

# SECURE Email User Guide

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## Receiving SECURE Email from Starion Financial

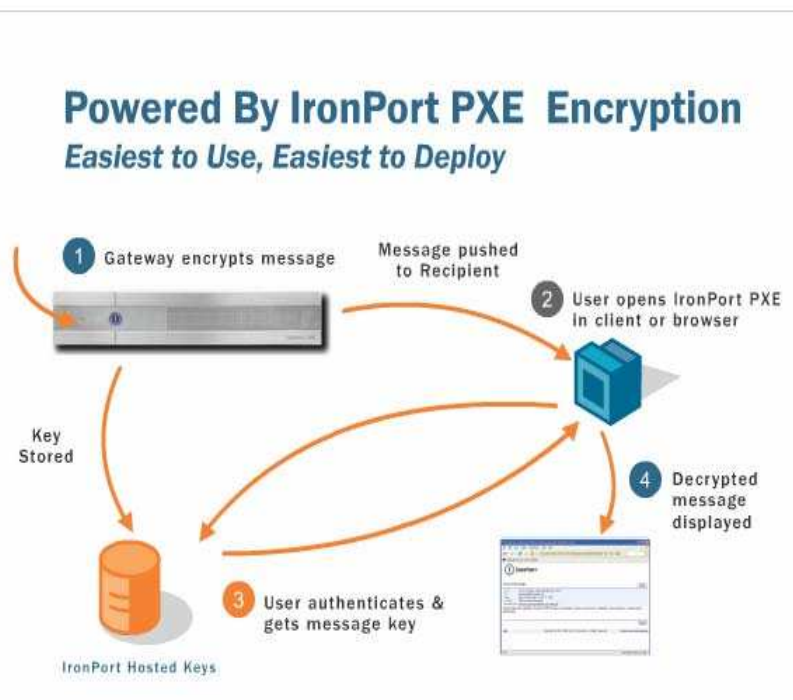
Starion Financial is now offering an enhanced email encryption tool, IronPort PXE™, which enables the email communication of sensitive information (account numbers, SSNs, credit card numbers, PINs, etc.) between Starion Financial employees and our customers and vendors.

When financial information or other sensitive information travels by email, interception by an unauthorized person may compromise your privacy, may violate the sending organization's internal security policies, and may violate state and federal privacy regulations.

Because of these concerns, Starion Financial is implementing this change in how we deliver sensitive, private email. This change will allow email to be encrypted before it is sent over the internet so that only the intended recipient will be able to open the message.

## How does email encryption work?

1. Every outbound email message is scanned by IronPort™ compliance and content filters. Any message that matches defined company policies is encrypted.
2. The encrypted message is delivered to the recipient's in-box while the encryption key is stored in the Starion Financial registered envelope service. The recipient opens message in any email platform (AOL, Yahoo, GMail, Outlook, etc.).
3. The recipient is asked to enter his/her password. Starion Financial's registered envelope service verifies the password and releases the decryption key.
4. On receipt of this key, the recipient's computer decrypts and displays the message.



## Why encrypt emails?

Protecting customer privacy and data is a priority concern at Starion Financial.

The encryption technology allows Starion Financial to secure confidential and sensitive business and personal information being sent via email. In addition, encryption fulfills GrahamLeachman-Bliley, SOX, HIPAA, and other regulatory requirements for auditable, policy-driven email encryption.

Starion Financial employs the IronPort™ SECURE Email tool to encrypt email communications containing sensitive and confidential information that will travel to email destinations outside of our corporate firewall. In addition to meeting regulatory requirements, SECURE Email helps us protect the privacy of our customers, employees and partners.

When financial information or other sensitive information travels by email, interception by an unauthorized person may compromise your privacy, may violate the sending organization's internal security policies, and may violate state and federal privacy regulations.

## What emails will be encrypted?

The sender of the email makes the decision to encrypt the email before sending it based on compliance requirements and business considerations. The sender decides to encrypt the email because either the message or an attachment contains sensitive information or meets other requirements defined by company policy.

