



sslpost cloud

Receiving Secure Emails

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This guide is for those who have received a secure encrypted email via the SSLPost system. Please ensure that you have completed the [account sign up and activation procedure](#) before you attempt to open a secure SSLPost email.

 Download the receiving secure emails guide video demonstration in mp4 format (right click, save as):

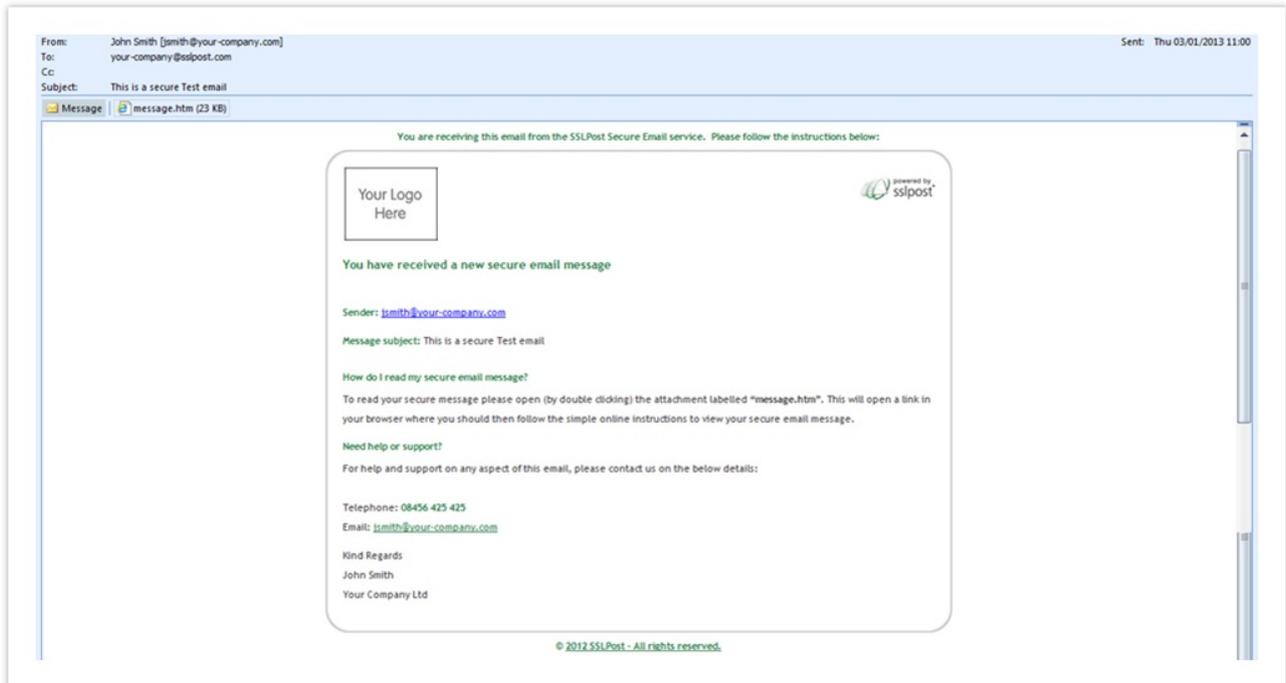
[Receiving SSLPost Cloud Secure Emails Video \(mp4\)](#)

Download the receiving secure emails guide as a PDF document:

[Receiving SSLPost Cloud Secure Emails Guide \(PDF\)](#)

