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## Frequently Asked Questions

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MailStreet Secure Mail

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MailStreet Live Support: [866-461-0851](tel:866-461-0851)

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### **Who can I send MailStreet Secure Mail email messages to?**

MailStreet Secure Mail subscribers can send encrypted messages to anyone. Your recipients do not need to be subscribers in order to receive encrypted messages. Subscribers of MailStreet Secure Mail will receive the message in their inbox, and non-subscribers will be directed to a secure web page to retrieve the encrypted message.

### **Is MailStreet Secure Mail standards-based?**

Yes. MailStreet Secure Mail has been developed using trusted industry standards - public key infrastructure (PKI), digital certificates (X.509), and Secure / Multipurpose Internet Mail Extensions (S/MIME).

### **Can I install MailStreet Secure Mail on multiple computers?**

Yes. There is no limit to the number of computers you can run the Installer on. The first time you activate your email account you will be prompted for your activation code. On subsequent installations you will be challenged to supply your Secure ID password instead of the activation code.

A valid MailStreet Secure Mail license is needed for each email address that will use the encryption service.

### **How do I reinstall MailStreet Secure Mail on my new PC?**

As an existing MailStreet Secure Mail subscriber, all you need to do is download and run the Installer. Once you have completed the installation, the system will recognize that you are an existing subscriber, and you will be challenged to supply your Secure ID password. Upon correctly entering the password, your MailStreet Secure Mail ID information will be downloaded and stored on your new PC. You are now ready to use MailStreet Secure Mail.

### **I've lost my activation code. What can I do?**

Your activation code is sent via email to the email account that was registered for use with MailStreet Secure Mail. If you no longer have this email message, your administrator will need to login to the MailStreet OnDemand Control Panel and retrieve the activation code.

### **I didn't receive an activation code, now what?**

If you are using anti-spam software, it is possible that the email containing your activation code may have been flagged as spam. Check the Junk or Spam folder for your activation code.

### **Why do some of my recipients receive my secure email messages directly into their inbox, while others have to go to a website to retrieve it?**

Recipients that receive the messages directly are also subscribers to the MailStreet Secure Mail service. For those recipients that are not subscribers of MailStreet Secure Mail, they will be directed to a secure website to retrieve the email message

### **I keep sending an MailStreet Secure Mail message to a friend (a non-subscriber) and they say they never receive the notification messages. What's the problem?**

There are two possibilities. It is very likely that the recipient is using an anti-spam package that is falsely flagging the message as spam, or, the recipient is using a white-list filter and does not recognize who is actually sending the notification message. Have the recipient check their Junk or Spam folder being used by their anti-spam software to see if the notification message was flagged. If the message was blocked because of a white-list restriction, they should add the sender of the notification message to their white list. This name is not the sender of the original email, but rather the email address of the MailStreet Secure Mail service that sends the notification message.

### **How do I know whether my recipients retrieved my MailStreet Secure Mail messages from the Message Pickup Center?**

If you send an MailStreet Secure Mail message to someone and it is not retrieved from the Message Pickup Center, you will receive an email notification message at the end of the message holding period stating that a specific person did not retrieve the message. In this case, you should contact the recipient and let them know that you are resending the message, and that they should pick it up as soon as possible. If they are not receiving the MailStreet Secure Mail notification message, refer to the question entitled "*I keep sending an MailStreet Secure Mail message to a friend (a non-subscriber) and they say they never receive the notification messages. What's the problem?*" above for more information.

### **Is the message stored at the Message Pickup Center secure?**

Yes. The message is encrypted in a similar fashion as sending to another MailStreet Secure Mail subscriber. The recipient of the message must correctly answer the secret question in order open the encrypted message.

### **How long will the message be retained on the Message Pickup Center in order for me to retrieve it?**

Messages will be retained in the Message Pickup Center for 30 days. When you send a secure email message to a non-subscriber, the length of the message holding period is included in the MailStreet Secure Mail notification message. The message must be picked up within this time period, otherwise it will be deleted.

### **If an MailStreet Secure Mail message on the Message Pickup Center expires and is deleted, can it be recovered?**

No. The only way to get a copy of the message after it has been deleted on the Message Pickup Center is to resend the message.

### **Can I forward a message in the Message Pickup Center to another person?**

Not directly. You can only Reply or Reply All; however you can also add other recipients to this list if you wish. Be advised that the message reply (or forward) is **NOT** secure.

### **What email clients are supported by Secure Mail?**

Below is a list of Microsoft email clients supported by Secure Mail, and a note about Outlook 2010:

- Microsoft™ Outlook® 2007 (Recommended)
- Microsoft™ Outlook® 2003 (Recommended)
- Microsoft™ Outlook® 2002
- Microsoft™ Windows® Mail<sup>±</sup>
- Microsoft™ Outlook Express® 6.0 or above

<sup>±</sup> NOTE: Secure Mail for Windows Mail is not supported under Vista 64-bit SP1, or with Microsoft™ Outlook® 2010