



Word Secure Messaging User Guide

Version 3.0

1. Introduction

Word Secure Messaging is a program that allows you to exchange encrypted messages and attachments with designated individuals in a securely-contained web environment. Word Secure Messaging has been designed to provide a high level of security protection and identity theft prevention above and beyond that of normal email and it helps customers and their clients comply with U.S. federal privacy laws such as Red Flags Rules, SOX, GLBA, HITECH Act, and HIPAA. Word Secure Messaging also provides a centralized location where confidential communications may be stored, tracked, and archived as required under certain organizational workflows and compliance standards.

For non-critical, everyday communications, use regular email. When the security and confidentiality of the messages you are sending is important, use Word Secure Messaging!

This guide provides documentation about basic features available to Users of standard turnkey Word Secure Messaging systems. Enterprise systems can be designed to provide a higher level of customization, support custom workflows, messages, and branding, and greatly extend potential functionality of the core Word Secure Messaging system.

2. User Roles (Overview)

Word Secure has three user roles: **Normal Users**, **Internal Users**, and **Super Users**. Normal Users may see and communicate with Internal Users and Super Users. Both Internal Users and Super Users are able to see and communicate with all users of the system.

Normal Users can not send messages to and receive messages from other Normal Users, Internal Users, and Super Users. Internal Users can send messages to and receive messages from Normal Users, other Internal Users, and Super Users. Super Users have the highest level of authority in Word Secure and are able to manage all user accounts, add and remove users, activate and deactivate accounts, and promote or demote user privilege levels and roles.

3. User Account Activation

If you have been provided with an account or you have signed up through a Public Signup Page (when this option is provided), you will receive an email verification message. This message will contain a temporary password and a link to the Word Secure system on which you have an account. Within 72 hours (this time limit is designated for security reasons), you must click the link and login with your email address and temporary password. You will then be prompted to accept the End User License Agreement, and change your temporary password to a permanent one. The account will be activated and you will be taken to your Inbox. If you take no action to activate your account, it will be removed from the system after 72 hours.

4. Login

If the initial account activation has previously been completed, you can login at any time by going to the link for the system where your account resides. The link for the login page will look something like this:

Example: <https://wordsecure.com/?task=login&did=abcdef123456>

For any secure message you receive, this link will appear in the message notification sent to your email address. You may then simply click the link to go to the login page. At any other time, you may enter this link into the address bar of your browser. In either case, you will be taken to the login page, as shown below:

Enter your email address and password and click **Log In!** In the event you have forgotten your password, you can click the appropriate link and go through a procedure to change your password. However, if for some reason you no longer have access to the email address designated for the account, you will need to contact your Word Secure system administrator.

5. Main Navigation Menu



Once you have logged in, you will see the main Word Secure navigation menu. This menu contains five buttons: “New Message,” “Inbox,” “Sent Mail,” “Account Settings,” “Help” and “Logout”. Details about these menu items are provided in subsequent sections below.

6. Composing, Replying to, and Forwarding Messages

Sending and Receiving Messages

Once your account has been created and activated, you may send, receive, forward, and reply to secure messages containing up to one attachment per message. Received messages will appear in your Inbox. Messages you have sent will appear in your Sent Mail box.

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Composing Messages:

To compose a new message from your Inbox screen, click **Compose a New Message**. You may also click **New Message** on the main navigation menu from any screen. In either case you will see the following Secure Message screen:

Word Secure
The easiest way to send information securely.

New Message | Inbox | Sent Mail | Account Settings | Help | Logout

Secure Message

Step 1: Compose → Step 2: Review Message → Step 3: Finished

Edit Message

Click on the TO: and/or CC: buttons below to include recipients. Items marked with "*" are required.

* TO:

CC:

Priority: High Normal Low

* Subject: [Review Message](#)

Message Body:

[Upload files...](#)

Attach up to 10 files

[Review Message](#)

To select recipients, simply click **TO** or **CC**. When you do, a popup menu will appear with a list of possible recipients. At least one TO recipient must be selected in order to send a message.

