

# Encrypted emails from Solihull Council

Getting started

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- Solihull Council has replaced its secure email system. These notes explain how to use the new system if you get sent a secure email from us.
- We will not need to do this with most emails – secure emails are only sent when there is particularly sensitive content in an email.
- Most schools will not need to be sent *any* secure emails – the Solgrid email system and the links between Solihull Council’s email system and the Solgrid system are already secure enough for *all* email to be sent securely.

## Your first secure email from Solihull Council

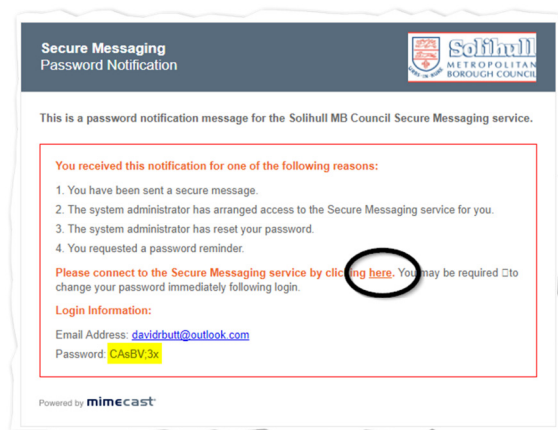
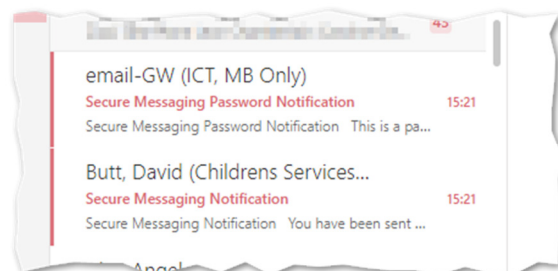
You will need to set up a user account the first time you are sent a secure email from [name@solihull.gov.uk](mailto:name@solihull.gov.uk).

You will actually receive **two** emails the first time you’re sent a secure email – the email itself and a **secure messaging password notification**.

To set up your user account, open the **secure messaging password notification** email. It will have been sent from [email-gw@solihull.gov.uk](mailto:email-gw@solihull.gov.uk) and will contain a temporary password. Click on the **here** link in the email.

### Tip

*You can copy your temporary password by highlighting it and using **CTRL+C**. Make sure you don’t copy any extra spaces.*

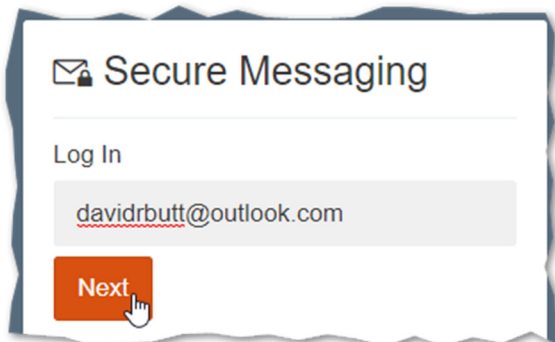


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This will take you to the **secure messaging portal login page**.

Type your email address in the box and click **next**.

This must be the email address that the secure email was sent to.



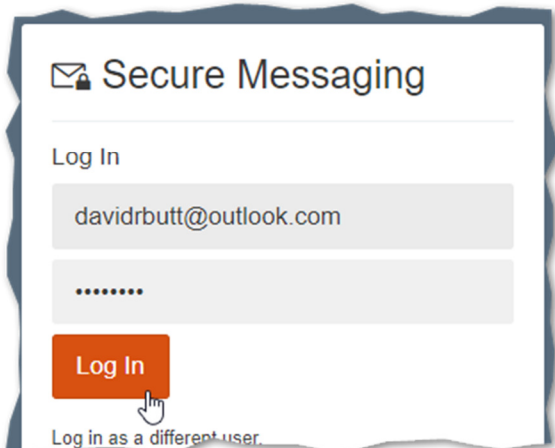
The screenshot shows the 'Secure Messaging' login page. At the top, there is a header with an envelope icon and the text 'Secure Messaging'. Below this is a 'Log In' section. A text input field contains the email address 'davidrbutt@outlook.com'. Below the input field is an orange button labeled 'Next'. A mouse cursor is pointing at the 'Next' button.

Now type in the temporary password you were sent.

### **Tip**

*You can use **CTRL+V** to paste it in if you copied it earlier.*

Now click **log in**.



The screenshot shows the 'Secure Messaging' login page. At the top, there is a header with an envelope icon and the text 'Secure Messaging'. Below this is a 'Log In' section. A text input field contains the email address 'davidrbutt@outlook.com'. Below the input field is a password input field with six dots. Below the password field is an orange button labeled 'Log In'. A mouse cursor is pointing at the 'Log In' button. At the bottom of the page, there is a link that says 'Log in as a different user.'

You will be forced to set a new password.

