Opening an Encrypted PDF Email in the Secure Email Portal

Introduction

When you receive an Encrypted PDF email, the email has a **Password Protected PDF file** attached to it. **The actual encrypted content is contained inside the attached PDF file**. In order to open the attached PDF and read the encrypted content, a password for that PDF file must first be generated in the Secure Email Portal and then pasted in your favorite PDF reader when prompted for the password.

It's important to understand that in order to generate the password to the attached PDF file, **you must first successfully authenticate to the Secure Email Portal.**

If this is the first time receiving and Encrypted PDF Email, please follow the instructions in the section titled "**Opening an Encrypted PDF Email for the First Time**" which will guide you through creating a Secure Email Portal password and then generating the password to open the attached PDF file.

If this is **NOT** the first time opening an Encrypted PDF Email, please follow the instructions in the section titled "**Opening an Encrypted PDF Email**" which will guide you through authenticating to the Secure Email Portal with a previously set Secure Email Portal password and then generating the password to open the attached PDF file.

Opening an Encrypted PDF Email for the First Time

When opening an Encrypted PDF Email for the first time, you must first create a Secure Email Portal password and then generate the password to actually open the Encrypted PDF that's attached to the email.

1. Once you receive the Encrypted PDF Email, locate and click on the link below Step 1 on the email body under the section "**Click the link below. You will be directed to our secure email portal.**" (**Figure 1**).

Figure 1

Hi,

A secure message has been sent to you in a password encrypted PDF file. The password for this PDF must first be generated by logging into our secure email portal. Don't worry, it's very easy to do. Just follow the instructions below:

1. Click the link below. You will be directed to our secure email portal.

https://~ ~ ~ ~ /web/portal/secure/otp?id=~ ~&pwl=16&email ~ ~ ~ ~ ~ ~ ~ ~
ts=~ ~ ~ ~ ~ ~ ~ ~&action=signup&mac-~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~

1. Clicking the link will direct you to the **Secure Email Portal sign up** page. Choose a new password and then enter it in the **New password** field, verify that password in the **Repeat password** field and then click on the **Apply** button. Ensure you securely record the portal password you chose for future use. If you receive an encrypted PDF email in the future, the system will ask you to enter the password you just chose in order to authenticate to the Secure Email Portal (**Figure 2**).

Figure 2

1. After creating a password, the system will automatically authenticate you and direct you to the **Generate one time passowrd for the encrypted PDF** page. Click on the **Generate password** button on the bottom of the page (**Figure 3**).

Figure 3

1. After you click the **Generate password** button, the system will create a new pop-up window with a new password. Select the entire password and copy to your computer's clipboard by either clicking the **CTRL** and the **C** keys on your keyboard or right-clicking and selecting Copy (**Figure 4**).
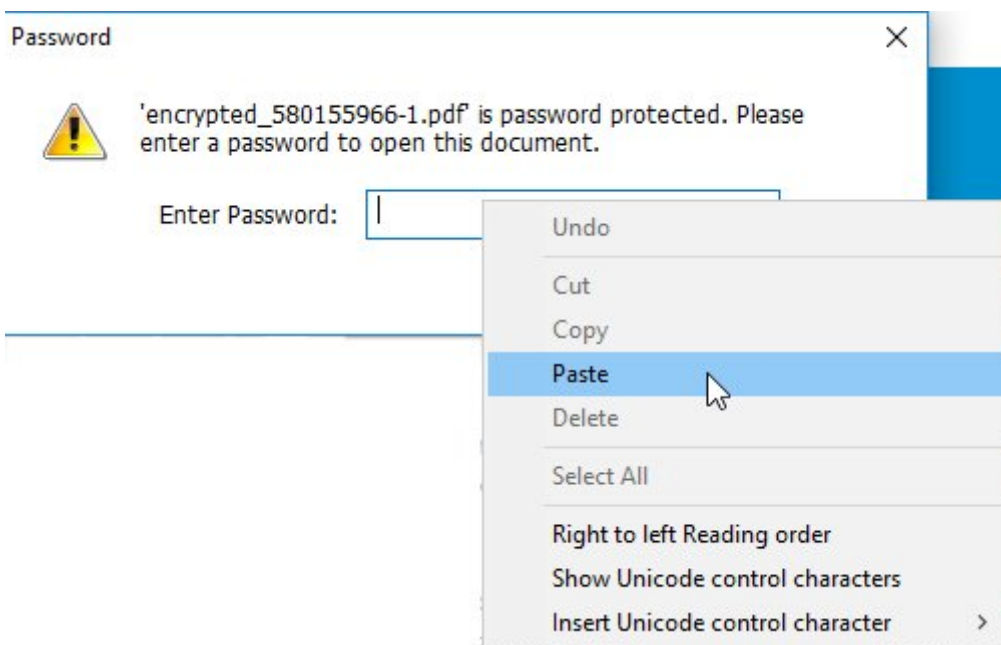
Figure 4

1. Next, go back to the received Encrypted PDF email and open the attached PDF file with your favorite PDF Reader (Adobe Reader, Foxit Reader etc.). You will be prompted for a password to open the PDF file. Paste the password you copied from **Step 4** into the password fild and click **OK** (**Figure 5**).

