

IT SUPPORT COMMUNICATION

Please note the following activity to your IT environment which may affect you. Consideration has been given to the impact of this change to minimize any interruption to your IT computing environment. Your understanding is greatly appreciated.

ACTIVITY

This IT support communication is to introduce you to “Email Encryption” which has been added as a service to your email environment enabling you to send encrypted emails as a secured method for transferring information. The body of the email and any attachment are “encrypted” during the transmission process which enables you to be in compliance with various regulations that require encryption of Personal Information.

WHO IS AFFECTED?

All users who need to direct secure, encrypted emails to **outside vendors or contacts** that deal with **Protected Confidential Information**. For example, social security numbers, bank account numbers, personal health information, etc.

WHAT DO I NEED TO DO TO PREPARE?

You do not need to do anything; this service is in place and ready to use.

HOW DOES IT WORK?

The encryption feature is enabled by a “trigger word” that is set up prior to turning the feature on. To send an “encrypted” email enter the following trigger word into the subject line of your email:

Secure or **Encrypt**


Example: Subject: **secure Payroll information as requested**

Example: Subject: **Payroll information as requested encrypt**

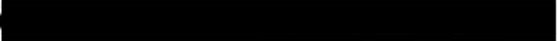
It is not case sensitive and it doesn’t matter where in the subject line it is entered (i.e. beginning, middle or end).

The recipients will receive a regular unencrypted email with an attachment that brings them to a Microsoft Online Login page. From this page, they will have the opportunity to create a login for this service or use a One Time Passcode as shown in the example below.

To  Phil Cardone

 If there are problems with how this message is displayed, click here to view it in a web browser.



You've received an encrypted message from 

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address: **pcardone@radiusits.com**

Encrypted message

From



To

pcardone@radiusits.com

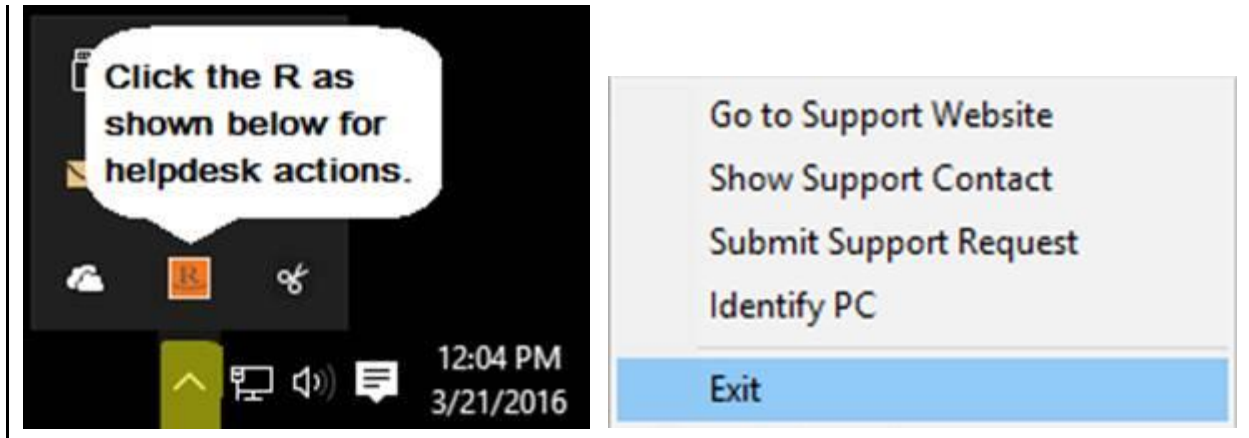
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

WHAT SHOULD I DO IF I HAVE PROBLEMS?

Please submit a ticket through the **REITS Helpdesk** via email to helpdesk@radiusits.com or through our **REITS Monitoring Agent/Submit Support Request** software.



Thank you,

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