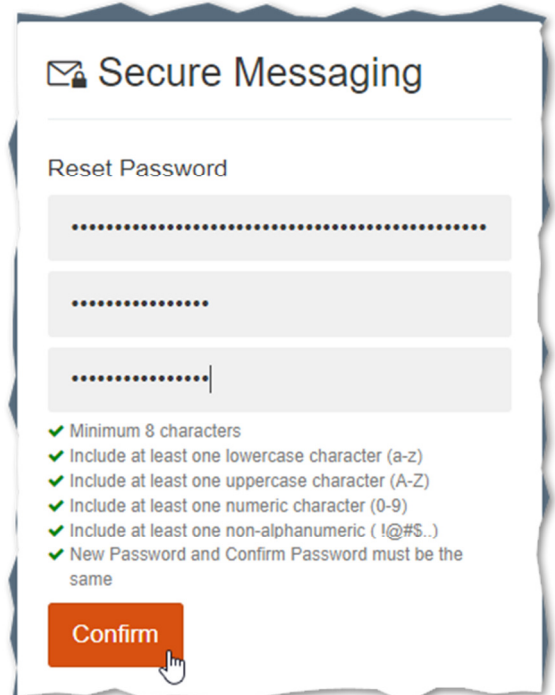
### **Tip**

*You can again paste your temporary password (this time into the current password box) if you copied it earlier.*

Your **new** password will need to meet all the secure password requirements. The new password needs to be at least **eight characters** long, contain at least **one uppercase** letter, **one lowercase** letter, **one number**, and **one special character** (such as **!@&}**).

Please don't use any dictionary words.

Click **confirm** once you have set an acceptable password – which will be shown *if* ticks appear next to *all* of the listed conditions.



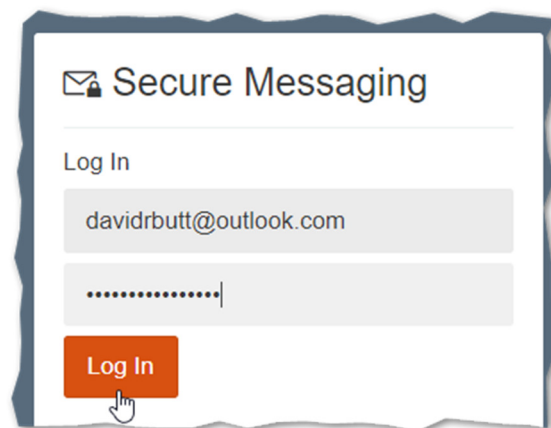
The screenshot shows the 'Secure Messaging' password reset page. At the top, there is a header with an envelope icon and the text 'Secure Messaging'. Below this is a 'Reset Password' section. There are three password input fields, each with a series of dots. Below the input fields is a list of password requirements, each with a green checkmark: 'Minimum 8 characters', 'Include at least one lowercase character (a-z)', 'Include at least one uppercase character (A-Z)', 'Include at least one numeric character (0-9)', 'Include at least one non-alphanumeric (!@#\$.)', and 'New Password and Confirm Password must be the same'. Below the list is an orange button labeled 'Confirm'. A mouse cursor is pointing at the 'Confirm' button.

## Getting started

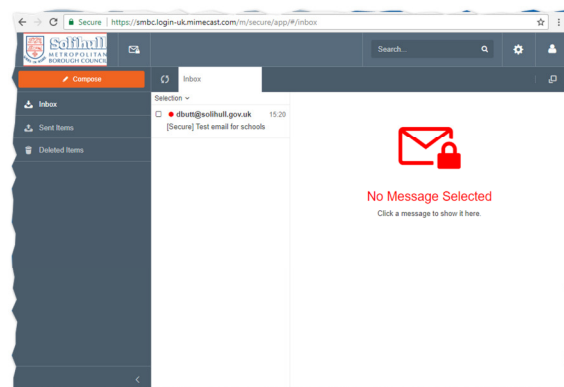
You will then be asked to log in using your **new** password if you have chosen a password that is secure enough.

Click **log in**.

**Tip**  
*please remember your password as you will need it each time you are sent a secure email by Solihull Council.*



You will see a web-based email screen once you have logged in.



## Using our secure email

- The mailbox works in a very similar way to any web-based email account, such as Microsoft *Outlook* or Google *Gmail*.
- **Click** on any of the emails to read them. The person who sent you the email will get sent a *read receipt* when you open their email for the first time.
- It is possible to **print** an email, **reply (or reply all)** to it, **delete** it, or **compose** a new email.  
*You can only use this system to send secure emails to [users@solihull.gov.uk](mailto:users@solihull.gov.uk) and don't have secure email with Solihull Council already. Remember, Solgrid email is already secure when you send to Solihull Council*
- To open attachments, click on **view** next to the attachment and then **download**.

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### Important

If you save or print an email or any attachment sent with it, you must make sure this is done in a secure manner. Sensitive emails should never be stored on personal PCs or mobile devices unless they are encrypted.

**Remember, you are responsible for the security of the email once you have it.**

All emails will automatically be deleted from the secure portal after 30 days, even if they have not been retrieved.

### Subsequent emails

Once you have created your secure portal account, any subsequent **secure** emails sent to you from **anyone@solihull.gov.uk** will be put in this secure mailbox. A link will be emailed to you, so you can login and retrieve the new message.

### If you forget your password

If you forget your password on the portal, then just follow the *Forgot your password* link on the portal login page. This will send you an email to allow you to reset your password and get access to your mailbox again.

Should you mistype your portal password five times in a row, you will be locked out for 30 minutes. After 30 minutes time, you can try again.

### More information

Name	<b>ICT service desk</b>
Email	<b>helpdesk@solihull.gov.uk</b>
Telephone	<b>0121 704 6246</b>