



ADP Secure Email Client User Guide

A Guide to Exchanging Secure Emails Using the Voltage SecureMail[™] System

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Document History

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1.1	October 2011	ADP IT Security	Added European language URLs to "Login to your ADP Secure Email Account" section
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Introduction

The ADP Secure Email system provides a secure, email-based interchange of information between ADP's associates and its clients, partners, and agencies. ADP's Secure Email system utilizes the Voltage Security, Inc. SecureMail[™] application to encrypt and decrypt email messages and attached files designated as secure and exchanged by ADP Associates and client users.

What is in this Guide

This guide describes how to create your ADP Secure Email account, and how to use the system to receive, respond to, and originate secure email messages. It also describes how to change your password.

Online Help Information

Please note that there is an Online Help facility provided with this system by its manufacturer. You may click on the **Help?** or **Need Help?** buttons while you are using ADP Secure Email to display helpful information.

Email System Screen Variations

Important Note:

Throughout this User Guide, we describe and give examples of how the features of ADP Secure Email might appear on your computer. These examples have been created using the Microsoft Internet Explorer[®] and Microsoft Outlook[®] programs. Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way ADP Secure Email works does not change.

Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Your Company's Security Policies and Standards

Please note that the features and functionality provided by the ADP Secure Email system powered by Voltage SecureEmail[™] are not to be used if they violate any security policies, standards, or practices in effect at your company or location.

If you have questions, please review these procedures with your technical advisor or your security manager to ensure that they do not violate the security rules in your workplace.





Creating an ADP Secure Email Account

Before you can exchange secure email messages with an ADP Associate, you must first receive a secure email from an ADP Associate. This will then allow you to create your ADP Secure Email account.

The first time you use the ADP Secure Email system, you will be asked to create an account by entering a password and choosing a "Challenge / Response" question and answer.

Your password allows you to open and decrypt secure emails sent from an ADP Associate, and to originate secure emails to be sent to an ADP Associate. The Password Requirements for your Secure Email Account are listed on Page 28. The "Challenge / Response" question allows you to change your password.

You only have to create your account once. After that, all you will have to do is enter your password to use the ADP Secure Email system.

When you Receive your First ADP Secure Email

You will be asked to create your password when you receive your first secure email sent to you via the ADP Secure Email system.

Note: If you are trying to initiate a secure email message to ADP and you have already created your secure email account, please go to Page 22.

A secure email message sent from ADP arrives in your email system Inbox like any other email message. It arrives in an encrypted form and consists of an email message with an attached HTML file. An example (based on Microsoft Outlook[®]) is shown in Figure 1.





Opening a Secure Email Message



Figure 1: ADP Secure Email Message (attachment in header)

Other email systems may show the attachment below the body of the message:



Figure 2: ADP Secure Email Message (attachment below message)





Regardless of the format in which you receive the ADP secure email, it will either contain or open and display an HTML file attachment.

1. Open the HTML file attachment to display the Read Message panel.

	Read Your Secure Message (click Read Message below)
	If you are a first time user, you may need to take additional steps.
	Read Message
	Need Help?
D u P	isclaimer: This email and any files transmitted with it are confidential and intended solely for the se of the individual or entity to whom they are addressed. If you have received this email in error lease notify the sender.

Figure 3: Read Message Panel

Note: In some cases, your email system may automatically open the attached HTML file, displaying the text of the message and the **Read Message** panel together.

2. Click on the Read Message button to initiate your account creation process.





Choosing a Password and Recovery Question

Create Your Voltage SecureMail ID	
Name:	
Email Address: email@xxx.net	
Password:	
Verify Password:	
Recovery Question: Please Choose one	
Answer:	
Continue	
We value your right to privacy.	
We will never use your email address to send you unsolicited mail, and we will never share it with or sell it to a third party.	

Figure 4: ADP Secure Email Account Creation Screen

- 1. Enter your name. Note that the email address to which this message was sent is already displayed in the **Email Address:** field.
- 2. Create your password and enter it in the Password field
- 3. Verify your password by entering it again
- 4. Choose a Recovery Question from the drop-down list
- 5. Enter the answer to your Recovery Question.

Note: This will be used when you want to change your password (See Page 27).

6. Click on **Continue** to submit your account creation information.





Account Creation Email Message

After you have successfully submitted your account creation information, the following screen is displayed:

Check Your Email	
An email has been sent to your account with the subject:	
Account Creation	
If you do not receive the message within the next few minutes, check your junk email folder.	
To read your secure message:	
 Open the email. Click the link. 	
You may now close this window.	

