



## smarshEncrypt User Guide

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**Smarsh, Inc.**  
851 SW 6th Avenue, # 800  
Portland, OR 97205  
1-866-SMARSH-1 | [www.smarsh.com](http://www.smarsh.com)

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## Overview

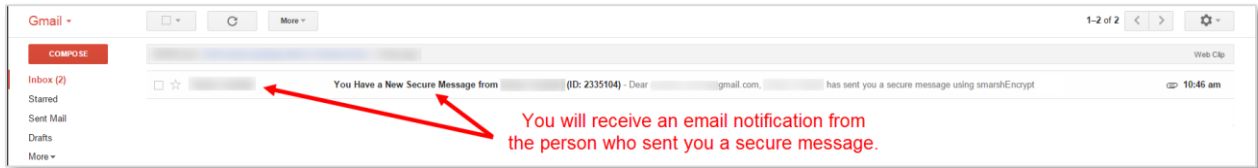
Welcome to smarshEncrypt secure messaging platform. This service was designed to help firms exchange sensitive electronic information and collaborate with their colleagues and business contacts in a secure and encrypted environment.

The purpose of this guide is to provide an overview of the smarshEncrypt service. It will demonstrate how to create a smarshEncrypt account, review secure messages, and reply to secure messages.

## How to Use smarshEncrypt

When someone sends you a secure email, you will receive an email notification with the subject, “You Have a New Secure Message from ‘the email address of the sender’ (ID: 012345)” (as shown in Figure 1.1).

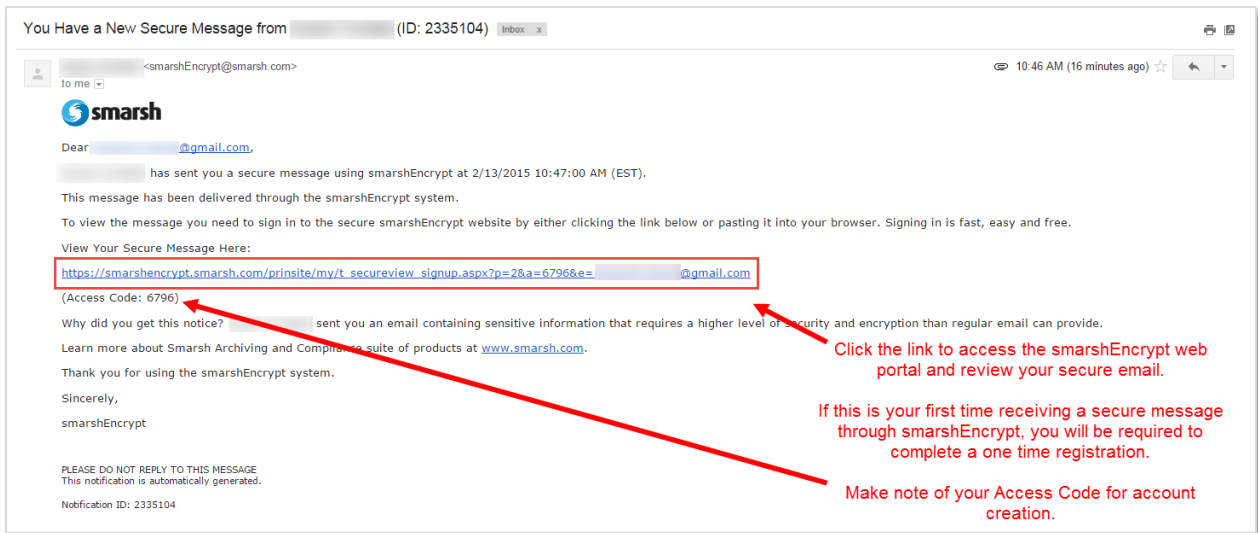
Figure 1.1



Upon opening the email notification, you will find a link which will provide direct access to the smarshEncrypt web portal (as shown in Figure 1.2).

