

What you need to do?

1. Activate your Account

The first time you receive a secure email from the council you need to activate your account by creating a passphrase.

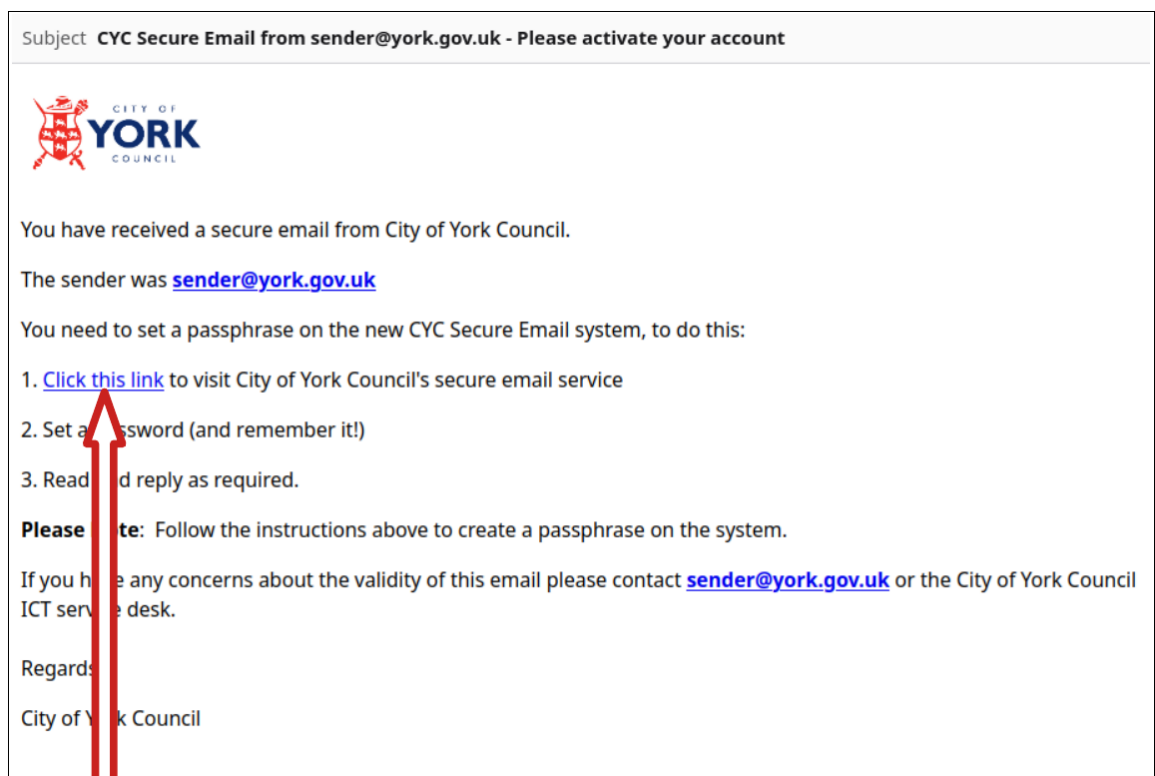
Note:

- You only need to activate your account once.
- You do not need to register.

2. How to Activate your account

To activate your account and access your secure email, follow the instructions in the message:

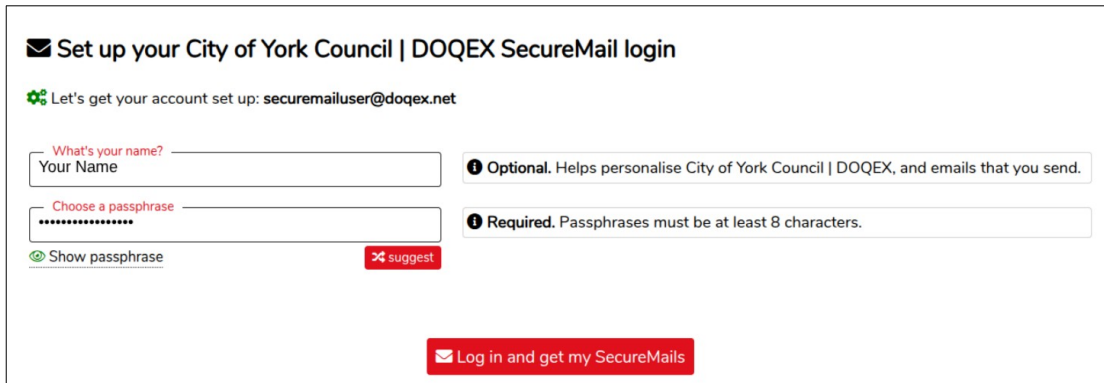
1. The initial email will look like this:



2. **Click this link** in the message.

CYC Secure Email - Recipient Guide

3. Your web browser will open ...
4. You will see a page like this:



✉ Set up your City of York Council | DOQEX SecureMail login

🔧 Let's get your account set up: `securemailuser@doqex.net`

What's your name? ⓘ **Optional.** Helps personalise City of York Council | DOQEX, and emails that you send.

