

REVENU  
QUÉBEC



FAIR.  
FOR ALL.

# SECURE MESSAGING SERVICE USER GUIDE

[revenuquebec.ca](http://revenuquebec.ca)

# 2021



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# CONTENTS

<b>1. Receiving a secure email</b>	<b>4</b>
<b>2. Registering</b>	<b>5</b>
<b>3. Signing in</b>	<b>9</b>
<b>4. Replying to emails</b>	<b>10</b>
<b>5. Resetting your password</b>	<b>11</b>
<b>6. Logging out</b>	<b>14</b>

# 1. RECEIVING A SECURE EMAIL

Open the attachment to read the email.



**New Secure Email Message Received from Revenu Québec**

This is a **new version** of the Secure Email Service, a **new** registration will be required for all users registered to the old version.

The attached email message contains confidential information from xxxxxxxxxxxxxxxx To protect the privacy of the information contained in this message, the contents have been encrypted and embedded in the attached **WebPushEncryptedAttachment.html** file.

To view the email message, open the **WebPushEncryptedAttachment.html** attachment and sign in.

If this is the first secure email message you have received, you must complete a short registration process before reading your message.

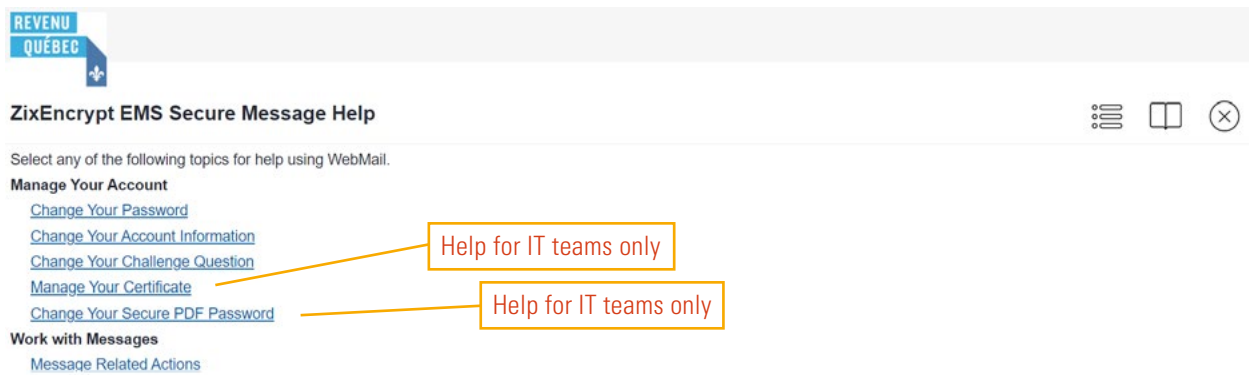
If you have any questions about this email message, contact the sender.

User guide - [Revenu Québec- Secure Email Service user guide \(revenuquebec.ca\)](#)

Help - [https://portail-scsen.revenuquebec.ca/webmail/web/en\\_US/help/my-account-msg-display-help.html](https://portail-scsen.revenuquebec.ca/webmail/web/en_US/help/my-account-msg-display-help.html)

Password reset - <https://portail-scsen.revenuquebec.ca/webmail>

If you need help, click the link above.



**REVENU QUÉBEC**

## ZixEncrypt EMS Secure Message Help

Select any of the following topics for help using WebMail.

**Manage Your Account**

- [Change Your Password](#)
- [Change Your Account Information](#)
- [Change Your Challenge Question](#)
- [Manage Your Certificate](#) Help for IT teams only
- [Change Your Secure PDF Password](#) Help for IT teams only

