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ADP Secure Email Client User Guide

A guide to exchanging secure emails using
the Voltage SecureMail™ System

Version 1.8

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1.1	October 2011	ADP IT Security	Added European language URLs to "Login to your ADP Secure Email Account" section
1.2	April 2012	ADP IT Security	Updated enrollment and password requirement sections
1.3	December 2013	ADP Enterprise Messaging	Added link for German speaking clients
1.4	December 2013	ADP Enterprise Messaging	Updated screenshots for version 5.x upgrade
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1.8	June 2016	ADP Enterprise Messaging	Updated Password Reset Options

Contents

Introduction

The ADP Secure Email system provides a secure, email-based interchange of information between ADP's associates and its clients, partners, and agencies. ADP's Secure Email system utilizes the Voltage Security, Inc. SecureMail^{TM} application to encrypt and decrypt email messages and attached files designated as secure and exchanged by ADP Associates and client users.

What is in this Guide?

This guide describes how to create your ADP Secure Email account, and how to use the system to receive, respond to, and originate secure email messages. It also describes how to change your password.

Please note that there is an Online Help facility provided with this system by its manufacturer. You may click on the **Help?** or **Need Help?** buttons while you are using ADP Secure Email to display helpful information.

Email System Screen Variations

Important Note:

Throughout this User Guide, we describe and give examples of how the features of ADP Secure Email might appear on your computer. These examples have been created using the Microsoft Internet Explorer® and Microsoft Outlook® programs. Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way ADP Secure Email works does not change.

Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Your Company's Security Policies and Standards

Please note that the features and functionality provided by the ADP Secure Email system powered by Voltage SecureMail™ are not to be used if they violate any security policies, standards, or practices in effect at your company or location.

If you have questions, please review these procedures with your technical advisor or your security manager to ensure that they do not violate the security rules in your workplace.

Creating an ADP Secure Email Account

Before you can exchange secure email messages with an ADP Associate, you must first receive a secure email from an ADP Associate. This will then allow you to create your ADP Secure Email account.

The first time you use the ADP Secure Email system, you will be asked to create an account by entering a password.

Your password allows you to open and decrypt secure emails sent from an ADP Associate, and to originate secure emails to be sent to an ADP Associate. The Password Requirements for your Secure Email Account are listed on Page 32.

You only have to create your account once. After that, all you will have to do is enter your password to use the ADP Secure Email system.

When you receive your First ADP Secure Email

You will be asked to create your password when you receive your first secure email sent to you via the ADP Secure Email system.

Note: If you are trying to initiate a secure email message to ADP and you have already created your secure email account, please go to Page 23.

A secure email message sent from ADP arrives in your email system Inbox like any other email message. It arrives in an encrypted form and consists of an email message with an attached HTML file. An example (based on Microsoft Outlook®) is shown in Figure 1.

Opening a Secure Email Message
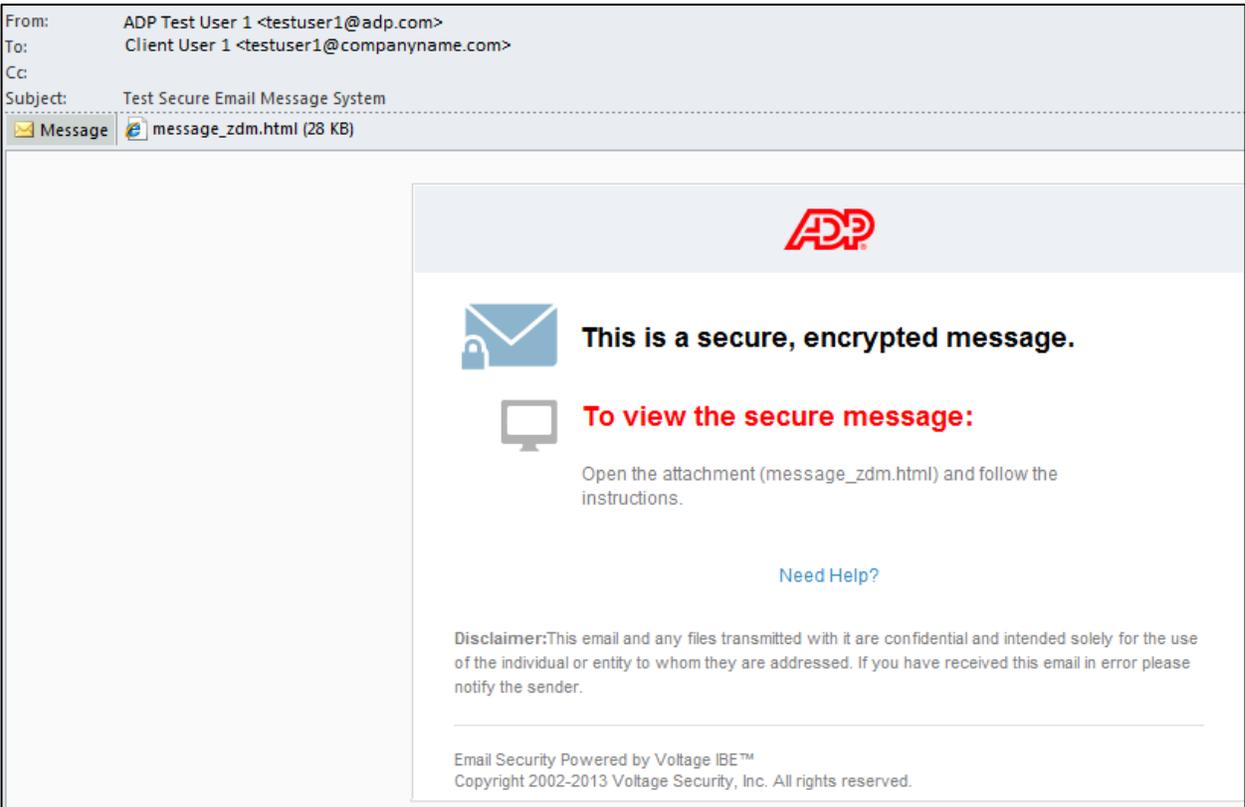
Figure 1: ADP Secure Email Message (attachment in header)

1. Open the HTML file attachment to display the **Read Message** panel.
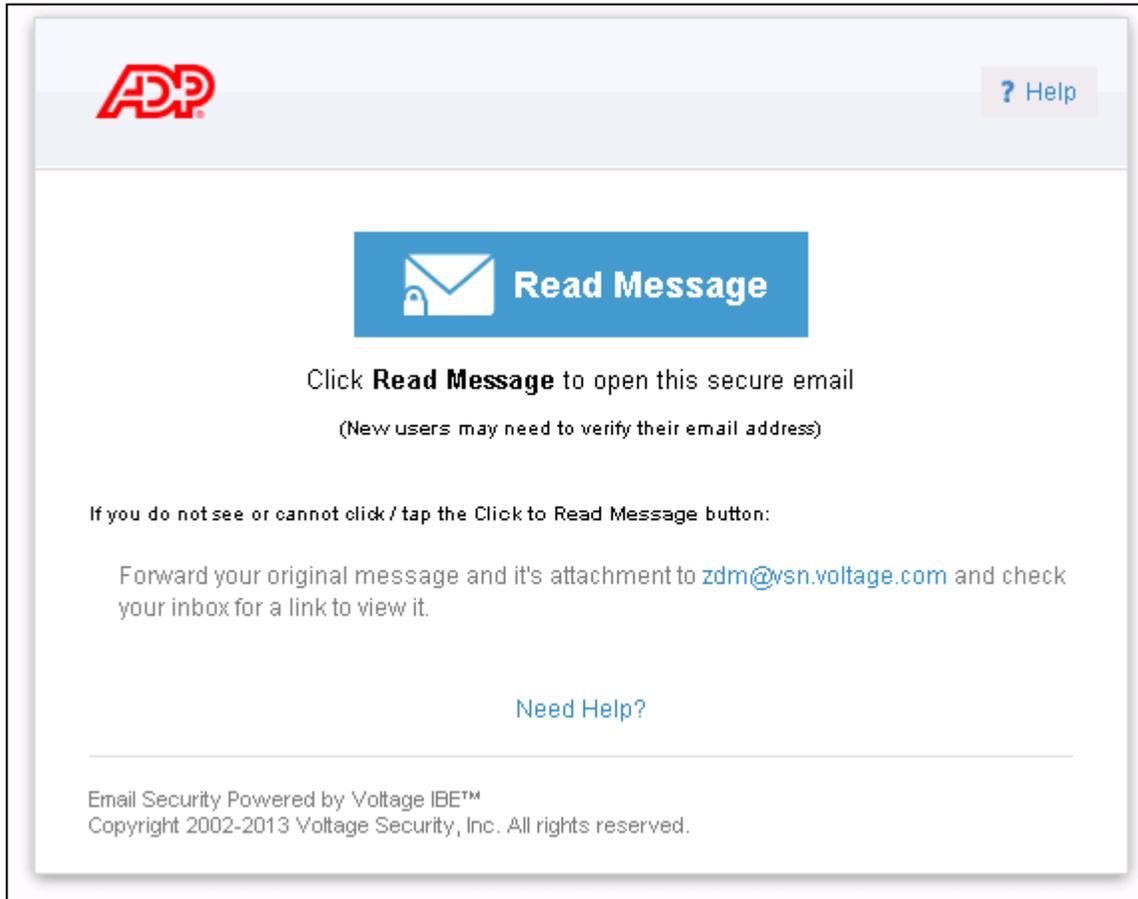

Figure 2: Read Message Panel

Note:

In some cases, your email system may automatically open the attached HTML file, displaying the text of the message and the **Read Messa**ge panel together.

