

# FortiMail Email Encryption with Token Verification

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## What is FortiMail email encryption?

Sensitive and confidential information is sent from WorkplaceNL using FortiMail email encryption. FortiMail also allows the recipient 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**

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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 **Continue**.

The screenshot shows the 'Register New User' page in the WorkplaceNL IBE. The page has a blue header with 'WorkplaceNL IBE' and a '[ Help ]' link. The main content area is white and contains the following fields: 'User email' (me@Test.com), 'Language' (English), 'Time zone' ((GMT-3:30)Newfoundland), 'First name', 'Last name', 'Password', and 'Confirm password'. Below the fields is a message: 'You haven't registered yet. Please register first.' and a blue 'Continue' button. At the bottom, there is a copyright notice: 'Copyright © Fortinet, Inc. All Rights Reserved.'

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 Token verification message will display. Click **Register**.

The screenshot shows the 'Token Verification Setting' page in the WorkplaceNL IBE. The page has a blue header with 'WorkplaceNL IBE' and a '[ Help ]' link. The main content area is white and contains the following elements: 'User email' (me@Test.com), 'Verification email' (me@Test.com) with a 'Change' button, and a message: 'Token is not required to register user's own email address.' Below this is a blue 'Register' button. At the bottom, there is a copyright notice: 'Copyright © Fortinet, Inc. All Rights Reserved.'

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

The screenshot shows the 'Token Verification Setting' page in the WorkplaceNL IBE. The page has a blue header with 'WorkplaceNL IBE' and a '[ Help ]' link. The main content area is white and contains the following elements: 'User email' (me@Test.com), and a message: 'An email with activation link has been sent. Please check your inbox and use that link to activate your account.' At the bottom, there is a copyright notice: 'Copyright © Fortinet, Inc. All Rights Reserved.'

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.



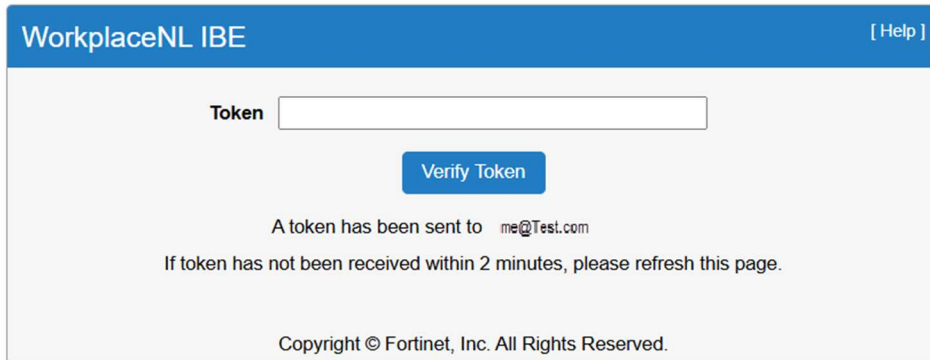
Your email address is now recognized by FortiMail and you will be prompted to log in. Enter your **Password** and click **Open**.



## New Secondary Verification Process

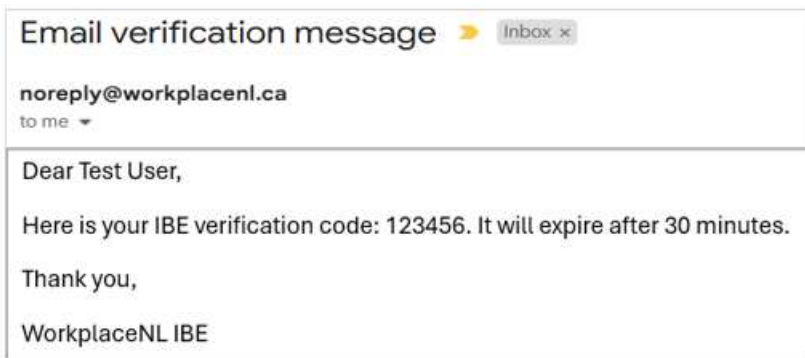
To further enhance security measures to protect sensitive data, we have added a new, secondary verification process to access your encrypted email.

After entering your password and clicking Open as above, a **Token Verification** message will open.