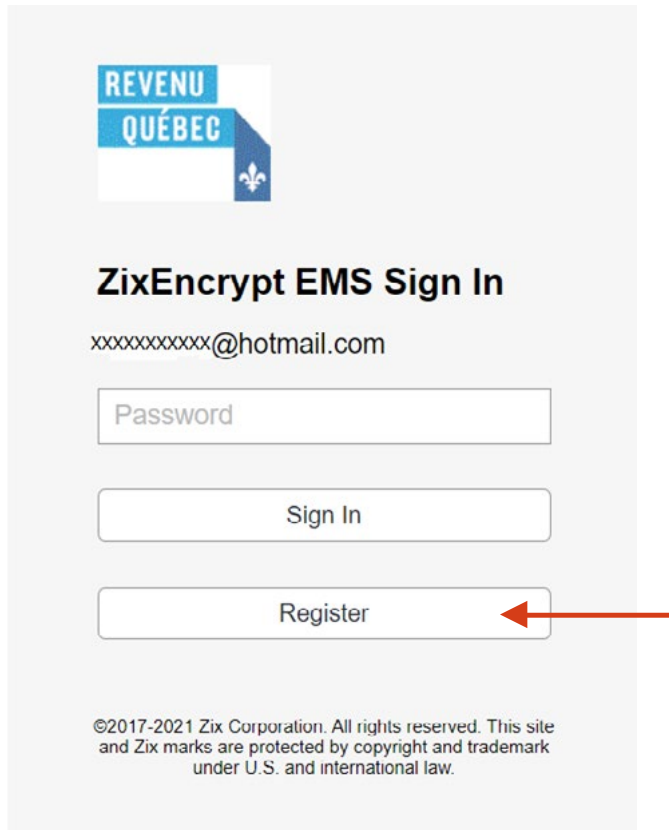
**Work with Messages**

- [Message Related Actions](#)



## 2. REGISTERING

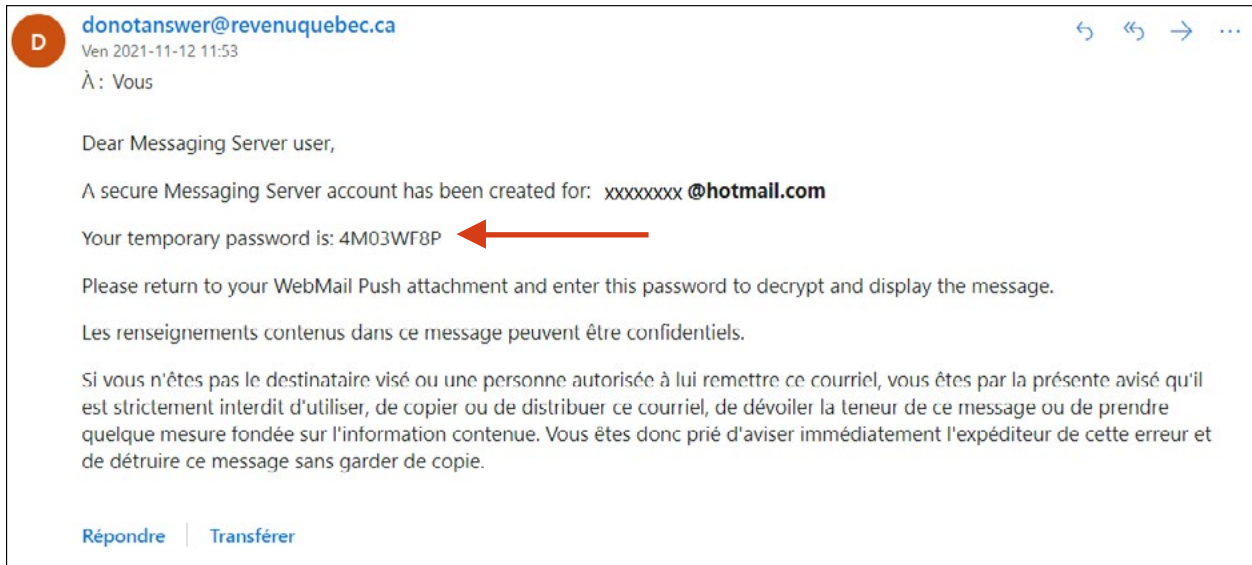
If you are a new user, click **Register**. If you are already registered, **go to step 3**.