Choose a passphrase ⓘ **Required.** Passphrases must be at least 8 characters.

Show passphrase [suggest](#)

✉ [Log in and get my SecureMails](#)

5. Enter your name.

Note: This is optional, but doing so helps identify you to the council.

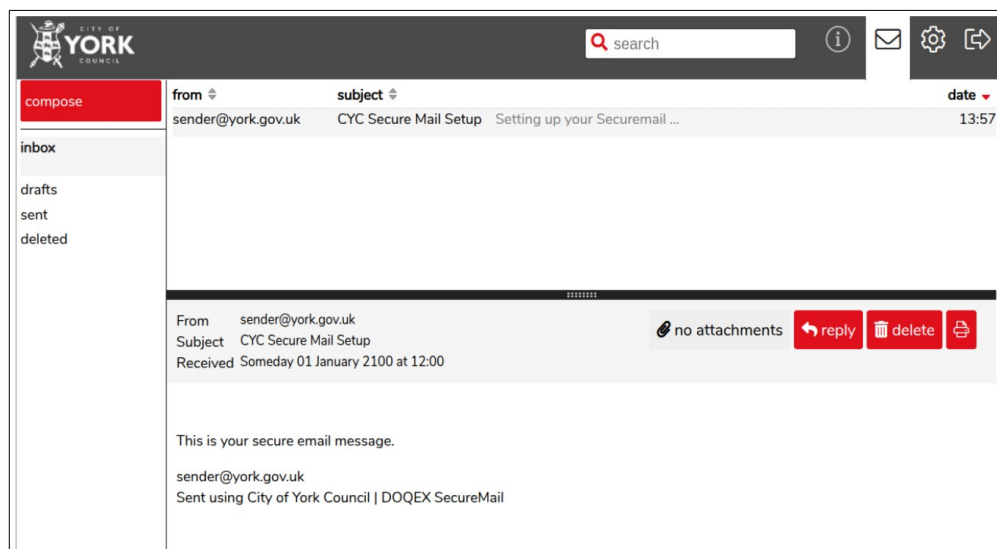
6. Choose a passphrase. You have 2 options:

1. Type or copy your own passphrase into the box, or
2. Click the [suggest](#) button. You can click it as many times as you like!

Tip: Click “[Show passphrase](#)” to check the password.

7. Finally, click [Login and get my Securemails](#)

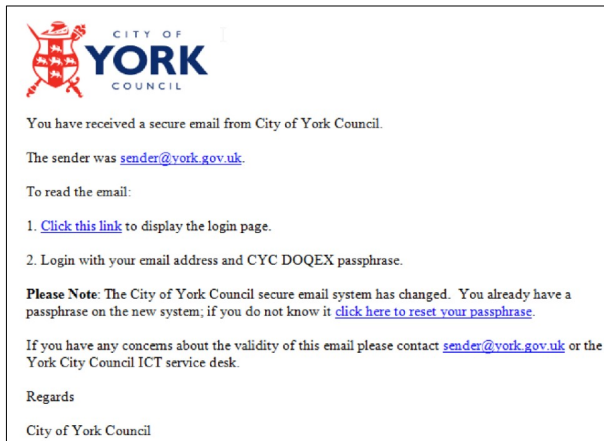
8. Done. Your inbox is active and will now open.



3. What next?

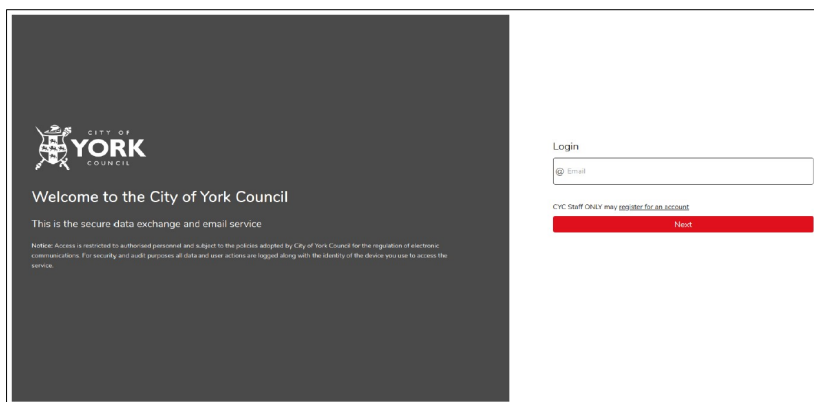
Every time you receive a secure email from City of York Council, you will get an email notification.