2. Click on the **Read Message** button to initiate your account creation process
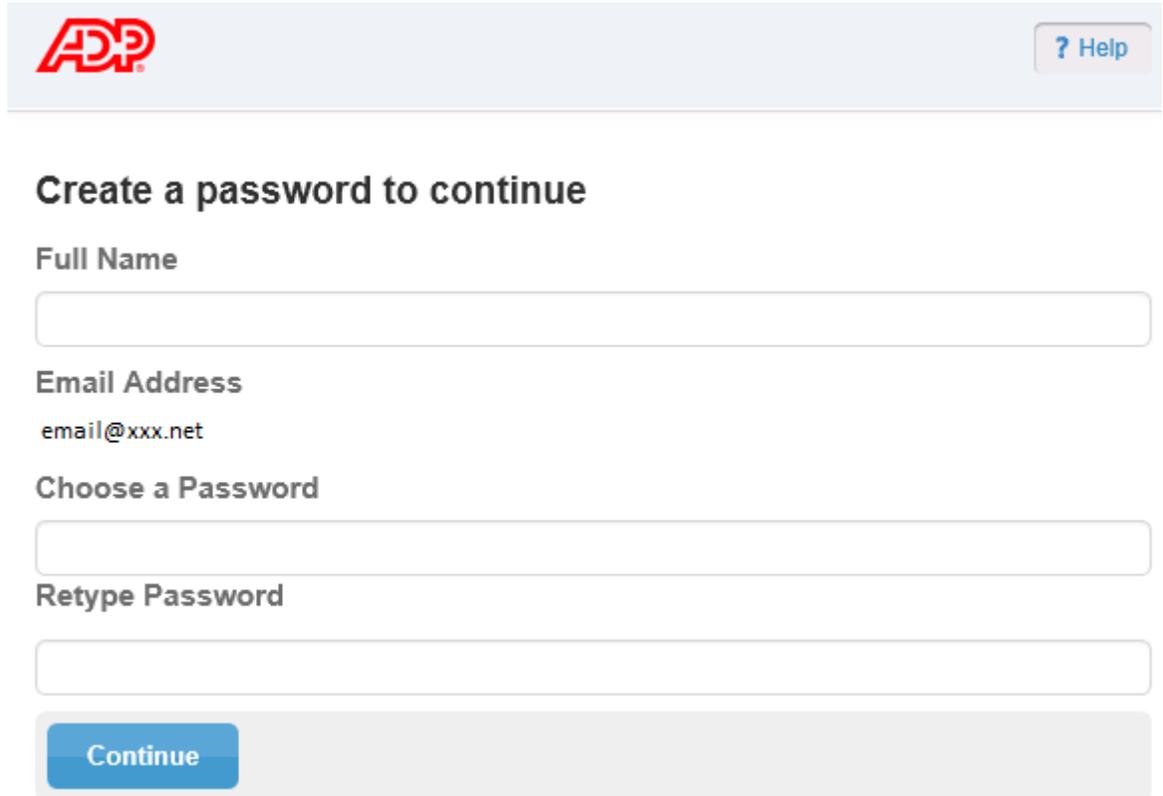
Figure 3: ADP Secure Email Account Creation Screen

1. Enter your name. Note that the email address to which this message was sent is already displayed in the **Email Address:** field.

2. Create your password and enter it in the **Choose a Password** field

3. Verify your password by entering it again.

4. Click on **Continue** to submit your account creation information.

Account Creation Email Message

After you have successfully submitted your account creation information, the following screen is displayed:
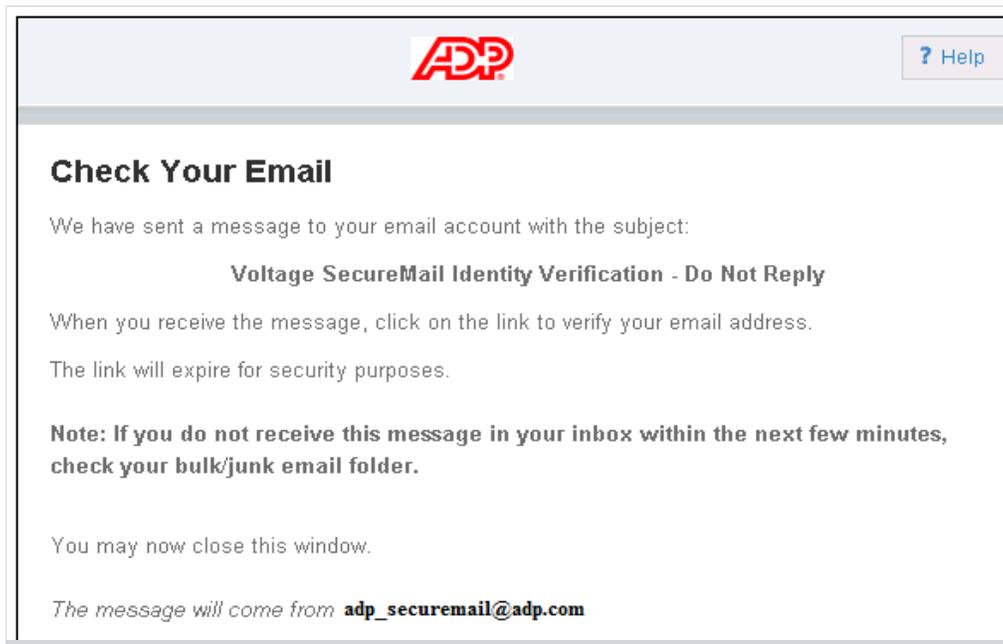

Figure 4: Account Creation Email Message

1. Check your Inbox for an email from **adp_securemail@adp.com** with the Subject: **Voltage SecureMail Identity Verification - Do Not Reply**.

Note: If you don't receive this message in a few minutes, check your **Junk** email folder, or whatever folder your email system uses for suspected SPAM messages. If you still cannot locate the **Account Creation** message, ask your IT Staff or Email Administrator to check whether the message is being quarantined as SPAM on your email system. If that fails to locate the message, contact your ADP representative for assistance.

2. You may close your browser window; this part of the account creation process is complete.

3. Open the **Voltage SecureMail Identity Verification - Do Not Reply** email message to display an access link screen.

Accessing the Original Secure Email Message
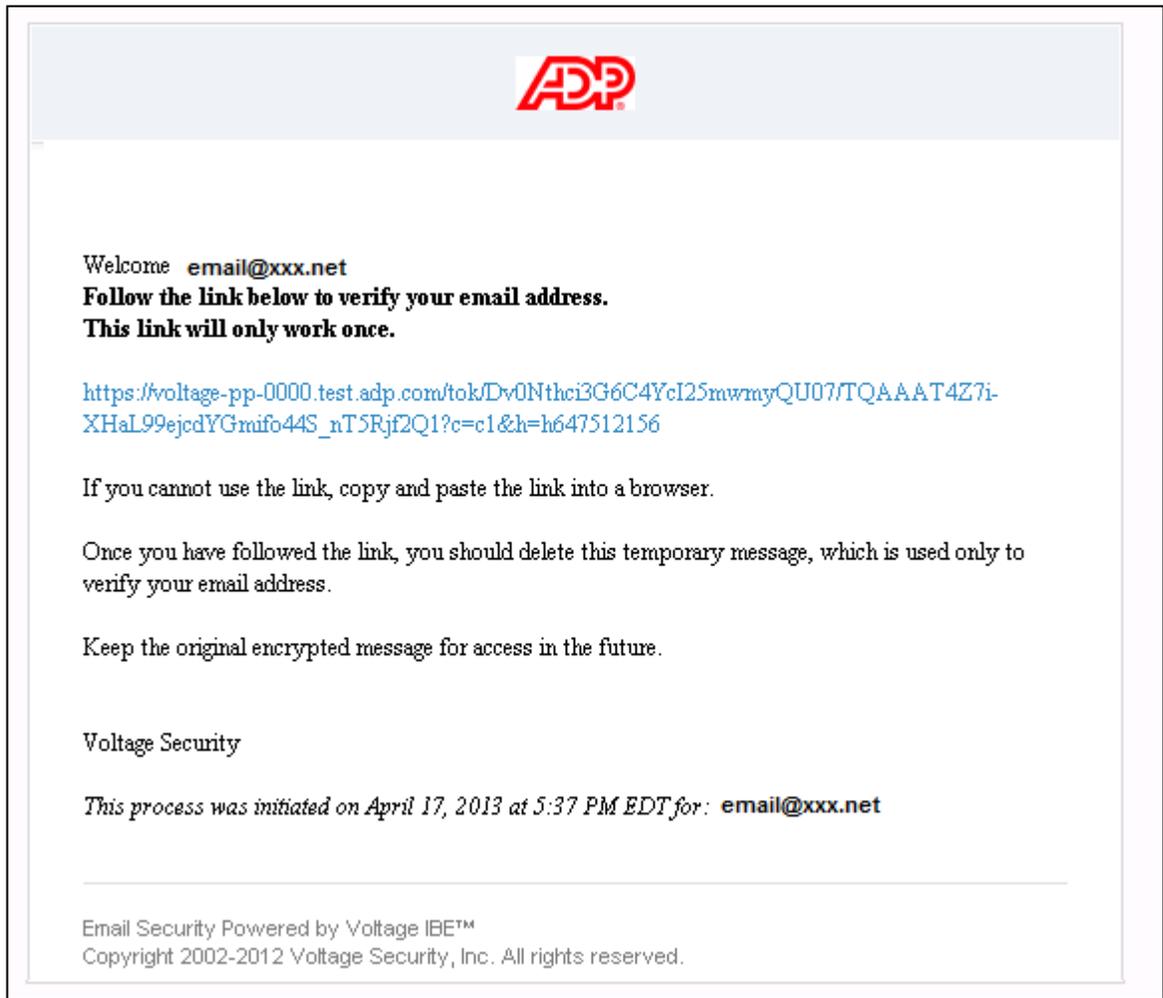
Figure 5: Secure Email Link Screen

