



Consolidated Technology Services • WA

# External End User Training Guide: Secure Email Extract

Version 6

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## Table of Contents

<b>SECURE EMAIL .....</b>	<b>3</b>
INTERNAL USERS.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<i>Using Keywords in the Subject Line to Send an Encrypted Email Message.....</i>	<b>Error! Bookmark not defined.</b>
<i>Using Microsoft Outlook Flags to Send an Encrypted Email Message.....</i>	<b>Error! Bookmark not defined.</b>
<i>Receiving Secure Email.....</i>	<b>Error! Bookmark not defined.</b>
<i>System Notifications .....</i>	<b>Error! Bookmark not defined.</b>
<i>Preparing to Assist External Users You Send Email To.....</i>	<b>Error! Bookmark not defined.</b>
EXTERNAL USERS.....	3
<i>Receive an Invitation to Secure Email .....</i>	3
<i>New User Registration .....</i>	4
<i>Automatic Logouts.....</i>	5
<i>Receiving and Sending Mail in the Secure Email Portal.....</i>	5
<i>Secure Email Portal Notifications.....</i>	23
<i>Resetting Your Password .....</i>	24

# Secure Email

## External Users

Secure email is sent to users outside of the State Government Network (SGN), or sent to an agency from an outside user, according to an agency’s legal and regulatory requirements. External users have a need to send encrypted email for official State of Washington business, but are not in the State of Washington Microsoft® Exchange farm, nor within the SGN.

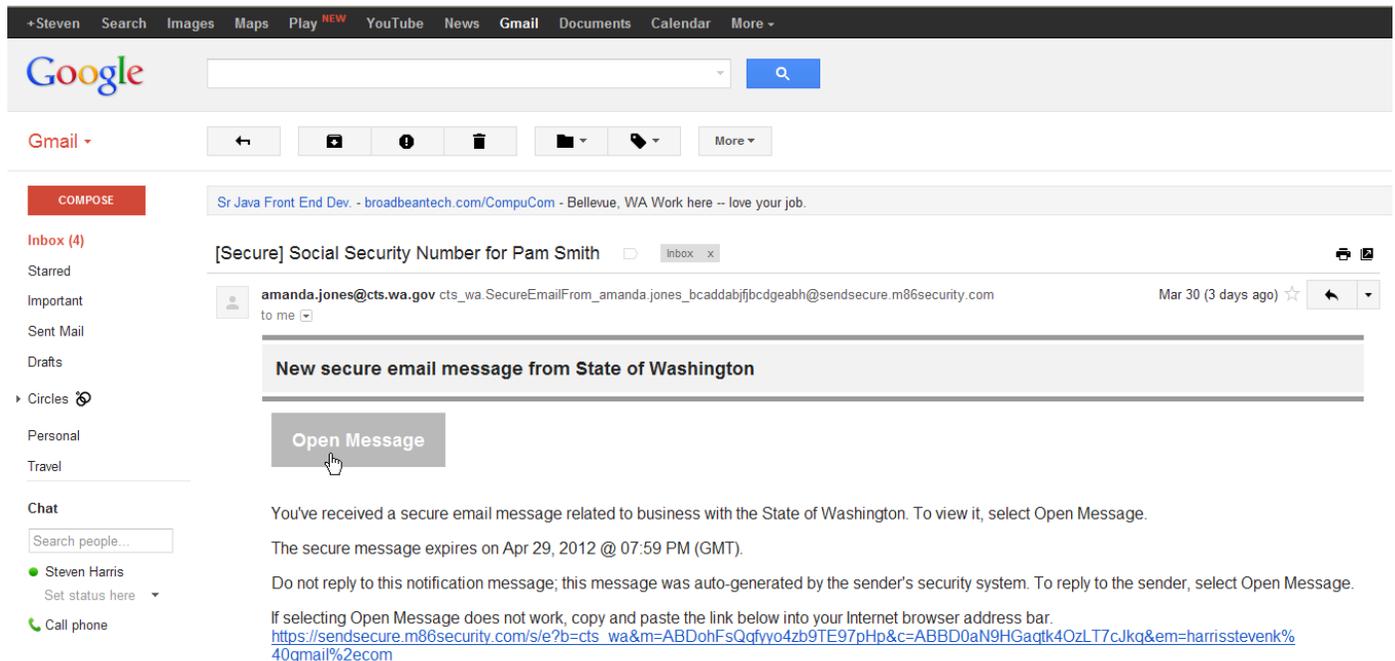
External users will access a web-based portal called the **Secure Email Portal** to send and receive encrypted email. The following section of the *End User Training Guide* provides an overview of the external users’ interface.

## Receive an Invitation to Secure Email

The first time an internal user sends an external user a secure email, the external user will be asked to register at the **Secure Email Portal**. The message contains an Open Message button that will open the **Registration page**.

**Note:** If your email program does not support active links, copy and paste the link provided into your browser’s address bar.

**NOTE:** Depending on a recipient's email settings, this and future notices may be blocked or quarantined by your anti-spam software. Please check your quarantine server or work with your local email administrator or internet service provider. The secure message notification email may have also been delivered to your “Junk” folder. If this is the case, you can retrieve the message from the “Junk” folder and add the sendsecure.m86security.com to your “safe sender list” so that any future notification will get routed to your Inbox. If you still can’t find the secure message notification email, contact your IT department or internet service provider and have them white list sendsecure.m86security.com, which is IP address 63.71.11.102 for inbound mail. Please ask the message sender to resend the secure message.