**If this is your first time receiving a secure message through smarshEncrypt, a one time registration will be required.**

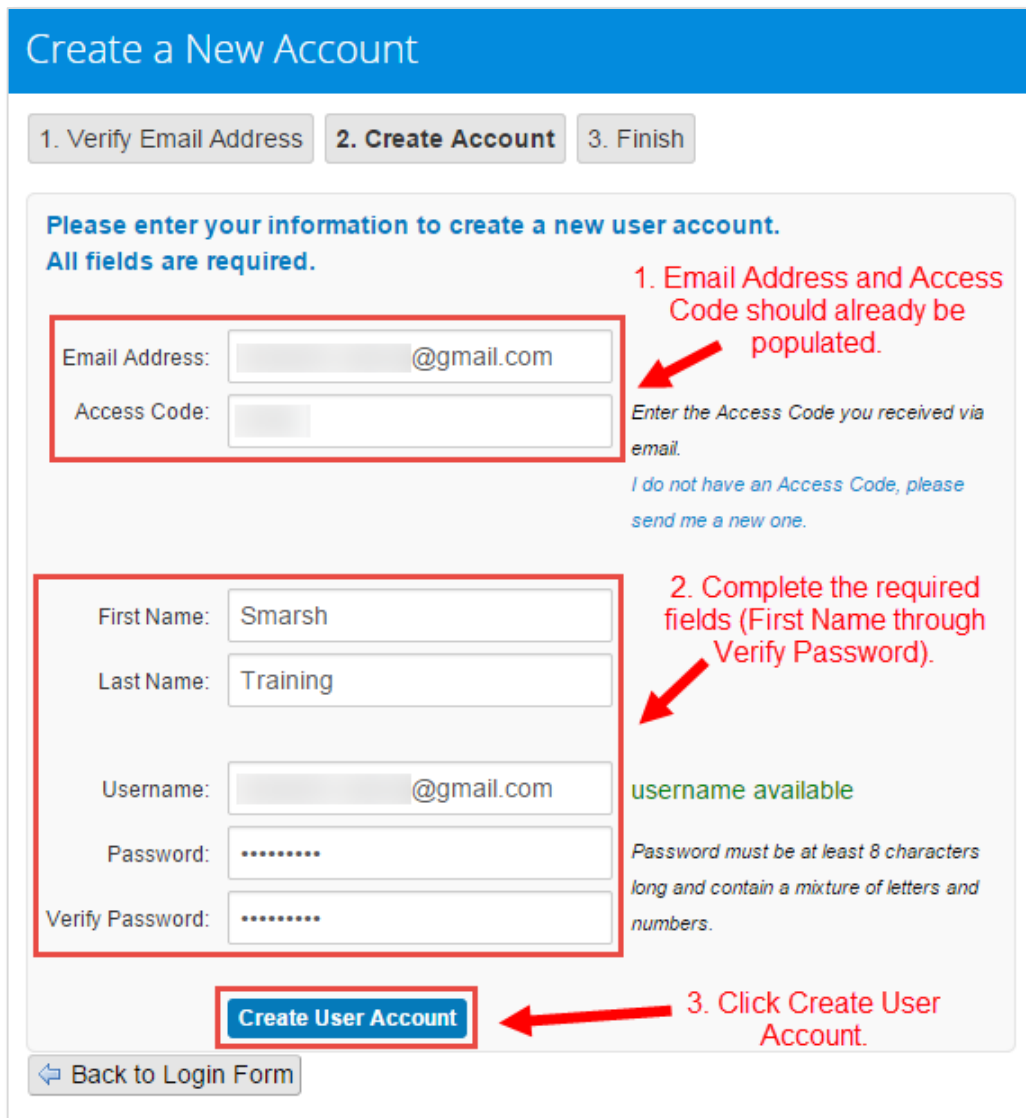
Figure 1.2



First time users will automatically be brought to the Create a New Account page.

1. The Email Address and Access Code should already be populated. If not, use the Access Code found in the original email notification.
2. Enter the other required fields of information.
3. Click the Create User Account button. Please refer to Figure 1.3.