Check the box next to any user(s) to whom you wish to send a message and then click **Close** in the top right-hand corner of the TO or CC window. Enter your message subject and body, and click **Review Message**. If everything appears correct after reviewing the message, click **Send Message**.

If you wish, you may select the priority (“High,” “Normal,” or “Low”) by selecting the appropriate radio button. By default the priority is set to “Normal.”

Attachments

You may also select up to ten attachments to send with your Word Secure message. Attachments may be selected one at a time or dragged and dropped from onto the **Upload Files...** button. The maximum size for each file is 50 MB. Files are encrypted on upload and the message content is encrypted before it is sent to the database.

Replying to or Forwarding Messages

Messages received may also be Replied to or Forwarded to another user. Forwarded messages with attachments will include the attachments by default, which may be removed entirely or replaced with other attachments.

7. Mailboxes (Inbox and Sent Mail)

You have access to two screens for viewing messages you’ve received and sent. New messages you have received are accessed by clicking **Inbox**, available on the main navigation menu. Messages you have already sent may be viewed by clicking **Sent Mail**, also available on the main navigation menu. Viewing, replying to, or forwarding a message may be done from the Inbox by clicking the subject of the message, which appears as an underlined hyperlink. Clicking the link will display the complete message. You will then see the options to reply to sender, reply to all, or forward the message to another recipient by clicking the appropriate button.

8. Account Settings

Account Settings is where you may change different aspects of your account. When you navigate to the Account Settings screen, you will see two sections: “Change Password” and “Custom Notifications.” Since your email address also functions as your user name, as a security precaution you must contact the Super User administrating your system in order to change your email address.

Change Password

To change your password, enter the password you used to login. Enter the new password and then confirm the password and click **Change Password**. The change will take effect immediately for any future logins to Word Secure.

Custom Message Notification

In the second section of Account Settings, you can change the default text for message notifications that will be sent to you via email, as well as the subject or the email address from which Word Secure message notifications appear to originate. This is an added security feature, which can make it less obvious to anyone with access to your email account that you are receiving encrypted messages from a Word Secure system. To make changes to your default message notification and create a custom notification, enter your new information and click **Update Custom Notifications**.

Account Settings

Change password

Current Password:

New Password:

Confirm New Password:

Change Password

Custom notifications

Custom notifications help to better ensure privacy by allowing you to customize how notifications about your secure messages read when they arrive via your standard email program. You can change who the sender appears to be, subject line, and even disguise the fact that messages are coming from WordSecure at all.

Note: setting any of the following fields to 'blank' will reset the field to the default notification value. Be sure to whitelist any email address you put in the Notification 'From' field. A fake address may be spam-filtered.

Notification 'From':

Notification Subject:

Notification Message:

```
Hello,  
  
You've received a message via WordSecure.  
  
To view your secure message, please log into your account at  
https://wordsecure.com/?task=login&did=wordsecure  
  
NOTE: You can customize this message in your account under Account  
Settings | Custom Notifications.
```

Update Custom Notifications **Reset to Default Values**

You should be sure to whitelist the domain **wordsecure.com**, and any email address used in the “Notification From” field – especially if that email address or domain is in fact

nonexistent. Whitelisting is typically done in the email client application or with your Internet Service Provider. Whitelisting is important to prevent your notifications from becoming filtered or deleted as 'spam'. Since there are so many methods of both spam prevention and whitelisting available, the topic is beyond the scope of this guide. Please contact your Internet Service Provider for more information on how to whitelist.

By clicking **Reset to Default Values**, you can at any time reset your Custom Notifications to the default standard message notification set by the system.

9. Auto-Logout

By default, an alert box in the Word Secure browser window will provide the opportunity to stay logged in after 55 minutes of inactivity, or log out immediately. Users ignoring the dialogue box will be logged out of the system automatically after a 5-minute countdown and grace period.

10. Conclusion

More straightforward and cost-effective than configuring and managing secure email clients or servers in-house, Word Secure is the easiest way to send information securely. We hope your experience with Word Secure is helpful, reassuring, and productive. To order Word Secure for your own organization, contact us at <https://wordsecure.com> or call Toll Free at 1-877-878-6798.