

FortiMail Email Encryption

Sensitive and confidential information is sent from WorkplaceNL using FortiMail email encryption. FortiMail also allows the receipt to respond to WorkplaceNL in a secure manner when required.

Registering for a FortiMail Account

The first time you receive an encrypted email using FortiMail, you must create an account. Click the link in the notification email to access the secure message. This initiates the account creation process.

You have received a secure message

To read your message, click on the link below. The web browser will launch and you may be prompted to log in.

[Click this to access the secure message](#)

If you have concerns about the validity of this message, contact the sender directly.

[About FortiMail Secure Message Service](#)

As a new user, you will be prompted to register for an account. Add your **First name** and **Last name**. Add and then confirm a **password**. Click **Register**.

WorkplaceNL IBE [Help]

Register New User

User email me@Test.com

Language English ▾

Time zone (GMT-3:30)Newfoundland ▾

First name

Last name

Password

Confirm password

You haven't registered yet. Please register first.

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Passwords must be a minimum of 8 characters in length and contain:

- One upper case letter
- One lower case letter
- One number
- One non-alphanumeric character, such as @, #

A confirmation message will display directing you to navigate to your email Inbox to retrieve an email with an activation link.



From your email Inbox, click the link contained in the email to activate your account.



A confirmation message will display confirming your account activation was successful. Navigate to your email Inbox once again to open your encrypted email.



Click the link to access the encrypted email in the original notification email received.



Your email address is now recognized by FortiMail and you will be prompted to log in. Enter your **Password** and click **Open** to view your encrypted email mailbox.



The screenshot shows the WorkplaceNL IBE login interface. At the top, there is a blue header with the text "WorkplaceNL IBE" and a "[Help]" link on the right. Below the header, the email details are displayed: "From: PurchaseOrders@workplacnl.ca", "To: me@Test.com", and "Subject: Purchase Order # 123456". A "Password" label is followed by a text input field with a blue eye icon on the right. Below the password field is a blue "Open" button with a yellow border. Underneath the button is a link that says "Forgot the password?". At the bottom of the page, there is a copyright notice: "Copyright © 2021 Fortinet, Inc. All Rights Reserved."

Opening Encrypted Emails with an Existing Account

Once you have a FortiMail account set up, you will be prompted to enter your user name and password to access your encrypted email mailbox each time you receive an encrypted email.

Click on the link in the notification email received to access the encrypted email.



The screenshot shows a notification email with the following content: "You have received a secure message" followed by a horizontal line. Below the line, it says "To read your message, click on the link below. The web browser will launch and you may be prompted to log in." A link "Click this to access the secure message" is highlighted with a yellow border. Below the link, it says "If you have concerns about the validity of this message, contact the sender directly." At the bottom, there is a link "About FortiMail Secure Message Service".

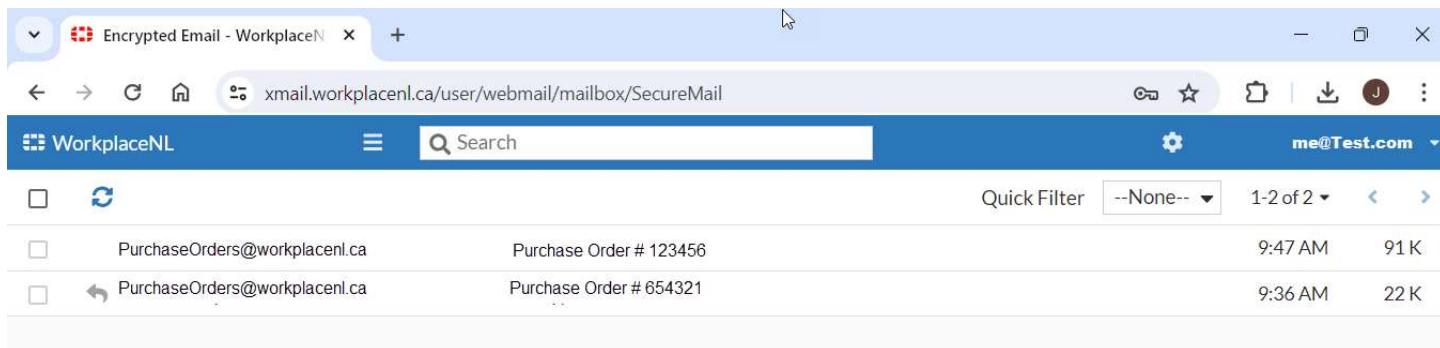
Enter your **Name** (email) and **Password** and click **Log In** to access your encrypted email mailbox.



