as a potential recipient of a Secure Email from Security Mutual, the process for accessing and reading the email and any attachment is fairly straightforward. There are no keys to exchange, no special software to install. All you need is an Internet browser to view a secure message from Security Mutual.

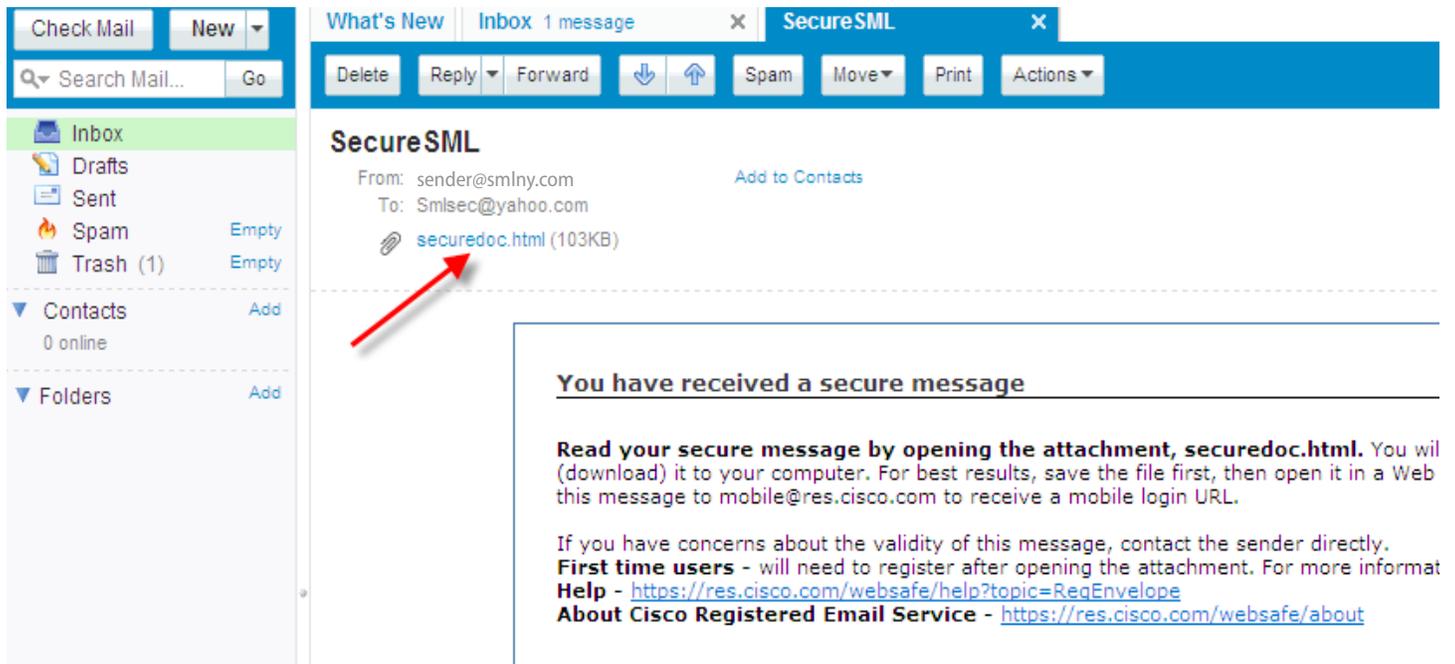
Secure Email is encrypted messaging software that works with Security Mutual’s existing email system. Secure Email gateways encrypt the email as it leaves Security Mutual’s private network.

The features of the secure mail system include:

- Emails containing PHI, PII, or other confidential information will be sent securely. You will go through a few simple steps to access messages and will also be able to respond securely.
- Security Mutual employees will encrypt confidential email and any attachments sent to recipients outside of Security Mutual.
- You as a potential recipient of Secure Email will receive a message in your current email box that you have received email from Security Mutual, and you will be directed to link to a secure Internet website to retrieve the email.
- You will have to register and log in to the Secure Email system before being able to view or reply to a Secure Email from Security Mutual.
- You will have the ability to forward or reply to a Secure Email.

What do I do if I receive a Secure Email from Security Mutual?

