



What is happening?

The City of York Council's secure email system has changed to DOQEX secure email.



What is different?

For CYC users not much; secure emails are sent in exactly the same way. e.g. [SECURE]

In addition, CYC teams will also have access to other DOQEX services such as secure file sharing and project spaces. For further information on these contact the ICT service desk.

Your secure email will require activation by logging into DOQEX and accepting the terms and conditions.

If you do not have a DOQEX account simply sign up for one and then activate it.

NOTE: You will be unable to send secure email until you have activated the service. See below for instructions.



Why are we doing this?

The new system contains many security and user experience improvements over the old system which is no longer supported by the vendor.

We hope you and your recipients will find the new secure email system easier to use.

Thank you for your support during the transition to the new system.



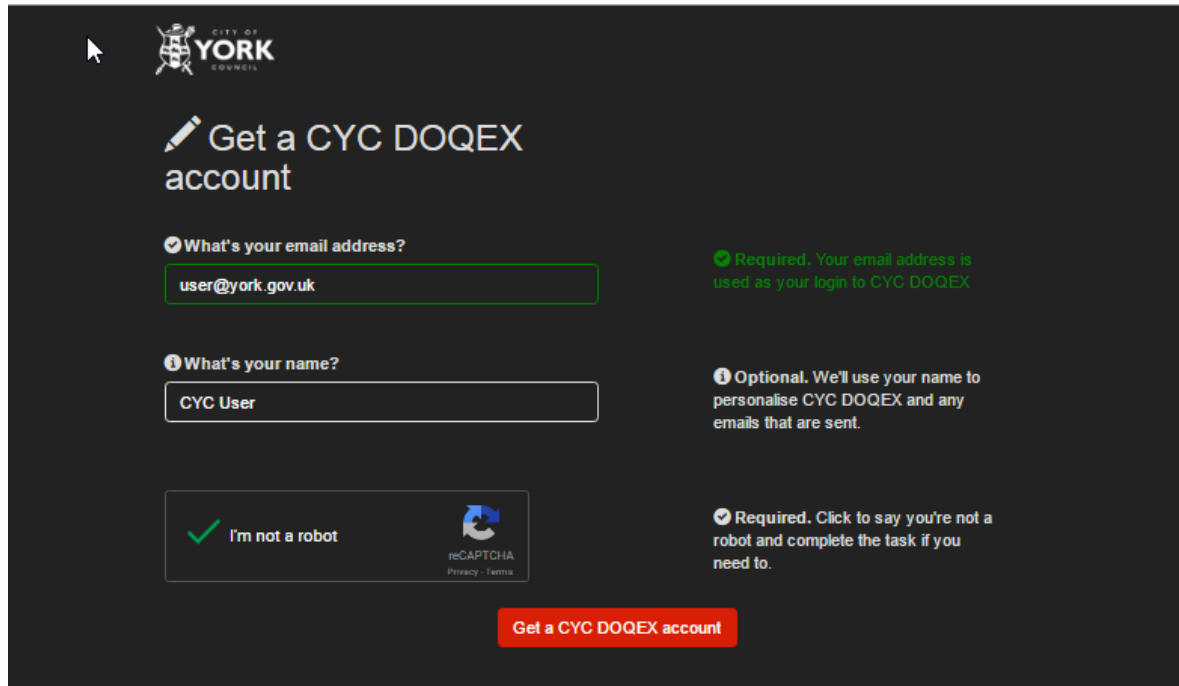
What you need to do?

If you already have a CYC DOQEX account:

1. Visit <https://doqex.york.gov.uk>
 2. Login, then read and accept the terms and conditions.
 3. Your secure mail and continued access to DOQEX will be activated.
- **TIP:** Forgotten your passphrase?
 - visit <https://doqex.york.gov.uk/nopw> to reset it

If you do not have a CYC DOQEX account (or are unsure):