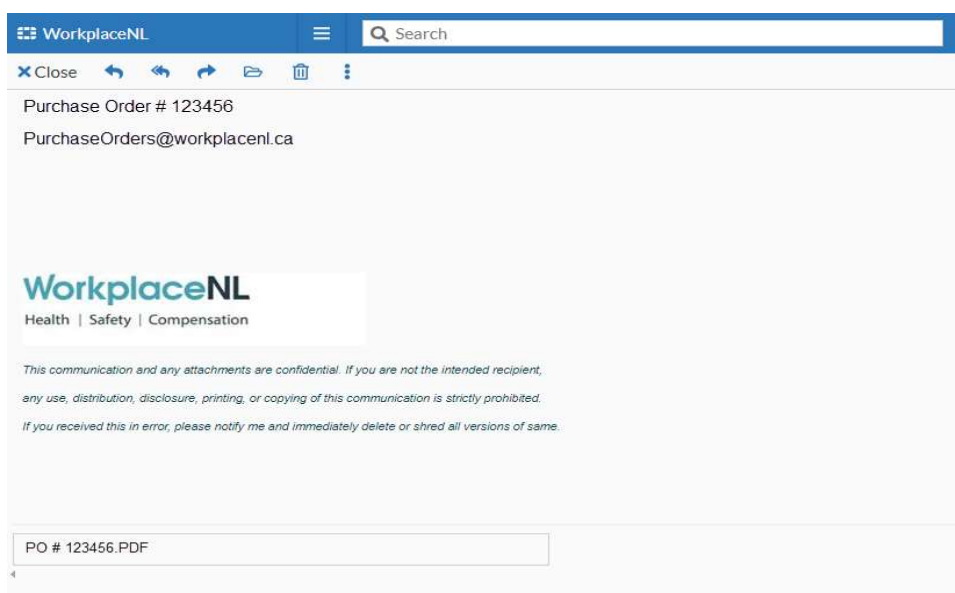
The screenshot shows the WorkplaceNL Gateway login page. It has a blue header with the text "WorkplaceNL Gateway". Below the header, there are two text input fields: "Name" and "Password". Below the password field is a blue "Log In" button. At the bottom of the page, there is the Fortinet logo.

Reading and Responding to Encrypted Email

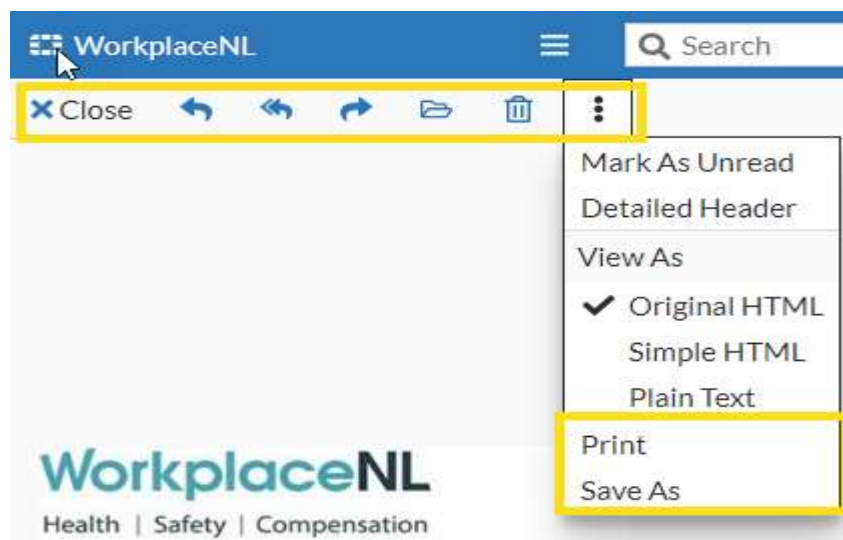
From your FortiMail mailbox, click on the email line to open it.



Your secure email content is displayed and attachments are at the bottom of the message.



FortiMail has similar features and functionality to any standard mailbox.

