



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 emails from the secure mail service notifying you when someone at the council sends you a secure message.
- You will need to visit and login to our securemail website to read and reply to messages.
- You will need to create a password for our securemail website. You must do this the first time you receive a securemail.
- You can visit the securemail service anytime to review and respond to messages.
- You must login everytime but you can reset your password at anytime.

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



Security Tips

- Create a bookmark for the CYC DOQEX service <https://doqex.york.gov.uk> 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.
- 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.



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.

Do that by following the instructions in the email to set a passphrase. See the section “**Activating your account**” in this document for more detail.


Setting a passphrase will activate your account. It will also be the passphrase you use to collect future secure emails from CYC.

The message subject of the notification email will be:

“CYC Secure Email from example@york.gov.uk - Please activate your account”

The message 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

I

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

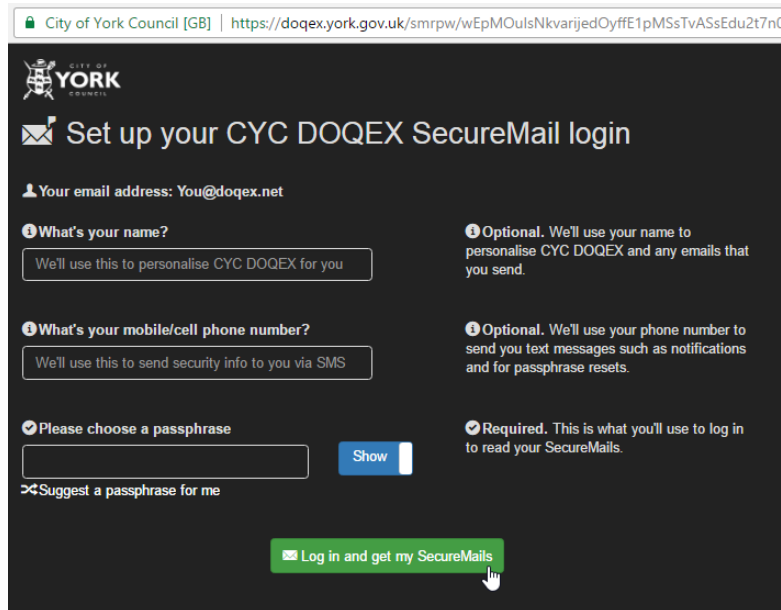
NOTE:

- You only need to follow the activation process once (the first time you receive a secure email).
- Once you have set a passphrase, subsequent emails are read by logging into the CYC DOQEX service at <https://doqex.york.gov.uk>

Activating your account

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

1. Click the link in the message.
2. Your web browser will open the CYC DOQEX SecureMail activation page:



The screenshot shows a web browser window with the URL <https://doqex.york.gov.uk/smrpw/wEpMOulsNkvarijedOyffe1pMSsTvASsEdu2t7n0>. The page title is "Set up your CYC DOQEX SecureMail login". It displays the user's email address as "You@doqex.net". There are three main sections for account setup:

- What's your name?** (Optional): A text input field with a "Show" button. Description: "We'll use this to personalise CYC DOQEX for you".
- What's your mobile/cell phone number?** (Optional): A text input field with a "Show" button. Description: "We'll use this to send security info to you via SMS".
- Please choose a passphrase** (Required): A text input field with a "Show" button. Description: "This is what you'll use to log in to read your SecureMails".

Below the passphrase field is a link: "Suggest a passphrase for me". At the bottom is a green button: "Log in and get my SecureMails".

3. Either:
 - a. Set your own passphrase, or
 - b. Click "*Suggest a passphrase for me*" to have the system choose one for you.

Note: Use the "Hide/Show" button to see/hide the password.