## New User Registration

State of Washington Registration



### Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:  
harrisstevenk@gmail.com

Password:

Re-enter Password:

Cancel Register

#### Password Rules

Passwords must be at least 10 characters in length, and meet all of the following conditions:

- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as: ~!@#\$\$%^&
- The new password cannot include your name, email, or be a complete word. [More password hints.](#)

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1. The registration page opens with the External User's email address already filled in.
2. Enter a password that complies with the following standards established by Washington state policy  
Passwords must be at least 10 characters in length and meet all of the following conditions:
  - Contain a number
  - Contain both uppercase and lowercase letters
  - Contain at least one special character, such as ~!@#\$\$%^& Note that the asterisk and period are not valid special characters
  - The password **cannot** include your name, email, or be a complete word
  - Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different
3. Reenter the password
4. Select the **Register** button

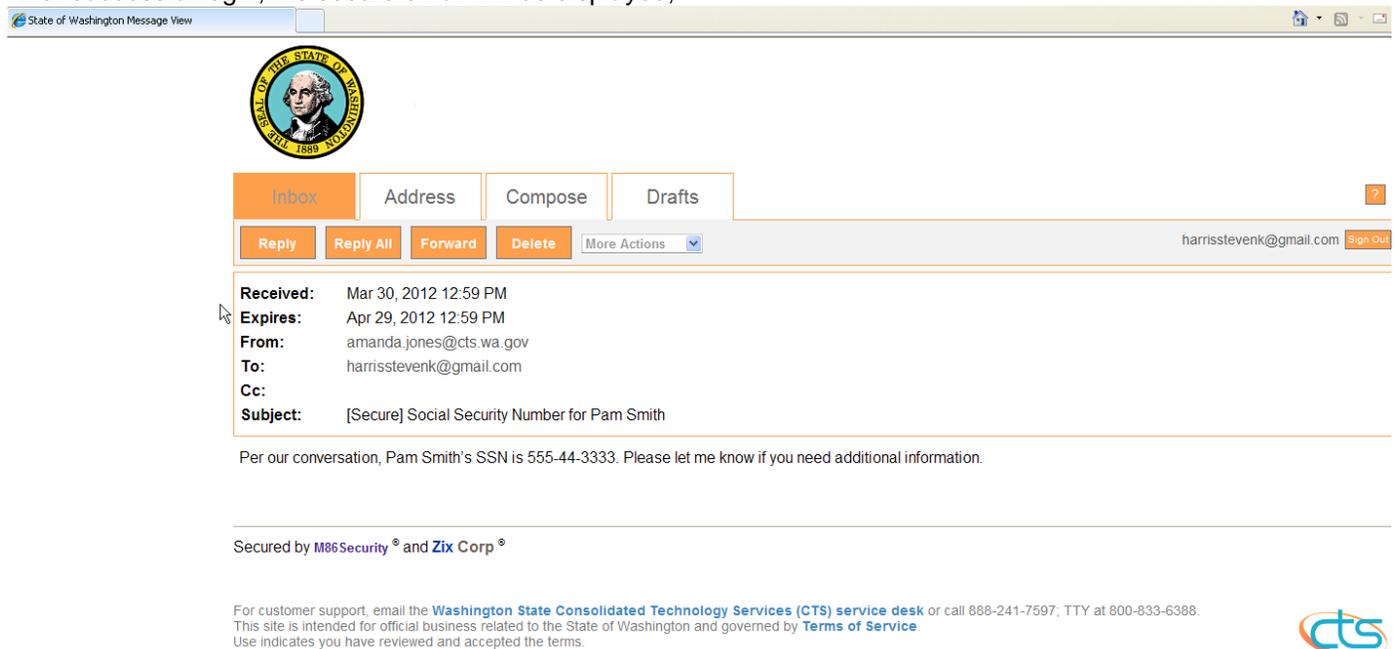
## Automatic Logouts

The Secure Email Portal will automatically sign you out after a period of inactivity. To login to the Secure Email Portal again, select the **OK** button from the dialog box and reenter your credentials.



## Receiving and Sending Mail in the Secure Email Portal

After successful login, the secure email will be displayed,



The Secure Email Portal provides four action options for a message received in the inbox:

1. Reply
2. Reply to All
3. Forward
  - a. NOTE: Forwarding the message to another External User will prompt that user to create a new account.
4. Delete
5. Save Message
6. Download Attachments

**NOTE:** The Secure Email Portal does not store sent messages. If you need to retain a copy of the email, include your email address in the **To** or **Cc** fields.

State of Washington Message View



Inbox | Address | Compose | Drafts

Reply | Reply All | Forward | Delete | More Actions

harrisstevnk@gmail.com Sign Out

Received: Apr 2, 2012 11:43 AM  
 Expires: May 2, 2012 11:43 AM  
 From: amanda.jones@cts.wa.gov  
 To: harrisstevnk@gmail.com  
 Cc:  
 Subject: [Secure] List of Social Security Numbers - Attached  
 Attachments: 2012 04 02 Customer Listing.xls

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

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### Save Message

To save a message, you may need to allow your browser to download the file from the Secure Email Portal. A sample from Internet Explorer 7 is shown below:

State of Washington Message View

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options.



Inbox | Address | Compose | Drafts

Reply | Reply All | Forward | Delete | More Actions

harrisstevnk@gmail.com Sign Out

Received: Mar 30, 2012 12:59 PM  
 Expires: Apr 29, 2012 12:59 PM  
 From: amanda.jones@cts.wa.gov  
 To: harrisstevnk@gmail.com  
 Cc:  
 Subject: [Secure] Social Security Number for Pam Smith

Per our conversation, Pam Smith's SSN is 555-44-3333. Please let me know if you need additional information.

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When the message screen refreshes, select **Save Message** from the More Actions menu, and follow the Save prompts through your browser.

Connecting...

THE SEAL OF THE STATE OF WASHINGTON  
1889

Inbox Address Compose Drafts

Reply Reply All Forward Delete More Actions harrisstevenk@gmail.com Sign Out

**Received:** Mar 30, 2012 12:59 PM  
**Expires:** Apr 29, 2012 12:59 PM  
**From:** amanda.jones@cts.wa.gov  
**To:** harrisstevenk@gmail.com  
**Cc:**  
**Subject:** [Secure] Social Security Number for Pam

Per our conversation, Pam Smith's SSN is 555-44-3333.

