

Accessing Secured Emails

To ensure the security of confidential information, OBM Shared Services (OSS) adheres to the state's guidelines. This extends to communications with our agency partners and customers.

OSS utilizes a tool that allows us to protect confidential information in our email communications. This tool, available through ZixCorp's services, allows us to send encrypted email messages. Email recipients go through a few simple steps to access messages and can also respond securely to email messages, free of charge.

In the event that you receive a secure email from OSS, here are the instructions for use:

1. You will receive a message similar to this.

You have a State of Ohio Secure Email message from
[REDACTED]@obm.state.oh.us.

[To view the secure message, click here.](#)

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on Apr 13, 2014 @ 06:07 PM (GMT).

If you would like to have your secure messages delivered directly to your inbox, find out more about [ZixMail](#).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://web1.zixmail.net/s/e?b=oit&m=ABB7r9zUKa5r44vtBmA3dmup&c=ABCYwww49J11dlrW88WY4M3&em=vastwasteland%40gmail%2ecom>

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2. Click on the “To view the secure message” link in the email message above to go to a secure web page.
 - a. If you are a first time Zixmail user, you will need to register on the site.
 - b. Enter your email address and a password. Please note: the Password Rules section below for guidance.
 - c. Once this is completed, a separate email will be sent to confirm via a link.

The screenshot shows the registration page for the State of Ohio. At the top, there is a blue header with the Ohio.gov logo and the text "State of Ohio". Below the header, the section is titled "Register Account" with the instruction "Register below for your mailbox to send and receive secure messages." A registration form is displayed with three input fields: "Email Address:", "Password:", and "Re-enter Password:". To the right of the form are "Cancel" and "Register" buttons. Below the form, the "Password Rules" section states: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:" followed by a bulleted list: "Contain both alphabetic and numeric characters", "Contain both uppercase and lowercase characters", and "Contain at least one special character, such as: ~!@#\$%^&". It also notes "Passwords cannot match email address." At the bottom, there is a link "Learn more" for receiving secure messages in the inbox and a support email "support@zixcorp.com". A footer bar at the bottom right says "Secured by ZIXCORP".

Ohio.gov

State of Ohio

Register Account
Register below for your mailbox to send and receive secure messages.

Email Address:

Password:

Re-enter Password:

Password Rules
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$%^&

Passwords cannot match email address.

Want to receive your secure messages directly in your inbox? [Learn more](#)

For Customer Support, email us at support@zixcorp.com

Secured by ZIXCORP

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3. Log into the site.

The screenshot shows the login page for the State of Ohio's secure email system. At the top, the Ohio.gov logo and "State of Ohio" are displayed. Below this, a welcome message reads "Welcome to the State of Ohio Secure Email Message Center". The login form includes fields for "Email Address:" and "Password:", followed by a "Sign In" button. Below the form are three links: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button. At the bottom, there is a link to "Learn more" about receiving messages in the inbox and a customer support email address: support@zixcorp.com. The page is secured by ZixCorp.

4. Once logged in, you will be provided a list of messages to view. Click on the subject to open the message.

The screenshot shows the inbox page after logging in. At the top, the Ohio.gov logo and "State of Ohio" are displayed. Below this, there are tabs for "Inbox", "Address", "Compose", "Sent Mail", and "Drafts". The "Inbox" tab is selected. Below the tabs, there are "Refresh" and "Delete" buttons. A message status bar indicates "You have no new messages" and "Last Sign In: Mar 14, 2014 2:08 PM". The message list table has columns for "Select", "From", "Subject", and "Date". The first message is from "@obm.state.oh.us" with the subject "test" (highlighted with a red box) and dated "Mar 14, 2014 2:07 PM". The page is secured by ZixCorp.

Select	From	Subject	Date
<input type="checkbox"/>	@obm.state.oh.us	test	Mar 14, 2014 2:07 PM

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- The next page displays the message and any attachments that were provided. Click on an attachment to view. If you wish to reply or forward securely, click on the applicable icon e.g., "Reply".



- The message and attachment will expire in 30 days. After expiration, it will be deleted from the Zixmail site.

For questions, please contact OBM Shared Services at 1.877.644.6771 for more information.