4. Click "**Log in and get my SecureMails**"
5. You will then be able to read and reply to your email.



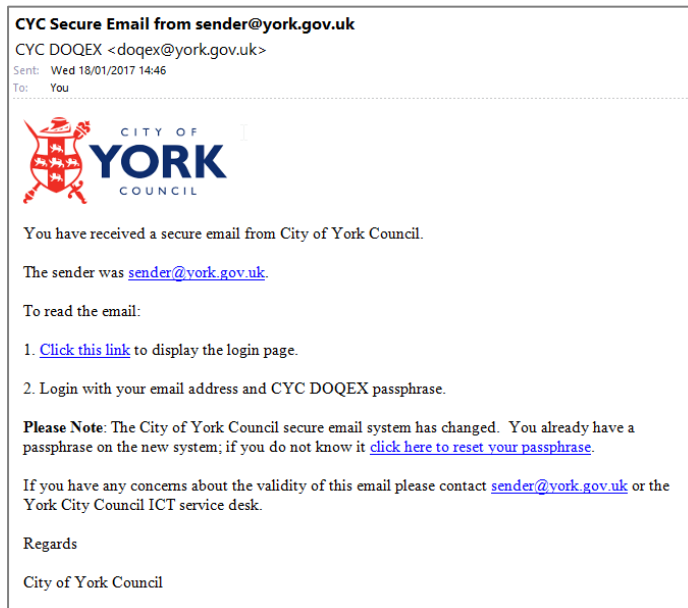
Forgotten your passphrase?

Don't panic, , if you forget your passphrase visit the password reset page at

<https://doqex.york.gov.uk/nopw/>

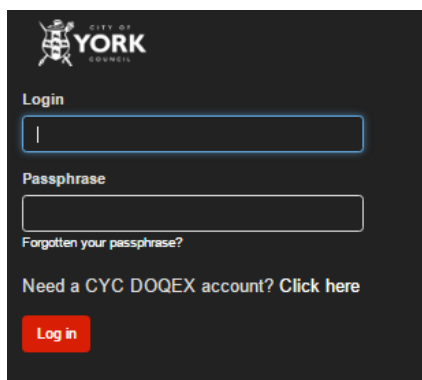
Receiving subsequent secure emails

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.