Figure 5: Account Creation Email Message

1. Check your Inbox for an email from **adp_securemail@adp.com** with the Subject: **Account Creation**.

Note: If you don't receive this message in a few minutes, check your **Junk** email folder, or whatever folder your email system uses for suspected SPAM messages. If you still cannot locate the **Account Creation** message, ask your IT Staff or Email Administrator to check whether the message is being quarantined as SPAM on your email system. If that fails to locate the message, contact your ADP representative for assistance.

- 2. You may close your browser window; this part of the account creation process is complete.
- 3. Open the **Account Creation** email message to display an access link screen.





Accessing the Original Secure Email Message



Figure 6: Secure Email Link Screen

Once your account has been established, this screen provides a link that will enable you to access and read the original secure email message sent to you by ADP.

- 1. Follow the link shown on this screen:
 - a. Click on the link (some browsers require that you hold down the **Ctrl** button while clicking on a link), or:
 - b. Cut and Paste the link into your browser.
- 2. This link decrypts and displays the original secure email message sent to you before you created your account.

Note: For security reasons, this link expires in 120 minutes. If the link expires before you access it, you must open the original **message_zdm.html** attachment and recreate your secure email account.





From	testuser@iedu.com	(Authenticated by add com)	Reply	Reply to All	Forward
To:	testclient@gmail.com		Valia orginatario (<u>m</u>	<u></u>	
Sent:	Wed Apr 23, 2008 2:1	4 PM (45 minutes ago)			
Subject:	this is a test secure m	essage			
Test This m inform recipie dissem in erro	essage and any attac ation that is privilege int or an authorized r ination of this commu r, notify the sender in	hments are intended only fi ed and confidential. If the re epresentative of the intend unication is strictly prohibit mmediately by return email	or the use of the a ader of the messa ed recipient, you a ed. If you have re and delete the me	ddressee and ma age is not the inte are hereby notific ceived this comm essage and any a	ay contain ended ed that any nunication ttachments

Figure 7: Decrypted Secure Email Message

- 3. You may delete the **Account Creation** message from your Inbox after you follow the link.
- 4. All future secure email messages will be sent to your Inbox, and you will only need to enter your password to open them.
- 5. The account creation process is now complete.





Reading Secure Email Messages

This section of the User Guide describes opening, displaying, saving, replying to, and forwarding secure email messages and file attachments.

Email System Screen Variations

Important Note:

Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way ADP Secure Email works does not change. Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Opening a Secure Email Message

A secure email message sent from ADP arrives in your email system Inbox like any other email message. It arrives in an encrypted form and consists of an email message with an attached HTML file. An example based on Microsoft Outlook[®] is shown below.



Figure 8: ADP Secure Email Message (attachment in header)

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Other email systems may show the attachment below the body of the message:



Figure 9: ADP Secure Email Message (attachment below message)

Regardless of the format in which you receive the ADP secure email, it will either contain or open and display an HTML file attachment.

1. Open the HTML file attachment to display the Read Message panel.





L	
	Read Your Secure Message (click Read Message below)
	If you are a first time user, you may need to take additional steps.
	Read Message
	<u>Need Help?</u>
Disclaim use of th	er:This email and any files transmitted with it are confidential and intended solely for the ne individual or entity to whom they are addressed. If you have received this email in error with the sonder

Figure 10: Read Message Panel

Note: In some cases, your email system may automatically open the attached HTML file, displaying the text of the message and the **Read Message** panel together.

2. Click on the Read Message button to display the Sign In screen.





Secure Email Sign In Screen

142192				🎯 Help
	Sign in to Voltage	e SecureMail		
	Email Address:	testclient@gmail.com		
	Password:			
	Forgot your passwo	rd or need to change it?	Sign In	
Messaina security p	rovided by Voltage Secure	Mail Learn More		

Figure 11: Secure Email Sign In Screen

1. Enter your password and click on the **Sign In** button.

Note: If you have forgotten your password (or want to change it), click on the **Forgot your password** link. See Page 27 for details.

2. When you enter your password correctly, the message is decrypted and displayed.





From:	testuser@adp.com				
	IESUISEUU/GUU LIUU	(Authenticated by add com) 👩 Valid Signature (He	(n)	
To:	testclient@gmail.com				
Sent:	Wed Apr 23, 2008 2:	14 PM (45 minutes ago)			
Subject:	this is a test secure r	message			
dissen in erro from y	ination of this comm r, notify the sender our system.	nunication is strictly prohi immediately by return en	bited. If you have rec hail and delete the me	eived this commu isage and any att	nication :achments

Figure 12: Decrypted Secure Email Message

Signatures

Every secure email is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message.

