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LEGAL REQUIREMENTS

The WCB has an obligation to ensure that the information it collects is kept confidential and secure. This obligation stems from *The Workers Compensation Act* (WCA), *The Freedom of Information and Protection of Privacy Act* (FIPPA) and *The Personal Health Information* Act (PHIA).

All WCB employees sign a Pledge of Confidentiality when they commence their employment and are expected to adhere to the WCB's policies regarding confidentiality and e-mail.

The WCA states that information obtained by WCB employees in the course of their work must be kept confidential. Both FIPPA and PHIA also set out rules to protect individuals against the unauthorized use and disclosure of their personal information and personal health information. The WCB, as both a public body and trustee, is required to make reasonable security arrangements and implement safeguards to ensure that personal information and personal health information is protected. The rules in FIPPA and PHIA apply when information is shared by e-mail or other networked systems such as the Internet.

PHIA also specifically requires trustees, such as the WCB, to implement procedures to prevent the interception of information when it is being shared via electronic means.

Secure E-Mail and TLS enabled e-mail are the procedures used by the WCB to ensure that personal information and personal health information is being transmitted in a secure manner.

TLS (Transport Layer Security)

TLS is a secure e-mail solution that provides encryption of e-mails between e-mail systems. If an organization is TLS enabled, any e-mails you send to that organization are automatically encrypted without having to use the Send Secure button.

A list of organizations that are TLS enabled is available on the WCB Intranet.

Enter TLS in the search field at the top of any intranet page; click the Search Button or press Enter; select the link under the heading *Secure E-mail - System to System (TLS)* from the search results.

New Advanced Search Filters + To search policies and fact sheets, please <u>click here</u> Search results	
To search policies and fact sheets, please <u>click here</u> Search results	
Search results	
GROUPWISE USE	
https://info.wcb.mb.ca/groupwise-use - 05/24/2011 - 15:34	
SECURE E-MAIL	
https://info.wcb.mb.ca/secure-e-mail - 09/23/2011 - 09:12	

Adding Other Organizations to the List

If you receive an e-mail with the following message at the bottom, it means the originating organization is TLS enabled:

"This message was received over a secure connection using TLS."

If the organization is not on our list, forward the e-mail to HelpDesk and ask them to add it to the TLS list on the Intranet. The more up-to-date the list, the less staff will need to use Send Secure.

Establishing New TLS Enabled Contacts

If an organization expresses interest in an alternative method for communicating securely, suggest they look into using TLS. The organization's IT department would need to investigate whether their computer systems have the capability.

SENDING AN ENCRYPTED E-MAIL

Sending an encrypted e-mail is as simple as clicking the **Send Secure** button; however, you should first advise the recipient that you will be sending an encrypted e-mail and provide them with the **External Encrypted E-Mail Instructions** document to assist them in completing a registration process. This document is located in *U:\General\Secure E-mail*.

After you have advised the recipient of your intent, create your e-mail as usual in GroupWise. Attach any documents you want to

include.

Click the **Send Secure** button.

Our e-mail system will encrypt the e-mail and any attached files.

🗟 Scott Humpl	hries - Mail To: tataryn@shaw.ca	
<u>File E</u> dit <u>V</u> iew	<u>Actions T</u> ools <u>W</u> indow <u>H</u> elp	
Send 🔮	Send Secure 🗶 Cancel 🛃 Address 🖉 🖬 🦕 👘 Spell Check 📋 🖗	
Mail Send Or	tions	
From: 👻	Scott Humphries CC:	
T	tataryn@shaw.ca BC:	
S <u>u</u> bject:	FYI	
<u>M</u> essage:	Times New Roman ▼ 12 ▼ B I U	
	1	

When the recipient opens your E-mail, a message similiar to the one below will indicate the E-mail is secure and provide instructions for reading it.