Figure 1.3

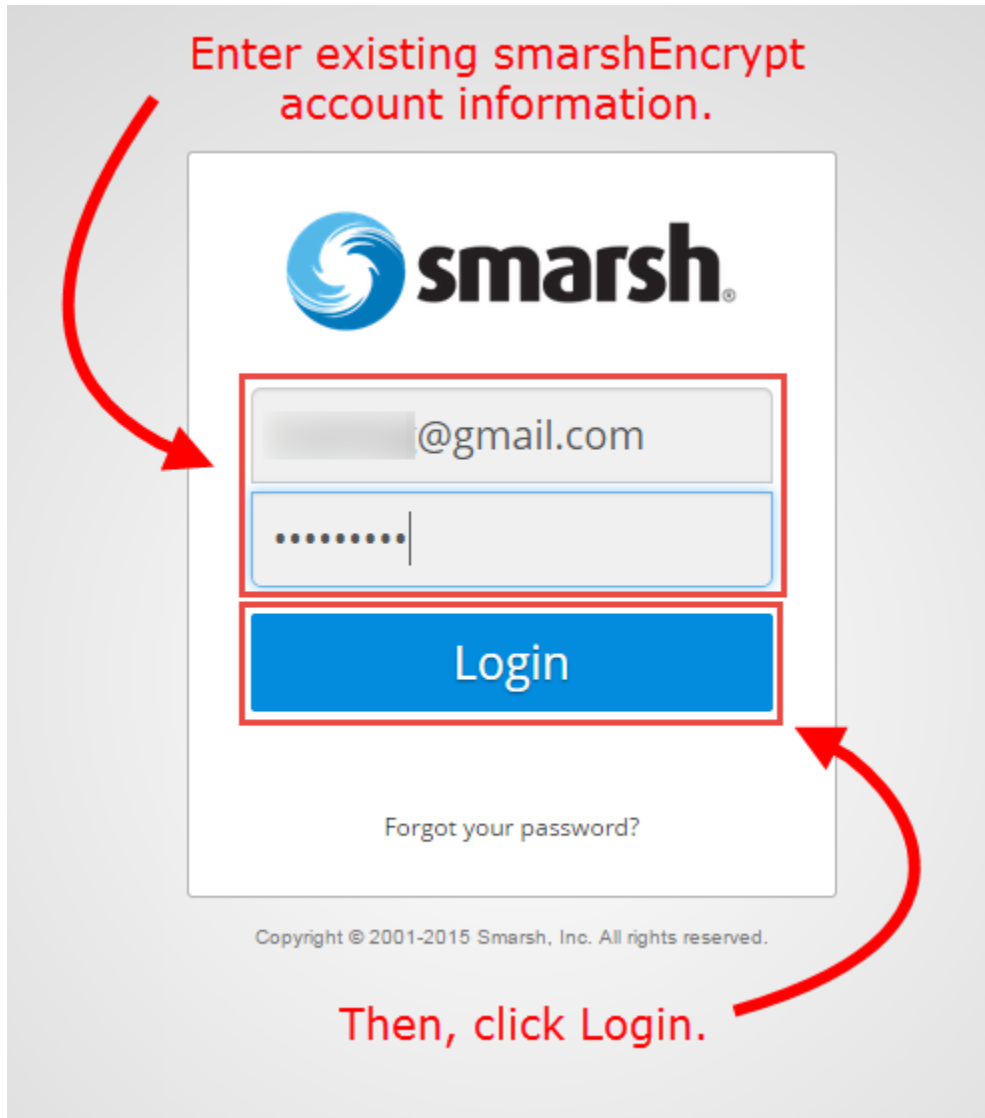


The screenshot shows the 'Create a New Account' page with a blue header. Below the header are three steps: '1. Verify Email Address', '2. Create Account', and '3. Finish'. The '2. Create Account' step is active. The form contains the following fields and annotations:

- Email Address:** A text box containing '@gmail.com'. A red box highlights this field and the 'Access Code' field below it. A red arrow points to this area with the text: '1. Email Address and Access Code should already be populated.'
- Access Code:** A text box. A red arrow points to it with the text: 'Enter the Access Code you received via email. I do not have an Access Code, please send me a new one.'
- First Name:** A text box containing 'Smarsh'.
- Last Name:** A text box containing 'Training'.
- Username:** A text box containing '@gmail.com'. A green text annotation 'username available' is next to it.
- Password:** A text box with masked characters '.....'.
- Verify Password:** A text box with masked characters '.....'.
- Create User Account:** A blue button with white text, highlighted with a red box. A red arrow points to it with the text: '3. Click Create User Account.'
- Back to Login Form:** A button with a left-pointing arrow and the text 'Back to Login Form'.