File Download  
 Do you want to open or save this file?  
 Name: [\_Secure]\_Social\_Secu\_03302012.txt  
 Type: Text Document  
 From: sendsecure.m86security.com  
 Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

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### Download an Attachment

To download an attachment, you may need to explicitly allow your browser to download the file from the Secure Email Portal. A sample from Internet Explorer 7 is shown below:

State of Washington Message View

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

Download File...  
 Who's the Risk?  
 Information Bar Help

THE SEAL OF THE STATE OF WASHINGTON  
1889

Inbox Address Compose Drafts

Reply Reply All Forward Delete More Actions harrisstevenk@gmail.com Sign Out

**Received:** Apr 2, 2012 11:43 AM  
**Expires:** May 2, 2012 11:43 AM  
**From:** amanda.jones@cts.wa.gov  
**To:** harrisstevenk@gmail.com  
**Cc:**  
**Subject:** [Secure] List of Social Security Numbers - Attached  
**Attachments:** 2012 04 02 Customer Listing.xls

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

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When the message screen refreshes, select **Save Attachments** from the More Actions menu, and follow the File Download prompts through your browser.

The screenshot shows a webmail interface with a navigation bar (Inbox, Address, Compose, Drafts) and a toolbar (Reply, Reply All, Forward, Delete, More Actions). An email is displayed with the following details:

- Received:** Apr 2, 2012 11:43 AM
- Expires:** May 2, 2012 11:43 AM
- From:** amanda.jones@cts.wa.gov
- To:** harrisstevnk@gmail.com
- Cc:**
- Subject:** [Secure] List of Social Security Numbers
- Attachments:** 2012 04 02 Customer Listing.xls

A "File Download" dialog box is open, asking "Do you want to open or save this file?". The file details are:

- Name:** [\_Secure]\_List\_of\_Soc\_04022012.zip
- Type:** Compressed (zipped) Folder
- From:** sendsecure.m86security.com

The dialog box has "Open", "Save", and "Cancel" buttons. Below the dialog box, there is a warning icon and text: "While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)"

At the bottom of the page, it says "Secured by M86Security® and Zix Corp®".

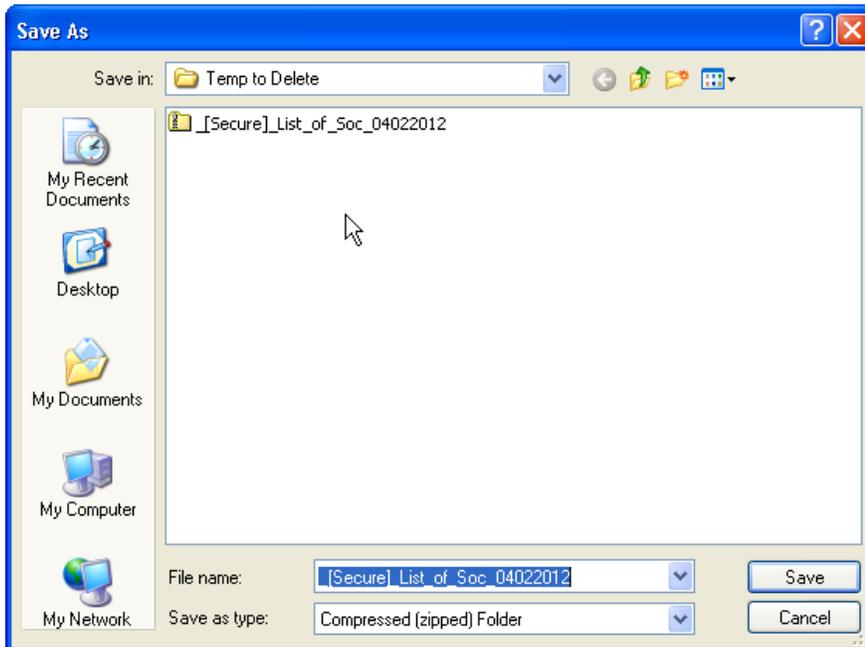
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Windows XP or Windows 7 users may select the **Open** button to view both a .txt version of the email message and the original attachment in a Windows Explorer window.

The screenshot shows a Windows Explorer window titled "[Secure]\_List\_of\_Soc\_04022012[1]". The address bar shows the path: "ents and Settings\amanda\Local Settings\Temporary Internet Files\Content.IE5\WC4MN3PU\[\_Secure]\_List\_of\_Soc\_04022012[1].zip". The main pane displays a folder icon and a file icon. The folder icon is labeled "\_[Secure]\_List\_of\_Soc\_04022012" and the file icon is labeled "2012 04 02 Custome...". The left sidebar shows "Folder Tasks" with "Extract all files" and "Other Places" with "NC4MN3PU", "My Documents", and "My Network Places".

Windows XP or Windows 7 users may select the **Save** button to save a .zip file containing both a .txt version of the email message and the original attachment.



### Reply to an Email

From an open message, select the **Reply** or **Reply All** buttons. **NOTE:** The Reply and Reply All functions will not provide an opportunity to add recipients. If you need to add recipients to the distribution, select the **Forward** function.

State of Washington Message View

**Received:** Apr 2, 2012 11:43 AM  
**Expires:** May 2, 2012 11:43 AM  
**From:** amanda.jones@cts.wa.gov  
**To:** harrisstevenk@gmail.com  
**Cc:**  
**Subject:** [Secure] List of Social Security Numbers - Attached  
**Attachments:** 2012 04 02 Customer Listing.xls

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

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State of Washington Reply



Inbox Address **Compose** Drafts

Send Save Draft Attach File harrisstevenk@gmail.com Sign Out

**To:** amanda.jones@cts.wa.gov  
**Subject:** RE: [Secure] List of Social Security Numbers - Attached  
**Attachments:** -- None --

B I U [List Icons] Font Size [Color Icons]