Once your account has been established, this screen provides a link that will enable you to access and read the original secure email message sent to you by ADP.

1. Follow the link shown on this screen:

    a. Click on the link (some browsers require that you hold down the **Ctrl** button while clicking on a link), or:

    b. **Cut** and **Paste** the link into your browser.

2. This link decrypts and displays the original secure email message sent to you before you created your account.

Note: For security reasons, this link expires in 120 minutes. If the link expires before you access it, you must open the original **message_zdm.html** attachment and recreate your secure email account.
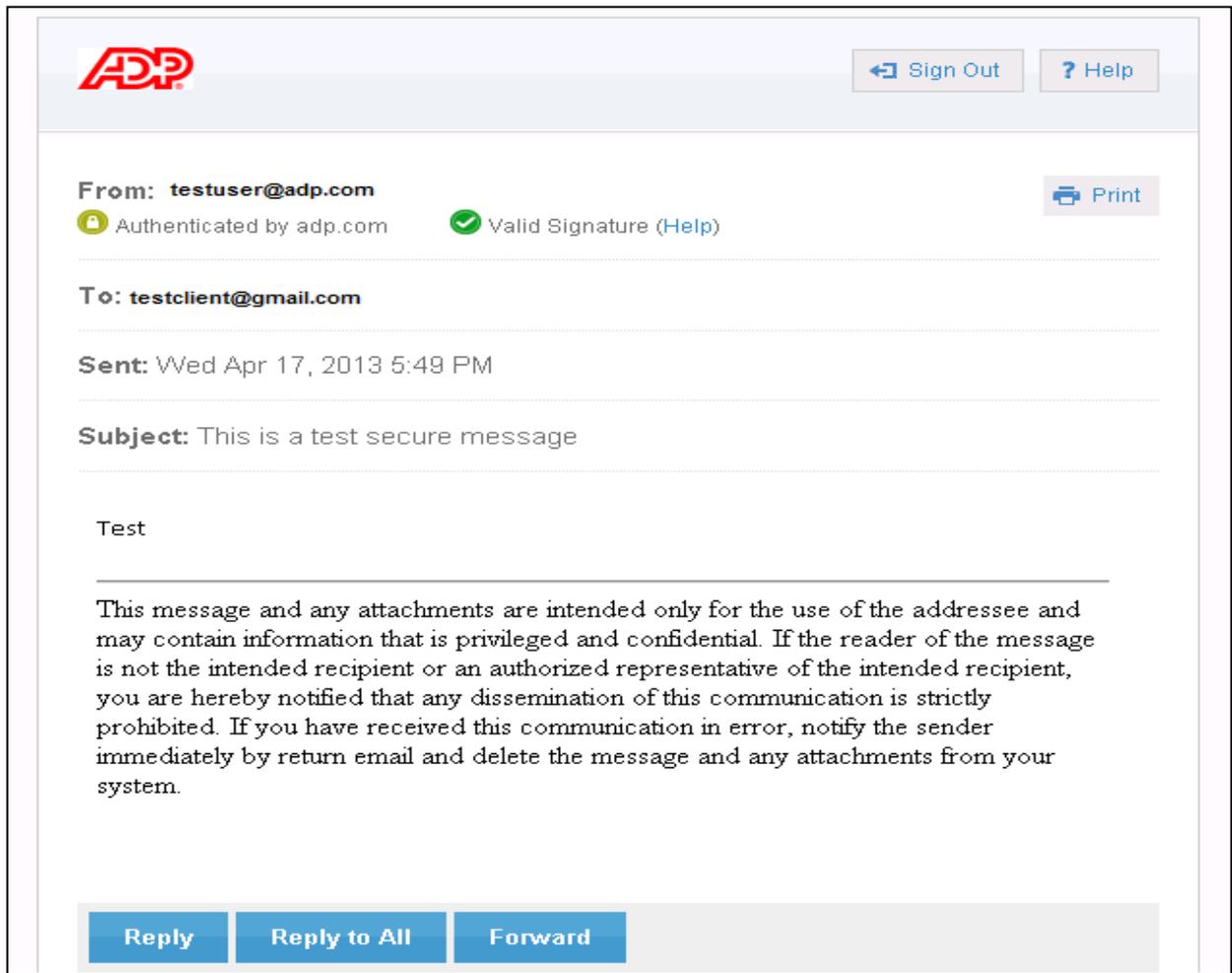
Figure 6: Decrypted Secure Email Message

3. You may delete the Account Creation message from your Inbox after you follow the link.

4. All future secure email messages will be sent to your Inbox, and you will only need to enter your password to open them.

5. The account creation process is now complete.

Reading Secure Email Messages

This section of the User Guide describes opening, displaying, saving, replying to, and forwarding secure email messages and file attachments.

Email System Screen Variations

Important Note:

Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way ADP Secure Email works does not change. Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Opening a Secure Email Message

A secure email message sent from ADP arrives in your email system Inbox like any other email message. It arrives in an encrypted form and consists of an email message with an attached HTML file. An example based on Microsoft Outlook® is shown below.
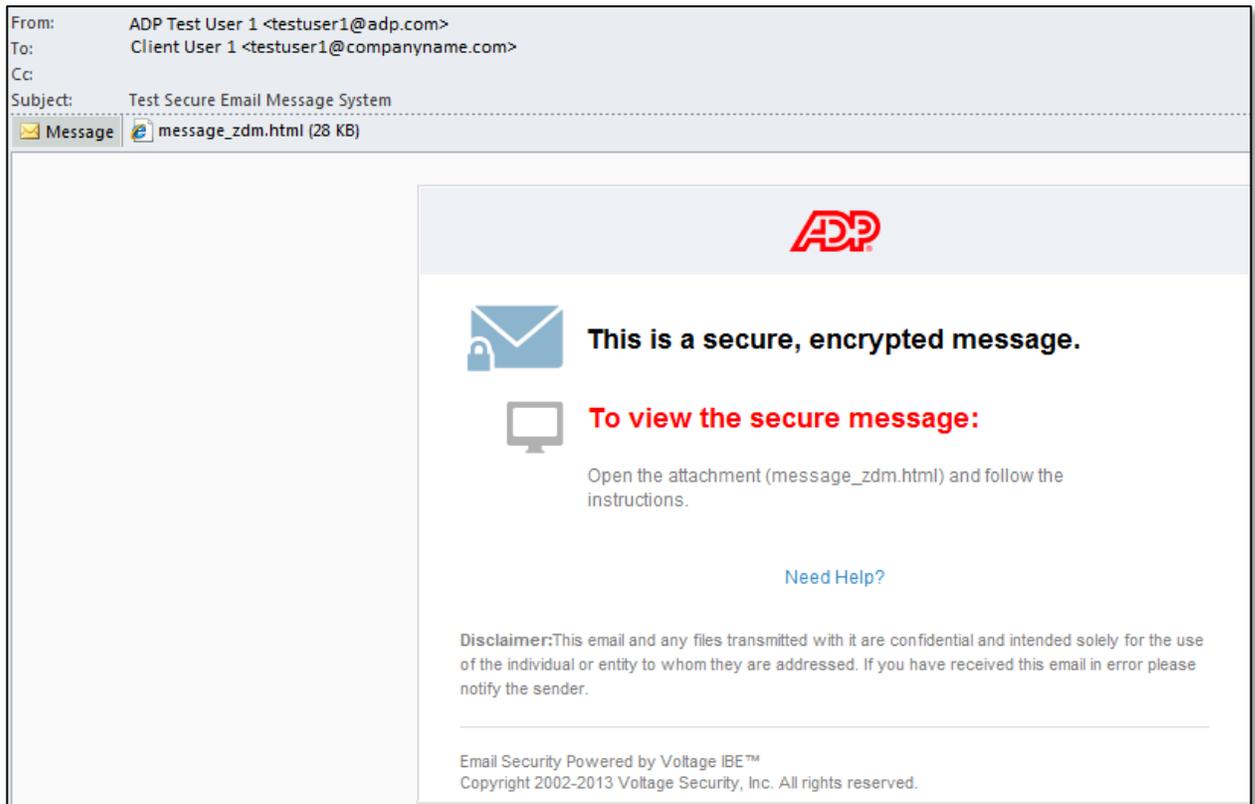
Figure 7: ADP Secure Email Message (attachment in header)