The Symbol indicates that the signature associated with this email is valid and the message can be trusted.

The Symbol means that the signature associated with this message cannot be validated as coming from ADP, and the message may have been forged. If you see this symbol, contact your security manager or your ADP representative.

Saving Secure Email Messages

If you save a secure email message on your email system (either by leaving it in the Inbox or moving to another folder), the message is saved in its encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the ADP Secure Email system again to decrypt the message.

You can also save the email message content by copying the text from the decrypted message and pasting it into a new (non-secure) email message or a file, and saving that. If you use this method, please remember that the information is no longer encrypted.





Replying to Secure Email Messages

- 1. Click on the **Reply** button to reply to the sender of the message, or on the **Reply to All** button to reply to the sender and all others copied on the original email.
- 2. Messages sent using **Reply** and **Reply to All** are sent via ADP Secure Email.
- 3. Files attached to the original message *will not* be attached to **Reply** and **Reply to All** email messages.

Forwarding Secure Email Messages

1. Click on the **Forward** button to display the Forward Message **Compose** screen.

			_
		Send Sec	ure
From:	ADP Test User1@adp.com (Authenticated by ADP.com)		
To:	ADPtestuser2@adp.com	Сору Ме	;
Cc:		Show Bc	c
Subject:	FVVD: [Voltage SecureMail Copy]	Plain Te	хt
Attach:	Choose File		
B Forwarding	I U ABE 書 書 書 譯 譯 註 註 🛕 • 💇 • 📨 — Ω 🎲 — Font family — g message from Clientuser at XYZ company.	💌 Font size 💌	
B Forwarding From: Sent: To:	<i>I</i> U ABE E E E E E E A • 22 • ∞ − Ω G message from Clientuser at XYZ company. Clientuser@xyz.com June 20, 2008 12:01:5p PKM EDT adptestuser1@adp.com	💽 Font size 💽	_
B Forwardin From: Sent: To: Subject: Testing	IUARE E = = = = = = = A • 2 • ∞ - Ω A I - Font family - g message from Clientuser at XYZ company. clientuser@xyz.com June 20, 2008 12:01:5p PKM EDT adptestuser1@adp.com [Voltage SecureMail Copy]	💽 Font size 💌	-
B Forwardin From: Sent: To: Subject: Testing	I U ANE E E E E I I A • 2 • ∞ - Ω A I - Font family - g message from Clientuser at XYZ company. clientuser@xyz.com June 20, 2008 12:01:5p PKM EDT adptestuser[@adp.com [Voltage SecureMail Copy]	💽 Font size 💽	-

Figure 13: Forward Message Screen

2. Enter recipient names in **To:** and/or **Cc:** boxes.







At least one of the recipients of a forwarded email must have an **adp.com** email address or the message will be rejected. Specifying at least one **adp.com** email address forwards the message to *all* recipients via the ADP Secure Email system.

- 3. Enter any text you want to send above the forwarded message body.
- 4. Click on the **Send Secure** button to forward your message via the ADP Secure Email system.
- 5. Files attached to the original message *will* be forwarded via ADP Secure Email to the recipients.

Note: The **Copy Me**, **Show Bcc**, **Plain Text** / **Rich Text**, and **Choose File...** functions are described in the "Initiating Secure Emails to ADP Associates" section of this guide.

6. A "Successful Send" screen is displayed.

Æ?		🎯 Help 🛛 📲 Sign Out
	You have successfully sent a secure message. Back to original message	
	Send Another Secure Message	
Messaging security pro	vided by Voltage SecureMail. Learn More	

Figure 14: Successful Send Screen

- 7. You can click on **Back to original message** to redisplay the message your forwarded.
- 8. Or click on **Send Another Secure Message** to display the Compose Message screen.

Note: You may see the Successful Send screen even if the send fails because you have not entered at least one ADP.com email address in the **To:** and/or **Cc:** fields. This is because the recipients' email addresses are not checked until the message is analyzed by the ADP Secure Email application. If the message is rejected by the application, you will get a notification of the rejection in your Inbox.





Forwarding Decrypted Email Messages

If you want to forward the email message content to other recipients and you do not want to include at least one **ADP.com** email address, copy the text from the decrypted message and paste it into a new (non-secure) email message or a file. This allows you to use your native email system to distribute the content of the message to whomever you choose. If you use this method, please remember that the information is no longer encrypted.

Attached Files Received with Secure Email Messages

Files attached to a secure email message sent from ADP are also decrypted when you enter your password correctly.