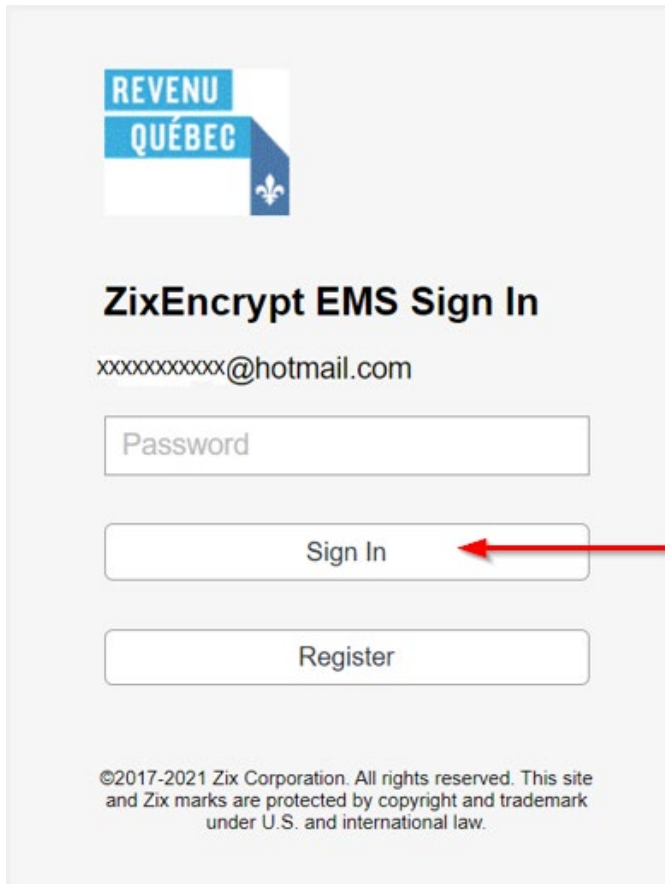
The screenshot shows the ZixEncrypt EMS Sign In page. At the top left is the logo for REVENU QUÉBEC. Below the logo is the title "ZixEncrypt EMS Sign In". Underneath the title is a text input field containing "xxxxxxxxx@hotmail.com". Below the email field is a password input field labeled "Password". Below the password field are two buttons: "Sign In" and "Register". A red arrow points to the "Register" button. At the bottom of the page is a copyright notice: "©2017-2021 Zix Corporation. All rights reserved. This site and Zix marks are protected by copyright and trademark under U.S. and international law."




An email with a temporary password will be sent to your personal inbox.



Copy the **temporary password** into the registration window and click **Sign In**.



Next, complete the fields shown below. Enter your first name, your last name, your current password (the temporary password we emailed you), your new password (enter it a second time to confirm), a hint for your password and the answer to a question from the list. Then click **Save**.



## Revenu Québec Registration

To register rkemmo@hotmai.com for an account, fill in the information below.

First Name 1

Last Name 2

Change Password  
To change your password enter the required information.

Current Password 3

New Password 4

Confirm New Password 5

Password Rules

- ✗ Password must be at least 8 character(s) long
- ✗ Password must contain an uppercase character
- ✗ Password must contain a lowercase character
- ✗ Password must contain a numeric character
- ✗ Password must contain a non-alphanumeric character
- ✗ Password and confirm password must match
- ✗ Password cannot appear in hint
- ✓ Password cannot contain the email address

Password Hint 6



### Challenge Question

Select a question to verify your identity.

7

- What is your spouse's middle name?
- What is your favorite drink?
- What is your dream car?
- Who is your favorite poet?
- What is your favorite restaurant?
- Who is your favorite fashion designer?
- What is your maternal grandmother's middle name?
- What did you study at your post-secondary institution?
- What is your best friend's first name?
- What is your oldest child's middle name?
- Who is your favorite fictional character?
- What is your youngest child's nickname?
- What is the middle name of your oldest sibling?
- Which sports team did you like most as a child?
- What is the first name of your oldest nephew?
- What is your paternal grandmother's first name?
- What is your favorite sport?
- What high school did your spouse attend?
- What is your paternal grandfather's first name?
- What was the name of your first girlfriend/boyfriend?