--- Originally sent by amanda.jones@cts.wa.gov on Apr 2, 2012 11:43 AM ---

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

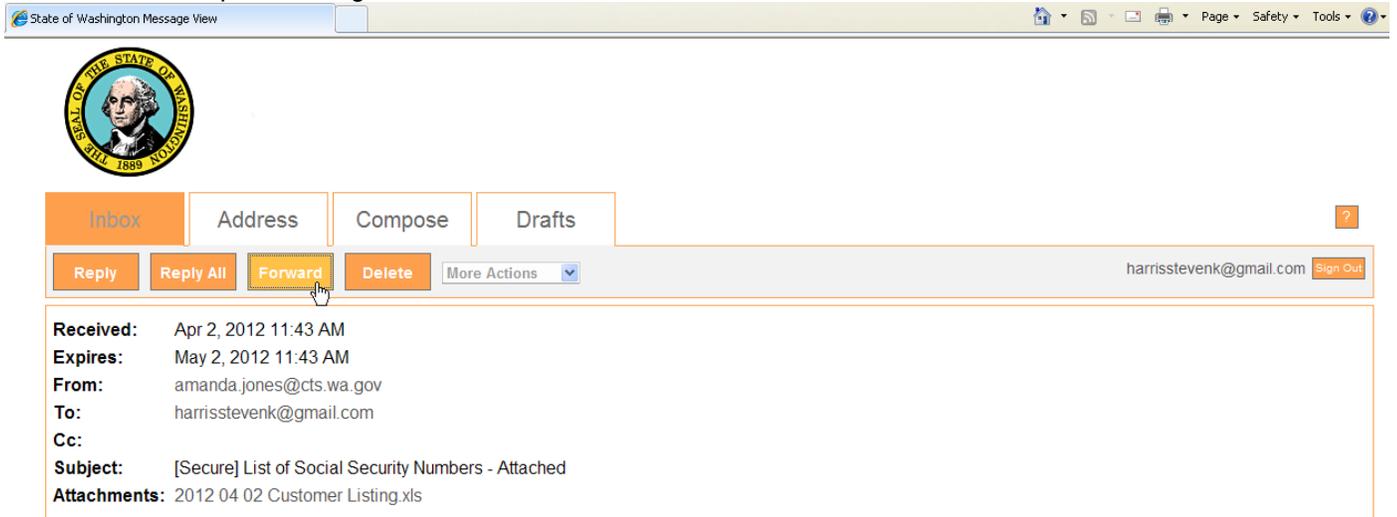
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### Forwarding a Message

You may forward any message received in the Secure Email Portal to any internal or external user for official State of Washington business.

1. From an open message, select the **Forward** button.



The screenshot shows a web browser window titled "State of Washington Message View". The browser's address bar is empty, and the page content includes the State of Washington seal on the left. Below the seal is a navigation menu with buttons for "Inbox", "Address", "Compose", and "Drafts". A secondary menu contains "Reply", "Reply All", "Forward", "Delete", and "More Actions". The "Forward" button is highlighted with a mouse cursor. In the top right corner, the user's email "harrisstevenk@gmail.com" and a "Sign Out" button are visible. The main message content shows the following details:

**Received:** Apr 2, 2012 11:43 AM  
**Expires:** May 2, 2012 11:43 AM  
**From:** amanda.jones@cts.wa.gov  
**To:** harrisstevenk@gmail.com  
**Cc:**  
**Subject:** [Secure] List of Social Security Numbers - Attached  
**Attachments:** 2012 04 02 Customer Listing.xls

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

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## 2. To edit the message, place your cursor in the message body above the "Originally sent by..."

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3. Select the **Update Attachments** button to add or delete attachments.



Inbox Address **Compose** Drafts ?

harrisstevenk@gmail.com Sign Out

**Attach File**

To attach a file, select a file and choose Add File. Choose Finish when you have selected all the files to include. You may attach as many as 10 files up to a total of 30 MB.

Attach Files:

Browse...

**Add File**

Attachments:

2012 04 02 Customer Listing.xls

A rectangular box representing the attachment, containing the filename "2012 04 02 Customer Listing.xls". A mouse cursor is visible over the box.

