CYC Secure Email - Recipient Guide

ℹ 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.
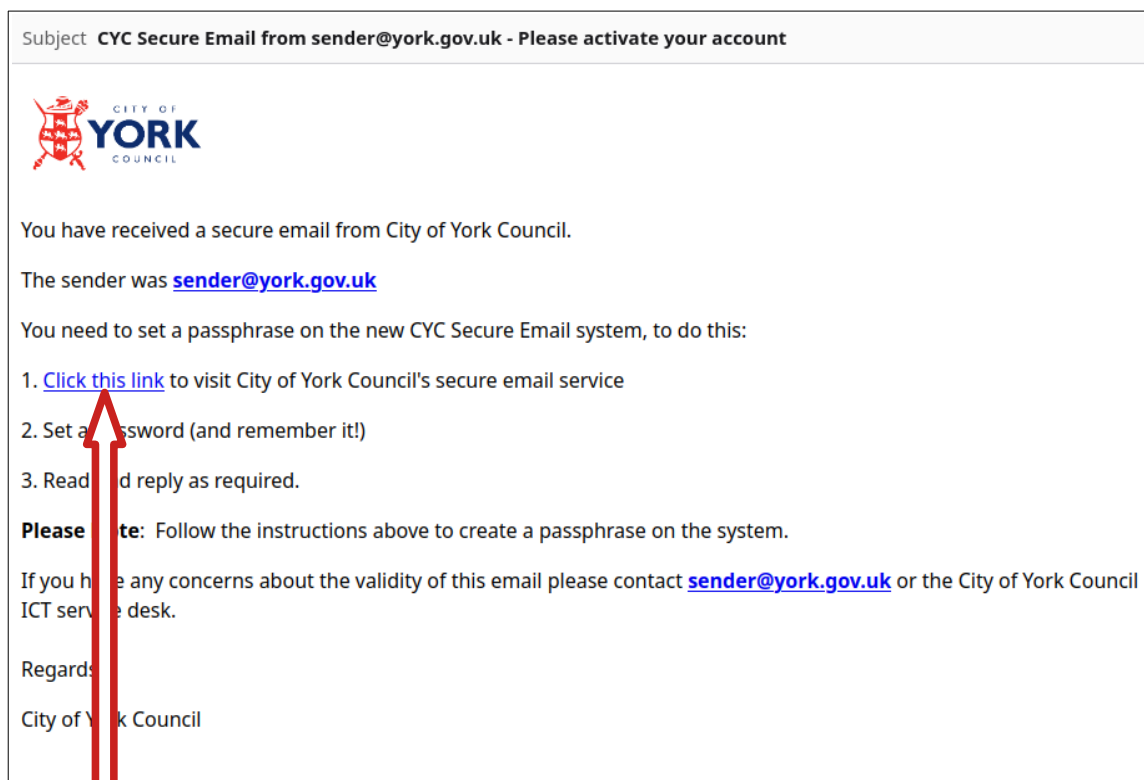
Note:

- 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:
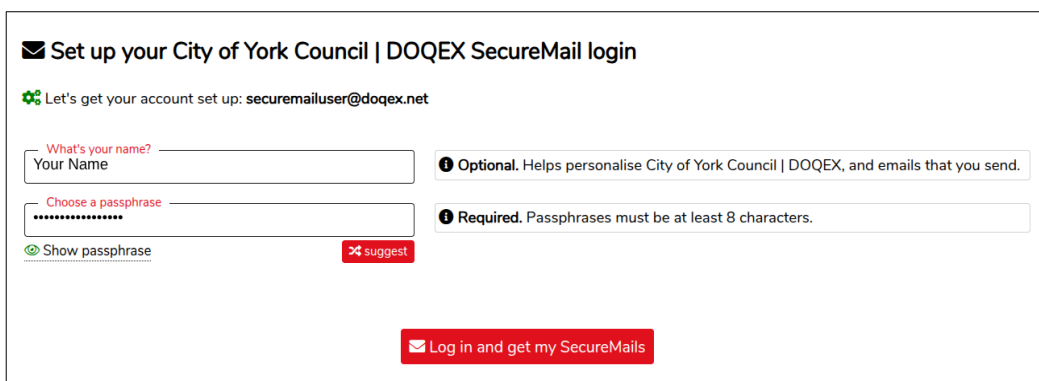
1. The initial email will look like this:

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

3. Your web browser will open ...

4. You will see this page like this:

5. Enter your name.

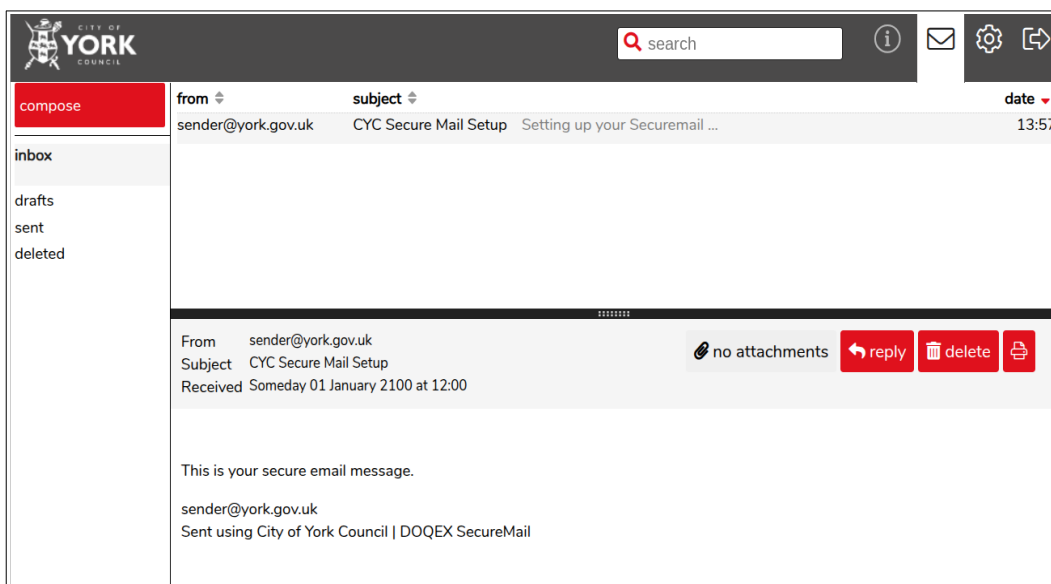   **Note**: This is optional, but doing so helps personalise emails you send to the council.

6. Choose a passphrase. You have 2 options:

   a. Type or copy your own passphrase into the box, or

   b. Click the **suggest** button. You can click it as many times as you like.

   Tip: Click "Show passphrase" to check the password.

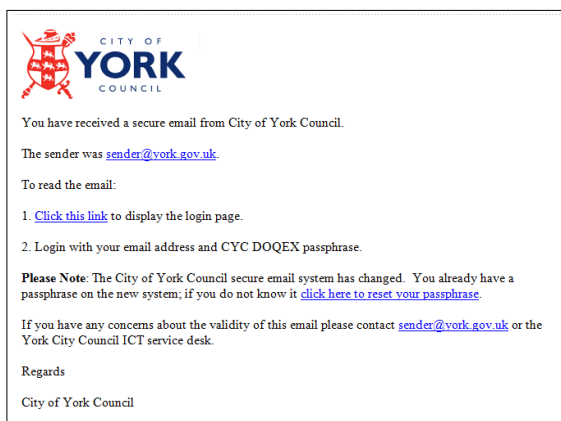7. Finally, click **Log in and get my SecureMails**

8. Done. Your inbox is active and will now open.
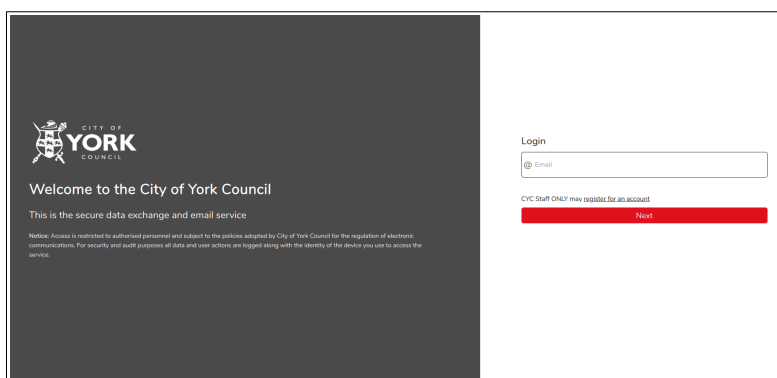
3. What next?

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

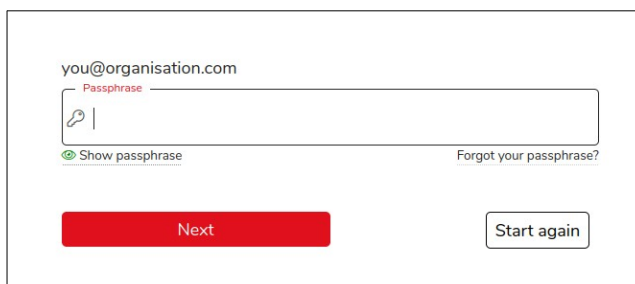It will look like this:

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

6. Click **Next**

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

🔑 Forgotten your passphrase?

Don't panic, if you forget your passphrase either:

1. Click the "Forgot your passphrase" link

2. Click the reset passphrase link in any email notification, or

3. Click here to reset your password

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

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✉ 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.

ℹ 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.