



Secure e-mail is changing!

On December 11, IMS will be making changes to the UTHSCSA secure e-mail service that will affect how you and other recipients open secure e-mail messages. Please take a few moments to read the following important information about these forthcoming changes.

Why is secure mail changing?

These changes are required because our existing secure e-mail server has reached its end-of-life and is no longer supported by the vendor.

Are there any changes to how I send secure messages?

No-- continue to add “++” to the beginning of the subject line to trigger the secure e-mail process. As a reminder, the secure e-mail process only applies to messages sent to recipients *outside* of UTHSCSA; messages sent internally are not required to be encrypted and therefore are not processed by our secure mail service.

Will the size limit for secure messages change?

Yes. Currently, secure messages are subject to our general e-mail size limit of 30 MB and any message that is larger than 5 MB has any attachments removed and replaced with links to download the attachment(s) directly. Unfortunately, this option is not available with the new service and message size will be limited to 10 MB.

Why is there a lower size limit for secure messages?

The 10 MB limit is necessary because encrypting and decrypting large files causes inordinate delays in the processing of secure messages, especially when being opened by the recipient.

What should I do if I need to send a secure message that is larger than 10 MB?

There are a number of options available; please contact your TSR or the IMS Service Desk for help with possible alternative methods.

Will I still get an automatic read receipt for secure messages I send?

Yes, as with our current system, a read receipt will automatically be sent when the recipient opens their secure message.

How will reading secure messages change?

The changes differ based on whether the recipient is external (non-UTHSCSA) or internal. These changes are outlined in the corresponding sections below.

External recipients

➤ **Registration**

External (non-UTHSCSA) recipients will now be required to register and create a password in order to open secure messages from UTHSCSA. Upon receipt of their first secure message from the new system, recipients will be prompted to register. The registration process is fairly straightforward and takes just a couple of minutes to complete. After registration, the recipient will need to use the password they created during registration in order to open future secure messages from UTHSCSA.

➤ **Why will external recipients need to register?**

Requiring a password is now standard for secure messaging. We understand that this adds a bit of additional complexity and inconvenience for the recipients of our secure messages, but it improves security by ensuring that only the intended recipient can open the message.

➤ **Can external recipients bypass using a password?**

After registering and creating a password, the recipient will have a “remember me” checkbox on the secure message that they can check; if they do so, they will not be prompted for their password to open subsequent secure messages on that computer.

➤ **Will there still be mobile device support?**

Yes. External recipients of a secure message using a mobile device can still forward the message to an e-mail address to receive a web link (URL) to view their message instead. The official address for this service will change to mobile@res.cisco.com; however, we will continue to support both of our legacy addresses (secure@uthscsa.edu and mobile@uthscsa.edu) indefinitely.

Internal recipients

➤ **Secure replies**

Currently, when external recipients of our secure messages reply securely to the sender, it is sent in a secure “envelope”. After December 11, those replies will instead be sent via a dedicated secure channel from the external sender back to UTHSCSA’s mail servers. As a result, the message will not need to be enclosed in the same secure “envelope” as outbound messages are; this means that, in most cases, a UTHSCSA recipient of a secure reply will receive it as a normal e-mail message in their inbox and will not have to take any special steps to open it.

➤ **How do I securely reply to a secure reply?**

If the recipient of a secure message replies to you and you subsequently reply back to them, be sure to leave the “[SECURE MESSAGE]” tag in the subject line (it can be anywhere in the subject); this will ensure that your reply is sent back via a secure message “envelope”.

➤ **Does this affect how secure messages from other institutions are processed?**

No, these changes only apply to messages initially sent through UTHSCSA’s secure message service; messages originating from another secure mail service (such as UHS, an insurance company, another university, etc.) are processed by those respective services and the steps needed to open them will not change.

When will this change happen?

We are currently scheduled to change to the new secure e-mail service sometime during the day on December 11. This change will occur “inline” and should not disrupt or delay delivery of secure messages. New secure messages sent after the changeover will simply be routed through the new service. Again, there will be no changes in how you send secure messages.

What will happen to secure messages sent prior to December 11?

Messages sent prior to the changeover on December 11 will be processed by the legacy secure e-mail server. That server will remain online through January 31, 2014 to allow recipients to open those secure messages. On February 1, 2014, that server will be shut down and recipients of those secure messages will no longer be able to open them.

What should I do if someone contacts me because they can't open a message sent prior to December 11?

If a recipient contacts you with this issue, please send the message again so that it can be processed using the new secure mail system.

How long will messages sent through the new system be available?

Messages sent through the new system will be able to be opened indefinitely.

If you have any questions, please contact the IMS Service Desk at (210) 567-7777 or ims-servicedesk@uthscsa.edu.