1. Open the HTML file attachment to display the **Read Message** panel.
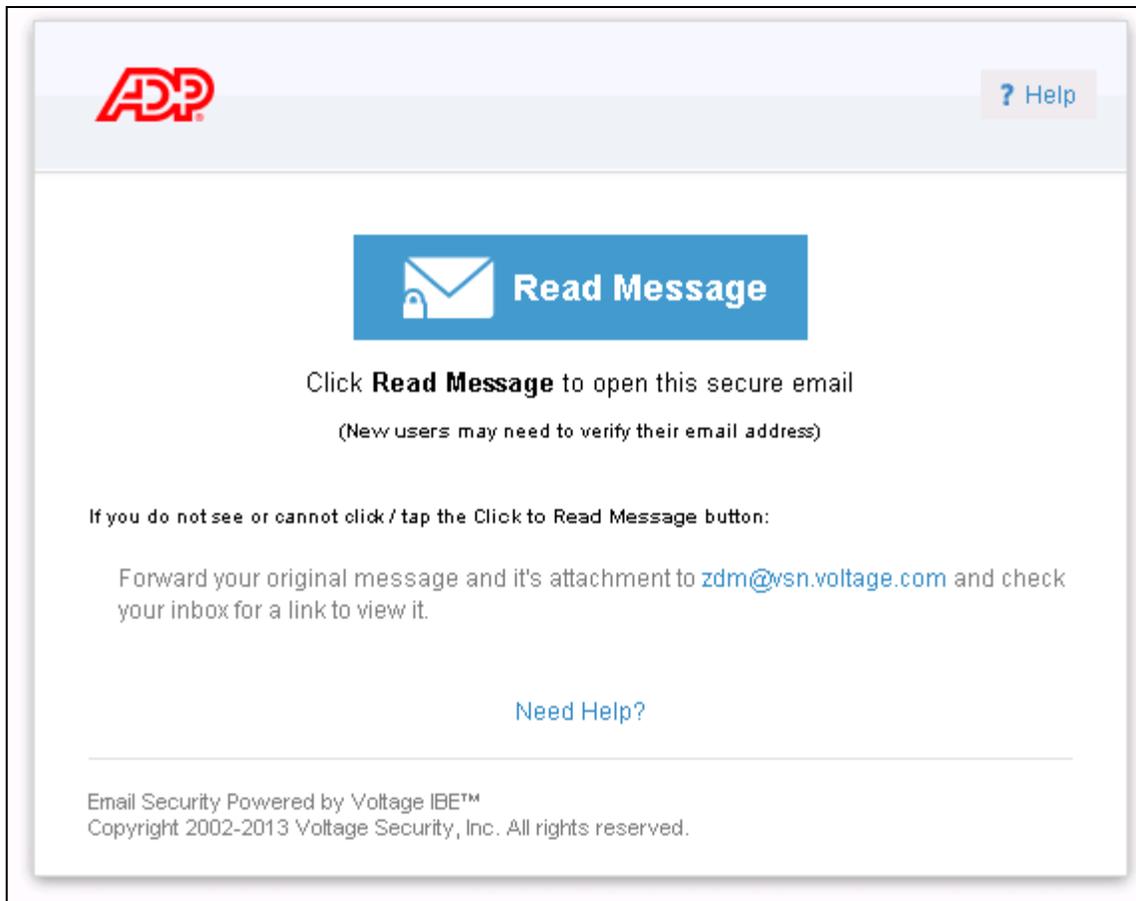
Figure 8: Read Message Panel

Note: In some cases, your email system may automatically open the attached HTML file, displaying the text of the message and the **Read Message** panel together.

2. Click on the **Read Message** button to display the **Sign In** screen.

Figure 9: Secure Email Sign In Screen

1. Enter your password and click on the **Sign In** button.

Note: If you have forgotten your password (or want to change it), click on **the Forgot your password** link. (See Page 29 for details.)

2. When you enter your password correctly, the message is decrypted and displayed.
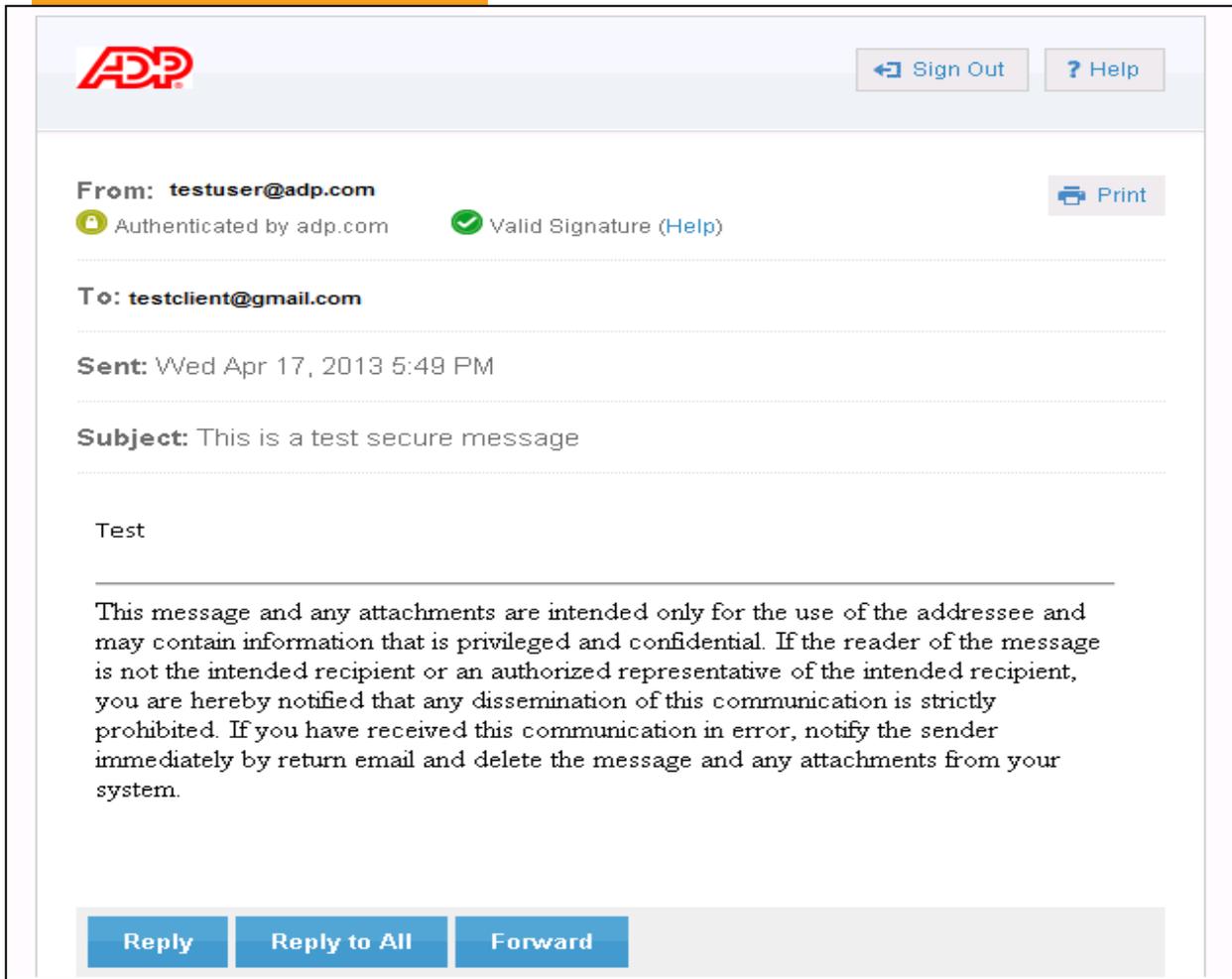
Figure 10: Decrypted Secure Email Message

Signatures

Every secure email is signed by the sender of the message to ensure authenticity of the sender and data integrity of the message.

