

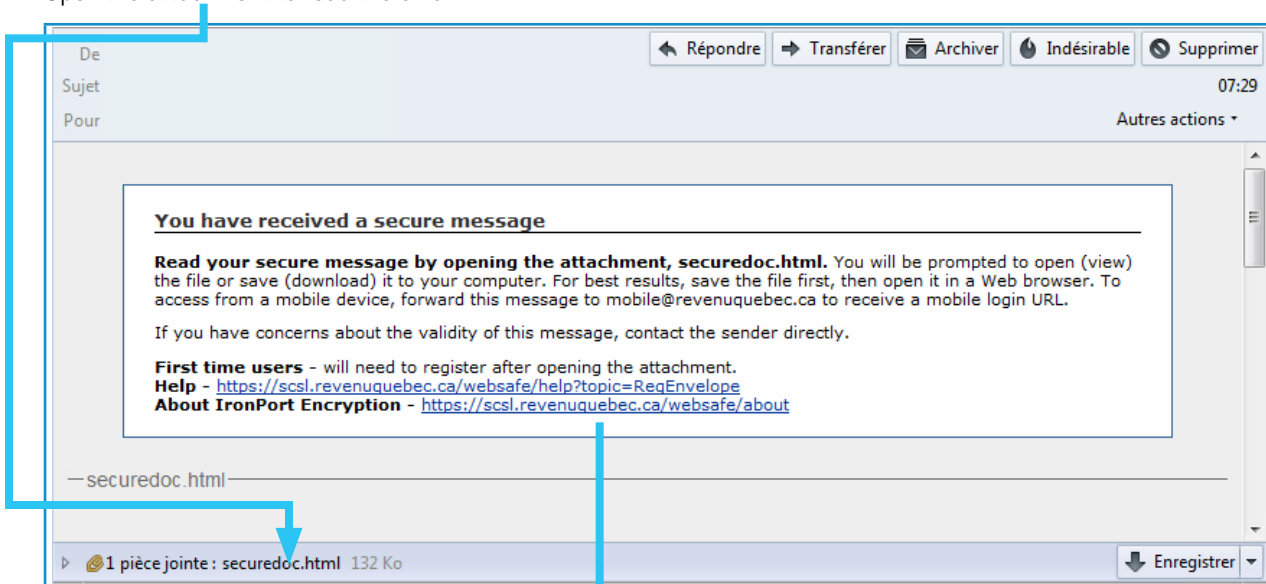



SECURE COMMUNICATION SERVICE

USER GUIDE

1. Receiving a secure communication

Open the attachment to read the email.





SECURE MESSAGING SERVICE

This system enables secure email communication between you and the sender. If you are a first-time recipient, you will be asked to register with this Service to set the password which will be used to authenticate you.

This service is powered by technology from [IronPort](#), a [Cisco Systems](#) business unit.



2. Registering

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

REVENU QUÉBEC

2013-05-17 16:59

From:
To:
Subject:

To open this message, first click the button to register. After registering, come back to continue opening the message.

REGISTER

[Help](#)

REVENU QUÉBEC

REGISTERED ENVELOPE HELP

IronPort Encryption (IronPort Encryption) enables businesses to communicate securely with customers and partners by using Registered Envelopes.

Registered Envelopes transmit encrypted messages that only authorized recipients can access.

A recipient of a Registered Envelope must register with IronPort Encryption (free of charge) to obtain a password for opening encrypted messages.

If you receive a Registered Envelope and you have not registered with the service, leave the password field empty, and click the Open button to begin the registration process.

After you register with the service, you can use the following methods to open a Registered Envelope:

Standard

Enter your password, and click the Open button. The message is decrypted locally on your computer.

Open Online

Enter your password, and click the Open Online link. The message is sent to an IronPort Encryption server for decryption, and the message opens securely on your local computer. Use the Open Online method if you cannot open an envelope with the Standard method.

Open by Forwarding

Forward the Registered Envelope to mobile@revenuquebec.ca. The service will send you an email message with a temporary link that you can click to securely retrieve the message using a web browser on your computer or PDA. Use this method if you cannot open an envelope with the Standard or Open Online method.

If you use the Open by Forwarding method, messages are temporarily stored on IronPort Encryption servers. The messages are stored for up to 8 hours so that recipients can retrieve them. If you use the Standard or Open Online method, messages are not stored on IronPort Encryption servers.

REVENU QUÉBEC

REGISTERED ENVELOPE HELP

Frequently Asked Questions

- [What is a Registered Envelope?](#)
- [Which password do I enter in a Registered Envelope?](#)
- [Why do I have to register to open a Registered Envelope?](#)
- [What is the Securedoc.html file that is attached to an encrypted email message, and is it safe to open that file?](#)
- [What is a Personal Security Phrase?](#)
- [What is the "Remember me on this computer" option?](#)
- [What are message security levels?](#)

Configuring Your Web Browser

- [How do I stop a pop-up blocker from blocking a secure message?](#)
- [How do I enable cookies in my web browser?](#)
- [How do I enable JavaScript in my web browser?](#)
- [How do I enable Java in my browser?](#)

Troubleshooting

- [Error Message: "To open this message, your account must first be activated."](#)
- [Error Message: "Incorrect password. Please try again."](#)
- [Tips for Opening Envelopes](#)
- [Opening Envelopes When You Are a BCC Recipient](#)
- [Contacting Customer Support](#)



To register in French, click here.

REVENU QUÉBEC

NEW USER REGISTRATION

[Cliquez ici pour vous inscrire en français](#)

* = required field

Email Address

First Name*

Last Name*

Password* *Enter a minimum of 6 characters or numbers. Passwords are case-sensitive.*

Confirm Password*

Personal Security Phrase *Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.*

Remember me on this computer.

[Register](#)

3. Logging in

Enter your password and click OPEN.

REVENU QUÉBEC

[Help](#)

From:

To:

Subject:

Password:

[Forgot password?](#)

[OPEN](#)

2013-06-07 07:35

If you experience problems opening this message, try to [Open Online](#)

Forgot your password?

Use the following procedure to reset your password:

- 1 Click [Forgot password](#).
- 2 Click the link in the email you received that contains a temporary password.
- 3 Enter a new password.
- 4 Go back to the email and open the attachment.

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QUÉBEC

FORGOT PASSWORD
Please enter your email address below:
Email Address
[Continue](#)

4. Reading the email

You can now read the email and reply to the sender.

REVENU
QUÉBEC

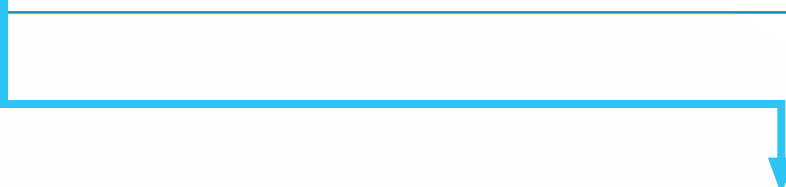
Secured Message [Reply](#)

From:
To:
Date:
Subject:

Bonjour,
ceci est le corps du message en anglais.

[Reply](#)


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5. Replying to the sender

Your reply email will be secure.

5

REVENU QUÉBEC 

Welcome

REPLY TO SENDER Send Reset Cancel

From: _____
To: _____
Subject:


Attachments (none)

Message:

Automatically BCC me on this email.
 Send me a read receipt when a recipient has opened this email.
This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests.

Send Reset Cancel

[About](#)

REVENU QUÉBEC 

MESSAGE SENT SUCCESSFULLY
Your message was sent successfully.
To exit this page close your browser window.