## Do I need any special software to view SECURE Email sent by Starion Financial?

No. SECURE Email uses a combination of email (any email platform works (AOL, YAHOO, Outlook, Hotmail, etc.) and HTML (the basis for web pages). So, if you have email of any kind and surf the net, you have everything you will need.

## How will IronPort™ impact how I do my job?

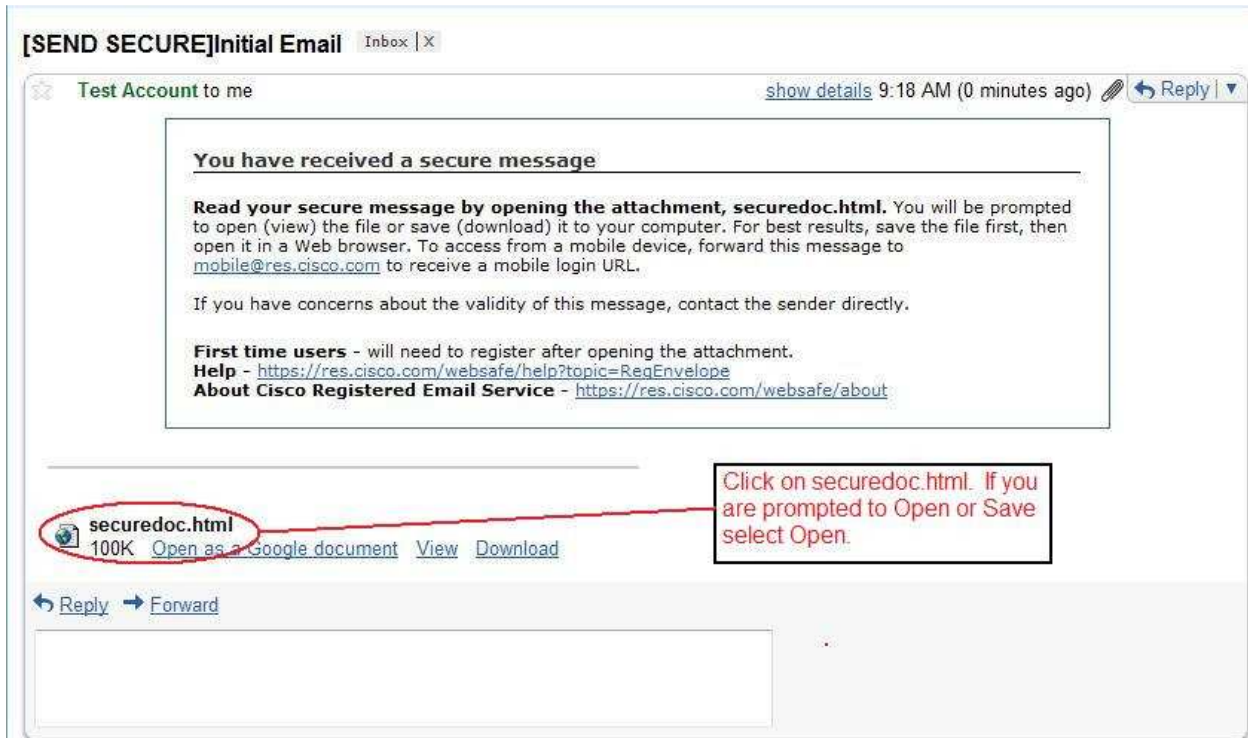
The use of IronPort™ will require that you complete a one-time registration process in order to be identified on the Starion Financial SECURE Email Server. After registering you will be allowed to view encrypted mail that is sent to you by a Starion Financial employee.

You will be asked to register upon receipt of the first SECURE Email that you receive from Starion Financial. The initial registration process is simple and takes about three minutes.

The following tutorial will guide you through this process.