When Security Mutual sends you an encrypted email, you will receive an email indicating that you have received a secure, encrypted email message. This encrypted message is called a Registered Envelope. An example of the email that will be sent is provided below:



What is the process for registering to receive Secure Email?

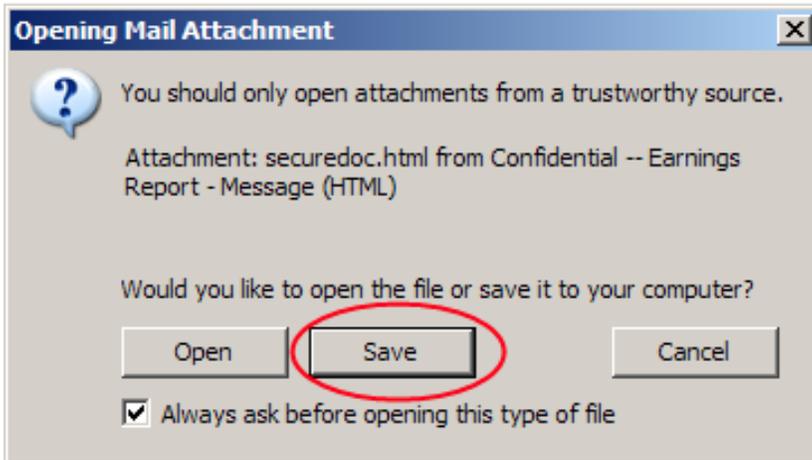
Step-by-Step Guide to Opening Your First Envelope

This section provides step-by-step instructions for opening a Registered Envelope for the first time. The steps and supporting graphics demonstrate the typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances.

Note: These steps apply to first-time recipients only. After you enroll with Cisco Registered Envelope Service, you can use your password to open envelopes from any sender.

Step One: Save the securedoc.html File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, you need to open the securedoc.html file attachment to view the Registered Envelope. For best results, double-click the securedoc.html file and save it to your hard drive before opening it, as shown here.



Note: The dialog box for saving an attachment may look different, depending on your email program, or if you use a web mail site, such as Yahoo! Mail, Gmail, or Hotmail.

Step Two: Open the securedoc.html File in a Web Browser

Open the securedoc.html file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox. The Registered Envelope is displayed.

Step Three: Click the Register Button to Enroll with the Service

Click the **Register** button on the Registered Envelope to enroll with Cisco Registered Envelope Service. The New User Registration page is displayed.



[Help](#)

NEW USER REGISTRATION

* = required field

Enter Personal Information

Email Address recipient@example.org

Language

The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Create a Password

Password*

Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*

Personal Security Phrase

Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

Remember me on this computer

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account. There is no charge to enroll with and use the service.

After you complete the form and click **Register**, the following confirmation page is displayed.



English ▼

NEW USER REGISTRATION

Thanks! You've created a Cisco Registered Envelope Service account. To complete your registration, please activate your account.

How to Activate Your Account

Check Your Email

You will soon receive an email message at: recipient@example.org. Follow the instructions in the email to activate your account.

To exit this page, close your browser window.