The ✅ symbol indicates that the signature associated with this email is valid and the message can be trusted.

The ❌ symbol means that the signature associated with this message cannot be validated as coming from ADP, and the message may have been forged. If you see this symbol, contact your security manager or your ADP representative.

Saving Secure Email Messages

If you save a secure email message on your email system (either by leaving it in the Inbox or moving to another folder), the message is saved in its encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the ADP Secure Email system again to decrypt the message.

You can also save the email message content by copying the text from the decrypted message and pasting it into a new (non-secure) email message or a file, and saving that. If you use this method, please remember that the information is no longer encrypted.

Replying to Secure Email Messages

1. Click on the **Reply** button to reply to the sender of the message, or on the **Reply to All** button to reply to the sender and all others copied on the original email.

2. Messages sent using **Reply** and **Reply to All** are sent via ADP Secure Email.

3. Files attached to the original message *will not* be attached to **Reply** and **Reply to All** email messages.

Forwarding Secure Email Messages

1. Click on the **Forward** button to display the Forward Message **Compose** screen.

Figure 11: Forward Message Screen

2. Enter recipient names in **To:** and/or **Cc:** boxes. At least one of the recipients of a forwarded email must have an **adp.com** email address or the message will be rejected. Specifying at least one **adp.com** email address forwards the message to *all* recipients via the ADP Secure Email system.

3. Enter any text you want to send above the forwarded message body.

4. Click on the **Send Secure** button to forward your message via the ADP Secure Email system.

5. Files attached to the original message *will* be forwarded via ADP Secure Email to the recipients.

6. A "Successful Send" screen is displayed.
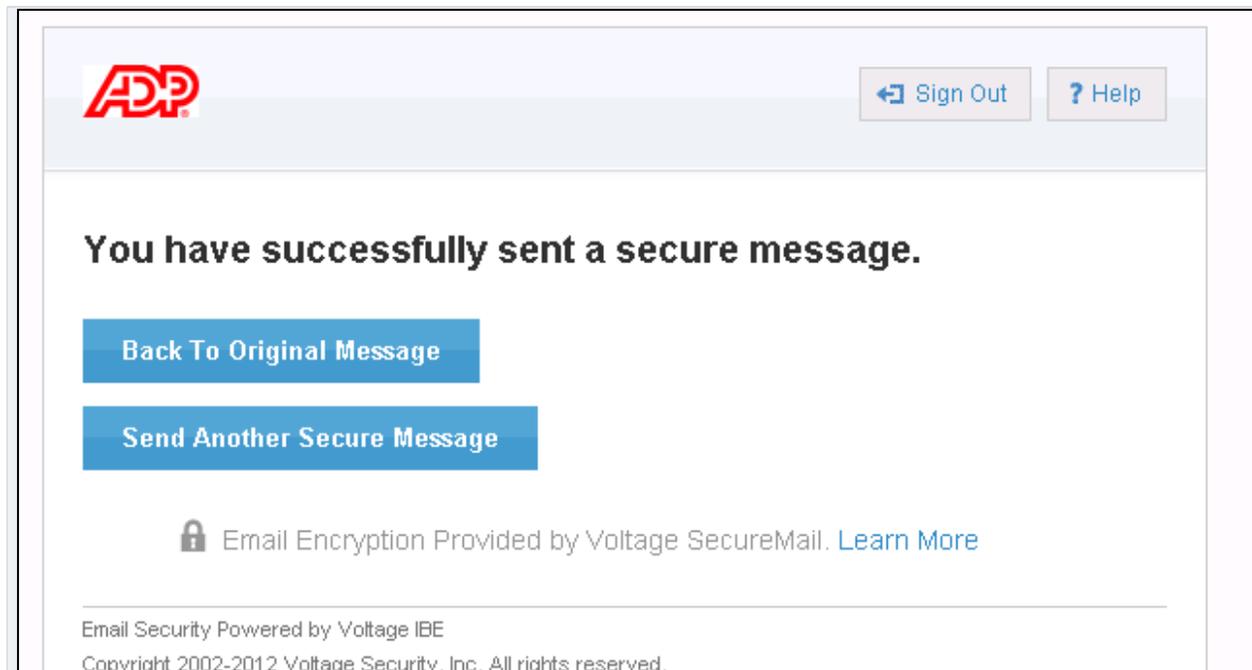
Note: The **Copy Me**, **Show Bcc**, **Plain Text** / **Rich Text**, and **Choose File...** functions are described in the "Initiating Secure Emails to ADP Associates" section of this guide.

Figure 12: Successful Send Screen

7. You can click on **Back to original message** to redisplay the message your forwarded.

8. Or click on **Send Another Secure Message** to display the Compose Message screen.

Note: You may see the Successful Send screen even if the send fails because you have not entered at least one ADP.com email address in the **To:** and/or **Cc:** fields. This is because the recipients' email addresses are not checked until the message is analyzed by the ADP Secure Email application. If the message is rejected by the application, you will get a notification of the rejection in your Inbox.

Forwarding Decrypted Email Messages

If you want to forward the email message content to other recipients and you do not want to include at least one **ADP.com** email address, copy the text from the decrypted message and paste it into a new (non-secure) email message or a file. This allows you to use your native email system to distribute the content of the message to whomever you choose. If you use this method, please remember that the information is no longer encrypted.

Attached Files Received with Secure Email Messages

Files attached to a secure email message sent from ADP are also decrypted when you enter your password correctly.
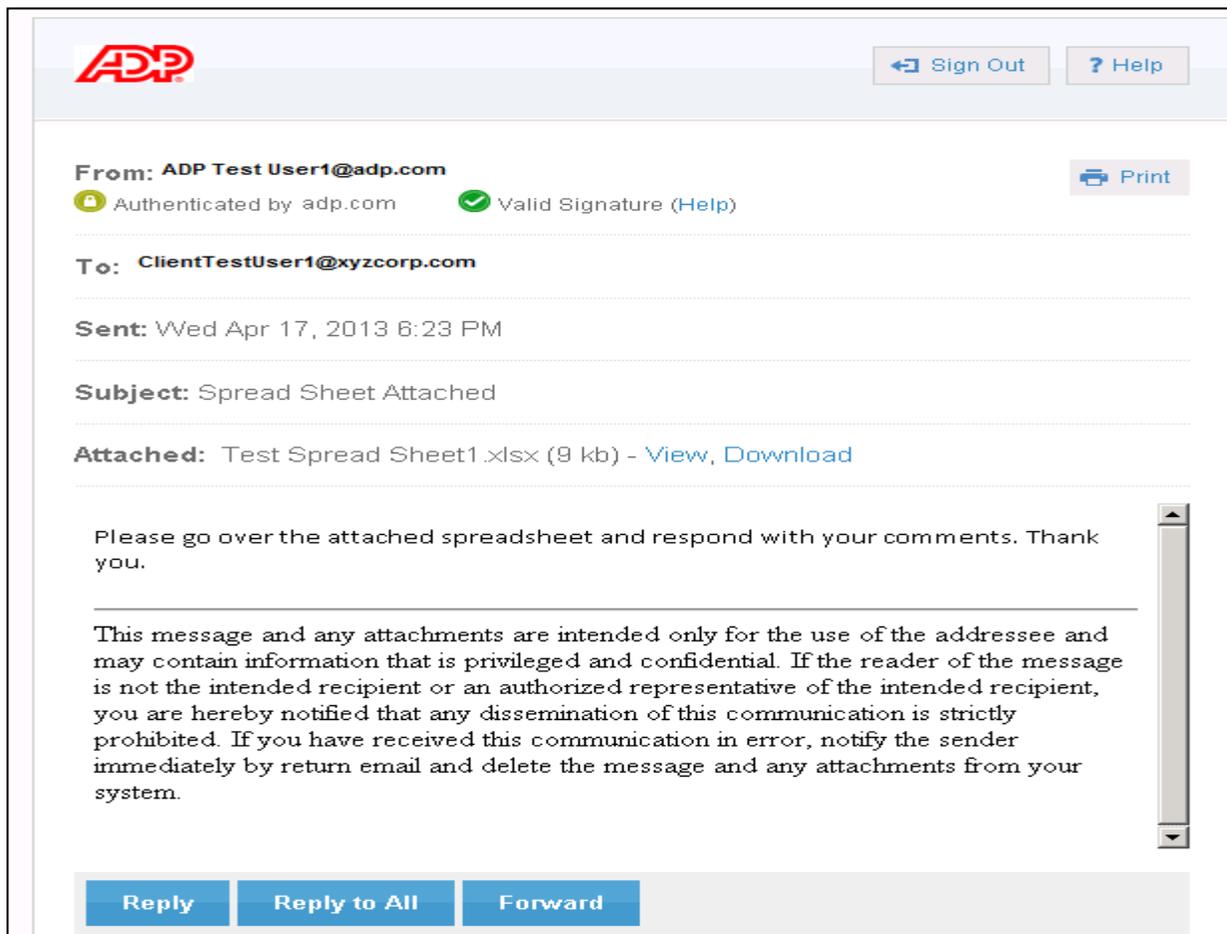
Figure 13: Secure Email Message with File Attached

Displaying or Downloading File Attachments

1. Click on **View** to display the decrypted contents of the attached file in HTML format.

2. Click on **Download** to display the decrypted contents of the file in its native application. In this example, it would be opened in Microsoft Excel.