**Remove File**

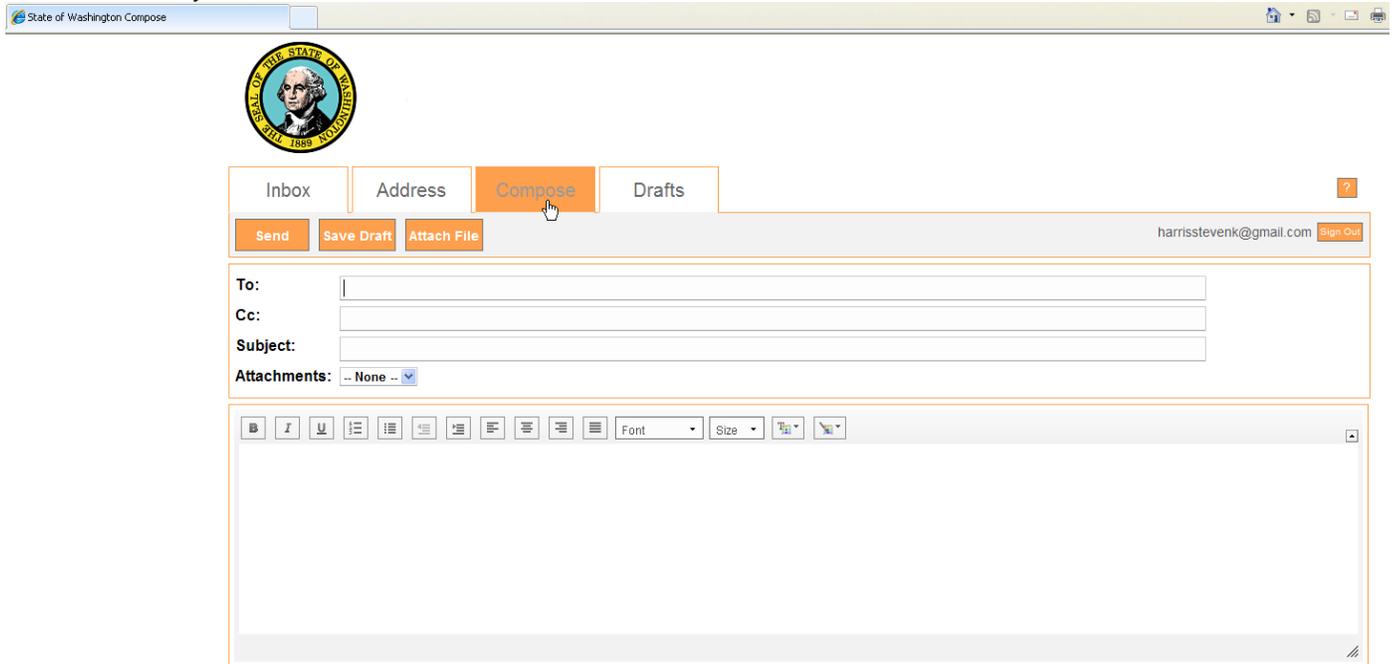
**Finish**

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### Composing a New Message

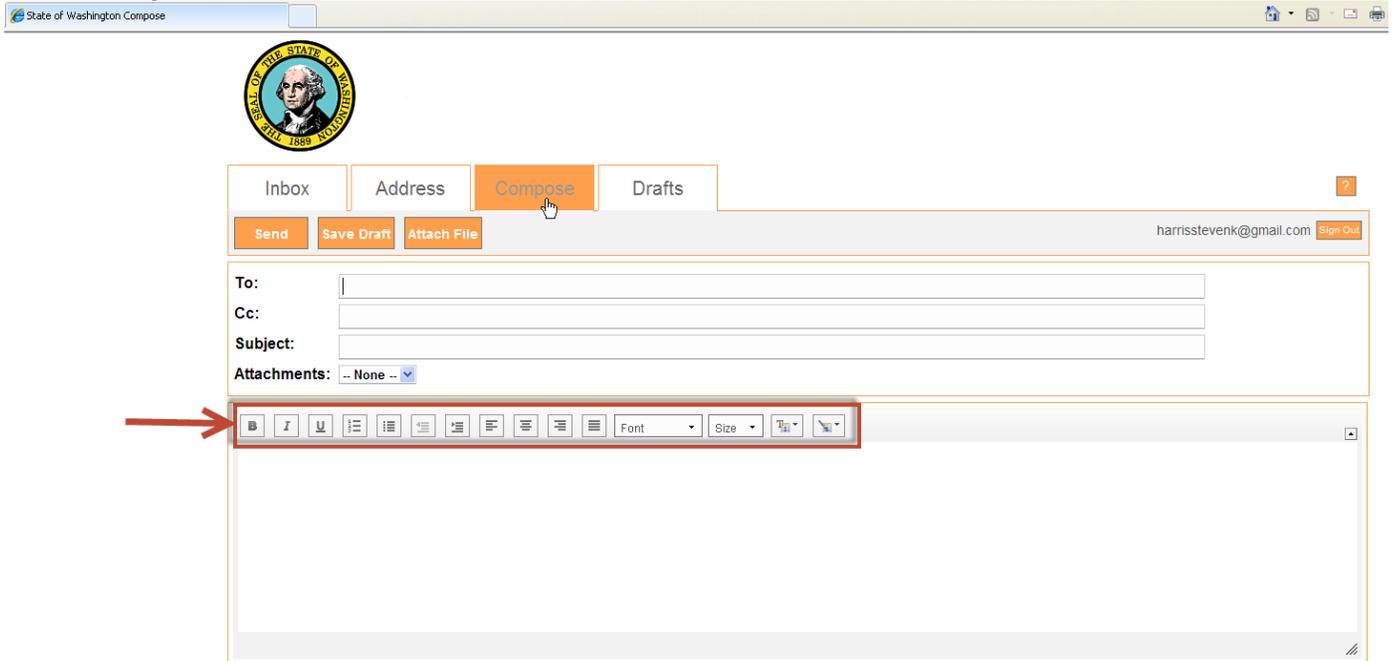
1. To send an encrypted email to any recipient, select the **Compose** tab from any screen in the Secure Email Portal. A new message will automatically be opened.
2. **NOTE:** The Secure Email Portal does not store sent messages. If you need to retain a copy of the email, include your email address in the **To** or **Cc** fields.



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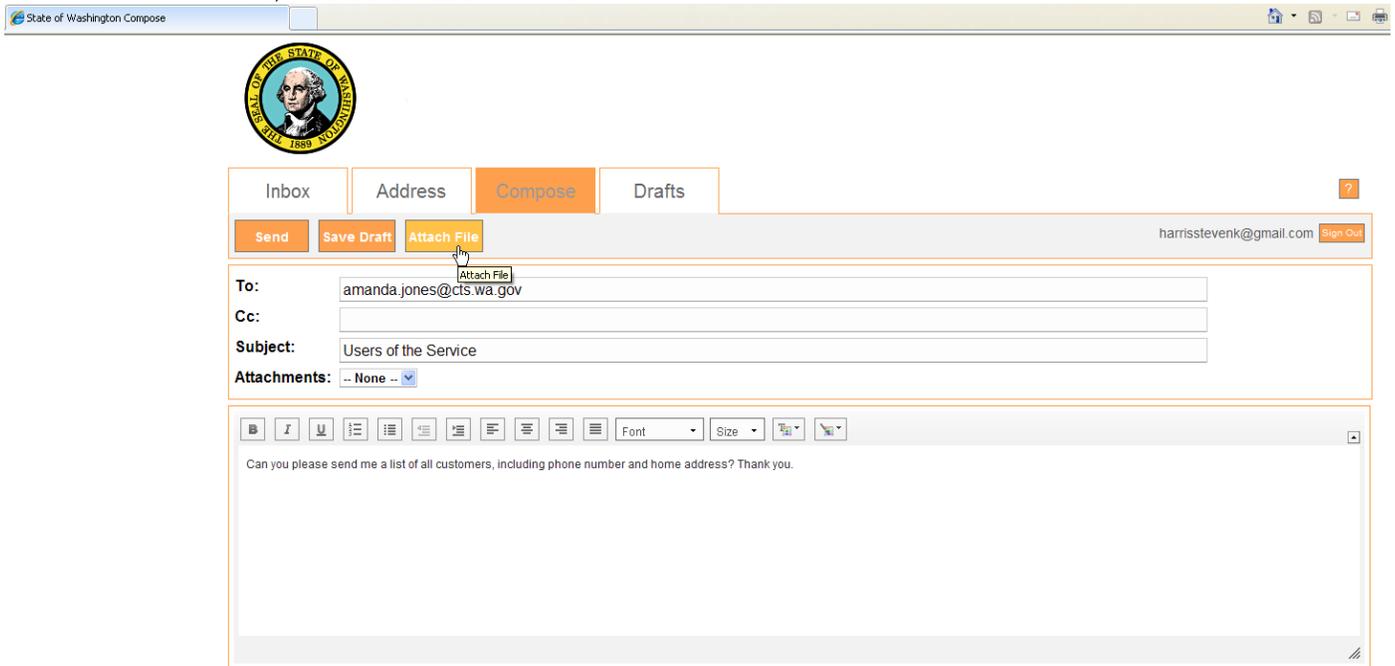
3. The .html email editor provides several formatting options, including:
  - a. Bullets and numbering
  - b. Indent
  - c. Alignment
  - d. Font-face
  - e. Font size
  - f. Highlighting
  - g. Font color