## Enrolling in Starion Financial's SECURE Email System

When you receive a SECURE Email you will see this message:



The first time you open a Secure Envelope, you will be prompted to register. The envelope displays a “Register” or “Open” button:

**Starion**  
FINANCIAL

**CISCO REGISTERED ENVELOPE SERVICE**

[Help](#)

From: Test Account <[testaccount@starionfinancial.com](mailto:testaccount@starionfinancial.com)>  
To:  ▾  
Subject: [SEND SECURE]Initial Email  
Password:   
[Forgot password?](#)

Personal Security Phrase  
*Your personal phrase is not enabled on this machine.*  
[More info](#)

This page may take a minute to load. Please wait for the Open button to appear to open this message.

**Open**

Click the Open button to view the email.

[My address is not listed](#)

Submit your password above to open your message online.

**Cisco Registered Envelope Service**

**CISCO**

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On the enrollment page, you must complete all information required as shown with an asterisk (\*). Your password must be at least 6 characters long. The password is case sensitive (upper-case letters are not the same as lower-case letters).

**NEW USER REGISTRATION**

\* = required field

**Enter Personal Information**

Email Address: starionfinancialit@gmail.com

Language: English  *The language setting will be stored for future login and email notifications.*

First Name\*: Test

Last Name\*: Account

**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: Taking You Farther! *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\*: What is your father's middle name?

Answer 1\*: Joe

Confirm Answer 1\*: Joe

Question 2\*: What is your oldest cousin's first name?

Answer 2\*: Steve

Confirm Answer 2\*: Steve

Question 3\*: What is your first pet's name?

Answer 3\*: Lucky

Confirm Answer 3\*: Lucky

Remember me on this computer

**Complete all required fields.**

**The system is set to not allow your computer to remember you.**

The passphrase you provide will be used to safeguard the privacy and security of your personal information.

You will only have to enroll once, no matter how many SECURE Emails you receive from Starion Financial.

Once you have completed the enrollment page you will be taken to a page that verifies your enrollment and directs you to close your browser window:

## 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: starionfinancialit@gmail.com. Follow the instructions in the email to activate your account.

To exit this page, close your browser window.

Shortly after completing the New User Registration you will receive an email that is used to activate your account. Click on the link to active your account.

**Please activate with CRES** Inbox | X

☆ **Do Not Reply** to me show details 9:48 AM (2 minutes ago) Reply | v

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**Activation**

Dear Test Account,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service by activating your account](#).

[Click here to activate this account.](#) Click the link to activate your account.

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number: 208a8814620ac67f7f00000155b11829

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number: 208a8814620ac67f7f00000155b11829