Figure 5

1. If you pasted the correct password in Step 5, the encrypted message contents will be displayed in the PDF document (**Figure 6**).

Figure 6
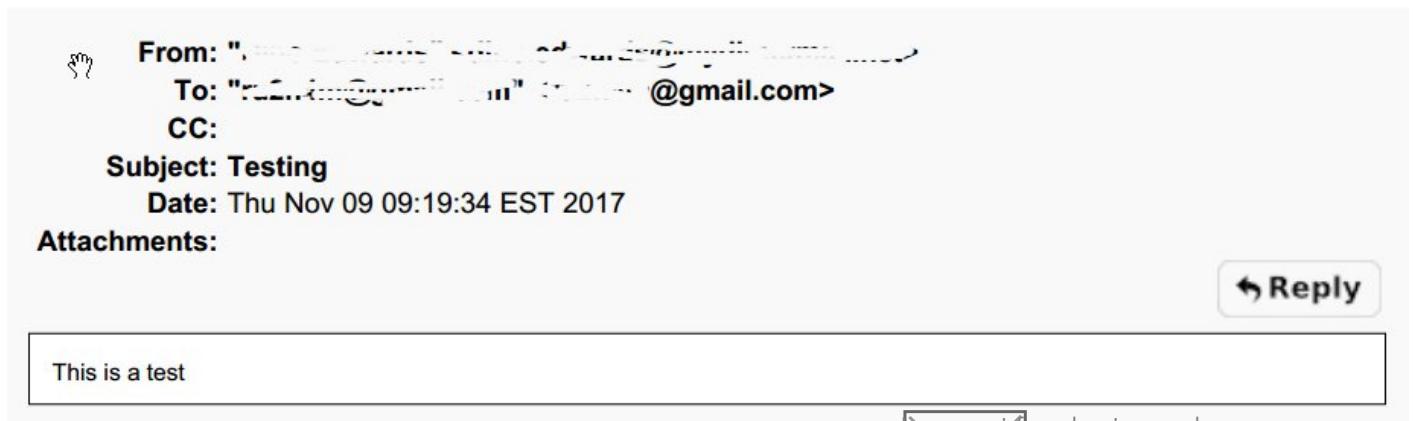
From: ". _____ _____ _____ _____"
To: "_____ ___ _____" _____ @gmail.com>
CC:
Subject: **Testing**
Date: Thu Nov 09 09:19:34 EST 2017
Attachments:

↩ **Reply**
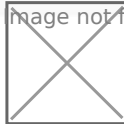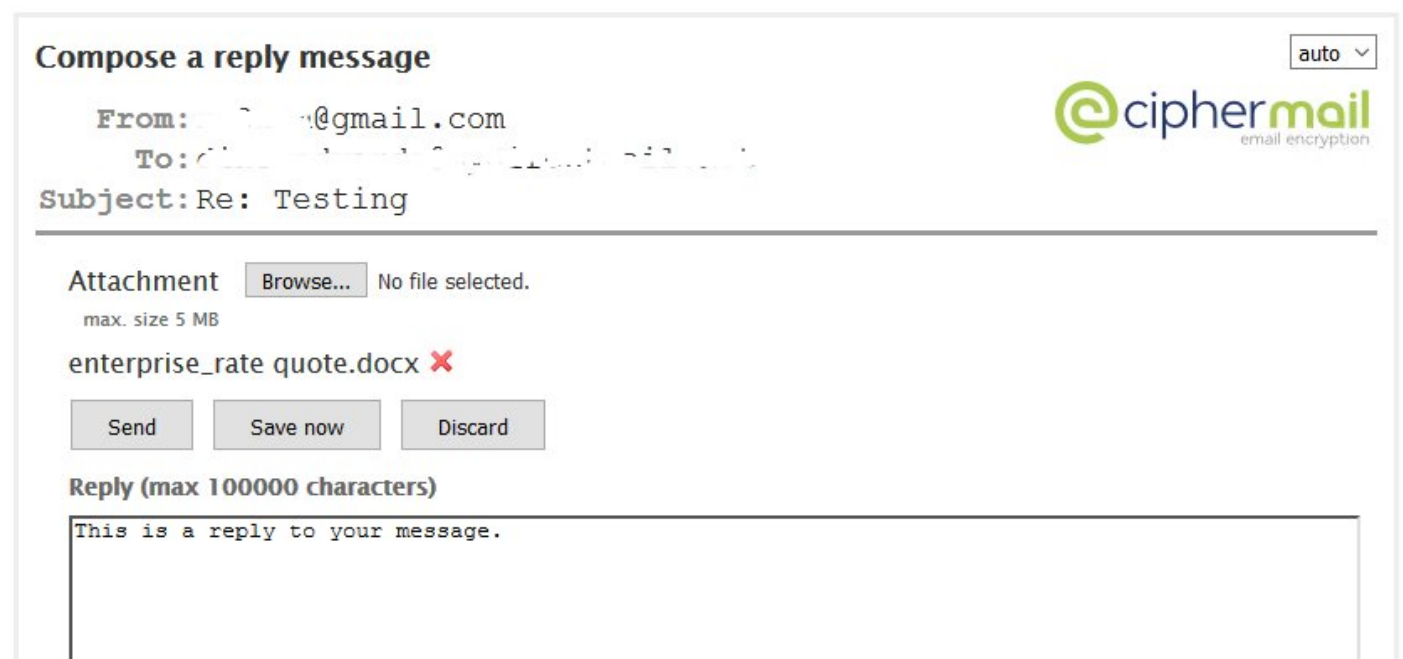
This is a test

