Important Features of Tumbleweed Secure Email

1. Why use Tumbleweed?

Emails that are sent and received within the state system are protected by a firewall that blocks unauthorized access while permitting authorized communications. Communications that go outside the state firewall, however, are not protected. Unencrypted, plain-text emails that go outside of the state firewall can easily be intercepted, read and edited. In fact, sending an unencrypted email is a bit like sending a postcard written in pencil; whoever intercepts it can read it and change it with ease.

Tumbleweed, the State of Connecticut's email encryption software, must be used for communications containing information about DSS clients that go outside of the state firewall so that these communications are protected from theft and manipulation in a manner similar to the state firewall.

2. What email should be sent secure via Tumbleweed?

The use of Tumbleweed is required for the following circumstances:

☑ All email communications with clients or their representatives – even if the client or representative initiated the communication in that form

☑ Any communication sent outside of the state email system containing information about clients. (Note – this includes our DSS contractors, providers or other authorized individuals or entities.)

3. How do I send secure email using Tumbleweed?

DSS Information Technology Services (ITS) will manage this process; ITS Helpdesk (860-424-4949 option 1) may be contacted for technical assistance. However, if your computer has been **migrated to Microsoft Office 2010**, does not support the use of the Secure Mail pop-up box to ask you if you want to send your e-mail securely through Tumbleweed when it is going outside of the state firewall. **You still have access to the Tumbleweed encryption software, just not the pop-up box.** In order to ensure that client-specific e-mails going outside of the state system go through the Tumbleweed software you need to do the following: after you type the subject, leave a space, then you must type **[secure]** at the very end of the subject line of the e-mail. There should not be any space between the bracket and the word secure.
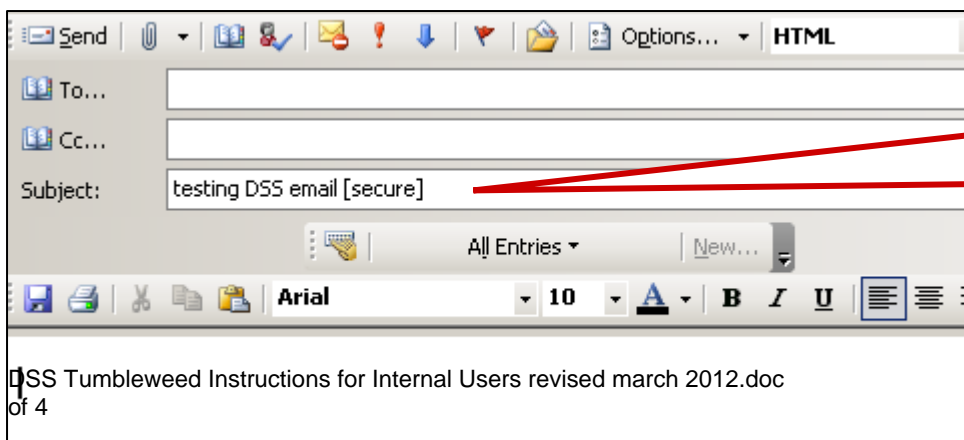
To send email securely you must type your subject info in the subject line – leave a space - then type the word **secure** in **brackets** at the end of the line.

Figure 1a

Similarly, if you do not want the e-mail to go securely through Tumbleweed, you may type **[not-secure]** in the subject line. There should not be any spaces, i.e., do not add space between the words and the brackets or on either side of the hyphen.

Remember that the subject line of the e-mail is not protected by Tumbleweed. Accordingly, you should <u>never</u> enter a client's name in the subject line of an e-mail that is going outside of the state firewall, even if you indicate that it is [secure].