**IMPORTANT**  
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

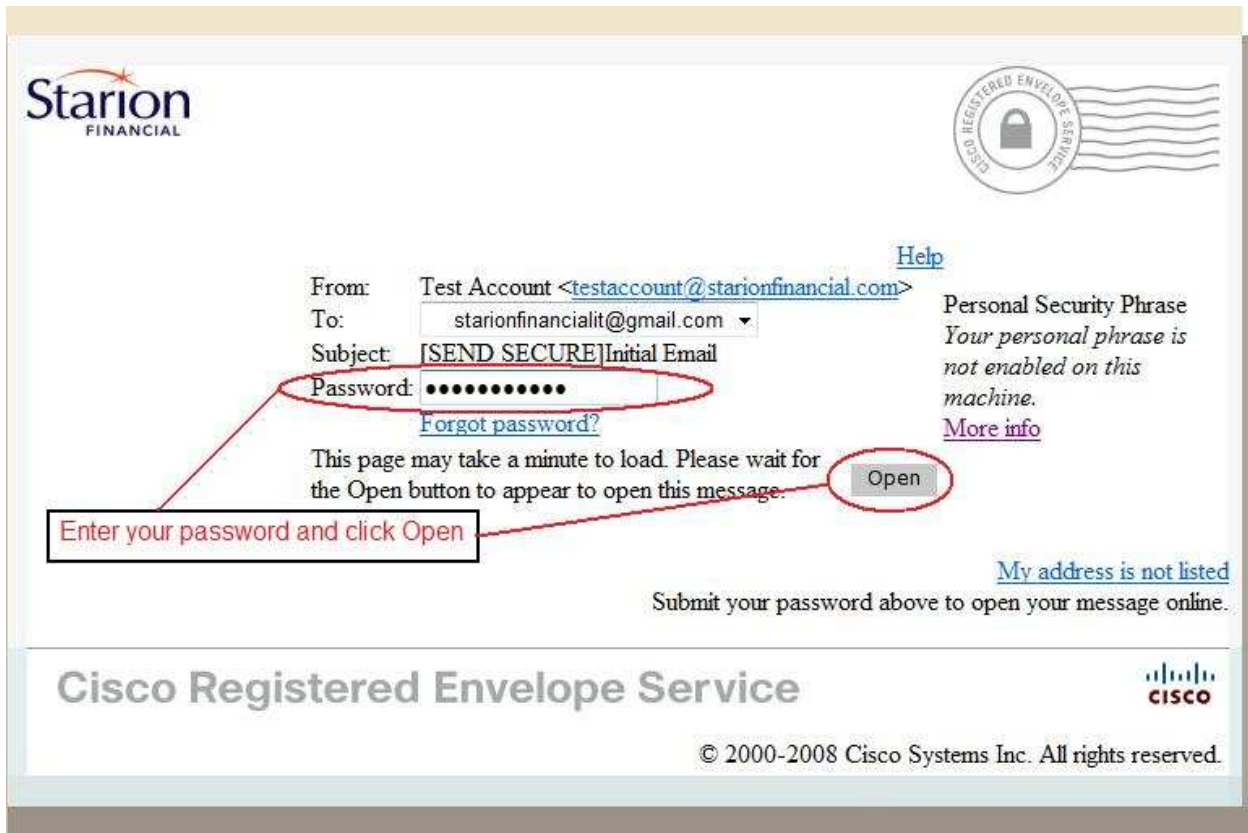
Welcome to CRES!

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To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>  
Terms of Service: <https://res.cisco.com/websafe/termsOfService>  
Privacy Policy: <http://www.ironport.com/privacy/>



Enter your password as directed in the SECURE Email envelope and click "Open"



**Starion**  
FINANCIAL

**CISCO REGISTERED ENVELOPE SERVICE**

[Help](#)

From: Test Account <testaccount@starionfinancial.com>  
To: starionfinancialit@gmail.com  
Subject: [SEND SECURE]Initial Email  
Password: [REDACTED]  
[Forgot password?](#)

Personal Security Phrase  
*Your personal phrase is not enabled on this machine.*  
[More info](#)

This page may take a minute to load. Please wait for the Open button to appear to open this message.

[Open](#)

**Enter your password and click Open**

[My address is not listed](#)

Submit your password above to open your message online.

**Cisco Registered Envelope Service**

**CISCO**

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## To review the process - once you are enrolled in Starion Financial's SECURE Email system:

- You will receive a message advising receipt of a secure message
- You will click on the securedoc.html attachment
- Clicking on the "Register" or "Open" button opens the enrollment page.
- Enter the password you created when you enrolled and click open.

Your secure message and any attachments will be displayed



You reply to Secure messages exactly as you would with any other email. Click the "Reply" button and a "Reply to Sender" screen opens.



REPLY TO SENDER Send Reset Cancel

From: starionfinancialit@gmail.com  
To: Test Account <testaccount@starionfinancial.com>  
Subject: RE: [SEND SECURE]Initial Email

Attachments (none) Add Attachements.

Message:  
Type your reply here. This is the reply message.

-----Original Message:  
FROM: Test Account <testaccount@starionfinancial.com>  
TO: starionfinancialit@gmail.com