Image not found or type unknown

1. If you wish to reply to the sender of the email, click on the ⬜ button on the top right. You will be directed to the Secure Email Portal to the **Compose a reply message** page where you will be able to reply as well as add any attachments (**Figure 7**).

Figure 7

Compose a reply message   auto ∨

@ciphermail
email encryption

From: ___ ___@gmail.com
To: _____
Subject: Re: Testing
_____

Attachment   Browse...   No file selected.
max. size 5 MB
enterprise_rate quote.docx ✖

Send   Save now   Discard

Reply (max 100000 characters)

This is a reply to your message.

Opening an Encrypted PDF Email

When opening an Encrypted PDF Email, you must first authenticate to the Secure Email Portal with a password you previously set and then generate the password to actually open the Encrypted PDF that's attached to the email.

1. Once you receive the Encrypted PDF Email, locate and click on the link below Step 1 on the email body under the section "**Click the link below. You will be directed to our secure email portal.**" (**Figure 8**).

Figure 8

Hi,

A secure message has been sent to you in a password encrypted PDF file. The password for this PDF must first be generated by logging into our secure email portal. Don't worry, it's very easy to do. Just follow the instructions below:

1. Click the link below. You will be directed to our secure email portal.

https://~ ~ ~ ~ ~ ~ /web/portal/secure/otp?id=~~~~~~&pwl=16&email ~~~~~~~~~~~~~
ts=1510227526~~~3&action=signup&mac-~~~~~~~~~~~~~~~~~~~~

1. Clicking the link will direct you to the **Secure Email Portal login** page. The Email field will already be pre-filled with your email address. Enter the password you previously set to access the Secure Email Portal in the **Password** field and click the **Login** button (**Figure 9**). **If you forgot the Secure Email Portal password, please inform the sender of the email that you need your Secure Email Portal password reset.**

Figure 9

auto ▾

Portal login

Please enter your email address and password

@ciphermail
email encryption

Email [........................]
Your email address

Password [|]
Your portal password

[Login]

1. After succesfully authenticating to the Secure Email Portal, the system will automatically direct you to the **Generate one time passowrd for the encrypted PDF** page. Click on the **Generate password** button on the bottom of the page (**Figure 10**).

Figure 10

One time password Change password About Logout ru2n4m@gmail.com

Generate one time password for the encrypted PDF

By pressing the Generate password button, the password for the encrypted PDF will be generated using the provided password id*. You can copy–and–paste the generated password to the PDF reader password dialog.

Password id: 580155966

PDF password:

****

Generate password

* if the password id field is empty, copy and paste the password id from the email.