То	tataryn@shaw.ca
Attachments	securedoc.html
	You have received a secure message Read your secure message by opening the attachment, securedoc.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL. If you have concerns about the validity of this message, contact the sender directly. First time users - will need to register after opening the attachment. Help - https://res.cisco.com/websafe/help?topic=RegEnvelope About Cisco Registered Email Service - https://res.cisco.com/websafe/about

READING AN ENCRYPTED E-MAIL

If the recipient of an encrypted e-mail chooses to reply back to you, the reply will be encrypted and you will need to go through the registration process in order to read their reply. Once registered, you will be able to open future encrypted e-mails just by entering your password. 🔁 Mail From: <tataryn@shaw.ca>



If your E-mail address is not registered, a Register button will appear. This is a one time registration process.

Click the **Register** button

do the following:

Explorer.

2. Select Open With

Note: If the e-mail was sent to other people as well, you may need to select your e-mail address from a dropdown list.

-			Co
Unicenter Service Desk	- Login 🥸 Welcome to Grand	l & Toy 👌 Crystal Enterprise - Logon 🥑 SongMeanings 💩 Th	e Weather Network
4000		ARED E	NVELO
Workers Compensatio	n	(P) R SEE
Board of Manitoba		105%	
			November 25, 2008 5:23:27 PM GMT Message Security: High
		Help	
	From:	tatary, @shaw.ca	
	To: Subjects	stataryn@wc.mb.ca	
	Subject.		
	To open this me register. After re	ssage, first click the button to gistering, come back to	
	continue opening	g the message.	
		Sel	ect a different addres
Cisco Pa	aistored En	volopo Sorvico	սիսիս
CISCO RE	gistered Li	velope Sel vice	CISCO
		© 2000-2008 Cisco Systems II	nc. All rights reserved

The **New User Registration** screen displays.

Complete the registration screen:

- 1. Choose a language.
- 2. Enter your first and last names.
- 3. Create a password.
- 4. Enter a short phrase as your Personal Security Phrase (e.g. My cat's name is Snow).
- 5. Select and answer 3 security questions.
- 6. Click the **Register button**.

NEW USER REGISTRAT	FION		
To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List. * = required field			
Enter Personal Information		required neid	
Email Address	lklyne@wcb.mb.ca		
Language	English 💌	The language setting will be stored for future login and email notifications.	
First Name*			
Last Name*			
Create a Password			
Password*		Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.	
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. <u>More info</u>	
Enable my Personal Security Phrase.			
Select 3 Security Questions You will be asked these quest	tions in the future if you forget yo	our password.	
Question 1*	Select a question or enter	your own question	
Answer 1*			
Confirm Answer 1*			
Question 2*	Select a question or enter	your own question	
Answer 2*	· 		
Confirm Answer 2*			
Question 3*	Select a question or enter	your own question	
Answer 3*	· 		
Confirm Answer 3*			
	Register		

A window confirming you have created a *Cisco Registered Envelope Service* account will display.

Close this window.



Within a few minutes you will receive an e-mail from **Do Not Reply**.



Right click on the attachment again.

- 1. Select **Open With**
- 2. Click **Ok** to open with Internet Explorer.

Mail I	From: <tataryn@shaw.ca></tataryn@shaw.ca>	-0		
<u>E</u> lle <u>E</u> di	t <u>View Actions T</u> ools <u>Window H</u> elp			
XC	ose 🐙 Reply - 🖼 Forward - 🥎 - 🗁 🗠 📇 🔛 68 🏎 📁 🔃 🖬			
Mail	Properties Personalize			
Fr	From: <tataryn@shaw.ca> Tuesday, 25 November, 2008 11:24:12 AM</tataryn@shaw.ca>			
	To: Sheryn Tataryn <stataryn@wcb.mb.ca></stataryn@wcb.mb.ca>			
Sub	ject: RE: Secure Email			
		, [
	You have received a secure message			
	Read your secure message by opening the attachment, securedoc.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.isco.com to receive a mobile login URL. If you have concerns about the validity of this message, contact the sender directly.			
	First time users - will need to register after opening the attachment. Help - https://res.cisco.com/websafe/help?topic=RegEnvelope			
	About Cisco Registered Envelope Service - https://res.cisco.com/websafe/about			
	k 🧉			
Messa	age securedoc.h			