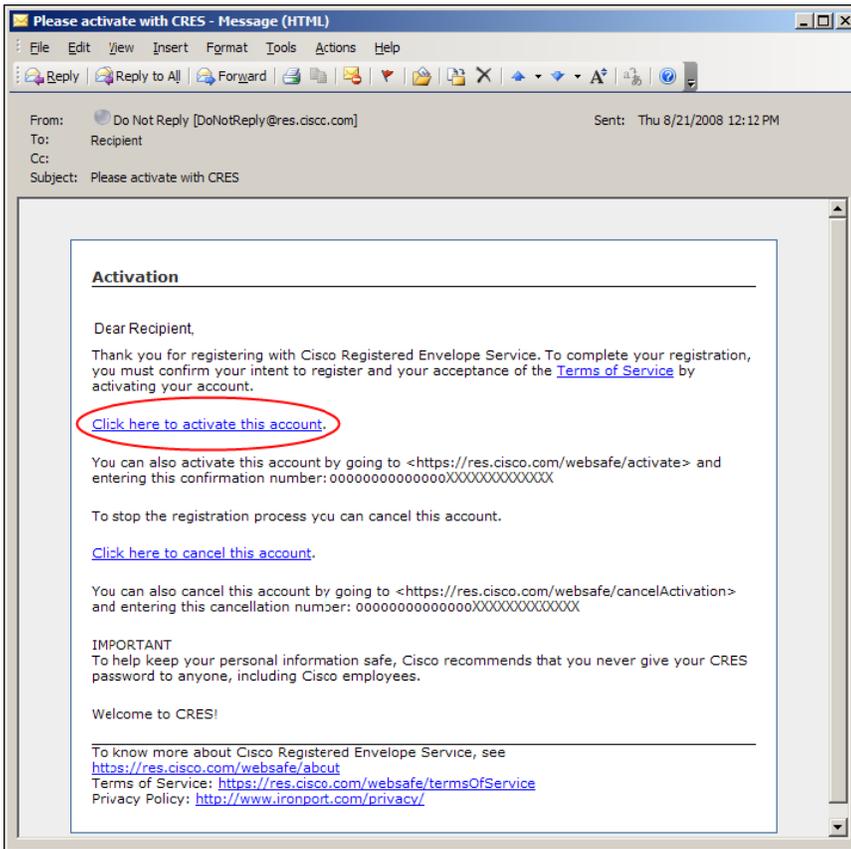
Cisco Registered Envelope Service

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Note: You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each address.

Step Four: Activate Your Cisco Registered Envelope Service Account

Check your email inbox for an activation message from the service. The following example shows a typical activation message.



In the activation email message, click the link to activate your user account.

The following confirmation page is displayed.



English

EMAIL ADDRESS CONFIRMED

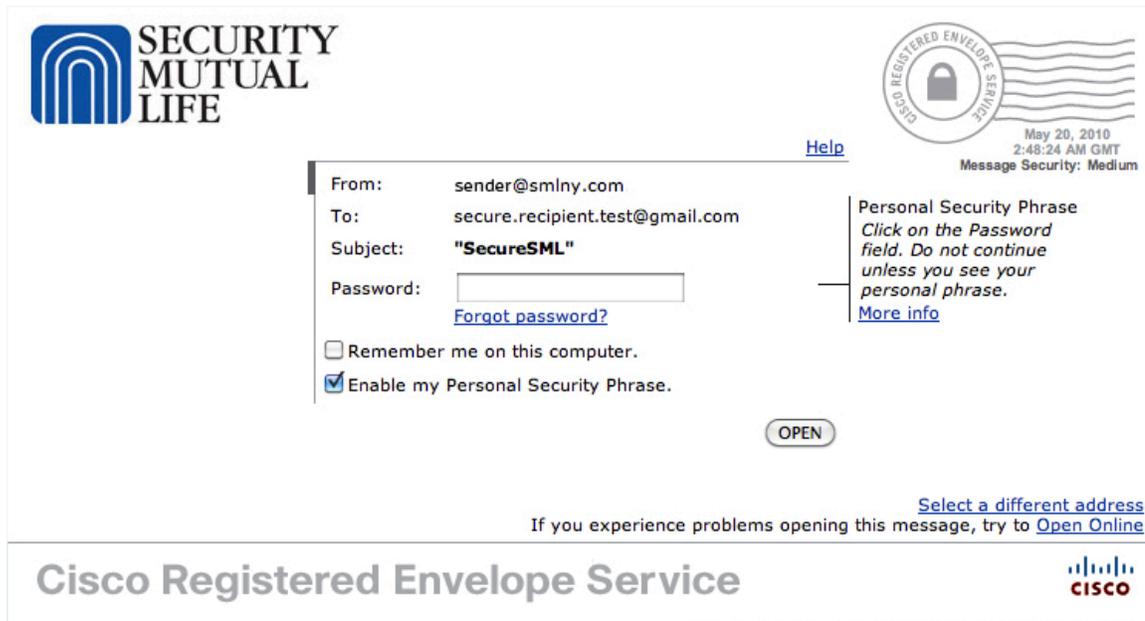
You have activated the account for recipient@example.org. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

Cisco Registered Envelope Service

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Step Five: View the Registered Envelope Again and Enter Your Password

Open the Securedoc.html file in the original email to view the registered envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place, as shown here.



SECURITY MUTUAL LIFE

[Help](#)

From: sender@smlny.com
To: secure.recipient.test@gmail.com
Subject: "SecureSML"
Password:
[Forgot password?](#)

Remember me on this computer.
 Enable my Personal Security Phrase.