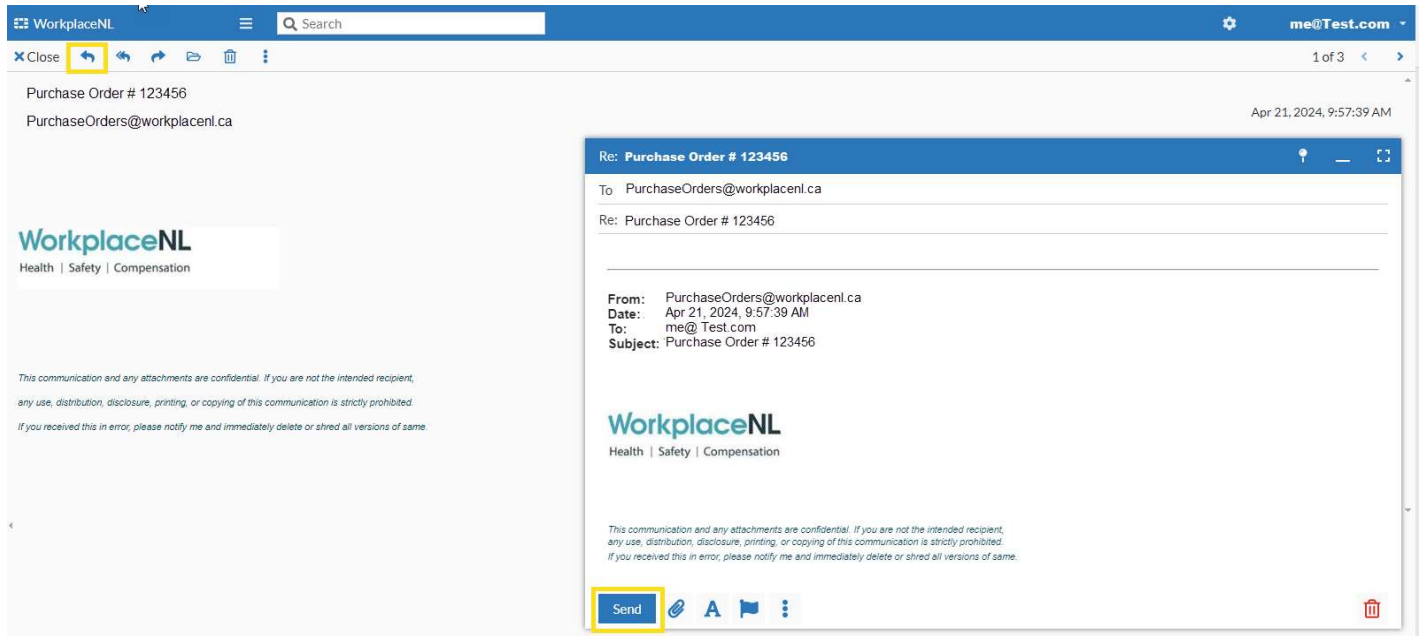


Email options include:

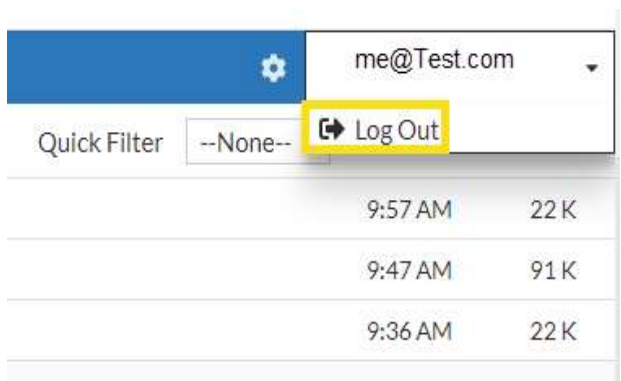
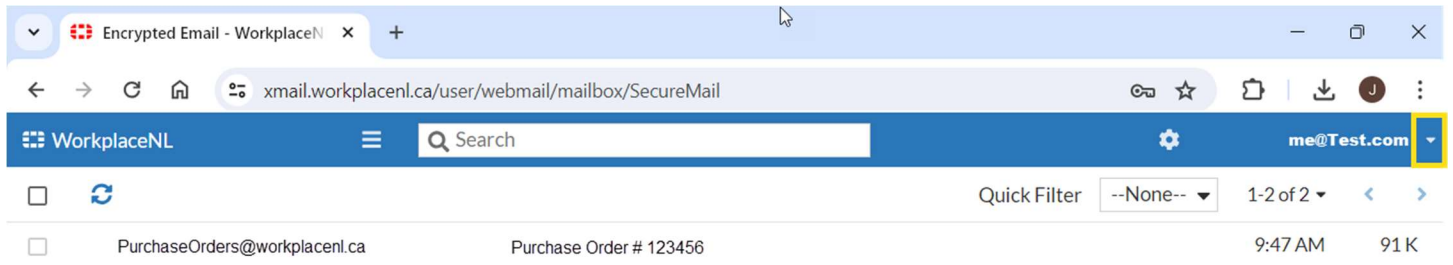
- Close
- Reply
- Reply All
- Forward
- Move
- Delete

Click the elyipsis (three dots) to access the **Print** or **Save As** options.