		Denly	Reply to All	Forward
		Керіу	Керіў tо Ан	Forwaru
From:	ADP Test User1@adp.com (Authenticated by ADP.com)	🤣 Valid Signature (H	lelp)	
To:	ClientTestUser1@xyzcorp.com			
Sent:	Mon Jun 23, 2008 1:25 PM (19 minutes ago)			
Subject:	Spread Sheet Attached			
Attached:	Test Spread Sheet1.xls (15k) - <u>View</u> , <u>Download</u>			
Please go This mes informat recipient	over the attached spreadsheet and respond with y sage and any attachments are intended only ion that is privileged and confidential. If the tor an authorized representative of the inter	rour comments. Thank for the use of the a reader of the messa	you. ddressee and ma ge is not the inte re hereby notifie	ny contain ended ed that any
Please go This mes informat recipien dissemir in error, from you	over the attached spreadsheet and respond with y reage and any attachments are intended only ion that is privileged and confidential. If the c or an authorized representative of the inter lation of this communication is strictly prohib notify the sender immediately by return em- ir system.	rour comments. Thank for the use of the messa ided recipient, you a lited. If you have rec ail and delete the me	you. ddressee and ma ge is not the inte re hereby notific ceived this comm rssage and any a	ay contain ended ed that any nunication ttachments

Figure 15: Secure Email Message with File Attached

Displaying or Downloading File Attachments

1. Click on **View** to display the decrypted contents of the attached file in HTML format.





2. Click on **Download** to display the decrypted contents of the file in its native application. In this example, it would be opened in Microsoft Excel.

Note: When you click on **View** or **Download**, your email system may display a dialog box asking you if you want to **Open** the File or **Save** it to your computer.

- 3. If you choose to **Reply** or **Reply to All**, attached files *will not* be included with the secure reply.
- 4. Use the **Forward** button to forward the secure message and attached files to other email addresses.

Note: At least one of the recipients of a forwarded email must have an **adp.com** email address or the message will be rejected. Specifying at least one **adp.com** email address forwards the message to *all* recipients via the ADP Secure Email system.

Saving Files Attached to Secure Email Messages

If you save a secure email message in your email system (either by leaving it in the Inbox or moving to another folder), the message and all attached files are saved in their encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the ADP Secure Email system to decrypt the message and attachments.

If you want to save a copy of the decrypted contents of the attached file, use the **Download** button. When the file opens in its native application, use **Save as** to save the file on your computer. If you use this method, please note that the information in this file is no longer encrypted.

Forwarding Decrypted File Attachments

If you want to forward an attached file to other recipients and you do not want to include at least one **ADP.com** email address, create a new (non-secure) email message in your email application, and attach the decrypted copy of the file you created.





Initiating Secure Emails to ADP Associates

The following steps describe how to compose and send a secure email message to an ADP Associate. Note, this assumes that you have already received a secure message from an ADP Associate and that you have created your Secure Email Account.

Login to your ADP Secure Email Account

- 1. Type the following into the address bar of your browser and click Go:
 - a. https://voltage-pp-0000.adp.com/login for English clients
 - b. https://voltage-pp-0000.adp.com/login/br/ADP-FR-1 for French clients
 - c. https://voltage-pp-0000.adp.com/login/br/ADP-IT-1 for Italian clients
 - d. https://voltage-pp-0000.adp.com/login/br/ADP-ES-1 for Spanish clients
- 2. The Sign In screen is displayed:

æ?		igi Helpi g Helpi 👔
	Sign in to Voltage SecureMail Email Address:	Cigo In
		Sign in
Messaging security	provided by Voltage SecureMail. Learn More	Copyright 2003-2008 Voltage Security, Inc. All rights reserved

Figure 16: Secure Email Sign In Screen

3. Enter your Email address and click the **Sign In** button.





Æ			i Help
	Sign in to Voltage SecureMail		
	ClientTestUser1@xyz Email Address:	zcorp.com	
	Password:		
	Forgot your password or need to change it	t? Sign In	
Maaaaaiaa aaaaaii	provided by Voltage SecureMail Learn More		

Figure 17: Secure Email Password Screen

4. Enter your password and click the Sign In button.

Compose Your Message

If you entered your password correctly, the Compose Message screen is displayed.