Note: When you click on **View** or **Download**, your email system may display a dialog box asking you if you want to **Open** the File or **Save** it to your computer.

3. If you choose to **Reply** or **Reply to All**, attached files *will not* be included with the secure reply.

4. Use the **Forward** button to forward the secure message and attached files to other email addresses.

Note: At least one of the recipients of a forwarded email must have an **adp.com** email address or the message will be rejected. Specifying at least one **adp.com** email address forwards the message to *all* recipients via the ADP Secure Email system.

Saving Files Attached to Secure Email Messages

If you save a secure email message in your email system (either by leaving it in the Inbox or moving to another folder), the message and all attached files are saved in their encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the ADP Secure Email system to decrypt the message and attachments.

If you want to save a copy of the decrypted contents of the attached file, use the **Download** button. When the file opens in its native application, use **Save as** to save the file on your computer. If you use this method, please note that the information in this file is no longer encrypted.

Forwarding Decrypted File Attachments

If you want to forward an attached file to other recipients and you do not want to include at least one **ADP.com** email address, create a new (non-secure) email message in your email application, and attach the decrypted copy of the file you created.

Initiating Secure Emails to ADP Associates

The following steps describe how to compose and send a secure email message to an ADP Associate.

Login to your ADP Secure Email Account

Note, this assumes that you have already received a secure message from an ADP Associate and that you have created your Secure Email Account.

1. Type the following into the address bar of your browser and click **Go**:

   a. https://voltage-pp-0000.adp.com/login for English clients

   b. https://voltage-pp-0000.adp.com/login/br/ADP-FR-1 for French clients

   c. https://voltage-pp-0000.adp.com/login/br/ADP-DE-1 for German clients

   d. https://voltage-pp-0000.adp.com/login/br/ADP-IT-1 for Italian clients

   e. https://voltage-pp-0000.adp.com/login/br/ADP-ES-1 for Spanish clients

   f. https://voltage-pp-0000.adp.com/login/br/ADP-BR-1 for Portuguese clients

2. The **Sign In** screen is displayed:
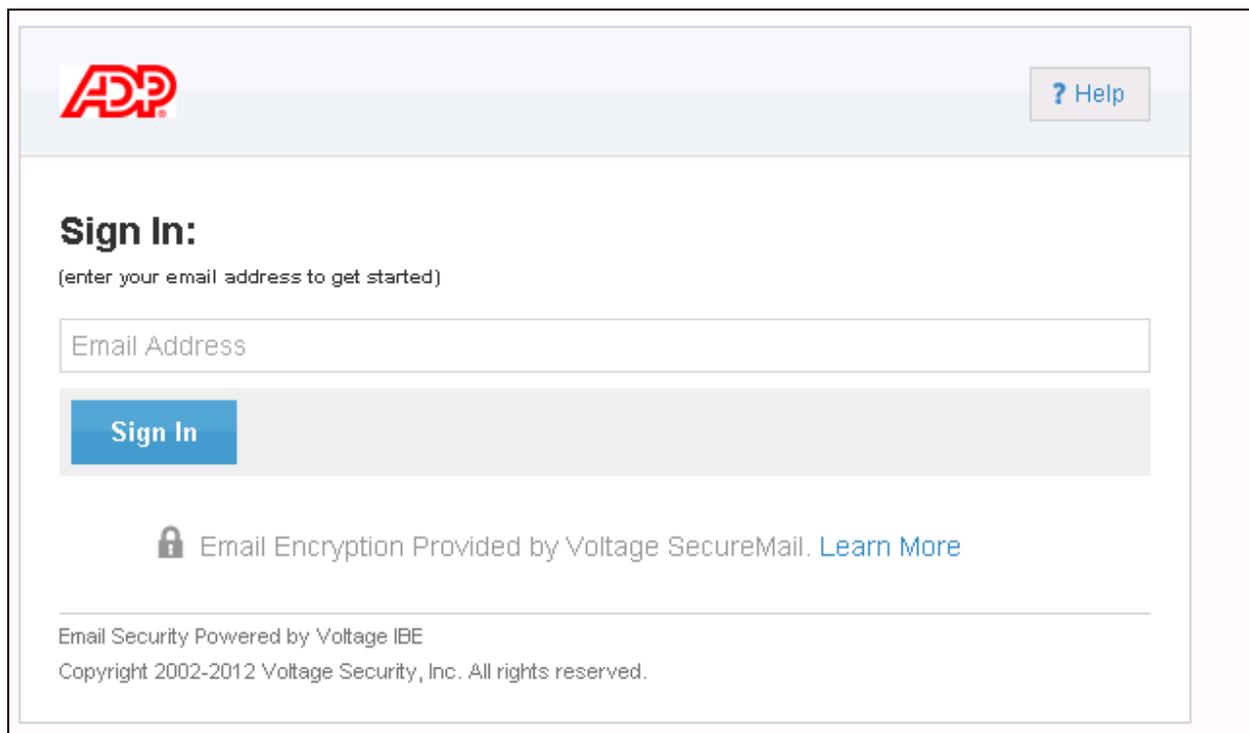
Figure 14: Secure Email Sign In Screen

3. Enter your Email address and click the **Sign In** button.
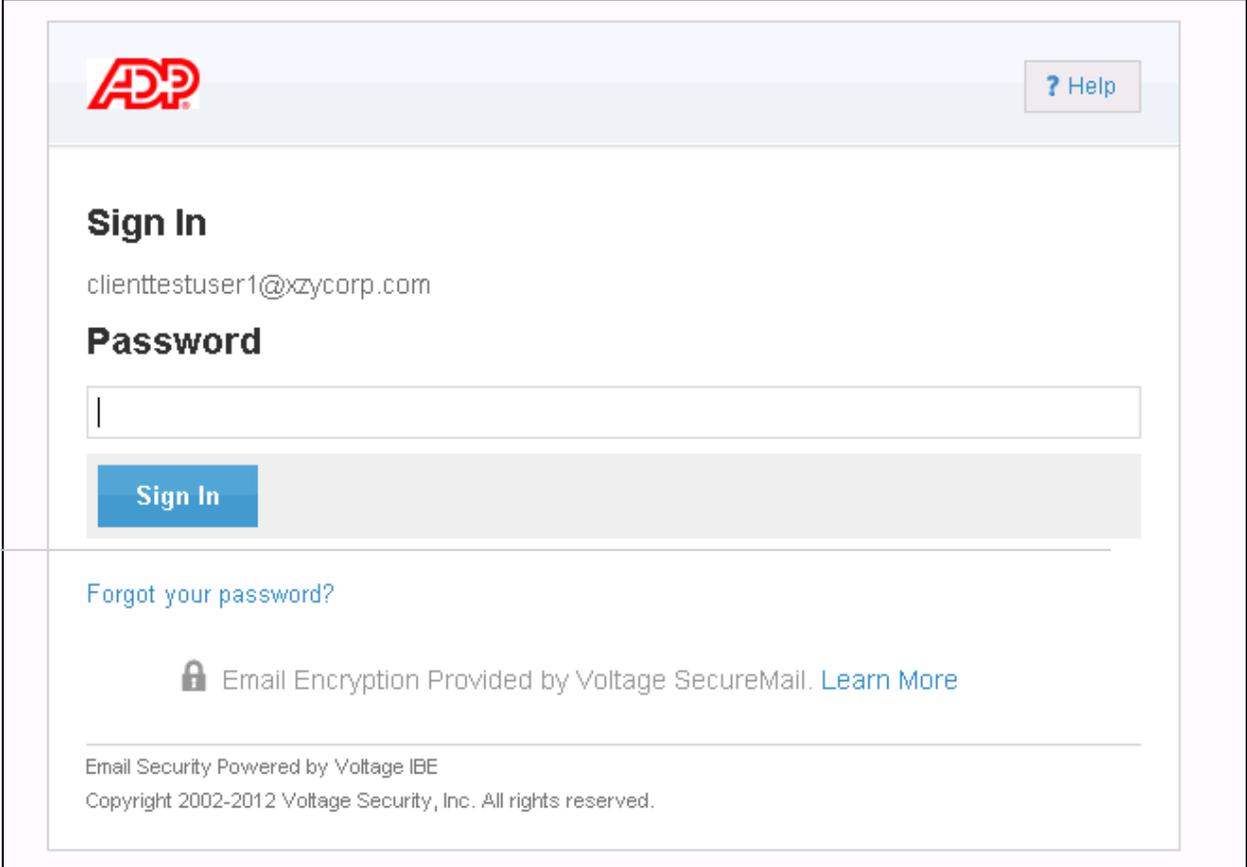
Figure 15: Secure Email Password Screen