8

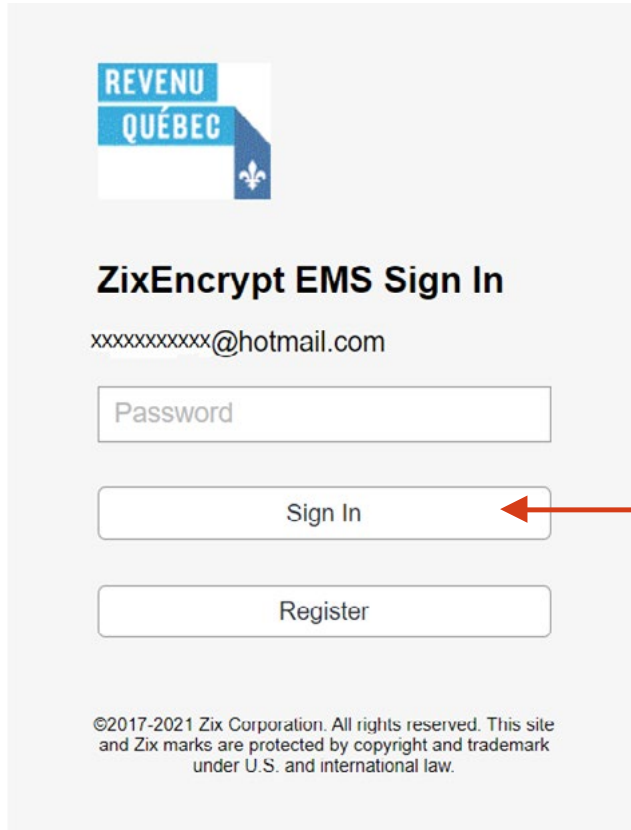
 

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### 3. SIGNING IN

Enter your password and click **Sign in**.



**REVENU  
QUÉBEC**

### ZixEncrypt EMS Sign In

xxxxxxxxx@hotmail.com

Password

Sign In

Register

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# 4. REPLYING TO EMAILS

REVENU QUÉBEC

Message

Account

Help

Logout

**Message**

12/11/2021, 11:48:23  
XXXXXXXXXXXXXXXXXXXXXXXXX @revenuquebec.ca>

Merci

Les renseignements contenus dans ce message peuvent être confidentiels.

Si vous n'êtes pas le destinataire visé ou une personne autorisée à lui remettre ce courriel, vous êtes par la présente avisé qu'il est strictement interdit d'utiliser, de copier ou de distribuer ce courriel, de dévoiler la teneur de ce message ou de prendre quelque mesure fondée sur l'information contenue. Vous êtes donc prié d'aviser immédiatement l'expéditeur de cette erreur et de détruire ce message sans garder de copie.

XXXXXXXXXXXXXXXXXXXXX @hotmail.com

Reply

Reply all

Forward

Details

REVENU QUÉBEC

Message

Account

Help

Logout

**Reply**

XXXXXXXXXXXXXXXXXXXXX @revenuquebec.ca>

RE: <No subject>

-----Original Message-----  
From: XXXXXXXXXXXXXXXXXXXX@revenuquebec.ca>  
Sent: 12/11/2021, 11:48:23  
To: XXXXXXXXXXXXXXXXXXXX@hotmail.com>  
Cc: XXXXXXXXXXXXXXXXXXXX@yahoo.fr>  
Subject: RE: <No subject>

Merci

Les renseignements contenus dans ce message peuvent être confidentiels.

Si vous n'êtes pas le destinataire visé ou une personne autorisée à lui remettre ce courriel, vous êtes par la présente avisé qu'il est strictement interdit d'utiliser, de copier ou de distribuer ce courriel, de dévoiler la teneur de ce message ou de prendre quelque mesure fondée sur l'information contenue. Vous êtes donc prié d'aviser immédiatement l'expéditeur de cette erreur et de détruire ce message sans garder de copie.

