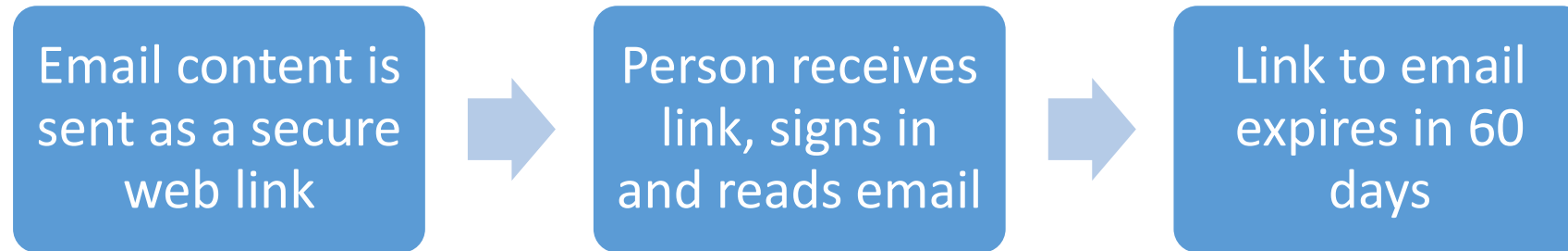# Sending Email using Secure Email

Requirements

You must be added as an "Internal User" in our Mailgate appliance. Please submit a help desk ticket to request access.

What is Secure Email

Secure Email is pretty much an email that expires.

Email content is sent as a secure web link	→	Person receives link, signs in and reads email	→	Link to email expires in 60 days

What is Secure Email

Key Points

- Link expires in 60 days

- There is no trace of the email's content in your own inbox or their inbox.

- Outside users (non-mma accounts) need to register and sign in to receive the email. Inside users need to sign in using their MMA credentials

This means if your email account or their email account ever gets comprised, the only thing available is a unique web link. If that link has expired, then they are out of luck

When should I use this?

If you need to email confidential information that includes PII (Personally Identifiable Information) or sensitive material, use this feature.

PII may Include*
- Security number (SSN)
- Passport number
- Driver's license number
- Taxpayer identification number
- Patient identification number
- Financial account or credit card numbers
- Information identifying personally owned property, such as vehicle registration number ortitle number and related information
- Information about an individual that is linked or linkable to one of the above (e.g., date of birth, place of birth, race, religion, weight, activities, geographical indicators, employment information, medical information, education information, financial information).

* Definitions provided by the National Institute of Stands and Technology from the US Department of Commerce. Publication SP800-122

When should I use this?

THIS INCLUDES ATTACHMENTS LIKE COPIES OF PASSPORTS, CERTIFICATES, ETC!

When should I use this?

Maine State Statute as of May 2019
Title 10: COMMERCE AND TRADE
Part 3: REGULATION OF TRADE
Chapter 210-B: NOTICE OF RISK TO PERSONAL DATA

6. Personal information. "Personal information" means an individual's first name, or first initial, and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted or redacted:

A. Social security number; [2005, c. 379, §1 (NEW); 2005, c. 379, §4 (AFF).]

B. Driver's license number or state identification card number; [2005, c. 379, §1 (NEW); 2005, c. 379, §4 (AFF).]

C. Account number, credit card number or debit card number, if circumstances exist wherein such a number could be used without additional identifying information, access codes or passwords; [2005, c. 379, §1 (NEW); 2005, c. 379, §4 (AFF).]

D. Account passwords or personal identification numbers or other access codes; or [2005, c. 379, §1 (NEW); 2005, c. 379, §4 (AFF).]

E. Any of the data elements contained in paragraphs A to D when not in connection with the individual's first name, or first initial, and last name, if the information if compromised would be sufficient to permit a person to fraudulently assume or attempt to assume the identity of the person whose information was compromised. [2005, c. 379, §1 (NEW); 2005, c. 379, §4 (AFF).]

"Personal information" does not include information from 3rd-party claims databases maintained by property and casualty insurers or publicly available information that is lawfully made available to the general public from federal, state or local government records or widely distributed media.

https://legislature.maine.gov/legis/statutes/10/title10sec1347.html

When should I use this?