To reply to a message, select **Reply** in the ribbon bar. A message pop-out appears. Type message content in the pop-out window and select **Send**. Attachments can be added by selecting the **Attach icon**, next to the send button. The response is sent to your WorkplaceNL contact as a secure email.



Once work is complete in FortiMail, don't forget to log-out. From the mailbox, click the arrow next to your email address and click the log out icon.

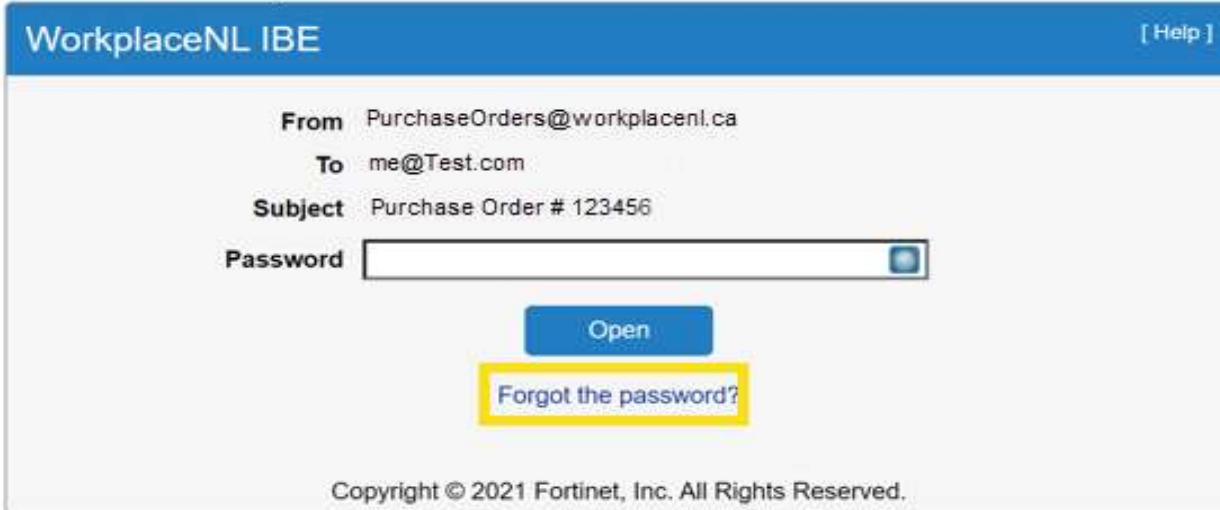


A successful Log Out returns you to the main Log In screen.



Resetting a Forgotten Password

You can reset a forgotten password at any time by selecting the **Forgot the password?** link from the FortiMail password screen.



WorkplaceNL IBE [Help]

From PurchaseOrders@workplacnl.ca
To me@Test.com
Subject Purchase Order # 123456

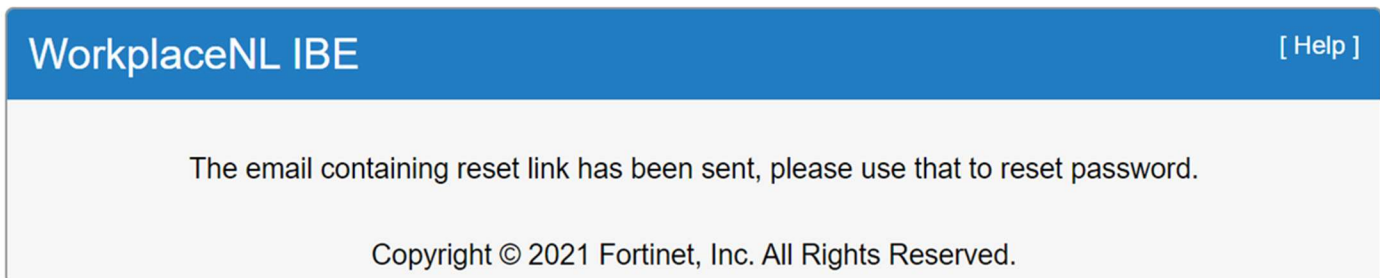
Password

Open

Forgot the password?

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A confirmation message will display. Navigate to your email Inbox to retrieve a password reset email with link.