1. Visit <https://doqex.york.gov.uk/signup>



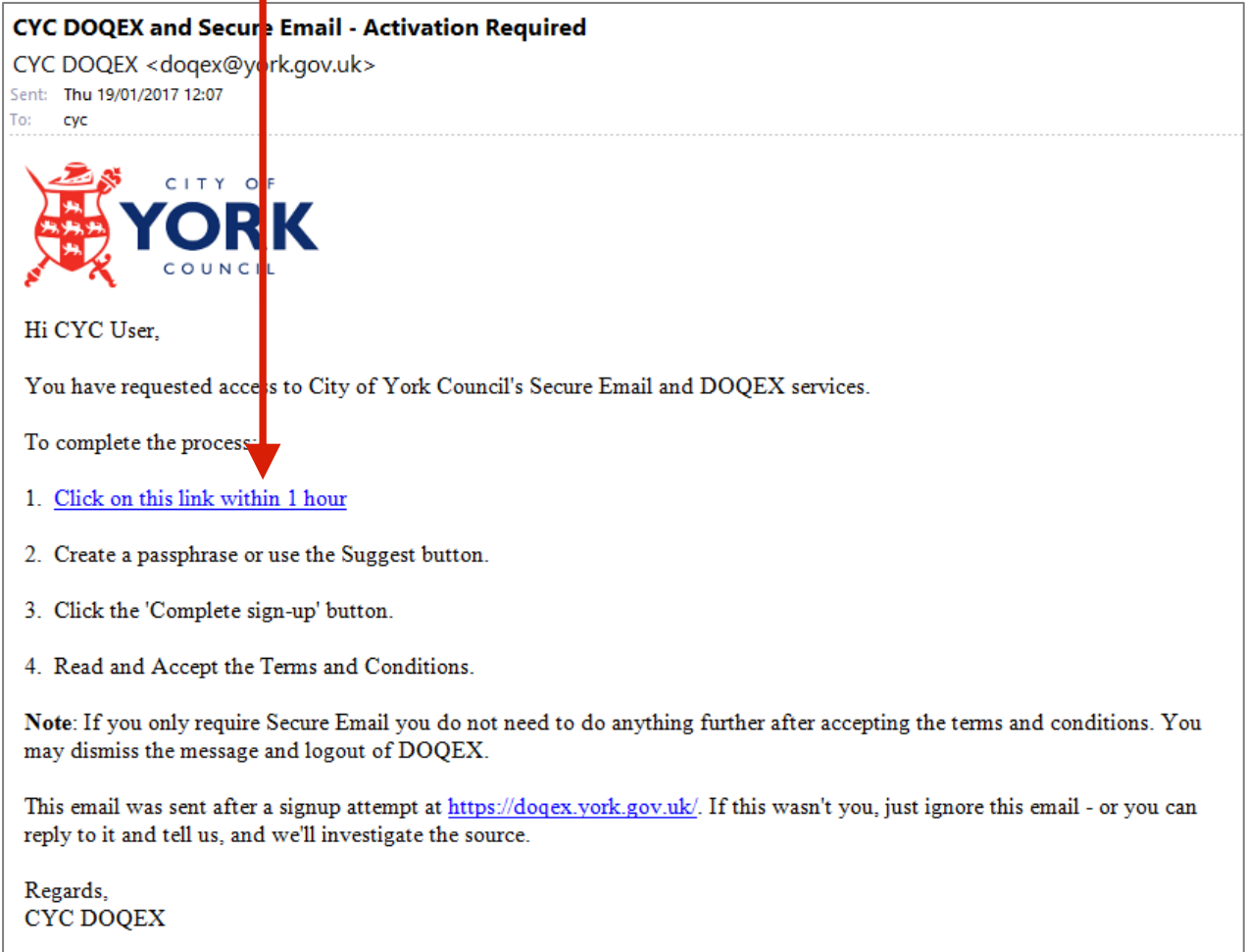
The screenshot shows a dark-themed web form for creating a CYC DOQEX account. At the top left is the City of York Council logo. The main heading is "Get a CYC DOQEX account" with a pencil icon. There are three input fields: "What's your email address?" with the value "user@york.gov.uk", "What's your name?" with the value "CYC User", and a reCAPTCHA "I'm not a robot" checkbox which is checked. To the right of each field is a small informational text block. At the bottom right is a red button labeled "Get a CYC DOQEX account".