What is PII?	
PII includes: Name, email, home address, phone #	
Sensitive PII includes:	
If Stand-Alone:	*If Paired With Another Identifier:*
➢ Social Security number	➢ Citizenship or immigration status
➢ Driver's license or state ID #	➢ Medical information
➢ Passport number	➢ Ethnic or religious affiliation
➢ Alien Registration Number	➢ Sexual orientation
➢ Financial account number	➢ Account passwords
➢ Biometric identifiers	➢ Last 4 digits of SSN
	➢ Date of birth
	➢ Criminal history
	➢ Mother's maiden name

Chart provided by Department of Homeland Security May 2012

How to send a Secure Email

Sending Secure Email via the Secure Web Site

1. Sign on https://mailgate.mma.edu/. Use your firstname.lastname and same password for email. Do NOT include '@mma.edu'
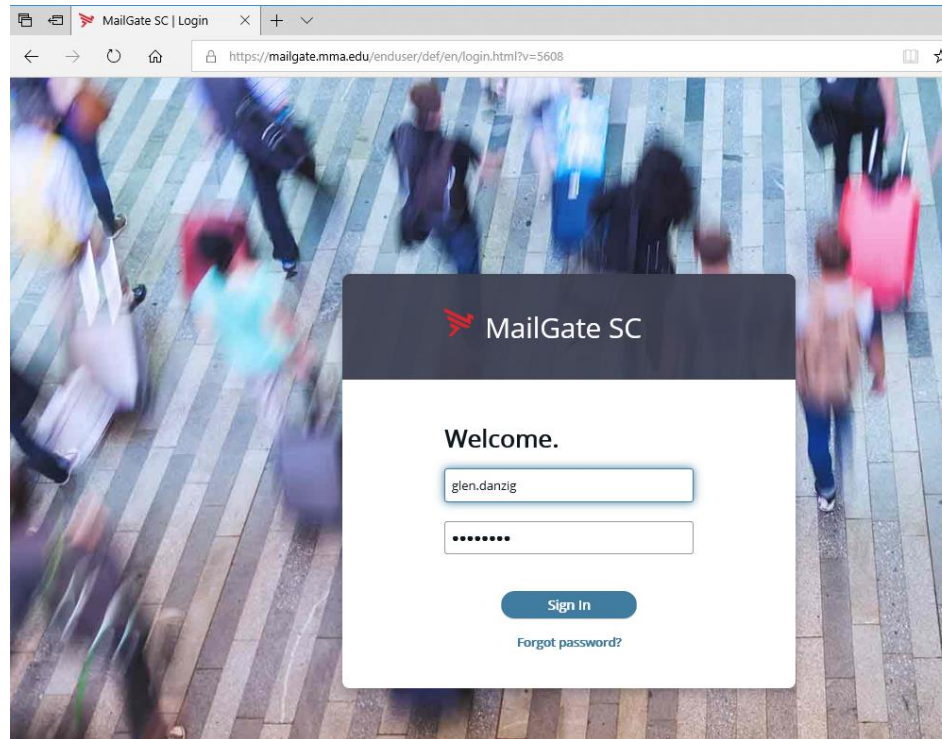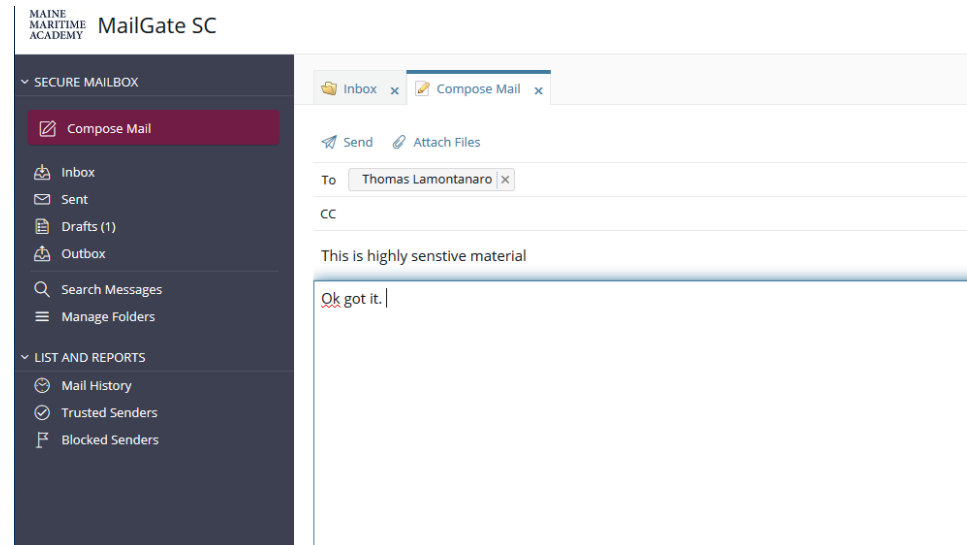
How to send a Secure Email

**Sending Secure Email via the Secure Web Site**

2. Select "Compose Email". Here is where you create your message, add recipients and attachments.

   The "To" field has an autofill feature for MMA addresses. Type the first few letters of the address and wait a moment. It will give you a list of addresses to choose from. When ready, hit the Send button.