All other DSS computers (non Microsoft Office 2010) have been configured to recognize that emails sent outside of the State of Connecticut's firewall may need to be sent securely, that is, if they are going to clients or if they contain information about clients. After you click the send button you will have one of three options: (1) click "yes," which send securely; (2) click "no," which does not send securely; or (3) click "cancel," which cancels the communication.   **See figure 1b below.**
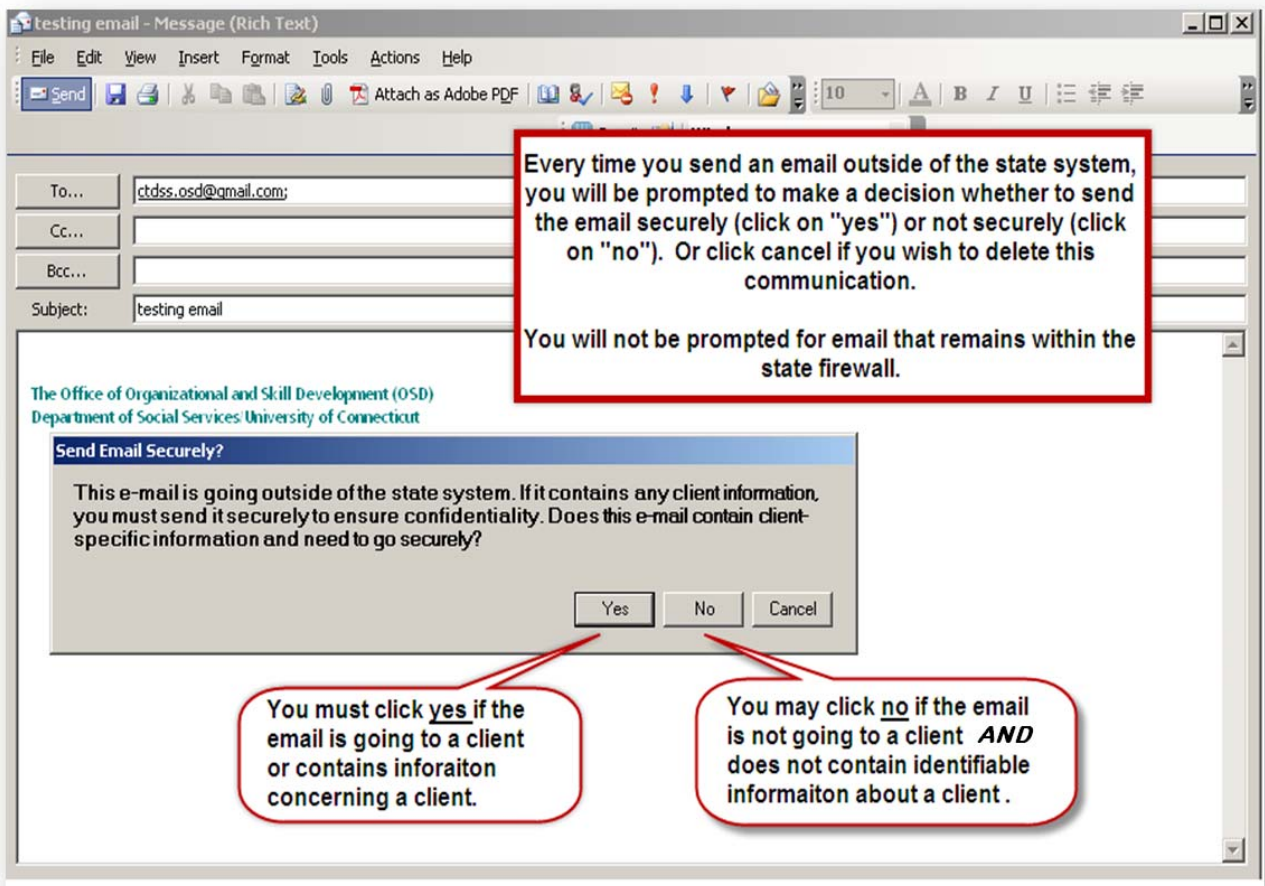

Figure 1b

4. How do I know when email is transmitted using secure messaging?

Secure email users have their outbound mail scanned for applicable policies that trigger a redirection of the message to the secure mail server. The Messaging Management System (MMS) on the server sends a notification to your inbox when it flags messages for secure messaging. **See example in**
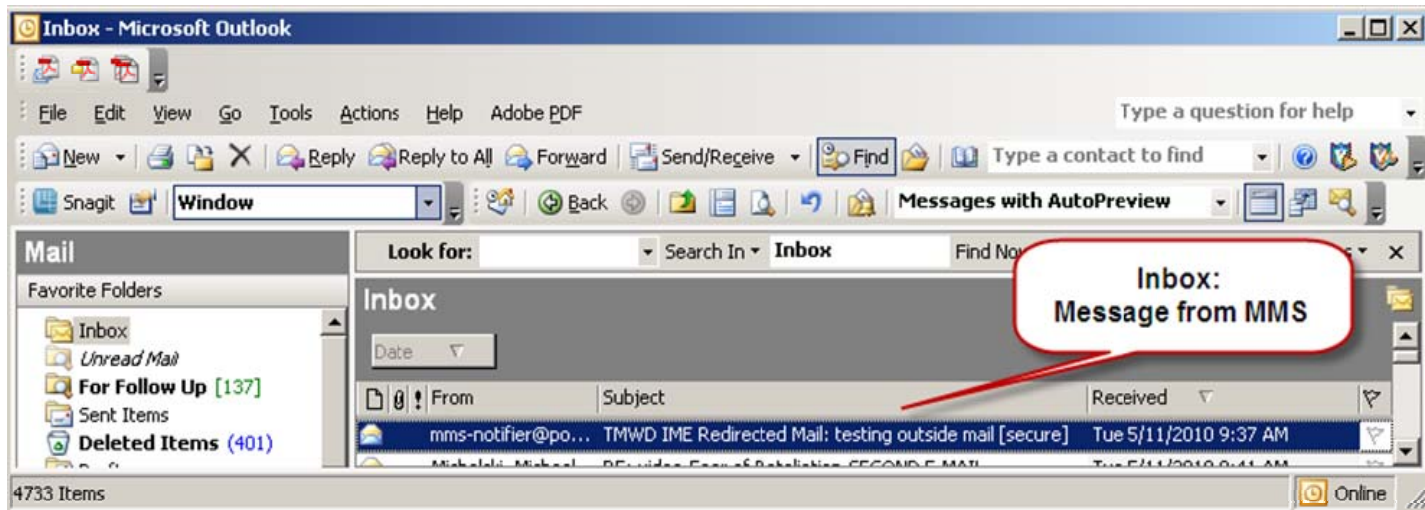