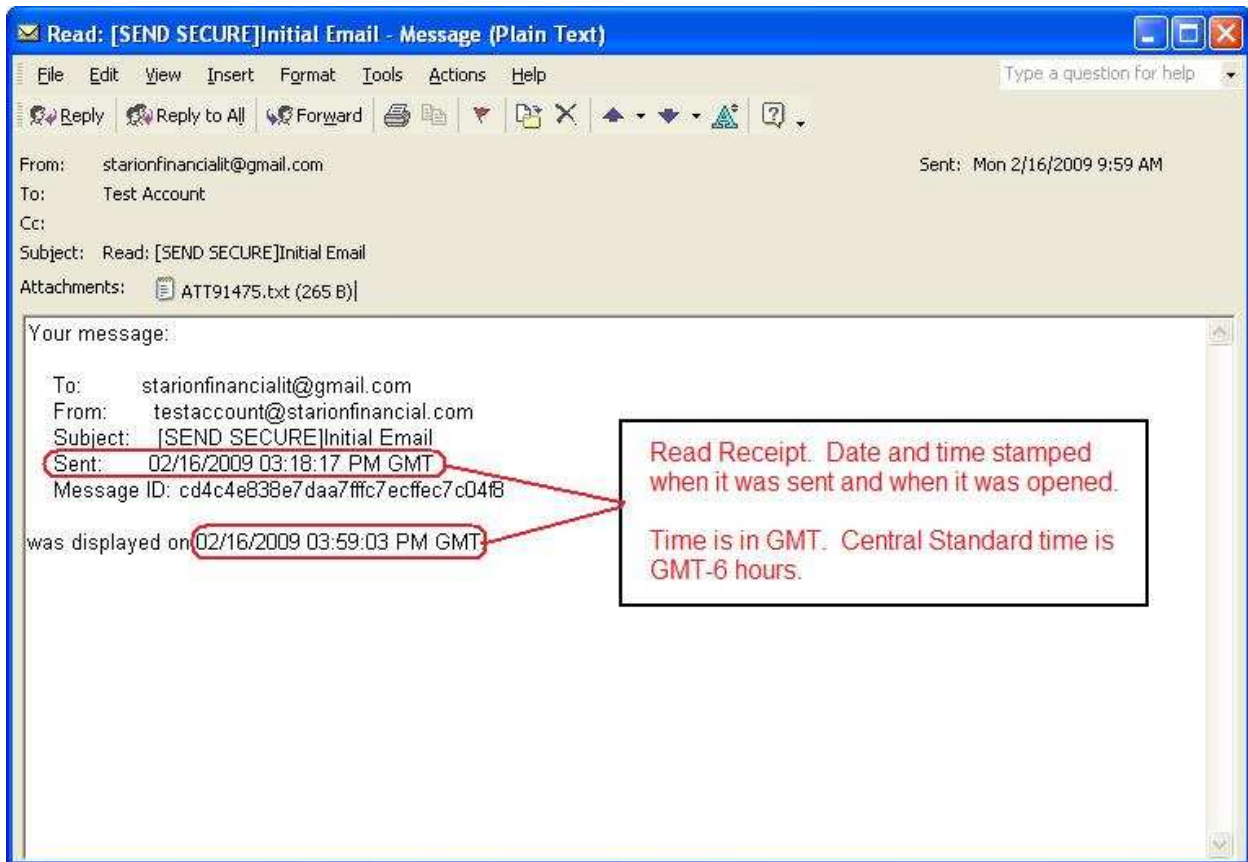
Automatically BCC me on this email.  
 Send me a read receipt when a recipient has opened this email.

This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests.

Send Reset Cancel

Complete your message; add attachments if applicable and click "Send".

- The "Reset" button will clear any text that you have typed, remove any email attachments and put the Reply to Sender screen back to its original version.
- The "Cancel" button will exit out of the Reply to Sender screen.
- If you check the Automatically BCC me on this email, the system will send a copy of the email to your email address.
- If you check the Send me a read receipt when a recipient has opened this email, you will be sent a notification when the email has been opened.