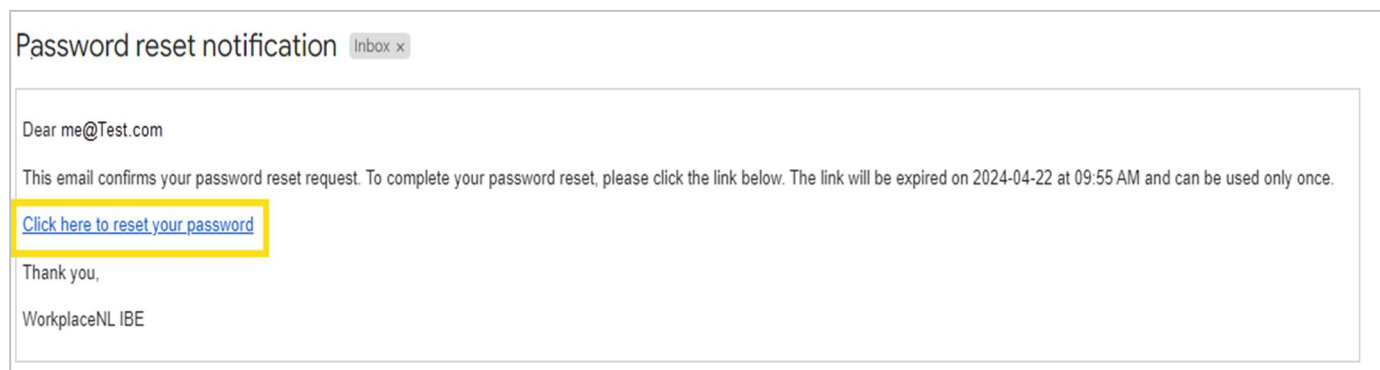


WorkplaceNL IBE [Help]

The email containing reset link has been sent, please use that to reset password.

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Click the password reset link enclosed in the email.



Password reset notification Inbox x

Dear me@Test.com

This email confirms your password reset request. To complete your password reset, please click the link below. The link will be expired on 2024-04-22 at 09:55 AM and can be used only once.

[Click here to reset your password](#)

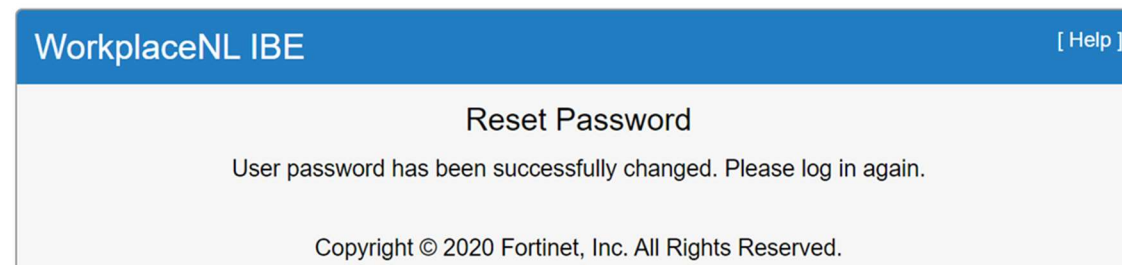
Thank you,
WorkplaceNL IBE

Enter then confirm your new password and click **Submit**.



The screenshot shows the 'Reset Password' page in the WorkplaceNL IBE. At the top, there is a blue header with 'WorkplaceNL IBE' on the left and '[Help]' on the right. The main heading is 'Reset Password'. Below this, the 'User email' is pre-filled with 'me@Test.com'. There are two input fields: 'Password' and 'Confirm password'. The 'Password' field has a blue eye icon on the right. A blue 'Submit' button is centered below the fields and is highlighted with a yellow border. At the bottom, there is a copyright notice: 'Copyright © 2020 Fortinet, Inc. All Rights Reserved.'

A confirmation message will display.



The screenshot shows the confirmation message on the 'Reset Password' page. The blue header remains at the top. The main heading is 'Reset Password'. Below it, the message reads: 'User password has been successfully changed. Please log in again.' At the bottom, there is a copyright notice: 'Copyright © 2020 Fortinet, Inc. All Rights Reserved.'

Navigate back to the original encrypted email received in your email Inbox. Click the link to access the encrypted email using the new password.



The screenshot shows an email notification. The subject line is 'You have received a secure message'. Below it, the text reads: 'To read your message, click on the link below. The web browser will launch and you may be prompted to log in.' A blue link 'Click this to access the secure message' is highlighted with a yellow border. Below the link, it says: 'If you have concerns about the validity of this message, contact the sender directly.' At the bottom, there is a link: 'About FortiMail Secure Message Service'.

If you have questions about your FortiMail encrypted email, please contact the WorkplaceNL sender. You can also call us at 1.800.563.9000 or email info@workplacenl.ca.