CYC Secure Email Guide

What is Secure Email?

Email is not a secure means of communication!

Email is not appropriate for sending sensitive information without additional protection.

The City of York Council provides all staff with the means to send emails securely. This is Securemail.

When should I use Securemail?

The service **must** be used when emailing sensitive personal data to anyone **outside** the council.

You do **not** have to use securemail when sending email to colleagues who have a *york.gov.uk* email address. Internal email is safe.

The Law: GDPR requires sensitive personal data to have additional protections when handling, this means using securemail when emailing sensitive data.

If in doubt, use securemail. It's easy and doesn't cost more.

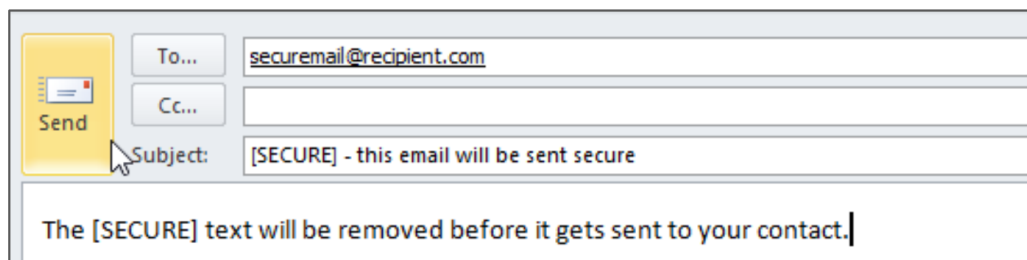If you have questions about whether the data you are handling is sensitive contact the CYC Compliance Team.

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📧 How to send Securemail

It's easy. Once securemail has been enabled (see below), you simply:

1. Add the text **[SECURE]** anywhere in the subject line of any email.

2. Click Send!

That's it.

Any email you send with **[SECURE]** in the subject line will be sent as a securemail.

However, before you can send securemail, you must enable it.

Follow the instructions below to activate your securemail service. If you try to use Securemail before activation your email will be rejected.

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🛡️ How to enable Securemail

CYC Securemail uses DOQEX.

Enabling securemail depends upon whether you already have a CYC DOQEX account or not.

If you already have a CYC DOQEX account

1. Click this button to open DOQEX.

   CYC DOQEX Service

2. Login.

3. If you are prompted with T&Cs, read and accept them.

4. Your secure mail and continued access to DOQEX will be enabled.

   TIP: Forgotten your passphrase? Click here to reset it

If you do not have a CYC DOQEX account (or are unsure)

1. Click this button to register on DOQEX.

   Register on DOQEX

2. Enter your CYC email address.

3. Click the **Get an account** button.

4. You will be emailed instructions about what to do next.

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Additional Information

Recipient Advice

- People who receive securemail from you will need to enable thier account on DOQEX. There is a guide available to help recipients do this.

- Once they have enabled their account they will be able to read and reply to your emails from the CYC Securemail DOQEX portal.

- Recipients can only reply to you. They cannot forward your secure messages to anyone else.

Replying to Replies

- Replies come directly into your inbox. You do not need to login to the portal, just reply from your usual email client.

- **Note:** When you reply to a reply, the subject line of your message will already have the **[SECURE]** text in the subject line. Do not remove this text.

Teams and Managers

- Additional capabilities are available to team managers.
- Enquire with the ICT service desk if you need to manage shared mailboxes or team member's securemails.

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Recalling Email

- DOQEX allows you to attempt to recall a securemail.

- It is essential that if you make a mistake with an email address or attachment you take action as soon as possible.

- There are 2 main methods:

    1. **Contact the City of York Council ICT service desk:**

        1. 01904 552222 or email ictservicedesk@york.gov.uk

        2. Tell them you wish to recall an email and provide the recipient email address and the date/time of the message.

    2. **Login to the DOQEX portal**

        You can recall emails yourself, you need to login to DOQEX.

        1. Login with the email address that the message was sent from.

            e.g. if you sent from a business unit address, use that.

        2. **Login to CYC DOQEX**

        3. Click the Email Icon ✉ at the top right of the screen.

        4. You will now see the securemail inbox, do the following:

            - 1: Select the **sent** folder

            - 2: Select the email / message

            - 3: Click "**recall this message**"