## Quick Start Guide How to open a secure email in 'Solihull MB Council's Secure Messaging Portal'



## Key Information

Borou email select This p	otect email messages and attachments sent over untro Igh Council uses Mimecast email encryption software. Is through 'Solihull MB Council's Secure Messaging Por tion of this portal so that sensitive/confidential message I ortal is separate from any other secure email you may	usted networks such as This means that secure tal'. The ICT departmen ges and attachments can have already.	the Internet, Solihul email recipients mu t at SMBC has carefu nnot be accessed or	l Metropolitan Ist access their secure ully considered its their contents altered.
• T (( N	he first time you receive a secure email from either a s @solihullcommunityhousing.org.uk) email address, yo lessaging Portal'	Solihull Council ( <u>@solihu</u> u need to create an acc	ull.gov.uk) or Commu ount on the 'Solihull	unity Housing MB Council's Secure
• C p	nce you have created your account, any subsequent s ortal. Each time a link will be emailed to you, so you c	ecure mails can then be an log in and retrieve th	e accessed by simply e new message.	logging into the
•	The first time a secure email is sent to you, you will receive an email entitled 'Secure Messaging Password Notification' from this email address: <u>email-gw@solihull.gov.uk</u>	1 Secure Messaging Password Notification This is a password notifica	t tion message for the Solihull MB Counc	CII Secure Messaging service.
0	Click 'here' (A) in the message. You will be taken to the Secure Messaging Portal Login Page	You received this multication for one of the following reasons: 1. You have been sent a secure message		
2	Type your email address in the 'Log In' field then click Next	2. The system administrator has arranged access to the Secure Messaging service for you.     3. The system administrator has reset your password.     4. You requested a password reminder.		
3	Type in the password <b>B</b> sent to you in the 'Secure Messaging Password Notification' email then click Log In	Please connect to the Secure Messaging service by clicking here. You may be required to change your password immediately following login. Login Information: Email Address: <u>smbc-networks@outlook.com</u> Password: hzWy]I9[		
•	Be mindful if you decide to copy and paste your password that you don't inadvertently copy any extra spaces			Secure Messaging
4	You will now need to create a new password Type the current password <sup>(B)</sup> followed by your new password twice		<u>r</u>	knowleedmonds@pmail.com
Ψ.	For your new password to be accepted, take note of the bullet points, which will turn into green ticks once the criteria is met. Passwords must contain at least:	Socura Messagerg Menusi teran Menung provide a ledia Jalenan amil proce	het global gladinie for fase communication and	ni jugi bawé" Kowenge Bay Constituyet
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A If you save or print the email or any attachment sent to you, you must ensure this is done in a secure manner. Sensitive emails should never be stored on personal PCs or mobile devices unless they are encrypted.