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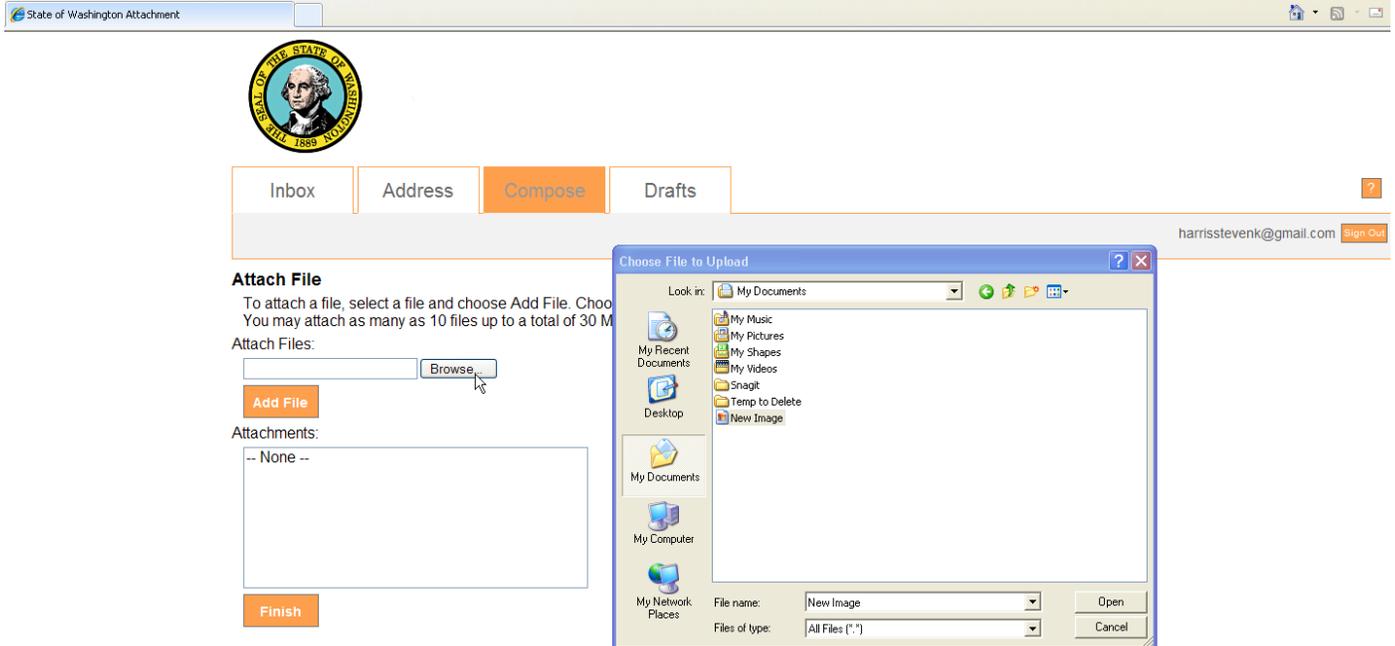
4. To attach a file, select the **Attach File** button



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a. A new screen will open, select the **Browse** button to navigate to select your file to upload



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b. Once the file name and path has been populated in the Attach Files box, select the **Add File** button

**Attach File**

To attach a file, select a file and choose Add File. Choose Finish when you have selected all the files to include. You may attach as many as 10 files up to a total of 30 MB.

Attach Files:

C:\Documents and Settings\ [Browse...]

Add File

Attachments:

-- None --

Finish

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c. Repeat this process to add additional files (up to 10 files, with a total of up to 30 MB). When the file name(s) is shown in the **Attachments** dialog box, select the **Finish** button to add the file(s) to your email and return to the message.

**Attach File**

To attach a file, select a file and choose Add File. Choose Finish when you have selected all the files to include. You may attach as many as 10 files up to a total of 30 MB.

Attach Files:

[Browse...]

Add File

Attachments:

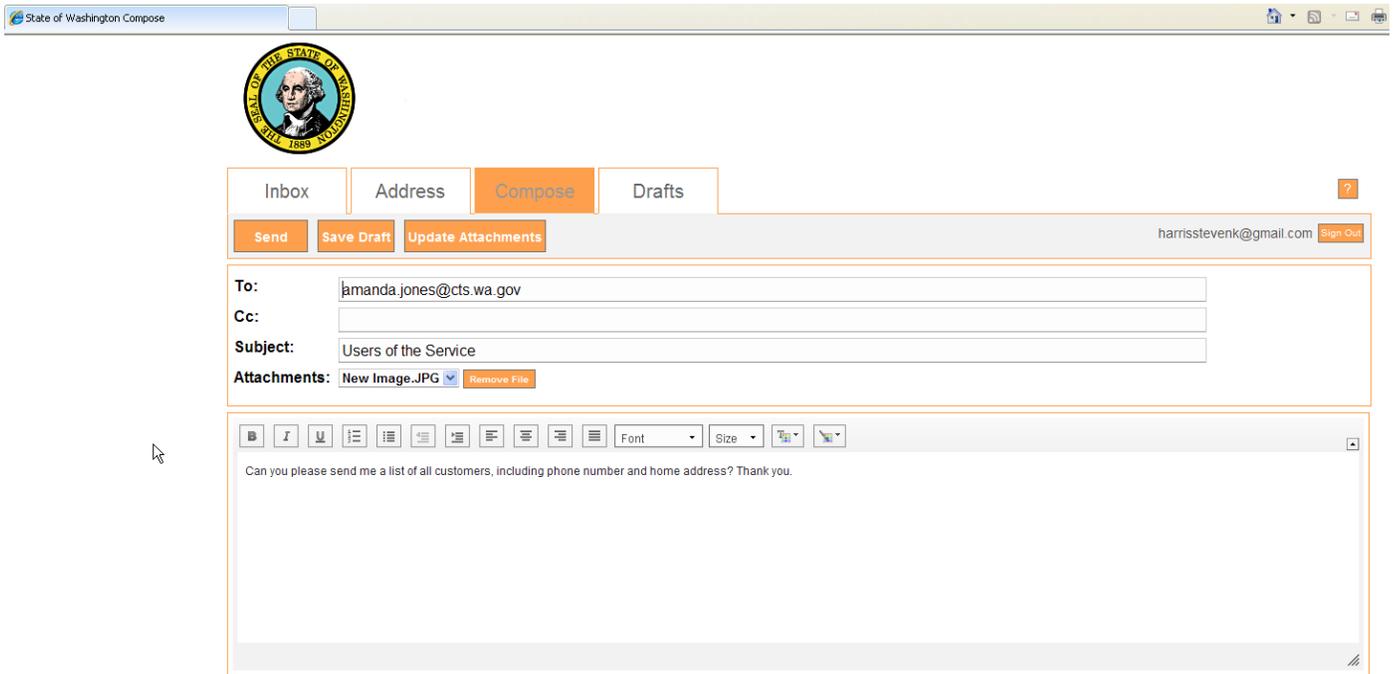
New Image.JPG

Remove File

Finish

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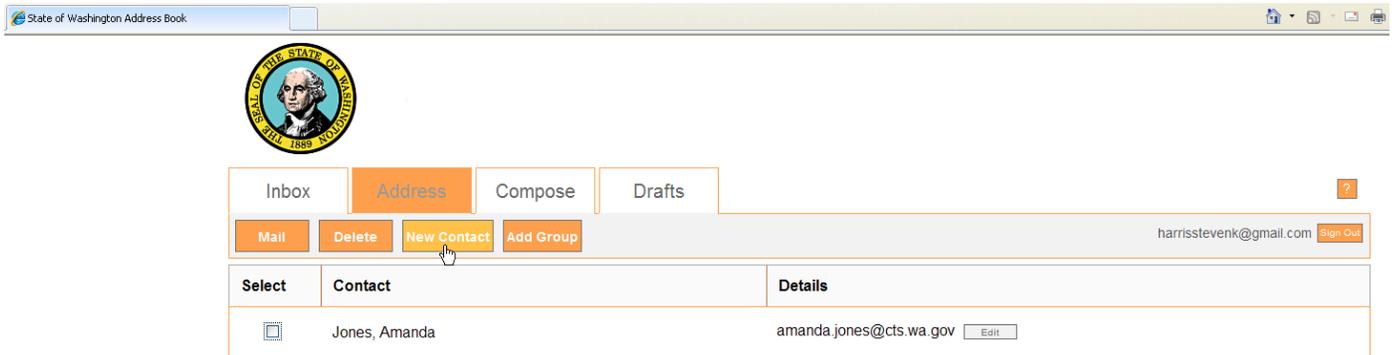
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### Using the Address Book

The Secure Email Portal allows you to enter and save contact information for those with whom you correspond regularly and then use that saved information to send email messages to a contact, or group.

1. To add a contact to your Address book, select the **Address** tab from any screen in the Secure Email Portal, then select the **New Contact** button.



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2. Enter the First Name, Last Name, and Email Address for the contact, then select the **Save** button.

State of Washington Add a Contact

Inbox **Address** Compose Drafts

Save Cancel harrisstevenk@gmail.com Sign Out

First Name:  
William

Last Name:  
Miller

Email Address:  
wmiller@gmail.com

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3. When the screen refreshes, your contact will be added to your Address list. Contacts are displayed in Last Name, First name format.

State of Washington Address Book

Inbox **Address** Compose Drafts

Mail Delete New Contact Add Group harrisstevenk@gmail.com Sign Out

Select	Contact	Details
<input type="checkbox"/>	Jones, Amanda	amanda.jones@cts.wa.gov Edit
<input type="checkbox"/>	Miller, William	wmiller@gmail.com Edit

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4. To create a **Group** for distribution to more than one contact at a time, select the **Add Group** button from the **Address** menu

State of Washington Address Book

Inbox **Address** Compose Drafts

Mail Delete New Contact **Add Group** harrisstevenk@gmail.com Sign Out

Select	Contact	Details
<input type="checkbox"/>	Jones, Amanda	amanda.jones@cts.wa.gov Edit
<input type="checkbox"/>	Miller, William	wmiller@gmail.com Edit

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5. Enter a group name, and use your mouse to select the names of the individual contacts you wish to add to the group. To select more than one contact at a time, hold the CTRL button while clicking with your mouse.

The screenshot shows a web browser window titled "State of Washington Add a Contact List". The page features a navigation bar with "Inbox", "Address", "Compose", and "Drafts" tabs. Below the navigation bar are "Save" and "Cancel" buttons, and a user profile for "harrisstevenk@gmail.com" with a "Sign Out" link. The main content area includes a "Group Name:" field containing "Customer Contacts". Under "Available Contacts:", two contacts are listed: "Jones, Amanda" and "Miller, William", both of which are highlighted in blue. Below this list is an "Include in Group" button. The "Contacts in Group:" section is currently empty, displaying "No Contacts Included" and a "Remove from Group" button. At the bottom, there is a footer with contact information for the Washington State Consolidated Technology Services (CTS) service desk and a logo.

6. Select the **Include in Group** button to add these contacts to your list.

This screenshot is identical to the previous one, but the "Include in Group" button is now highlighted in orange, and a mouse cursor is positioned over it, indicating the next step in the process. The rest of the interface, including the group name, available contacts, and contact lists, remains the same.

7. When all contacts have been added and display in the **Contacts in Group:** box, select the **Save** button to create the group.

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Select	Contact	Details
<input type="checkbox"/>	Jones, Amanda	amanda.jones@cts.wa.gov <input type="button" value="Edit"/>
<input type="checkbox"/>	Miller, William	wmiller@gmail.com <input type="button" value="Edit"/>
<input type="checkbox"/>	Customer Contacts	2 contacts in Customer Contacts <input type="button" value="Edit"/>

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- Mail can be generated to the Group by clicking on the Group Name, or by selecting the **Select** checkbox next to the Group and selecting the **Mail** button of the **Address** menu.