OPEN

Personal Security Phrase
Click on the Password field. Do not continue unless you see your personal phrase.
[More info](#)

May 20, 2010
2:48:24 AM GMT
Message Security: Medium

[Select a different address](#)
If you experience problems opening this message, try to [Open Online](#)

Cisco Registered Envelope Service 

Enter the password for your Cisco Registered Envelope Service user account, and click Open. The decrypted message is displayed in the browser window.



[Help](#) | [Forget me on this computer](#)

SECURITY MUTUAL LIFE

Secured Message **Reply** **ReplyAll** **Forward**

From: sender@smlny.com
To: secure.recipient.test@gmail.com
Date: May 19, 2010 11:19:37 PM EDT
Subject: "SecureSML"

This is a secure email message.....

Thanks,

SML Employee
Security Mutual Life Insurance of NY
100 Court Street
Binghamton, NY 13902

Phone: 607.555.5555
Fax: 607.723.3552

Reply **ReplyAll** **Forward**

After you open a Registered Envelope, you can click **Reply** to send a Secure Reply message or click **Forward** to send a Secure Forward message. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.

Frequently Asked Questions

Can I pre-register to receive Secure Emails from Security Mutual?

No. The registration process begins as soon as you receive your initial message from Security Mutual.

What should I use as my password?

Only you should know what you select as your password. Enter a combination of at least 6 characters and numbers. Your password must contain both letters and numbers. Passwords are case sensitive.

The key to a successful password is to create one that is easy for you to remember, but that no one else will ever think about attributing to you.

If you think that someone else knows your password, then change it immediately. It is also advisable to change your password periodically, even though it hasn't been compromised.

What if I forget my password?

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.

Tip: If you forget your password, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Tip: Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

NOTE: *The NEW password WILL allow you to view all current email messages and former messages received as the Key Server on the Internet verifies the password.*

Can I change my password?

Yes. Click on the **“Forgot your password or need to change it?”** link provided at the bottom of the “Sign In to Secure Email” page and follow the instructions on changing your password. For your protection, we are not able to retrieve your previous or current passwords.

How do I register to receive Secure Email from Security Mutual?

Security Mutual's Secure Email system is a closed system, which means that you must be invited to register by a Security Mutual employee. When Security Mutual sends you a Secure Email, you will receive a notification email with instructions on how to create your profile.

How can I send information securely to Security Mutual?

You can send secure information to Security Mutual by replying to one of the Secure Emails sent to you. Open any message from the Received Items list in your email and click on the “Reply” button. You will get a New Message form with Security Mutual's e-mail address and the subject already filled in. You can then substitute your message in the message area and attach one or more attachments.

When you have finished composing your message press the “Send” button at the bottom of the form. Your reply message will be forwarded securely through the Secure Email system.

Can I change the subject line of the Secure Email when I reply?

Yes.

Can I change the recipient or add a recipient to the Secure Email when I reply?

Yes. You can forward the message to additional parties. Once registered you will also have the ability to login to your account @ <https://res.cisco.com> and compose messages to Security Mutual from the web.

How long will messages remain on the system for me to access?

Messages are always stored in your email mailbox. They are not stored on the Internet. The Internet servers control only your passwords or “keys” to UNLOCK the message. The message is received and stored in your inbox until you delete it, or a system process by your company removes it.

Can I print a copy of the Secure Email that I have received?

While there is no printing functionality built into the Secure Email system, there are other ways of printing the contents of the email. The easiest is to use the print functionality built into your Internet browser. For example, click “File” and then “Print” within Internet Explorer or your Internet Browser application to print your message and/or attachments.

Should I retain the original secure e-mail notifications?

You do not have to.

Once you have gone through the registration process, and activated your account, you will have completed the registration process.

Who should I contact if I need assistance with Secure Email?

If you require assistance with registering your profile or viewing and replying to a Secure Email that you have received from Security Mutual, contact the SML Help Desk at the below number.

1-800-382-6400 ext. 7479. Hours are Monday–Friday, 7:30 a.m. to 6 p.m.

Other Useful Questions and Answers can be found at the following site:

<https://res.cisco.com/websafe/help?topic=FAQ>



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