➢ Trustwave[∗]

END USER FAQ

Trustwave Secure Email Encryption

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About This Document

This document shows how the Trustwave Email Encryption service works for end users. The examples cover:

- 1. Internal users sending a message to be encrypted
- 2. Confirmation of encryption and receipt
- 3. External users accessing messages and replying securely

This document has been updated in January 2021 to reflect the new interface of the encryption service website.

1 Sending a Message for Encryption

To request that a message should be encrypted, simply send it to an external user following the policy your company has decided.



- Note: The policy could encrypt messages based on:
- The To or From addresses
- A keyword like **[Secure]** in the subject. The exact triggering words and policies depend on the local implementation.

Outbound messages pass through a secure gateway that enforces policy. The gateway passes messages to another service for encryption.



Figure 1: Message sent for encryption

2 Confirmation of Encryption and Receipt

The encryption service provides two notifications to the sender:

Figure 2: Confirmation of encryption



Figure 3: Confirmation of receipt



3 External User Experience

The external recipient of the encrypted message receives a notice about the encrypted message.

• If this is the first time that they have received a message through this service, they are invited to activate a login.

Figure 4: Invitation to Activate Login

Your mus	wave Secure Email Encryption Service Activation Information - pad.cipher@gmail.com - Gmail - Google Chro 🛛 🗖 🗌
mail.g	ogle.com/mail/u/1/?ui=2&view=btop&ver=ops2cvpehp6&search=inbox&th=%23thread-f%3A1688716153722.
3 0	
	Encryption Demo <encryption@twdemodomain.com> 10:00 AM (4 minutes ago) ☆ ♠ : to me ◄</encryption@twdemodomain.com>
	English (United States) <u>English (United Kingdom)</u> <u>español (España)</u> <u>français (France)</u> <u>Deutsch</u> (<u>Deutschland</u>) <u>•</u>
	Trustwave Secure Email Encryption Service
	"Encryption Demo" < <u>encryption@twdemodomain.com</u> > has sent you an encrypted message via Trustwave Secure Email Encryption Service. You have 30 day(s) left to collect this message before it expires. Subject: [encrypt] this sensitive information
	Sent: January 12, 2021 9:00:04 PM, UTC Expires: February 11, 2021 9:00:15 PM, UTC
	To view this message, click the link below to create your Trustwave Secure Email Encryption Service account. Once you've created your account, you can view your messages you receive from "Encryption Demo" < <u>encryption@twdemodomain.com</u> > directly from your Trustwave Secure Email Encryption Service account:
	Email: pad.cipher@gmail.com
	Click here to create your account and read your message
	For Trustwave Secure Email Encryption Service online help, visit: <u>https://help.emailencryption.twseqcloud.com/brand?act=</u> download&entp=trustwave_twdemodomain&locale=en_US&cat=Resource_Center&f=emx/help/index.html

• If they have previously used the service, they are notified of a new message.

Figure 5: New Message Notice

附 You have a r	new encrypted message from "Encryption Demo" <encryption@twdemodomain.com> - pad.cipher@gmail — 🛛</encryption@twdemodomain.com>
a mail.goo	gle.com/mail/u/1/?ui=2&view=btop&ver=ops2cvpehp6&search=inbox&th=%23thread-f%3A1688717467304.
0	
•	You have a new encrypted message from "Encryption Demo" encryption@twdemodomain.com> Interx ×
	Encryption Demo <encryption@twdemodomain.com> 10:21 AM (0 minutes ago) 📩 🍬 : to me 👻</encryption@twdemodomain.com>
	Trustwave Secure Email Encryption Service
	"Encryption Demo" < <u>encryption@twdemodomain.com</u> > has sent you an encrypted message via Trustwave Secure Email Encryption Service.
	Subject : [encrypt] Another encrypted message
	Sent : January 12, 2021 9:20:43 PM, UTC
	Expires : February 11, 2021 9:20:49 PM, UTC
	You have 30 day(s) left to collect this message before it expires.
	<u>Click here to open</u>
	If you do not see an HTML-formatted email above, copy and paste the link below into your browser:
	https://emailencryption.twsegcloud.com/login.html?msqUserId=63919b50775d35ef&enterprise=trustwave_ twdemodomain&locale=en_US

• The secure message website offers login through well known social accounts, or a local password.

Figure 6: Secure Message Login

M Your Trustwave Secur	Email Encr 🗙 🔒 Welco	ime to Trustwave Secu	e Em × +		- □ >
- → C 🔒 er	ailencryption.twsegcloud	.com/login.html?dc	UserAnyNameEmpty=	true&enterprise=trustwave	_tw 🕶 🚖 📀
Imported From Fire	👎 JIRA Trustwave 🔇 I	/86 Security Admi	Trustwave TrustKee	. 🎽 Dashboard - Trustw	»
				Classic UI Help 🌐 En	
				NT	rustwave
f G Your Trustwave S password to logi Email Address	cure Email Encryption	Service account	has been activated.	Please enter your email	address and
pa*****@g*	***com				
Password					
Password					Ø
			Login		
Forgot your pass	word?				
Powered by Echowor	© 2008-21 Echoworx Corp	oration			

Messages display in a familiar webmail-style interface.

Figure 7: Secure Message



• The user can reply and manage recent messages.

Figure 8: Secure Message Inbox



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- The user can change security options and site settings by clicking the **Settings** option at top right of the site. For details of all the options, click **Help** and then expand the section **Web Portal Recipients**.
- The security options page allows the user to change their password and set other security options.



Figure 9: Security Options

- From the More Options menu, the user can
 - Set password recovery options (challenge questions and alternate email address).
 - Set up Two Step Verification using a code from a mobile app like Authy, Google Authenticator, or Microsoft Authenticator.

About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave TrustKeeper® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat, vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit https://www.trustwave.com.