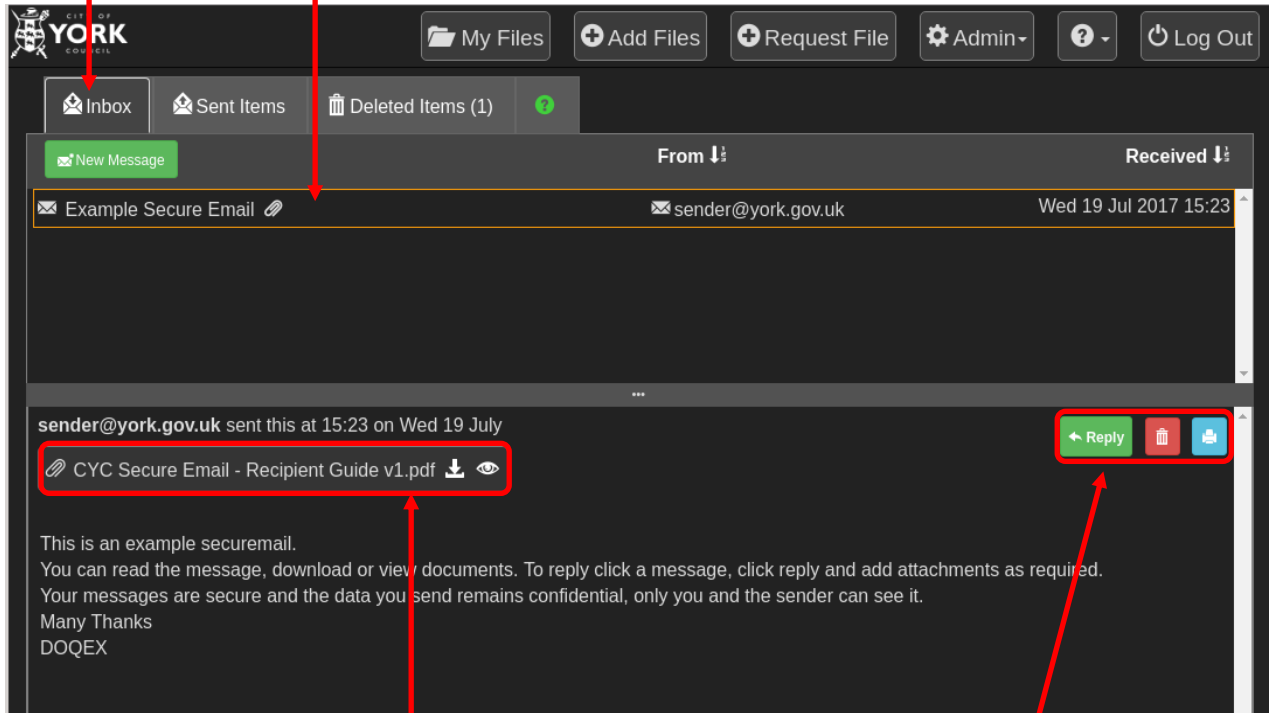




Forgotten your passphrase?

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

Reading SecureMail

1. Click here to select your Inbox.
2. Select your message in the top-half of the screen.



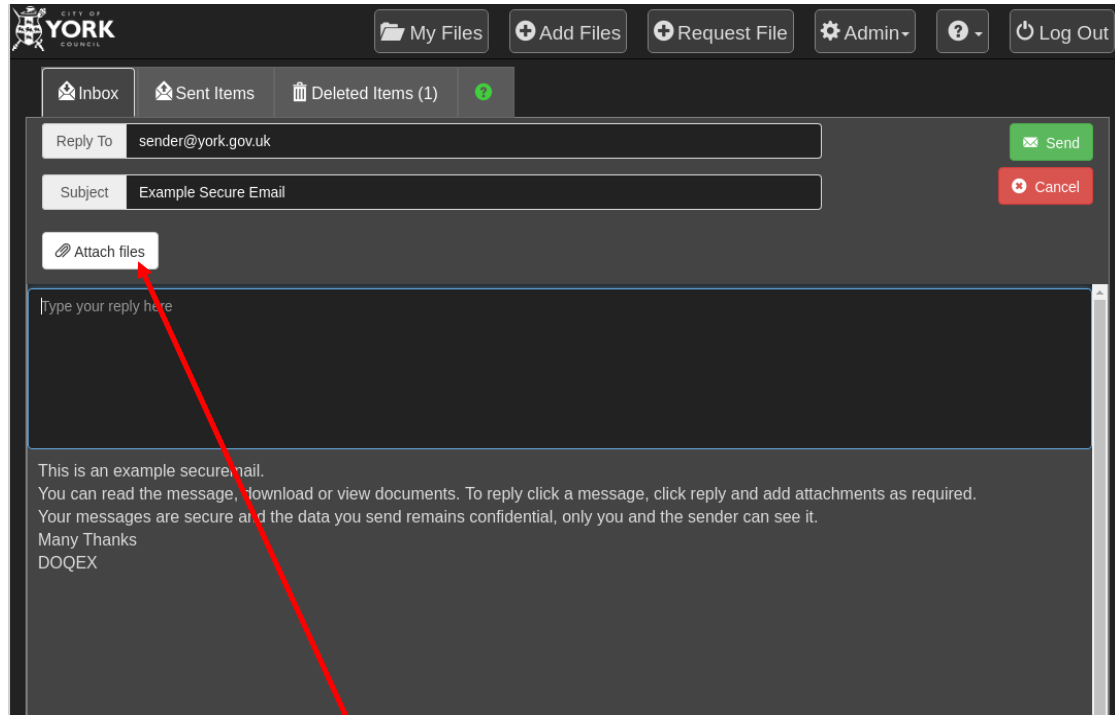
3. The selected message is shown in the bottom half of the screen.
4. This is an attachment:
 - a. Use the  button to download the file.
 - b. Use the  button to view the file.

Note: Most office documents, images and pdf's can be viewed however to preserve security and performance, some files will be blocked. Download the file instead.

5. Use these buttons to reply, delete or print your message

Replying to SecureMail

1. To reply to a message, first select it within your inbox (see previous section).
2. Click the Reply button.



3. Edit / check the email Subject.
Note: You can only reply to the original sender.
4. Attach files using the **Attach Files** button. You can either:
 - a. Select a previous file you have uploaded, or
 - b. Add a new file to be attached.
5. Type your message.
6. Click SEND.