

Department of Human Services Email Encryption Guidance

All emails involving client specific information for payment purposes (such as 520s or 295s) should be kept confidential and secure. At a MINIMUM this requires that e-mails should be encrypted. The following applies to email encryption:

- All emails routed within the State's email system(state employee to state employee) are subject to State protocol that involves automatic encryption and decryption.
- To encrypt email that will be routed externally (being sent to an email address other than <email ID>@utah.gov), perform the following:
 1. Add **SM:** to the beginning of the subject line of the email to be sent (SM: for Secure Mail).
 2. Direct the recipient to not respond with confidential information, unless they are logged into the secure/encrypted server.
 3. Inform recipient of the expectation that the information be kept confidential and secure. The information should not be passed on or made available to unauthorized persons.

With **SM:** at the beginning of the subject line, please be aware of the following:

- The recipient will not be able to open/view the message unless they follow instructions sent to their email and log into a secure/encrypted email server, which requires them to create a personal account by registering their email and a personal password. See below for some information that recipient of a secure message will see (as of March 2013) to log into the secure server.
- After signing in and viewing the message, they have the option to respond directly from the secured server.
- If the recipient replies or forwards the message from the secure/encrypted server, it should be encrypted and should require non-state employee recipients to log in to the secure server to retrieve the message. As of March 2013, emails are automatically decrypted for state employees.

The screenshot shows a web interface for logging into a secure email message. At the top, a header reads "Secure Email Message From State of Utah". Below this is a box containing the email's metadata: "Date: Wed, 27 Mar 2013 08:40:00 -0600", "From:", "To:", and "Subject: SM: testing new account". Below the metadata, a message says "For first time users, [click here](#) to create your account." There is a "Password:" label followed by a text input field. Below the password field are two buttons: "Open Message" and "Remember password" (with an unchecked checkbox). Below these is another button labeled "Recover Message" with a tooltip that says "Request a new copy of this message that uses your current password." At the bottom of the interface are three links: "Change Password", "Forgotten Password", and "Help".