It will look like this:



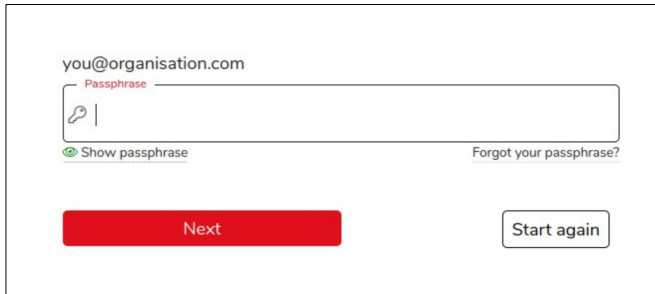
To read your secure email:

1. Either:
 - a. Click the link in the email, or
 - b. Go directly to <https://doqex.york.gov.uk>
2. You see the login screen



3. In the Login box, type your email address.
4. Click **Next**

5. Enter your passphrase



you@organisation.com

Passphrase

Show passphrase

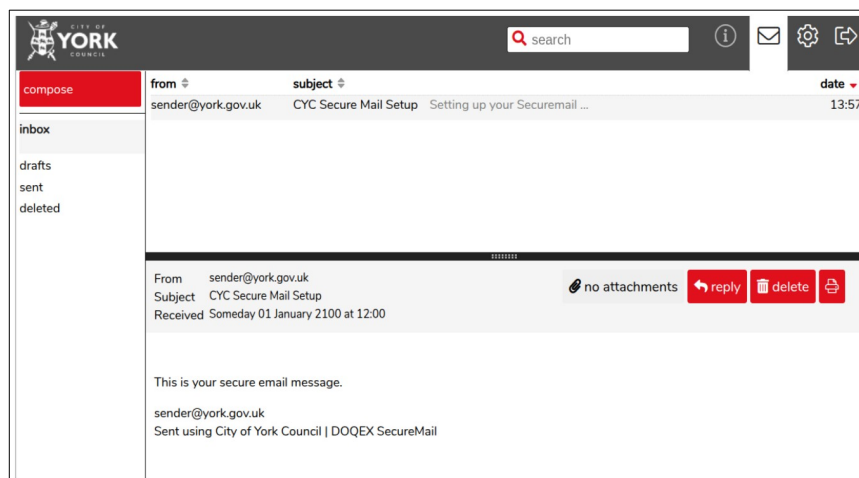
Forgot your passphrase?

Next

Start again

6. Click **Next**

7. Your inbox will open and you will see your messages.



Forgotten your Passphrase?

That's ok, it happens.

It needs to be reset, you can do this yourself by either:

1. Clicking the "**Forgot your passphrase?**" link on the login page. Enter your email address first; the reset link is on the right side under the box where it asks for your passphrase.

or

2. Every Securemail notification contains a reset passphrase link, click that.


or

3. Click [here to reset your password](#)

If you need further help, please contact the ICT Service Desk.

4. Attachments

There are two indications that a securemail has attachments.

1. The inbox list view will show a  icon in the subject line.

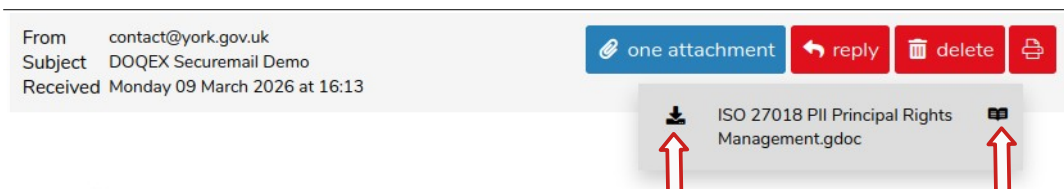




2. The attachment button in the message panel will turn **red**



To access attachments, click the red attachment button.

1. ... it will turn blue and display a list of your attachments.



2. Attachments will have either a **download**  and/or just a **view**  button.
3. Click these buttons to download or view the file.

Note: On mobile, the attachment button turns red but only shows the paperclip.





What is SecureMail?

The City of York Council uses a secure email service to protect confidential information that we may send you. It also offers you a secure method of sending information back to the council.

As a recipient of secure email this means:

- You will receive notification emails when someone at the council sends you a secure message.
- You need to login to our Securemail website to read and reply to those secure messages.



Useful Information

- The City of York Council | DOQEX Service address is: <https://doqex.york.gov.uk>
- We suggest you bookmark the secure email service login page service. On most browsers you do this by holding down CTRL and pressing D.
- Your account is created automatically but you must set a password before you can use the service. Setting a passphrase will activate your account.
- Notification emails will contain a link that you use to activate your account. You only need to do that once.
- After activation, notification emails will simply link to the login page.
- You can visit the securemail service anytime. Just login, you don't need to wait for a message.
- It is preferred that you use a desktop or tablet computer. You don't need to install any software but you must have an up-to-date browser.
- Each email address that receives securemail has a separate account. If you receive secure messages to more than one address ensure you login with the correct email address.
- You can only reply to emails or send email to specific council staff. You cannot email anyone else.
- Should you require assistance or have questions about the validity of emails you have received please contact the sender of the email.
- The City of York Council ICT service desk is available on 01904 552222.

Please read and retain this guide for instructions on how to access secure email.