Now that your E-mail address ha registered, the Cisco Registered I Service screen will display.	s been invelope	× - × - ×
Enter the password you created.	WCB COmpensation Montem Compensation loard of Manifolds	
Click Open or press Enter .	To::::::::::::::::::::::::::::::::::::	
	Core Sterret	
The e-mail content will display	Reply to Sender - Windows Internet Explorer provided by WCB of Manitoba Power Hetps://res.clsco.com/websafe/securereply Elle Edit View Favorites Icols Help /× @Snagit @ cf /× @Convert • DSelect	
and any attachments that may	🛊 Favorities 🙀 🕄 Google @ Service Desk - Lyreco @ PDS Time 👗 MERX. ^ SurveyMonkey - G @ IT Intranet @ SongMeanings == Secure Emu	ail (Cisco)

have been included will be listed.

IMPORTANT: When you reply to a secure e-mail, you are not using GroupWise so there is no record in your Sent Items folder.

If you need a record of your reply, check the *Automatically* BCC me on this e-mail checkbox.



It is very important to follow the correct steps when reading these BCC messages. Please make sure you read the **Reading BCC E-mails** section on page 10.

SAVING E-MAILS

The preferred method for saving a Secure E-Mail and preserving the original content, is to print it to a PDF file. PDF files can be added as external documents to Emerge and Optimal or attached to e-mails and forwarded to other parties. To print to PDF, follow the steps below:

- 1. Click the *File* menu and select *Print*.
- 2. From the list of available printers select *PDF printer* and click *Print*.
- 3. On the *PDF Printer* dialogue box, click the *Browse…* button.
- 4. **S**elect a location to save the file and enter a name for the file.
- 5. Click Save.
- 6. The PDF file will display once it has been created.

🔞 PDF Printer - Save PDF File As	×
Default Profile (Private profile)	
Use folder from LOCAL computer	
Eile name:	
Suboruments and Settings (LEMP) by Documents (secured oc. 2012) 20 <u>Connect using a different user name</u> Marge with DDE Sie	<u>erowse</u>
Append to existing PDF file PDF Insert before existing PDF file	assword:
After save action Øpen PDF with default viewer	b (RGB) Change Options
Stay on top OK Kegistered to WCB of MB	Cancel Help



SAVING ATTACHMENTS

To save an attachment, right-click on the attachment link and choose **Save Target As...**

When the *Save As* window appears, select a location to save the file and enter a name in the **File Name** text box.



Secured Message

From:	tataryn@shaw.ca		
To:	Sheryn Tataryn <stataryn@wcb.mb.ca< td=""><td>3></td><td></td></stataryn@wcb.mb.ca<>	3>	
Date:	May 17, 2012 2:57:10 AM GMT		
Subject	RE: ENCRYPTED MESSAGE - Secure Em	nail	
Attachmen	ts: Creating a Named Range.doc IMG0042	? ind	
		Open	
I'm repl	ying to your message and attach	Open in New Tab	
		Open in New Window	
		Save Target As	
		Print Target	
	Original Message:	C+	
		CUL	
FROM:	Sheryn Tataryn <stataryn@wcb.m< td=""><td>Сору</td><td></td></stataryn@wcb.m<>	Сору	

Click Save.

Repeat the process for each attachment.

READING BCC E-MAILS

When you blind copy yourself on a reply you are sending through CISCO, the copy you get will be addressed to the person you sent the reply to.

It is very important that you don't enter your password at this point or you risk locking up the recipient's Cicso account.