1. After you click the **Generate password** button, the system will create a new pop-up window with a new password. Select the entire password and copy to your computer's clipboard by either clicking the **CTRL** and the **C** keys on your keyboard or right-clicking and selecting Copy (**Figure 11**).
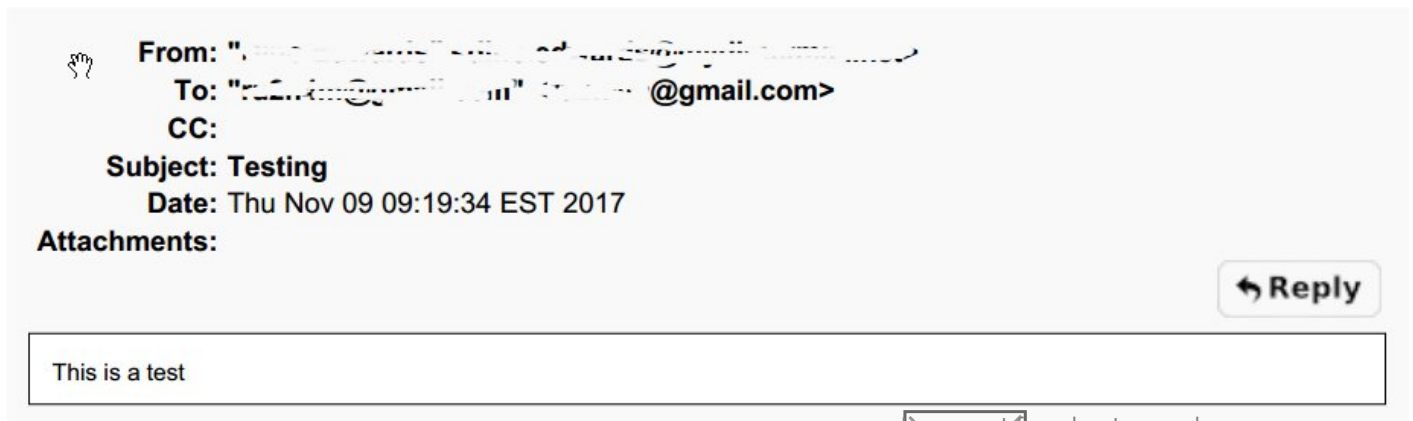
Figure 11

1. Next, go back to the received Encrypted PDF email and open the attached PDF file with your favorite PDF Reader (Adobe Reader, Foxit Reader etc.). You will be prompted for a password to open the PDF file. Paste the password you copied from **Step 4** into the password fild and click **OK** (**Figure 12**).

Figure 12
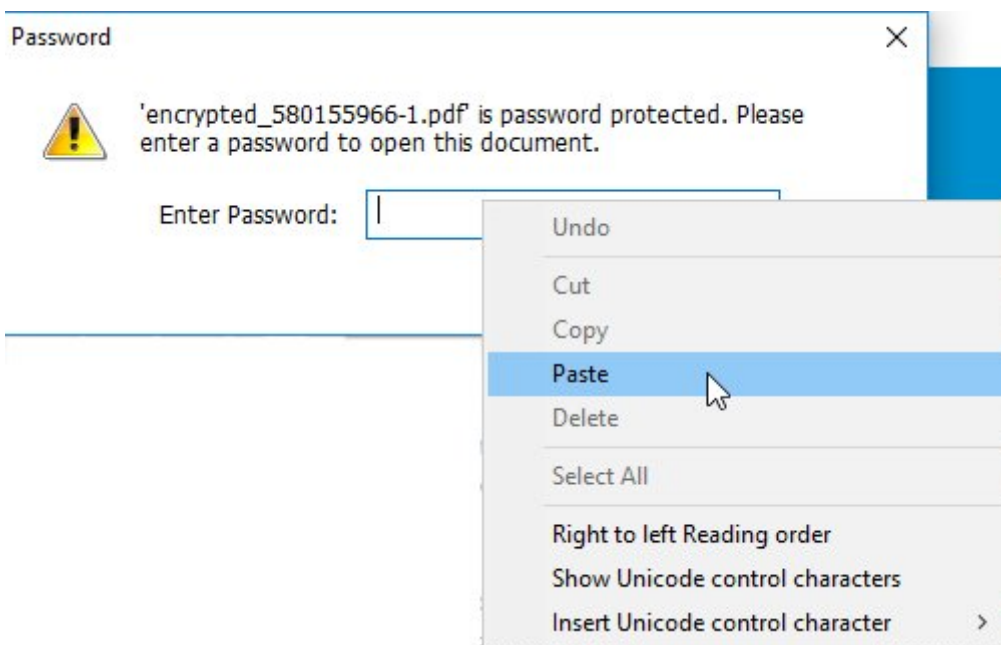
1. If you pasted the correct password in Step 5, the encrypted message contents will be displayed in the PDF document (**Figure 13**).
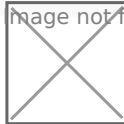
Figure 13

From: ".
To: "   @gmail.com>
CC:
Subject: **Testing**
Date: Thu Nov 09 09:19:34 EST 2017
Attachments:

↩ **Reply**

This is a test

image not found or type unknown

1. If you wish to reply to the sender of the email, click on the [×] button on the top right. You will be directed to the Secure Email Portal to the **Compose a reply message** page where you will be able to reply as well as add any attachments (**Figure 14**).

Figure 14

Compose a reply message   auto ∨

@**ciphermail**
email encryption

From: .@gmail.com
To:
Subject: Re: Testing

Attachment   Browse...   No file selected.
max. size 5 MB

enterprise_rate quote.docx ✖

| Send | Save now | Discard |

Reply (max 100000 characters)

This is a reply to your message.