

SecureMail End User Instructions

If you know you have sensitive information in the email or an attachment containing sensitive information, you can force **SecureMail** to send any communication securely by using one of the following keywords somewhere in the body of your message:

Secureit – all one word, will send the message encrypted, either using TLS connection or the secure mail portal

Secureresponse – all one word, forces the email to be sent to the secure mail portal, where the recipient must log in to access the email.

SecureMail messages are processed and stored for recipient viewing on the secure mail portal for 30 days.

SecureMail is an automated secure email delivery system. It is based on keyword lexicon so the user can be assured that any **Personally Identifiable Information (PII)** is delivered securely to the recipient. The lexicon that triggers the secure delivery event are set by the platform administrator (Trustmont).

SecureMail will try to first make a TLS connection with the recipient and send the message encrypted through the TLS connection. If it cannot make a TLS connection, it will automatically send the email encrypted requiring the recipient to log into the **SecureMail** portal to retrieve the message. You, the sender, will get an email saying your message was sent encrypted.