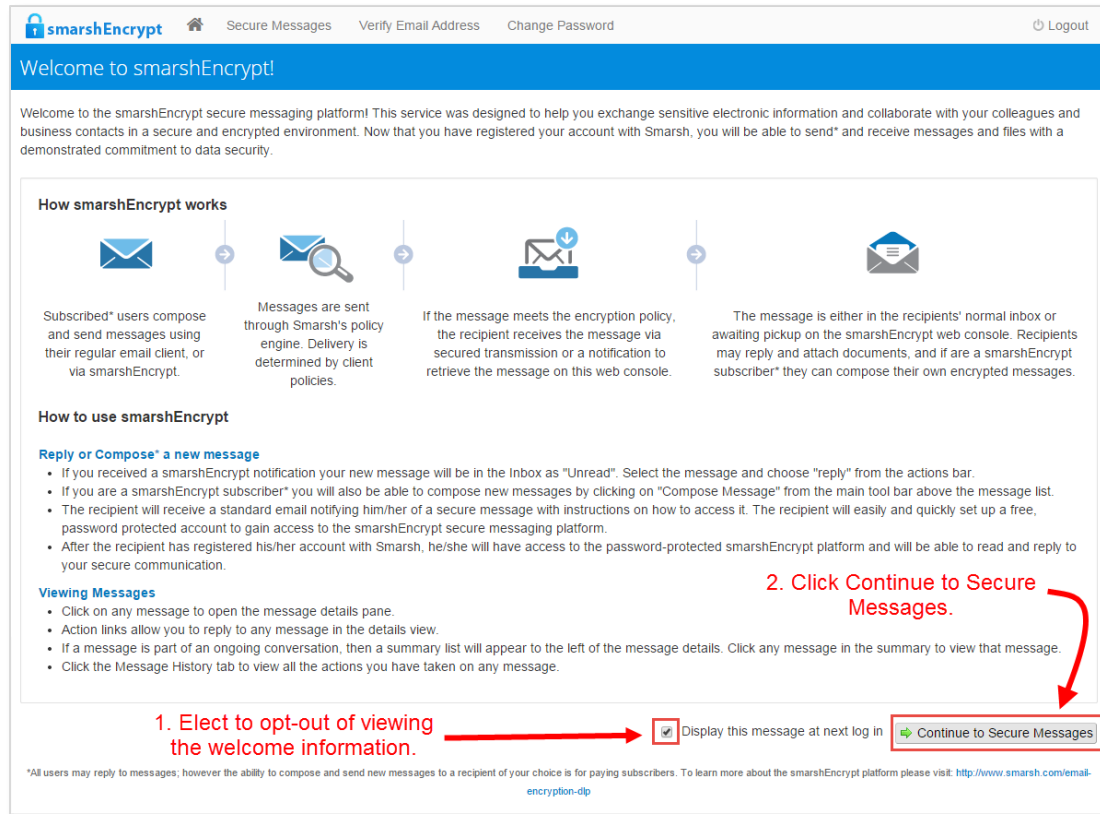
If you have previously registered for smarshEncrypt, you will be brought to the smarshEncrypt login page where you can enter your smarshEncrypt Username and Password. Then, click Login (as shown in Figure 1.4).

Figure 1.4



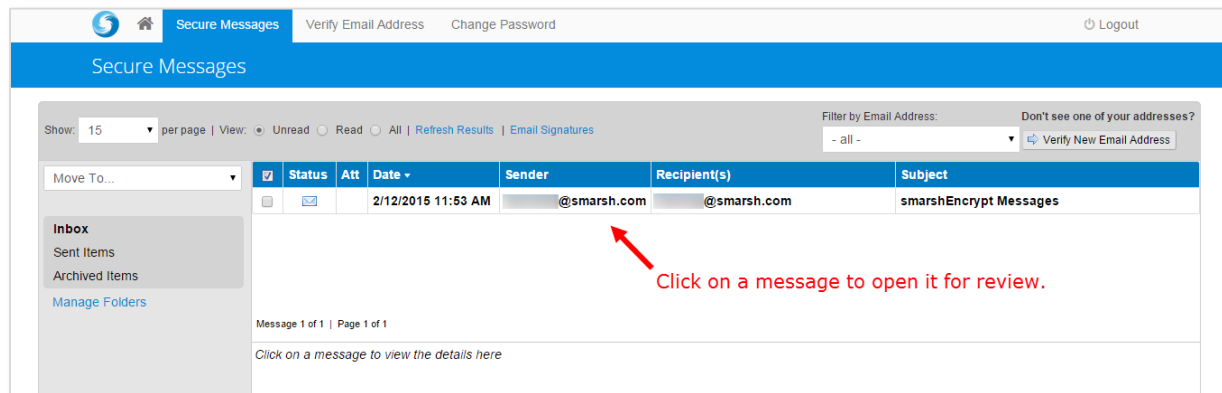
You will be welcomed with an overview of smarshEncrypt. This welcome information will appear each time you login, unless you opt to no longer display the information. Click Continue to Secure Messages (as shown in Figure 1.5).