4. Enter your password and click the **Sign In** button.

Compose Your Message

If you entered your password correctly, the Compose Message screen is displayed.
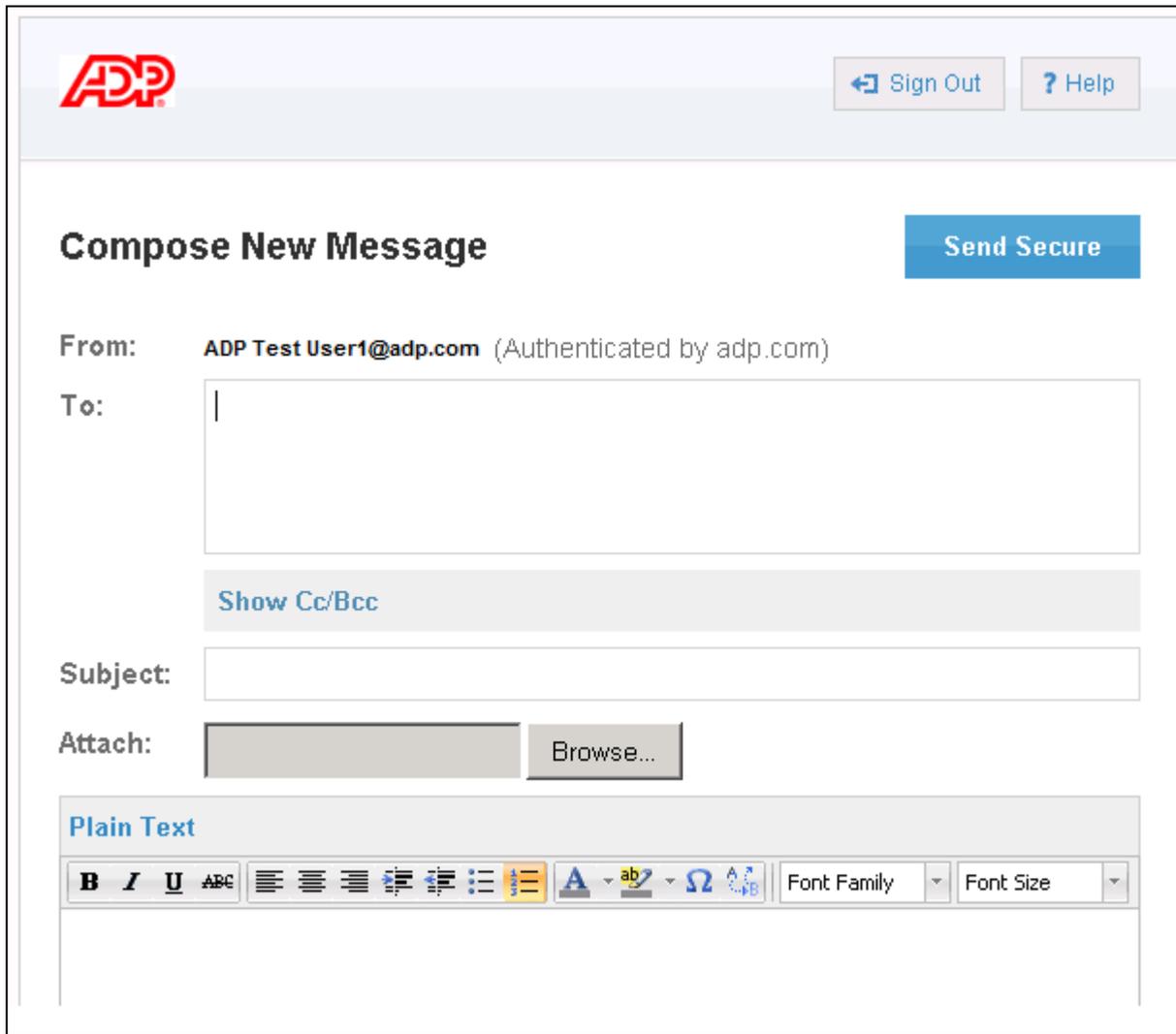
Figure 16: Compose Secure Email Message Screen

Choosing Recipients

1. Similar to a regular email message, you can enter recipients' names in the **To:** and/or **Cc:** boxes.

Note: At least one recipient's email address must include **@adp.com** or the message will be rejected.

2. Click on **Copy Me** if you would like to receive a copy of the message you are sending to ADP.

3. When you click on **Copy Me**, the button toggles to **Remove Me**, which can be used to indicate that you do not want to be copied on this message.

4. If you wish to send a blind copy, click on **Show Cc/Bcc** to display that entry field.

5. You can also toggle between **Rich Text** (default message type) and **Plain Text** as the preferred message type.

Attaching a File to Your Message

If it is permitted by your company's security policies or standards, you can add an attachment to your email. You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files, web pages saved as HTML files, and more.

Note: There is a maximum of 25 MB allowed for a secure email message and all files attached to it. Messages larger than 25 MB will be rejected.

To add attachments to your secure email:

1. Click the **Choose File...** link located adjacent to the **Attach** field.

2. After choosing a file, it will begin uploading immediately.

3. Once the file has been uploaded, the **Compose** screen will be updated with the name of the file.

4. A **Remove** link is provided to allow you to remove an attachment.

Send Your Message

1. Compose your message as you would an ordinary email. When you are ready to send it, click on the **Send Secure** button.
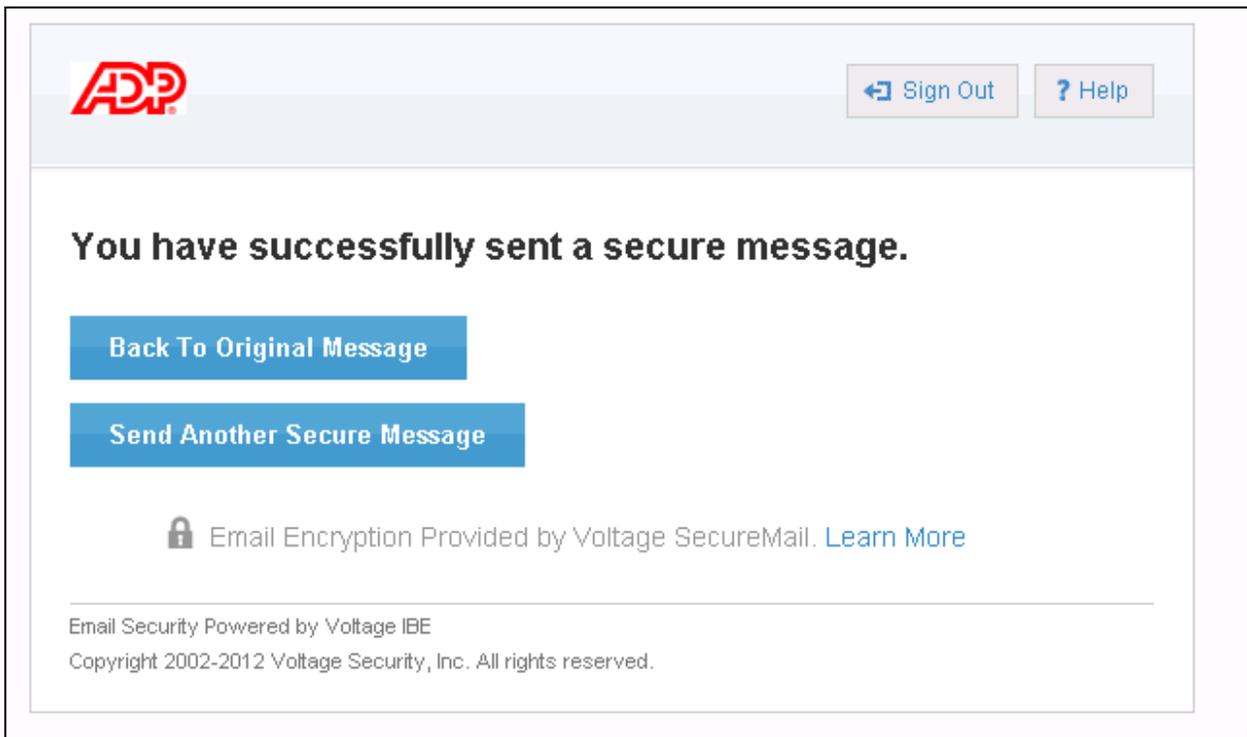
Figure 17: Successful Send Screen