1 Opening Your Secure Email

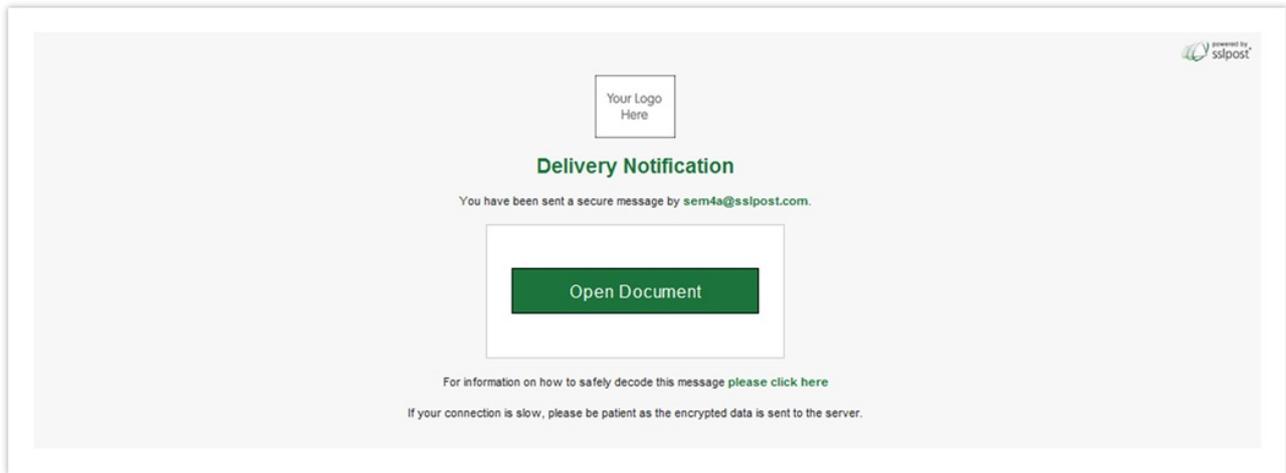
You will have been sent a secure email, similar to the one shown below. You may need to check your spam or junk folder in case it has been placed there by your email client:



Your secure email will always have either an **.htm attachment** or **zip file attachment** (or both).

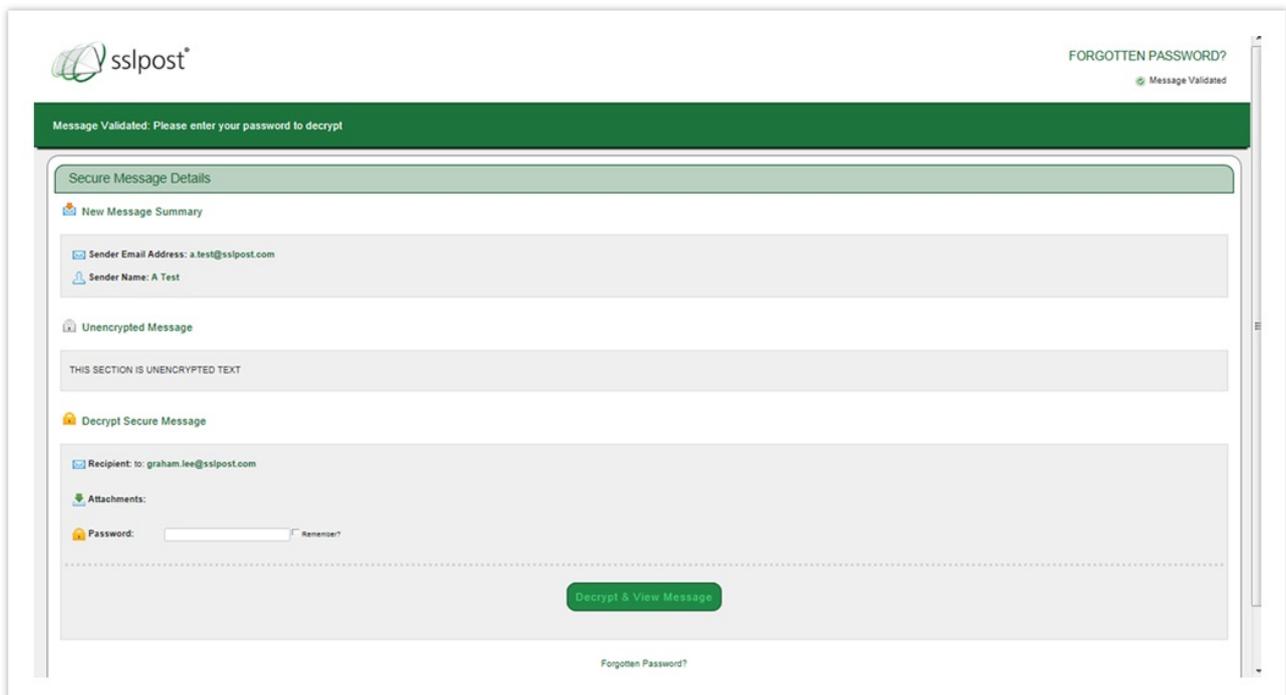
Please click the **.htm attachment** and a new secure web page will open up in your internet browser. If, for any reason, this fails to happen, please refer to our frequently asked questions in the section below.