**You will receive a confirmation that your reply message was sent successfully:**

**MESSAGE SENT SUCCESSFULLY**  
Your message was sent successfully.  
To exit this page close your browser window.

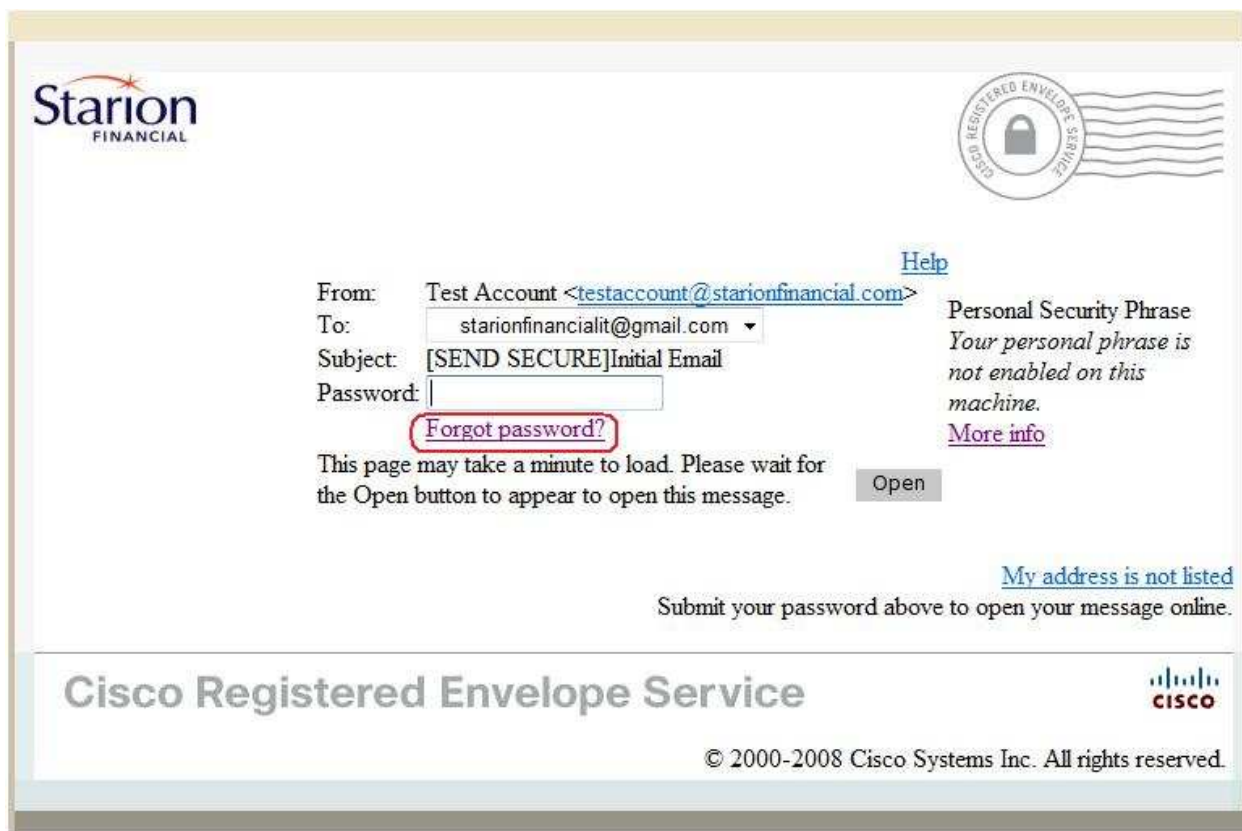
**To exit, close your browser window.**

The SECURE Email system will “timeout” if the SECURE Email message envelope is left unattended for any length of time.

Clicking the “Refresh” button will return you to the SECURE Email envelope and you will be prompted to enter your password and proceed with opening the message.