Select	Contact	Details
<input type="checkbox"/>	Jones, Amanda	amanda.jones@cts.wa.gov <a href="#">Edit</a>
<input type="checkbox"/>	Miller, William	wmiller@gmail.com <a href="#">Edit</a>
<input checked="" type="checkbox"/>	+ Customer Contacts	2 contacts in Customer Contacts <a href="#">Edit</a>

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### Using the Drafts Folder

Select the **Drafts** tab in the Secure Email Portal to view draft messages. Messages are periodically saved as drafts while being composed.

- To continue editing a Draft message, select the To, Subject, or Date displayed.

Select	To	Subject	Date
<input type="checkbox"/>	amanda.jones@cts.wa.gov	Users of the Service	Apr 2, 2012 1:16 PM

For customer support, email the [Washington State Consolidated Technology Services \(CTS\) service desk](#) or call 888-241-7597; TTY at 800-833-6388. This site is intended for official business related to the State of Washington and governed by [Terms of Service](#). Use indicates you have reviewed and accepted the terms.



2. To delete a Draft message, select the checkbox in the **Select** column and select the **Delete** button.

The screenshot shows a webmail interface for 'State of Washington Draft Items'. At the top, there are navigation tabs for 'Inbox', 'Address', 'Compose', and 'Drafts'. Below these is a 'Delete' button. A user profile for 'harrisstevenk@gmail.com' is visible. The main area contains a table with columns 'Select', 'To', 'Subject', and 'Date'. One message is listed with a checked checkbox in the 'Select' column, 'amanda.jones@cts.wa.gov' in the 'To' column, 'Users of the Service' in the 'Subject' column, and 'Apr 2, 2012 1:16 PM' in the 'Date' column.

Select	To	Subject	Date
<input checked="" type="checkbox"/>	amanda.jones@cts.wa.gov	Users of the Service	Apr 2, 2012 1:16 PM

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### Secure Email Portal Notifications

The Secure Email Portal will provide notifications during a session through pop ups.

#### Incorrect Password Attempts

After three unsuccessful password entry attempts, your account will be locked. You may wait for 30 minutes to reenter the portal with the correct password, or use the **Reset Password** functionality from the Portal to immediately reset your password.

The screenshot shows a blue-bordered pop-up window titled 'Message from webpage'. It contains a yellow warning triangle icon and the text: 'Incorrect email address and/or password. After 3 unsuccessful attempts, the account will be locked and a message sent to the email address with instructions.' There is an 'OK' button at the bottom center.

The screenshot shows a Gmail interface. At the top is the Google search bar. Below it are navigation icons for back, forward, info, trash, and search. A banner for 'Buy \$2.95 Domain Names' is visible. The left sidebar shows the 'Inbox (5)' section. The main area displays an email from 'cts\_wa.notification@sendsecure.m86security.com' with the subject 'Locked Account Notification'. The email content states: 'This email is to notify you that you have exceeded the allowed number of failed sign in attempts for State of Washington. Your account has been temporarily locked for 30 minutes. Please try again later, or to unlock your account immediately, return to the State of Washington Sign In page and follow the links to change your password.' Below the email is a 'Click here to Reply or Forward' link.

## Resetting Your Password

1. From the Secure Email Portal login page, ensure your email address is displayed, and then select the **Reset Password** button.

The screenshot shows the 'State of Washington Password Authorization' portal. At the top left is the state seal. The main heading reads 'Welcome to the State of Washington secure email portal'. Below this, a paragraph explains the site's purpose: 'This site provides a secure way of sending sensitive information between providers, customers, vendors and other organizations and the agencies of the state of Washington.' Another paragraph states: 'This service is provided by the state and offers encrypted transmission to protect the contents of your email.'

The login section contains two input fields: 'Email Address:' with the value 'harrisstevenk@gmail.com' and 'Password:'. To the right of these fields is an orange 'Sign In' button. Below the login fields are three service boxes: 'Forgot your password?' with a 'Reset Password' button, 'New to secure email?' with a 'Register' button, and 'Need more assistance?' with a 'Help' button.

At the bottom, there is a footer with customer support information: 'For customer support, email the Washington State Consolidated Technology Services (CTS) service desk or call 888-241-7597; TTY at 800-833-6388. This site is intended for official business related to the State of Washington and governed by Terms of Service. Use indicates you have reviewed and accepted the terms.' The CTS logo is on the right.

2. After entering a password which meets the requirements specified, the system will send an email to your registered email address. Follow the instructions to activate the password reset request.

The screenshot shows a Gmail interface. At the top is a Google search bar. Below it is the Gmail navigation bar with icons for back, forward, search, trash, and more. The main content area shows an email titled 'State of Washington Notification' from 'cts\_wa.notification@sendsecure.m86security.com' received at '6:29 AM (2 hours ago)'. The email body contains the following text: 'Your State of Washington password is pending.' followed by instructions to 'ACTIVATE' or 'DECLINE' the new password, each with a corresponding URL: [https://sendsecure.m86security.com/s/a?b=cts\\_wa&cmd=ABDuXeLK5VZPiUoDvlzvpof](https://sendsecure.m86security.com/s/a?b=cts_wa&cmd=ABDuXeLK5VZPiUoDvlzvpof) and [https://sendsecure.m86security.com/s/d?b=cts\\_wa&cmd=ABDuXeLK5VZPiUoDvlzvpof](https://sendsecure.m86security.com/s/d?b=cts_wa&cmd=ABDuXeLK5VZPiUoDvlzvpof). A final instruction says: 'If the link above is disabled, copy and paste it into your Internet browser address bar.'



### Reset Password

Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:  
harrisstevenk@gmail.com

New Password:  
●●●●●●●●

Re-enter New Password:  
●●●●●●●●

### Password Rules

Passwords must be at least 10 characters in length, and meet all of the following conditions:

- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as: ~!@#\$\$%^&
- The new password cannot include your name, email, or be a complete word. [More password hints.](#)

In addition, your new password cannot match the previous four (4) passwords.

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