CYC Secure Email - Recipient Guide

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 website address is:
  https://doqex.york.gov.uk

- You can create a bookmark for the service and use it to go to the secure email service login page. On most browsers you can 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. You don't need to wait for a message, click any special links, download any software or register for an account.

- 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.

- 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.

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What you need to do?

Your first secure email

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

Do I need to register?

No.   An account has already been created for you. You only need to activate your account by setting a passphrase.

Follow the instructions in the email; it will look like this:

CYC Secure Email from sender@york.gov.uk - Please activate your account

CYC DOQEX <doqex@york.gov.uk>

Sent: Wed 18/01/2017 13:59
To: You

You have received a secure email from City of York Council.

The sender was sender@york.gov.uk.

You need to set a passphrase on the new CYC Secure Email system, to do this:

1. Click this link to visit City of York Council's secure email service

2. Set a password (and remember it!)

3. Read and reply as required.

Please Note: The City of York Council secure email system has changed. Follow the instructions above to create a passphrase on the new system.

If you have any concerns about the validity of this email please contact sender@york.gov.uk or the City of York Council ICT service desk.

Regards

City of York Council

NOTE:

- You only need to follow the activation process once.

- After activation, subsequent secure messages from City of York Council will link to the login page.

Activating your account

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

1. Click the link in the message.

2. Your web browser will open the City of York Council | DOQEX Securemail setup page:
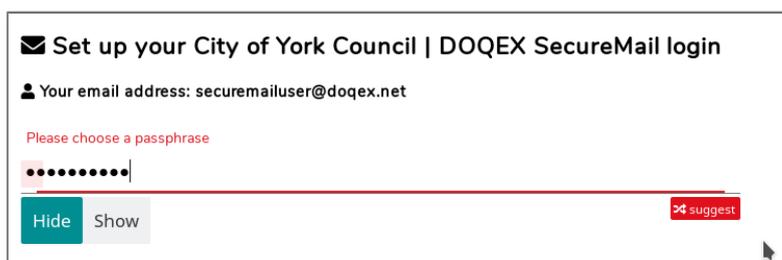
3. Enter a passphrase.

4. The passphrase is linked to the email address shown and will be used for future visits to the City of York Council DOQEX service.

   Tip: Use the ⇄ suggest button. You can click it as many times as you like until you find a passphrase you can remember. Use the "Hide/Show" buttons to see/hide the password.

5. **Optional**: You may have the option to provide your name and mobile number. Any details you supply here are only used to send you a text message if you ask for a passphrase reset in the future.

6. Click [Log in and get my SecureMails]
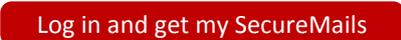
7. You will then be able to read and reply to your email.

Forgotten your passphrase?

Don't panic, if you forget your passphrase visit the password reset page at
https://doqex.york.gov.uk/nopw/

Receiving subsequent secure emails

Once your account is active (and you have a passphrase set) the next time you receive a secure email from City of York Council the email will look like this:
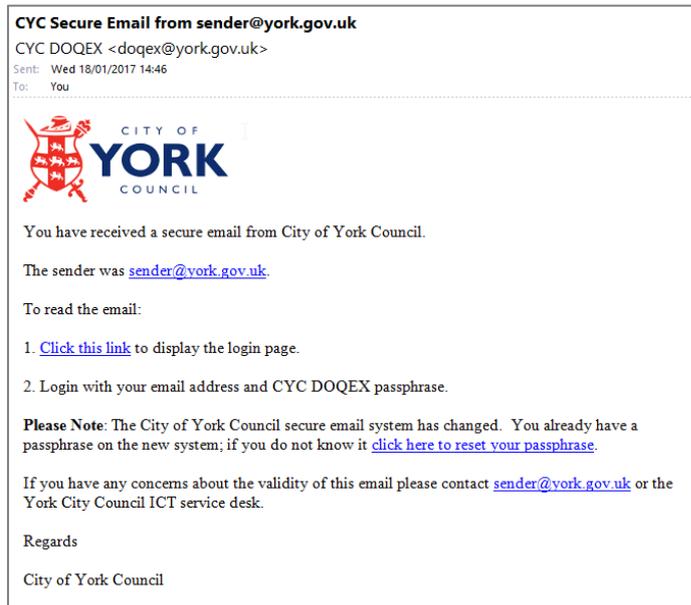
To read your secure email:

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.
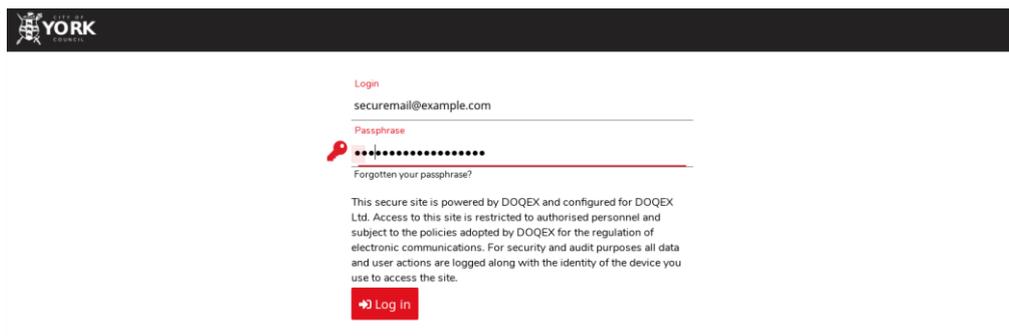
3. Your login is your email address.

4. Your passphrase is that which you set when activated your account.

5. Click Login and you will see your messages.