Figure 1.5



By default, you will be brought to your Inbox and any "Unread", or new, messages will be listed. Similar to other email services, you can click on the message and it will open for your review. Please refer to Figure 1.6.

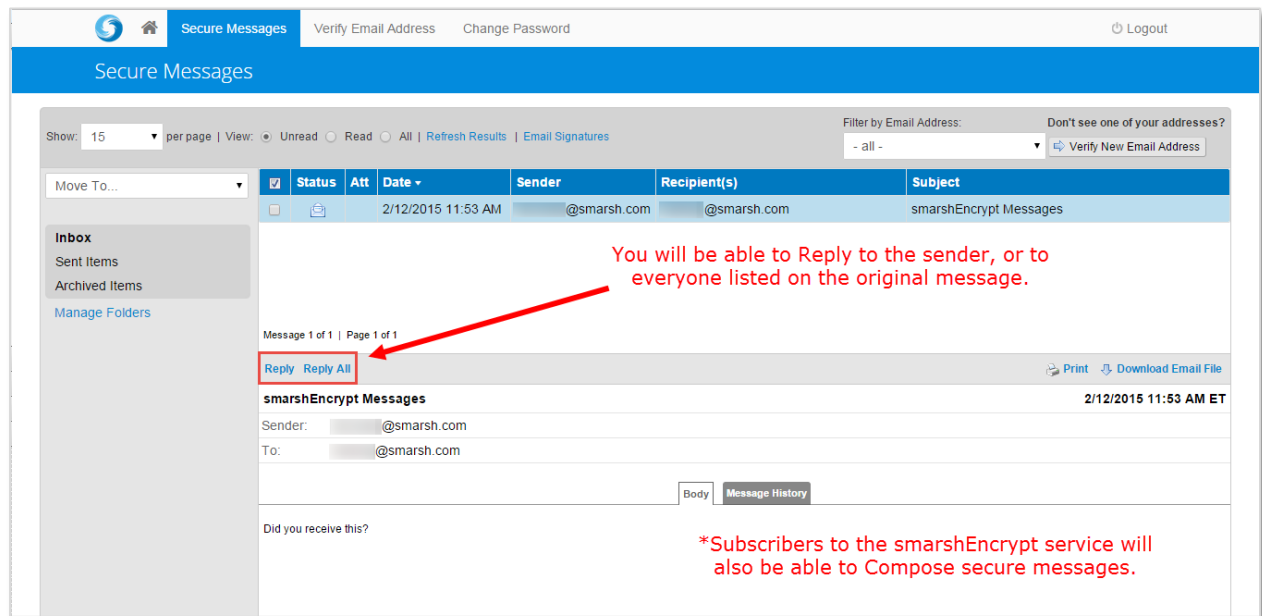
Figure 1.6



The message will open in the lower half of the webpage for your review. In addition to reviewing the message, you will be able to:

- Reply to the sender.
  
- Reply to everyone who was originally listed on the email.
  
- If you are a subscriber to the smarshEncrypt service, you will also be able to Compose new secure emails.** Please refer to Figure 1.7.