2. Enter your email address and full name.
3. Click "**Get a CYC DOQEX account**".
4. Wait for an email with an activation link. If instead you receive an email asking if you forgot your password, then you already have a CYC DOQEX account. Use the reset link in the email if you've forgotten the passphrase.

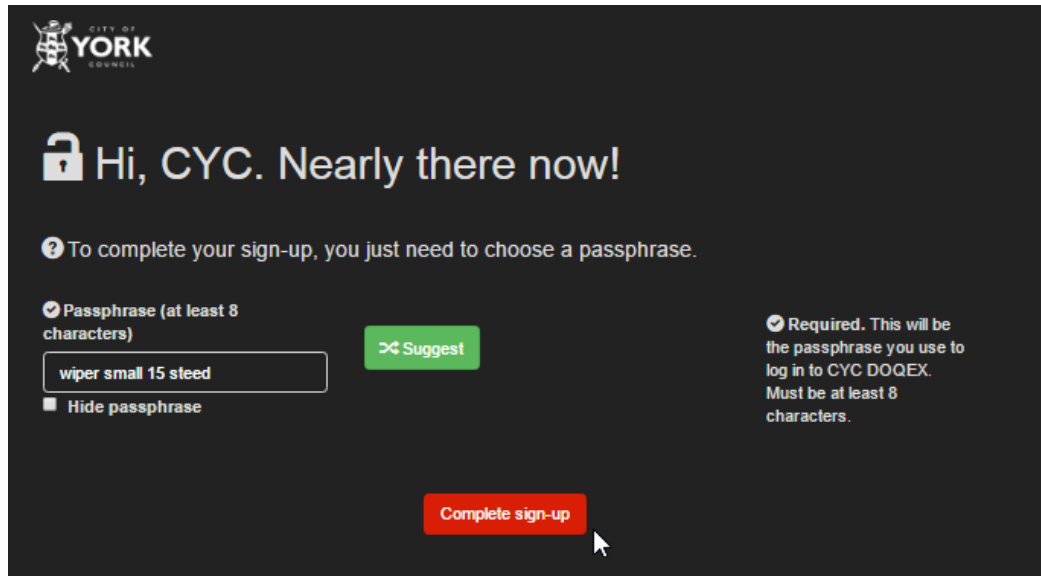
IMPORTANT: Only users with CYC email addresses can apply for accounts this way.

DOQEX Secure Email - User Guide

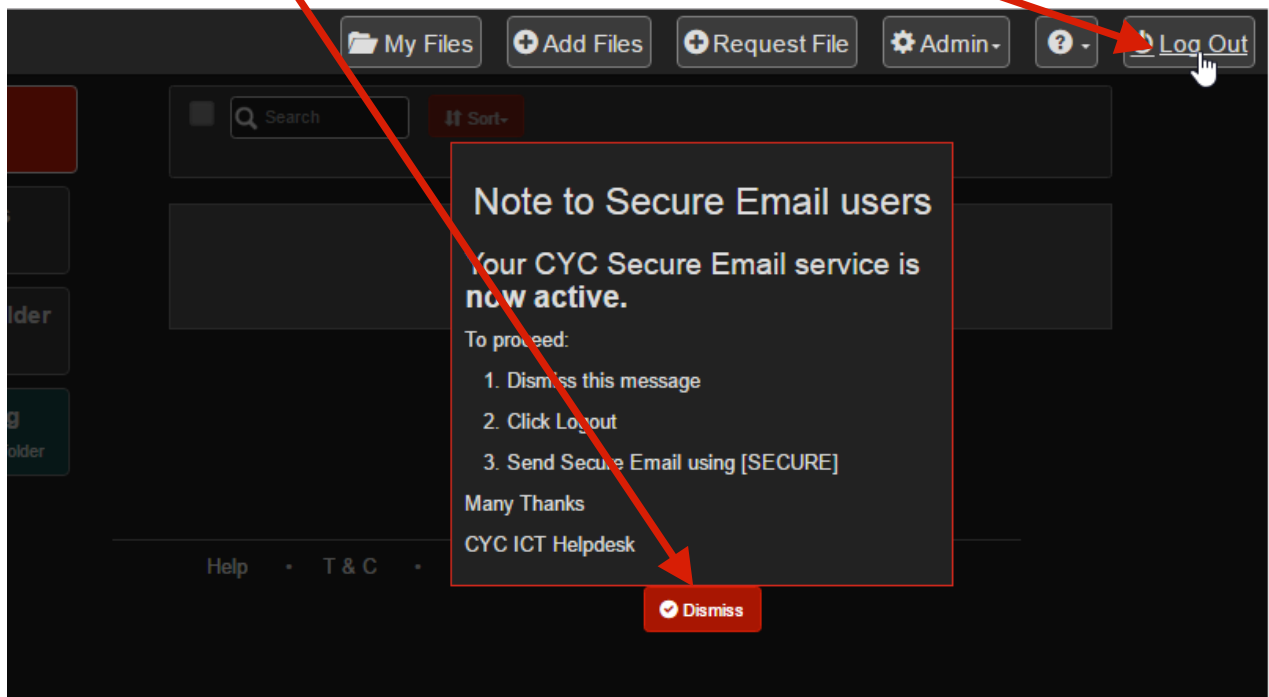
5. Click the link in the activation email. **NOTE:** the link is only valid for 1 hour. If the link expires, go back to step 1.