Cancel Send

XXXXXXXXXXXXXXXXXXXXX@hotmail.com

Add an attachment

Send

Sender's address



# 5. RESETTING YOUR PASSWORD

To reset your password, hold down the **CTRL** key on your keyboard and click the link below:

<https://portail-scsfr.revenuquebec.ca/webmail/>

Next, enter your email address and click **Reset Password**.

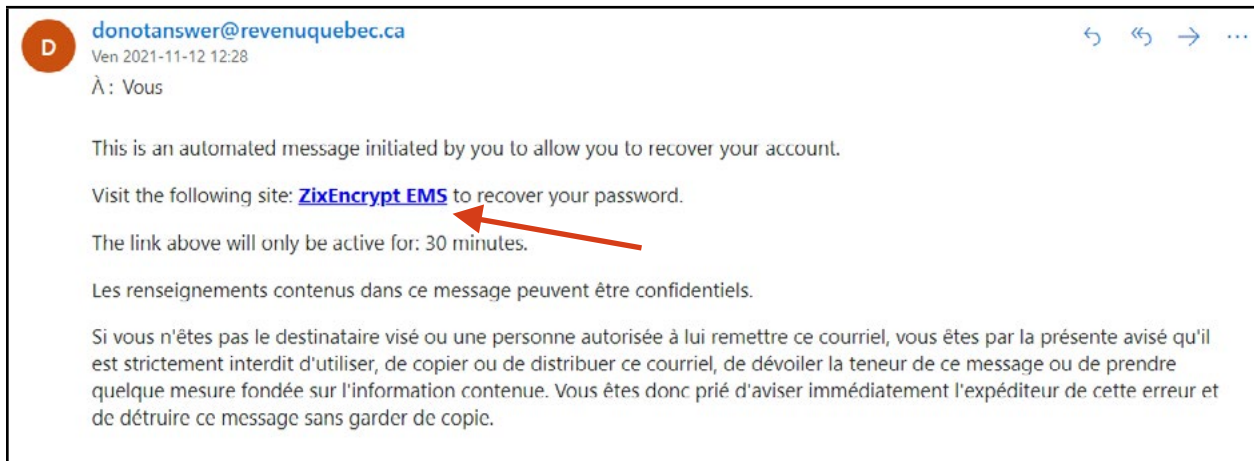
The image shows a screenshot of the Revenu Québec Sign In page. At the top left is the Revenu Québec logo. Below it is the heading "Revenu Québec Sign In". The page contains five main elements, each with a numbered callout:

- 1** Email Address: A text input field. Callout: "Enter your email address and current password, if applicable."
- 2** Password: A text input field.
- 3** Sign In: A button. Callout: "Click here if you entered your email and password above."
- 4** Password Hint: A button. Callout: "If you've forgotten your password, click here for a hint to help you remember."
- 5** Reset Password: A button. Callout: "Click here to reset your password."
- 6** Register: A button. Callout: "Same as the **Sign in** button."

At the bottom of the page, there is a copyright notice: "©2017-2021 Zix Corporation. All rights reserved. This site and Zix marks are protected by copyright and trademark under U.S. and international law."



An email will be sent to your inbox. Click the link to reset your password.



Enter your answer.



Complete the fields below and click **Save**.

**REVENU QUÉBEC**

## Revenu Québec Password Change

Enter the information to change your password.

Enter a new password. It must meet the requirements shown below.

Confirm your new password.

### Password Rules

- ✗ Password must be at least 8 character(s) long
- ✗ Password must contain an uppercase character
- ✗ Password must contain a lowercase character
- ✗ Password must contain a numeric character
- ✗ Password must contain a non-alphanumeric character
- ✗ Password and confirm password must match
- ✓ Password cannot contain the email address

Hint to help you remember your password

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# 6. LOGGING OUT

Click **Logout** to exit.