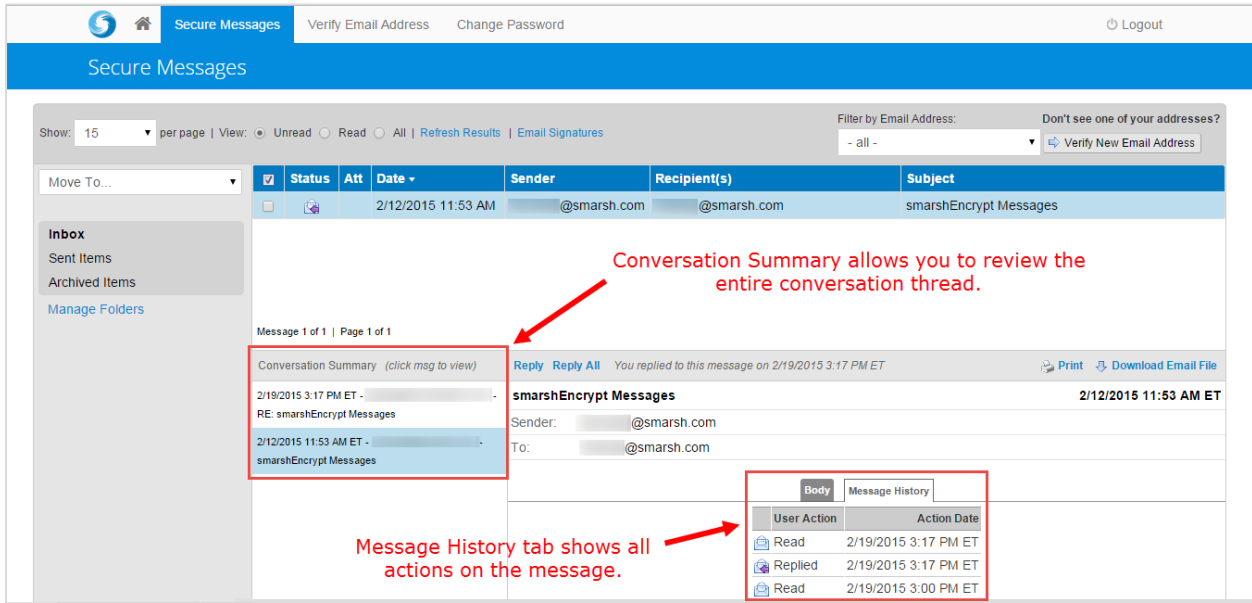
Figure 1.7





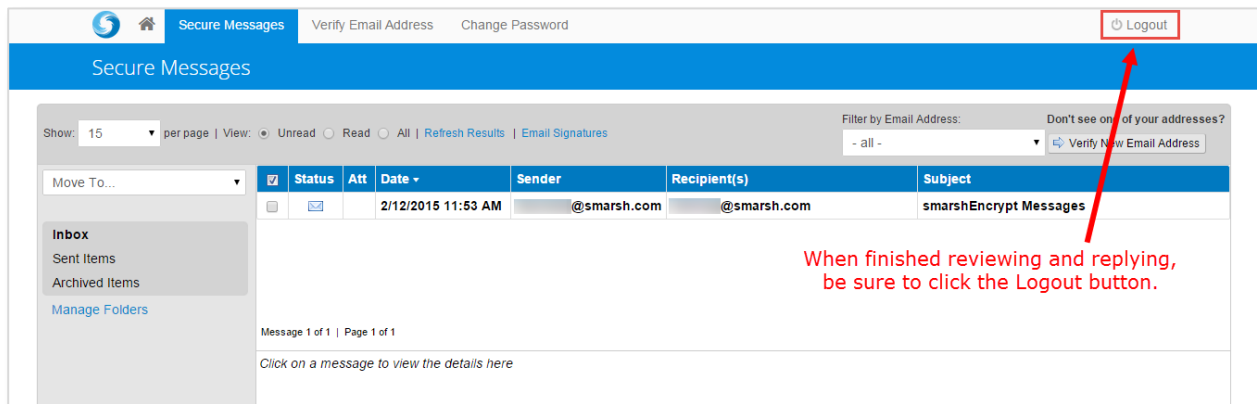
After you reply to a message, a Conversation Summary will be listed on the left side of the message details. Here, you will be able to click on any message within the summary for review. Also, the Message History tab will display all actions you have taken on a message. Please refer to Figure 1.8.

Figure 1.8



When you are done reviewing and replying to secure messages, be sure to Logout (as shown in Figure 1.9).