6. You will be taken to a page like the one below. If you do not see this page the link has expired. Go back to step 1 to generate a new link.
7. Create a passphrase or use the "Suggest" button.



8. Read and accept the terms and conditions.
9. Read and dismiss the next message, then click "Logout".

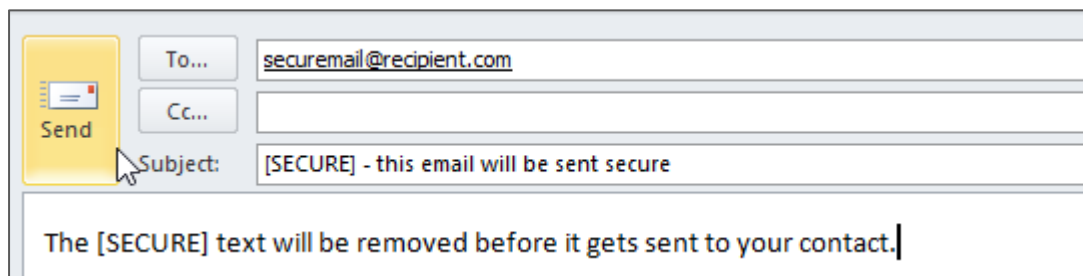


10. Your account is now active. You can start sending secure email.
11. Inform potential recipients that you will be sending secure email and reassure them that notification emails are genuine (not spam). A recipient user guide is available.

Sending Secure email

The process remains the same as the previous system:

1. Add the text **[SECURE]** anywhere in the subject line of an email.



The screenshot shows an email composition window. On the left is a yellow 'Send' button with a mouse cursor over it. To the right are fields for 'To...' (containing 'securemail@recipient.com'), 'Cc...' (empty), and 'Subject:' (containing '[SECURE] - this email will be sent secure'). Below these fields is a text area containing the message: 'The [SECURE] text will be removed before it gets sent to your contact.'

2. Click Send!



For Recipients:

TIP: There is a separate detailed guide to help secure email recipients. We suggest you inform potential recipients that you will be sending secure email, reassure them that notification emails are genuine (not spam) and advise them to consult the guide.

The first time a recipient receives a secure email from anyone at the council:

1. They receive an email notifying them they have a secure email waiting.
2. An account will automatically be created for them. Their account needs activation before they can access their secure email.
3. They do that by following instructions in the email to set a passphrase.
4. This will automatically activate their account. It will also be the passphrase they use to collect future secure emails from CYC.

NOTE:

- Recipients login to the CYC DOQEX website to read/reply to your secure emails.
 - The address is <https://doqex.york.gov.uk>
- Recipients will no longer have access to secure emails on the old system



Tips

- Create a bookmark for the DOQEX service <https://doqex.york.gov.uk> and use it to go to the secure email service login page.
- Should you require assistance or have questions about the using additional DOQEX features (e.g. project spaces) please contact the ICT service desk.