Receiving Secure Email via the Secure Web Site

The receiving party will receive an email with a link that says "View Message" to access its contents. Done!
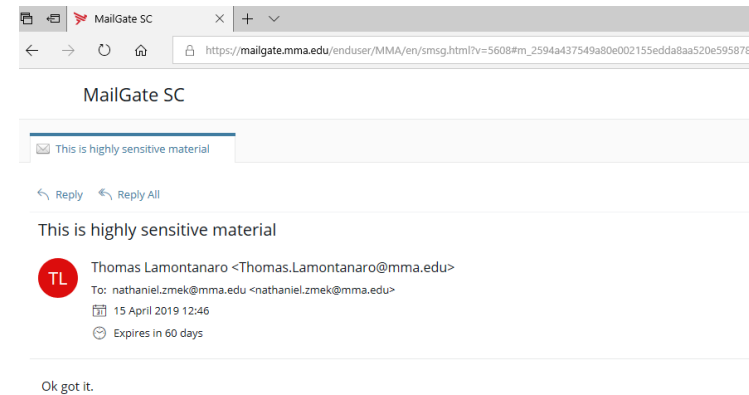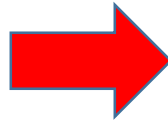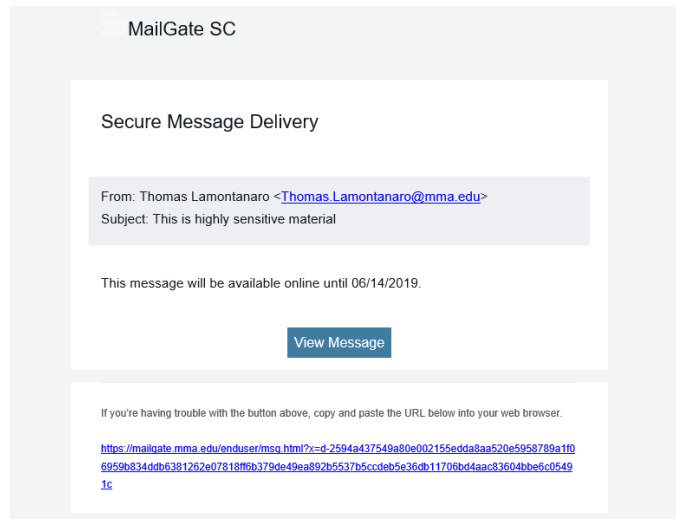
What's next?

An external user will need to register their email address and assign a password within our system. This registration happens upon receiving their first secure email. The email will have a "Registration" link. The registration happens immediately after they fill out the form below. This will only happen once.

User Registration

First Name: _____

Last Name: _____

Email Address: @hotmail.com

*Enter Password: _____

*Confirm Password: _____

Password Hint Phrase: _____

Save

What's next?