 Figure 2

Figure 2 below.
The notification from MMS contains the following information. **See example in figure 3.**
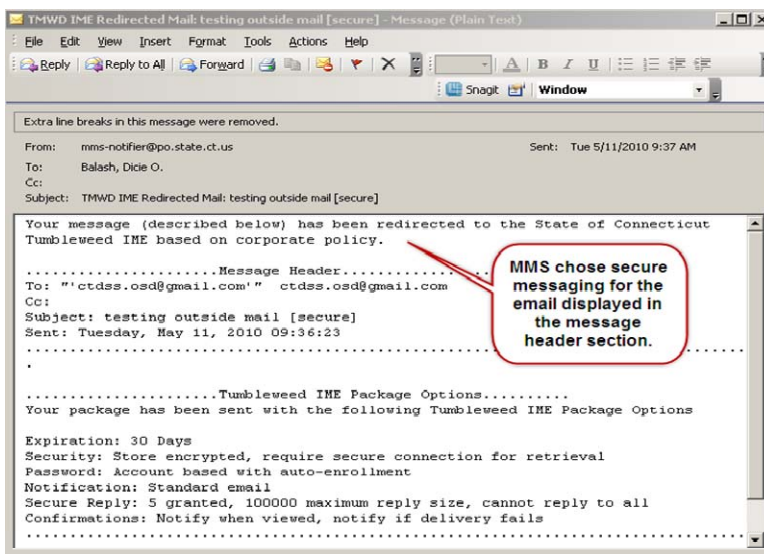

        Figure 3

5. Can an individual, such as a client, provider or a business associate, initiate a secure message using Tumbleweed?

No. Only you at DSS may initiate a secure message using the State of Connecticut's secure messaging system. A provider or business associate may have its own secure messaging system, which you may use if you are responding to an email from that provider or business associate.

If someone needs to communicate client-specific information to you in writing and cannot send it by secure email, that person may:

❑   Send you the information by normal mail, such as the United States Post Service; or

❑   Reply to a secure email message that you provide

6. Are instructions available for individuals who receive my secure email?

Yes. There is an instructional document for External Tumbleweed users at
http://www.ct.gov/dss/securemail

Before you send a secure email to a client, provider or business associate, you may want to email a link to the individual along with the following paragraph:

> *I will be sending you an email containing confidential information using Tumbleweed IME, an online email delivery system that allows messages and attachments to be delivered securely to recipients outside of DSS. Your reply to DSS will also be secure, as will any attachments you include. Before I send the email, you may access instructions that explain what you need to do to use DSS' secure email system. The link to these instructions is http://www.ct.gov/dss/securemail .*

After providing Tumbleweed External User Instructions to the individual, email the confidential information in a separate message in secure mode.

Be aware the individual may have received the instructions from another DSS staff member.

7. The recipient of my message forgot his or her password. What should I do?

Tumbleweed asks first-time email recipients to provide a hint when they create their passwords. To display the hint, recipients should click the <Hint> button on the login page.

The Tumbleweed MMS system will lock recipients out if they do not correctly enter their passwords by the third attempt. If the DSS user resends the secure email, the recipient will get another three attempts to login. DSS staff should advise the recipient to view the password hint before attempting to login.

When individuals can't remember their passwords, you or the individual who receives the secure email may contact the DSS ITS Helpdesk directly by calling 860-424-4949 option 1. You or the individual may also send an email requesting assistance to PCHelpDesk.DSS@ct.gov. Please put "Tumbleweed IME Assistance" in the subject line and include the following information in the body of the email:

- Name of the recipient

- Email address

- Phone Number

- Brief Description of Problem (for example, Password Reset, Account Disabled, First-time user).
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