			Send Secure
From:	ADP Test User1@adp.com (Authenticated by ADP.com)	R	
To:			Сору Ме
Cc:			Show Bcc
Subject:			Plain Text
Attach:	Choose File		
B	◢ਘ&* ■■■镭症詰詰 ▲・**・	— Ω 🕼 🔤 Font family 💽	Font size 💌
B	<i>I</i> 및 A& ■ ■ ■ ≢ ≢ ≢ ⊞ ⊨ <u>A</u> • <u>*</u> • ≫	— Ω 🕼 - Font family - 💌	- Font size - 💌

Figure 18: Compose Secure Email Message Screen

Choosing Recipients

1. Similar to a regular email message, you can enter recipients' names in the **To:** and/or **Cc:** boxes.

Note: At least one recipient's email address must include **@adp.com** or the message will be rejected.

- 2. Click on **Copy Me** if you would like to receive a copy of the message you are sending to ADP.
- 3. When you click on **Copy Me**, the button toggles to **Remove Me**, which can be used to indicate that you do not want to be copied on this message.





- 4. If you wish to send a blind copy, click on **Show Bcc** to display that entry field.
- 5. You can also toggle between **Rich Text** (default message type) and **Plain Text** as the preferred message type.

Attaching a File to Your Message

If it is permitted by your company's security policies or standards, you can add an attachment to your email. You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files, web pages saved as HTML files, and more.

Note: There is a maximum of 10 MB allowed for a secure email message and all files attached to it. Messages larger than 10 MB will be rejected.

To add attachments to your secure email:

- 1. Click the Choose File... link located adjacent to the Attach field.
- 2. After choosing a file, it will begin uploading immediately.
- 3. Once the file has been uploaded, the **Compose** screen will be updated with the name of the file.
- 4. A **Remove** link is provided to allow you to remove an attachment.

Send Your Message

1. Compose your message as you would an ordinary email. When you are ready to send it, click on the **Send Secure** button.



Figure 19: Successful Send Screen





2. You may click on **Send Another Secure Message** and compose another message, or **Sign Out** to leave the system.

You may see the Successful Send Screen even if the message send fails because you have not entered at least one ADP.com email address in the **To**: and/or **Cc**: fields. This is because the recipients' email addresses are not checked until the message is analyzed by the ADP Secure Email application. If the message is rejected by the application, you will get a notification of the rejection in your Inbox.

æ?	Help	
Voltage SecureMail		
You are now signed out. If you wish to compose a new secure message, dick here. To read an existing secure message, please re-open the secure message from your email inbox.		
Messaging security provided by Voltage SecureMail. Learn More		
Email Security Powered by Voltage IBE''	Copyright 2003-2008 Voltage Security, Inc. All rights reserved	

Figure 20: Sign-out Screen





Changing Your Password

When you display the **Sign In** screen, you can change your password (if you have forgotten it, or if you want to change it for any other reason).

ÆP?		Help
	Sign in to Voltage SecureMail Email Address: testclient@gmäil.com	
	Forgot your password or need to change it?	Sign In
Messaging security p	provided by Voltage SecureMail. Learn More	

Figure 21: Sign In Screen

1. Click on the **Forgot your password or need to change it?** link. The Password Recovery question you selected when you created your account is displayed:

142:3			(a) Help
	Please Answe	r the Password Recovery Question	
	Email Address		
	Question:	Favorite person from history	
	Answer:	1	
		Continue	
Manager and an annual second	and the field and the	MARINE MARINE	

Figure 22: Password Recovery Question

2. Enter the answer you provided when you created your account and click **Continue**.

Note: If you have forgotten both your password and the answer to your Recovery Question, contact your ADP representative for assistance.

3. A screen is displayed allowing you to enter and confirm your new password.





ADP .		Help
Name:	Your Name	
Email Address:		
New Password:		
	Please complete this field.	
Verify Password:		
Recovery Question:	Favorite person from history	
Answer:		
	Leave empty to keep the current answer.	
	Continue	
Messaging security provided by Voltage SecureM	ail. Learn More	
Email Security Powered by Voltage IBE**	Copyright 2003-2008 Voltage	Security, Inc. All rights reserved

Figure 23: Change Password Screen

- 4. You may also change your Recovery Question / Answer if you like, but it is not required.
- 5. Click **Continue** to proceed with reading or composing a secure email. Your password has been changed and you must use the new password the next time you log on to the system.

Password Requirements

The password you choose must meet the following requirements:

- 1. Passwords must be at least 8 characters long
- 2. Passwords must contain at least one number
- 3. Passwords cannot have 4 or more repeating characters e.g. AAAA.
- 4. Passwords cannot be equivalent to the email address.
- 5. The previous 4 passwords may not be reused.

Password Expiration

Please note that your ADP Secure Email password does not expire. You will not receive a message asking you to change your password because it has expired.

If your company has standards or policies that require you to change passwords at a certain interval, you can use this process to comply with that standard or policy.