Figure 1.9

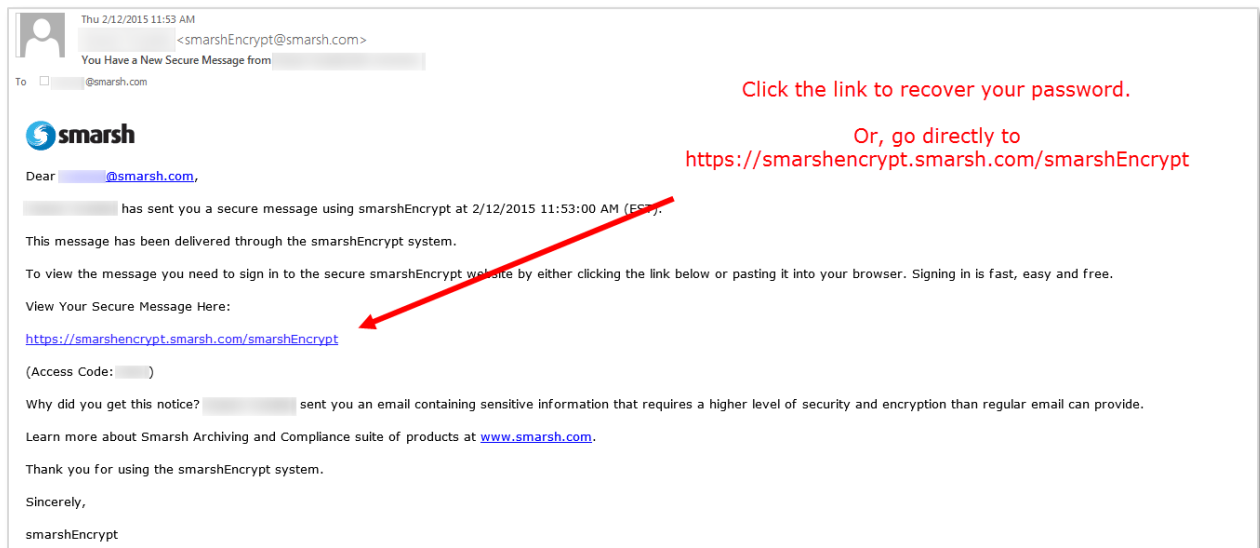


## Forget Your Password?

If you already have a smarshEncrypt account, but do not remember your password for login, you can:

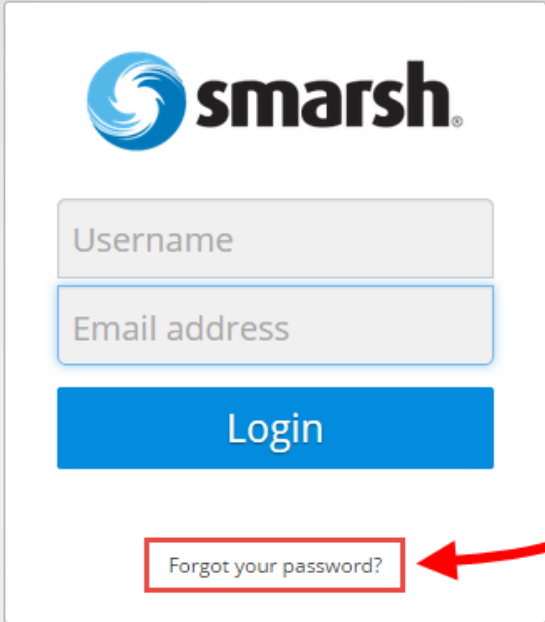
- Recover your information by clicking the link provided in your notification email, or
- Go directly to <https://smarshencrypt.smarsh.com/smarshEncrypt> (as shown in Figure 2.1).

Figure 2.1



You will then be able to follow the on-screen instructions for recovering your Password.

Click the **Forgot your password?** link to recover your login information.



The screenshot shows the Smarsh login interface. At the top is the Smarsh logo. Below it are two input fields: 'Username' and 'Email address'. A blue 'Login' button is positioned below the 'Email address' field. At the bottom of the login form is a red-bordered link labeled 'Forgot your password?'. A red arrow originates from the top text and points to this link.

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**Note: You need to know your username and email address to recover your password.**

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## Need more help?

### [Common Support Questions](#)

Once you reach the Archiving Platform Support section, you can find answers to Common Support Questions or explore the Smarsh Management Console section of the FAQ page to view helpful instructional videos and user guides.

### [Submit a Support Case](#)

If you don't find the answer you are looking for, fill out the Support Case section at [www.smarsh.com/support](http://www.smarsh.com/support) to submit a case to Smarsh Support. A Support Technician will promptly respond to offer assistance.