You will now be presented with the secure web page below, or similar:



Please click on the '**Open Document**' button and you will be taken to the next screen (if this does not happen or you cannot see the large button, please refer to our frequently asked questions in the section below).

Once taken to the screen below, please check that you are on the <https://secure.sslpost.com> domain once you click the '**Open Document**' button, by looking at your internet address bar at the top of your screen.



Once you have entered your SSLPost password, click the '**Decrypt & View Message**' button which will decrypt the contents of secure email you have been sent.

Any future secure emails sent to you can be opened by following the steps in this section.

2 Video Demonstration & Documentation

You can view this receiving secure emails guide in a video demonstration below:

3 Frequently Asked Questions

3.1 No images are appearing / I cannot see the 'Open Document' button?

If this is occurring, you will need to speak to your IT Team and make sure they are not blocking the following information:

- (a) That your email system allows HTML attachments
- (b) That you can access the following website: <https://secure.sslpost.com> (the IP address is 109.74.248.164)
- (c) To prevent missing images/buttons they will need to amend their firewalls to allow further sites associated with SSLPost, who host a lot of our static content. Please inform your I.T Department to also open up access to:
 - ssl.google-analytics.com = Too many IP Addresses to list
 - www.google.com = Too many IP Addresses to list
 - https://sslpoststatic.s3.amazonaws.com/static/images/sslpost_logo_main.png = 72.21.207.153, 72.21.214.39, 72.21.203.146, you could also use 72.21.0.0/16

Depending if this is a firewall or Proxy; if it is a Proxy then it should support the hostnames rather than the IPs.

If you do not have an IT Team, then we will need to work around your email client which is blocking our images. To do this, right click on the **.htm attachment** from your secure email and select '**Save As**', then save this to your desktop. From your desktop, right click the saved .htm and select '**Open with**', and then choose '**Internet Explorer**' (or your preferred internet browser), this should then rectify the issue and you should be able to see the '**Open Document**' button.

Alternatively, if you have also been sent a **zip file attachment** on your secure email, please save this zip file to your desktop. Open this and extract all files to your desktop, this will then save the .htm to your desktop. Right click on this extracted .htm and select '**Open with**', and then choose '**Internet Explorer**' (or your preferred internet browser).

3.2 I cannot find my Welcome Email?

If you cannot see your Welcome Email in your inbox, you will need to check your spam/junk folder in case it has been placed in there by your email client. If you still cannot see this, you will then need to speak to your IT Team in case they have blocked this. Finally contact us or customerservice@sslpost.com and we will be able to resend you this Welcome Email to you again.

3.3 I have forgotten my SSLPost Password?

If you forget your password, you will need to either click the '**Forgotten Password**' button on the secure email you have received or alternatively contact us or customerservice@sslpost.com requesting a password reset email to be sent to you.

3.4 Can I reply back to the sender of the secure email?

Yes, after reading your secure email, there is a visible '**Reply**' button, that once clicked will take you into your secure SSLPost account in order to send a secure email back to the sender.

3.5 Can I send secure email to anyone in my address book?

If you have purchased an SSLPost Cloud licence then you can send to anyone in your address book. If you have no licence, you can only be able to send to the person who sent the secure email to you. For more information about purchasing a licence or to sign up, please visit www.sslpost.com.

3.6 Where can I receive technical support?

There are two options for technical support that are available Monday to Friday 8.00am to 5.00pm. You can either email customerservice@sslpost.com and we will reply within 24 hours or call us on 09067 767 766 . Calls from a BT landline will be charged at £1.02 per minute. Calls from mobile phones may incur network charges.

3.7 How do I unzip my secure message

When you receive a secure message from SSLPost, it arrives on your computer in a compressed format called zip. Before you can open and read your secure email message, you'll need to decompress, or '**unzip**' it.

(a) If you're using a Mac, simply 'double-click' the zip file attachment and the extraction process will run automatically.

(b) If you're using a PC simply save the zip file to your desktop and then '**right-click**' the zip file folder and choose '**Extract All**'. The extraction process will run automatically and save the contents to your computer.

If you don't see an '**Extract All**' option, 'double-click' the file. This will open a new window which lists the files inside the zip. Press Ctrl+A to select all the files and then drag them into a folder or onto your desktop.

If this method doesn't work either then you may be amongst the few who simply don't have unzipping software built in to their PC. To download free unzipping software simply obtain the latest version of WinZip at http://download.cnet.com/WinZip/3000-2250_4-10003164.html