## Lost Password or Account is Blocked

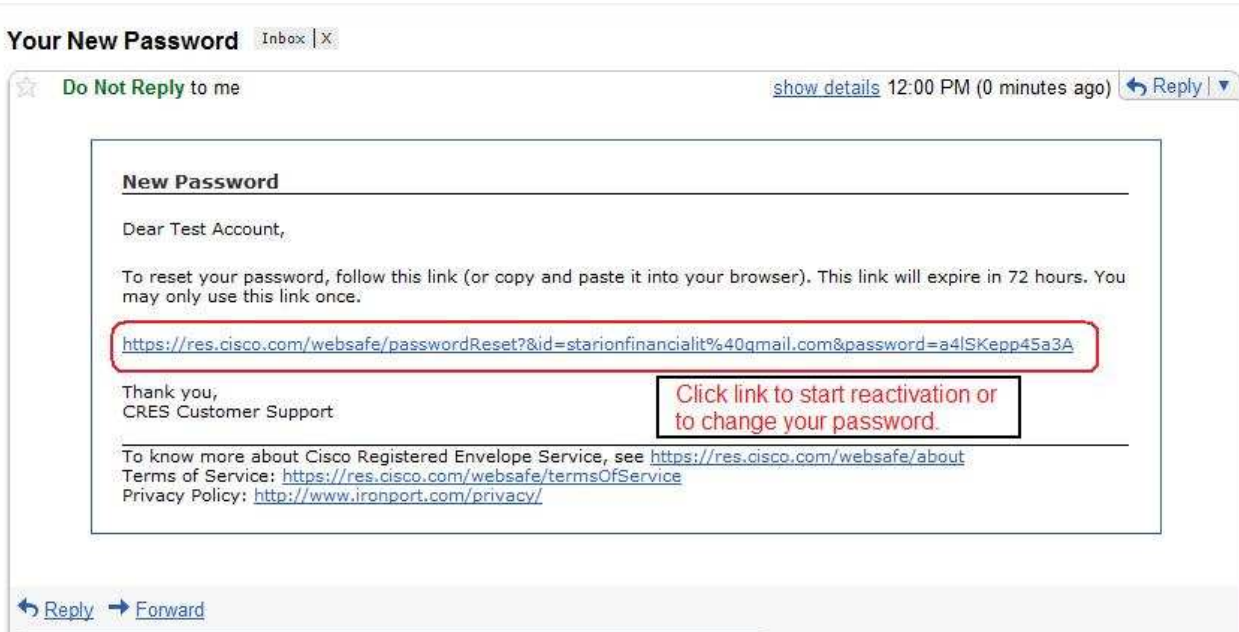
After 5 entries of an incorrect password, entry into the SECURE Email envelope will be blocked. Return to the SECURE Email envelope to reset your password by clicking on the “Forgot Password” option.



The screenshot displays the Starion Financial SECURE Email interface. At the top left is the Starion Financial logo. At the top right is a circular logo for Cisco Registered Envelope Service with a padlock icon and wavy lines. The main content area contains a login form with the following fields: From: Test Account <testaccount@starionfinancial.com>, To: starionfinancialit@gmail.com (with a dropdown arrow), Subject: [SEND SECURE]Initial Email, and Password: [input field]. A link labeled "Forgot password?" is positioned below the password field and is circled in red. To the right of the form is a "Help" link and a message: "Personal Security Phrase Your personal phrase is not enabled on this machine." Below this is a "More info" link. A message states: "This page may take a minute to load. Please wait for the Open button to appear to open this message." followed by an "Open" button. At the bottom right, there is a "My address is not listed" link and the instruction: "Submit your password above to open your message online." The footer contains the text "Cisco Registered Envelope Service" and the Cisco logo, along with the copyright notice "© 2000-2008 Cisco Systems Inc. All rights reserved."

Upon clicking “Forgot Password” you will be asked to provide your e-mail address. Starion Financial’s SECURE Email system will send you an email with a link to change your password.

**Remember: this link will expire in 3 days after delivery. You must establish a new password for SECURE Email as you complete the log-in process.**



You will be prompted to answer your 3 security questions and Continue.

**SECURITY QUESTION**

Please answer the following security questions to reset your password.

What is your father's middle name?

What is your oldest cousin's first name?

What is your first pet's name?

If you correctly answer your 3 security questions, you will be prompted to Create New Password. Your password must be at least 6 characters long. The password is case sensitive (upper-case letters are not the same as lower-case letters). It can also be one that you have used previously.



CREATE NEW PASSWORD

New Password

Confirm Password

Continue

If your password meets the system criteria, you will see the following message.



PASSWORD SUCCESSFULLY UPDATED.

Your password has been changed.

Return to the encrypted message envelope to log in and read your message or [click here to log in](#).

You can close this window and try to open the SECURE Email envelope again.