If the email is sent to an MMA email address, that person will need to log onto the Mailgate using their user name and password that is used for email. There will be a direct link in their email that will take them to the their message.
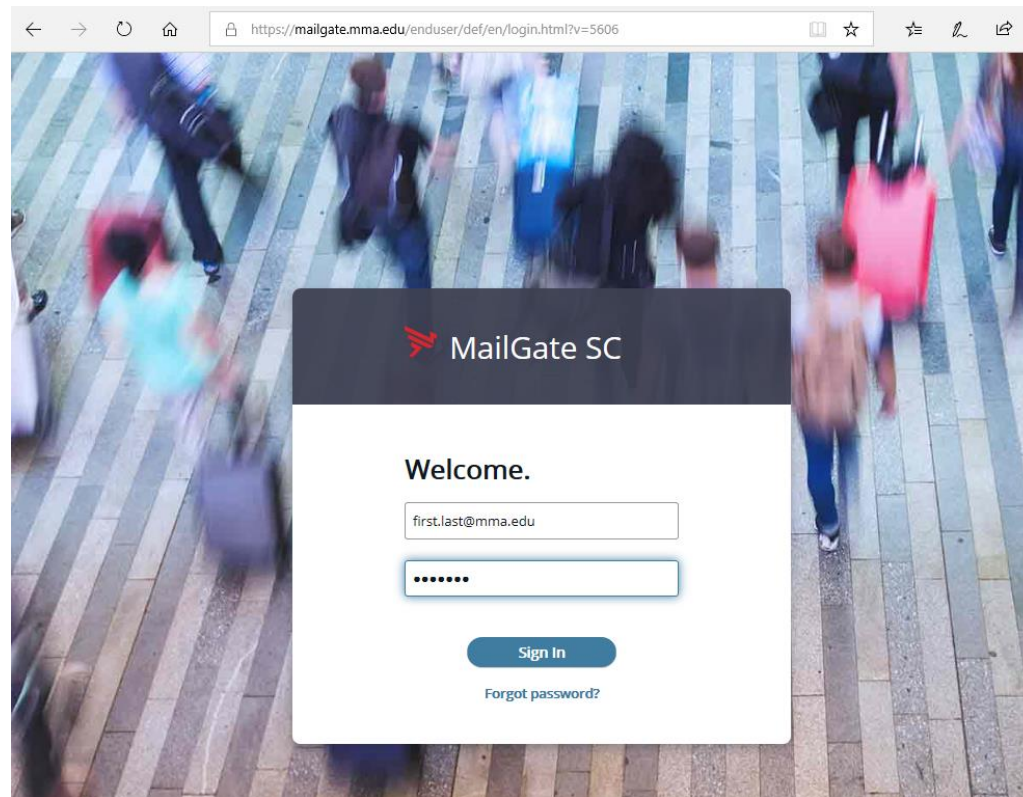
Reading the Secure Email

The secure email will be in their inbox on our Mailgate. The inbox is like your typically email inbox.
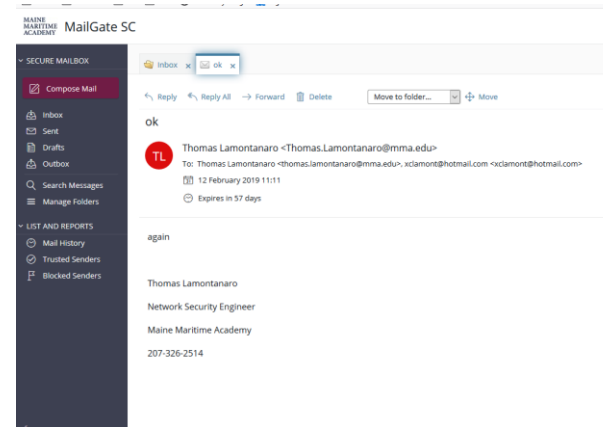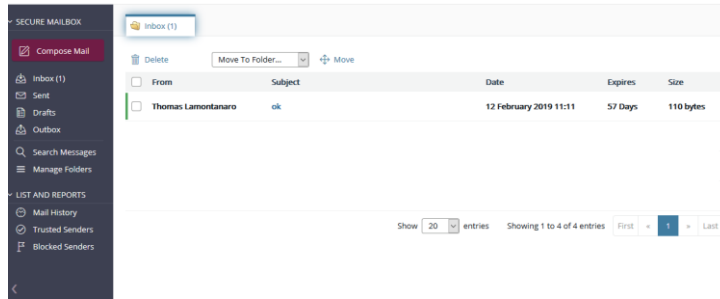
That's it!

You have successfully used Secure Email.

FAQ

How is this more secure than email? If someone has my user name, can't they just access the link as well?
Yes, but the links expire after 60 days. If your account gets compromised on day 61, the secure link is dead. That applies to links for users outside of MMA too. If their account is comprised, the same expiration date applies.

Isn't this just extra steps? I'll just find a workaround.
Yes, it's a few extra steps. However think about what would happen if your account was comprised and someone had access to Student/Staff/Faculty Social Security numbers and all you had to do was send a secure link.

Are there other options beside using Secure Email?
If you find you are sending sensitive material to people on campus quite often, we may be able to offer a Shared Folder solution with restricted access. Please see IT for details.

Can we adjust the expiration date of secure email links?
Yes, but this defined for each user/group by the Mailgate administrator and applies for all emails, not specific emails.