	Image: State of the state	2012 GMT fedium	
	Cisco Registered Envelope Service	sco	
	Copyright © 2000-2012 Cisco Systems, Inc. All rights rese	erved.	
	See Internet	1 × 1	🔍 10C
(Ex ala	cample above - stataryn@wcb.mb.ca used the BCC feature on an email to nzar@wcb.mb.ca.)		

Before entering your password, you need to change the To: address to your own.

1. Click the <u>Select a different address link</u> in the bottom right corner.

The following screen appears.

cisco		Control Contro
		Message Security: Medium
	From: stataryn@wcb.mb.ca	
	To: - Select One -	I
	Subject: RE: Registering for Secur	e Email
	s.	JBMIT
		My address is not listed
Cisco Reg	stered Envelope Service	e dub cisco
	Copyright © 200	00-2012 Cisco Systems, Inc. All rights reserved.

Your address won't be included on the To: drop down list because it is a blind copy of the original e-mail.

1. Click the <u>My address is not listed</u> link.

cisco			December 4, 2012 5:26:29 PM GMT
	From:	stataryn@wcb.mb.ca	Message Security: Medium
	To:	Address not listed	
	Your address Subject:	RE: Registering for Secure	
		SUBMIT	
			<u>My address is not listed</u>
Cisco Regi	stered En	velope Service	ahaha cisco
		Copyright © 2000-2012 Cisc	o Systems, Inc. All rights reserved.

2. Enter your e-mail address and press **Enter** or click **Submit**.

Your address will now appear in the **To:** area.

3. Enter your password to open the BCC message you received.

cisco		O Help	December 4, 2012		
	From: To: Subject: Password: Remember Enable my	stataryn@wcb.mb.ca stataryn@wcb.mb.ca RE: Registering for Secure Email Forgot password? • me on this computer. Personal Security Phrase.	5:26:29 PM GMT Message Security: Medium Personal Security Phrase Your personal phrase is not enabled on this computer. <u>More info</u>		
<u>Select a different address</u> If you experience problems opening this message, try to <u>Open Online</u>					
Cisco Registered Envelope Service					
Copyright © 2000-2012 Cisco Systems, Inc. All rights reserved.					

ADDING EXTERNAL DOCUMENTS TO EMERGE

- 1. On any page that displays the **New Document** button, click the button.
- 2. On the Create Document page, click the **Add External Document** button.
- 3. On the Add External Document page, click the **Browse** button and locate the file you want to add.
- 4. Ensure that the other attributes are correct and appropriate.
- 5. To put the external document in the claim folder, click the **Add Document** button.

INFORMED CONSENT

If a worker is unwilling to participate in secure e-mail, you must have their consent prior to e-mailing confidential, personal or personal health information. The consent must be either written or sent via e-mail and must be stored as a business record.

To obtain informed consent, do the following:

1. Send an e-mail to the worker with the following scripted text:

The WCB has requested you to communicate via encrypted (secured) e-mail. By advising the WCB you want to communicate using unencrypted (unsecured) e-mail instead of secured e-mail you are expressly authorizing the WCB to use unsecured e-mail to communicate with you for all purposes. You acknowledge that unsecured e-mail communication may allow third parties to intercept and read your confidential, personal and/or personal health information and the WCB cannot protect any information sent via unsecured e-mail. The WCB shall in no way be liable for any such violation of your confidential, personal and/or personal health information, including any direct or indirect damages arising therefrom. Should you later decide you want the WCB to communicate with you via secure e-mail or not communicate via e-mail at all, you must advise the WCB in writing before such change can be implemented.

- 2. Advise them that if they still want you to communicate via unencrypted E-mail to reply back and indicate their consent.
- 3. Once you receive their e-mail, it must be stored as a business record. If it is claim related, it must be saved to the electronic claim file. See section **Saving E-Mails**.

IMPORTANT: When adding a consent e-mail to Emerge using Add External Document, the document description should indicate "*Worker Consent to Unencrypted E-mailing*".