2. You may click on **Send Another Secure Message** and compose another message, or **Sign Out** to leave the system.

You may see the Successful Send Screen even if the message send fails because you have not entered at least one ADP.com email address in the **To:** and/or **Cc:** fields. This is because the recipients' email addresses are not checked until the message is analyzed by the ADP Secure Email application. If the message is rejected by the application, you will get a notification of the rejection in your Inbox.
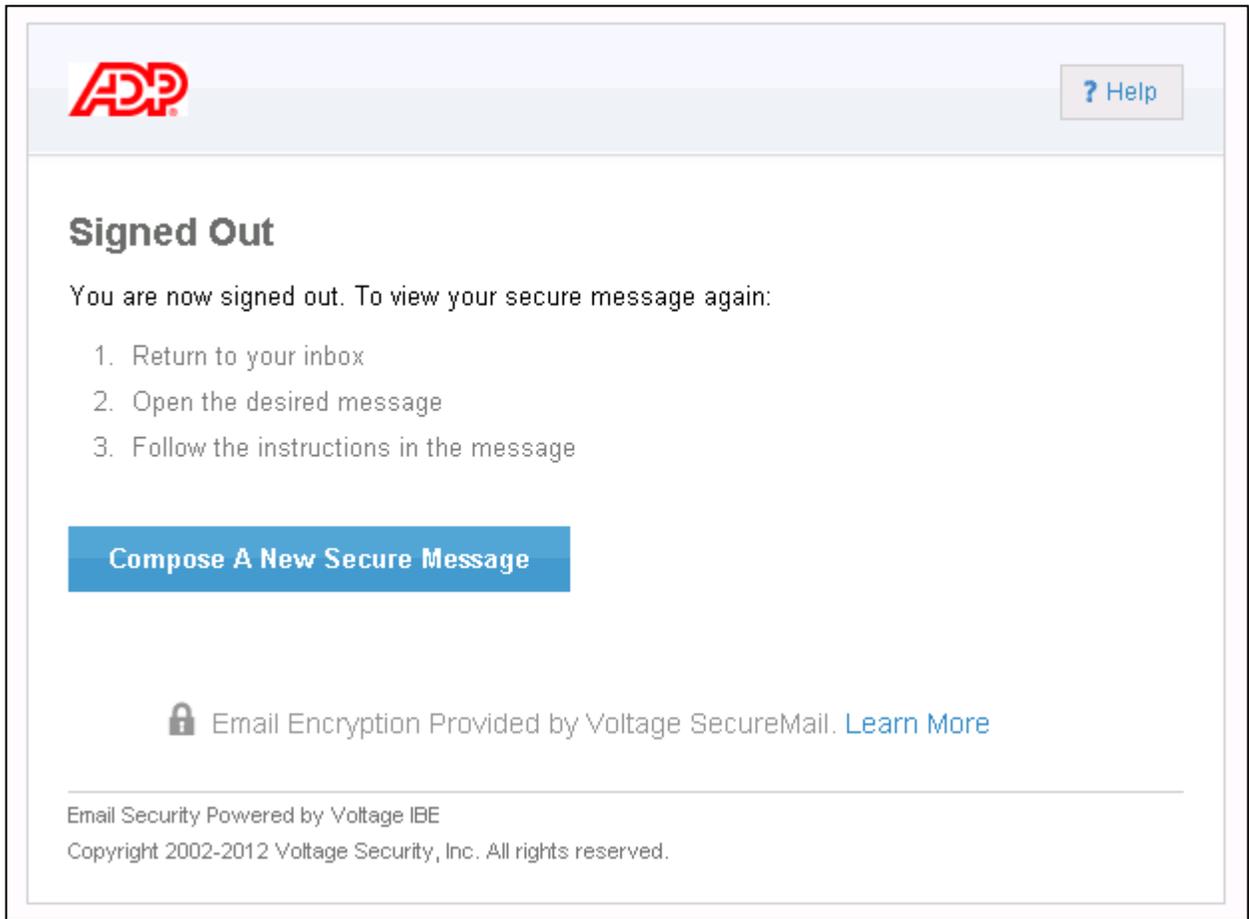
Figure 18: Sign-out Screen

Changing Your Password

When you display the **Sign In** screen, you can change your password (if you have forgotten it, or if you want to change it for any other reason).
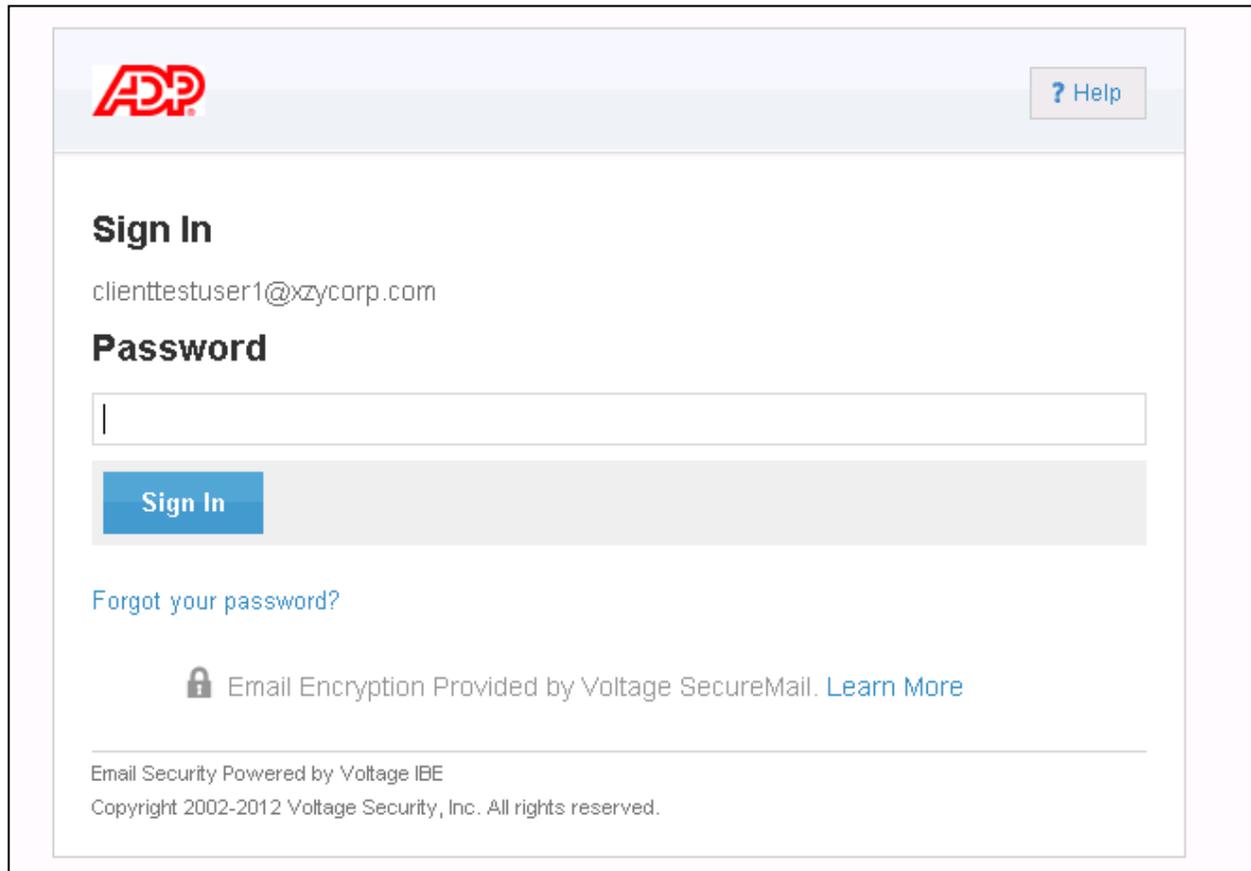
Figure 19: Sign In Screen

1. Click on the **Forgot your password?** link. A screen will be displayed informing you that an email has been sent to you. When you receive this email, click on the link within the email to reset your password:

From: adp_securemail@adp.com
To: clienttestuser1@xyzcorp.com
Cc:
Subject: ADP SecureMail Password Reset - Do Not Reply

Hello clienttestuser1@xyzcorp.com
You have requested a password reset. To complete this process, please click the link below:

https://voltage-pp-0000.adp.com/tok/xgFlUGal652ghLOdZkCf7uTu0b/UgAAAVUr5a_hPSP--
KZ3FdEhkAnoO8LMM3ZAedk1?c=c1&h=h-404781465

Note: This link will only work once.

Thank you.

Figure 20: Password Reset Email

Note: If you are still unable rest your password, contact your ADP representative for assistance.

3. A screen is displayed allowing you to enter and confirm your new password.

Figure 21: Reset Password Screen

4. Click **Continue** to proceed with reading or composing a secure email. Your password has been changed and you must use the new password the next time you log on to the system.

Password Requirements

The password you choose must meet the following requirements:

1. Passwords must be at least 8 characters long
2. Passwords must contain at least one number
3. Passwords cannot have 4 or more repeating characters e.g. AAAA.
4. Passwords cannot be equivalent to the email address.
5. The previous 4 passwords may not be reused.

Password Expiration

Please note that your ADP SecureMail password will expire after 1 year. At this time, you will be asked to change your password.

If your company has other standards or policies that require you to change passwords at a certain interval, you can use this process to comply with that standard or policy.