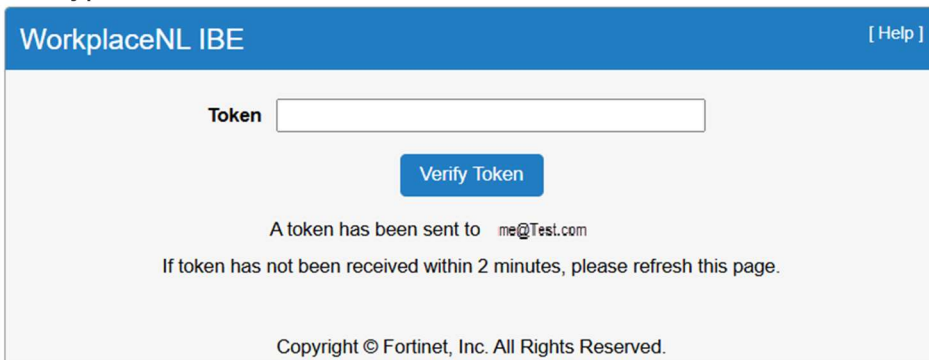
The screenshot shows a web interface for WorkplaceNL IBE. At the top, there is a blue header with the text "WorkplaceNL IBE" on the left and "[ Help ]" on the right. Below the header, there is a "Token" label followed by an empty text input field. Underneath the input field is a blue button labeled "Verify Token". Below the button, there is a message: "A token has been sent to me@Test.com" and "If token has not been received within 2 minutes, please refresh this page." At the bottom of the page, there is a copyright notice: "Copyright © Fortinet, Inc. All Rights Reserved."

Navigate to your email Inbox to retrieve the token, or code.



The screenshot shows an email interface. At the top, it says "Email verification message" with a yellow arrow icon and "Inbox x" in a grey box. Below that, the sender is "noreply@workplacnl.ca" and the recipient is "to me". The main body of the email contains the following text: "Dear Test User," "Here is your IBE verification code: 123456. It will expire after 30 minutes." "Thank you," and "WorkplaceNL IBE".

Enter the code in the Token Verification window and click **Verify Token**. This will open your encrypted email.



This screenshot is identical to the one above, showing the WorkplaceNL IBE Token Verification window. It features the same blue header, "Token" input field, "Verify Token" button, and instructional text: "A token has been sent to me@Test.com" and "If token has not been received within 2 minutes, please refresh this page." The copyright notice "Copyright © Fortinet, Inc. All Rights Reserved." is also present at the bottom.

## 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.



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

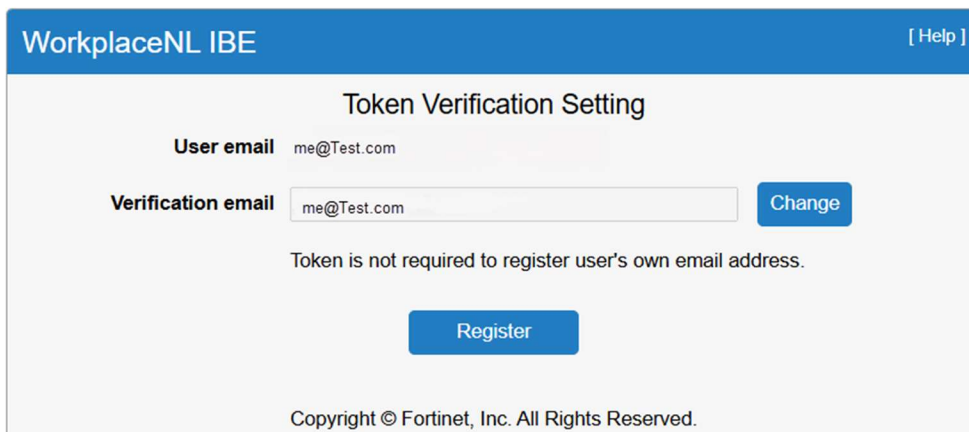


The screenshot shows the WorkplaceNL Gateway login interface:

- Header: WorkplaceNL Gateway
- Input fields: Name, Password
- Button: Log In
- Logo: FORTINET

You will then need to register your email as part of the new, secondary verification process.

After clicking **Log In**, a **Token Verification** message will open. Click **Register**.



The screenshot shows the WorkplaceNL IBE Token Verification Setting page:

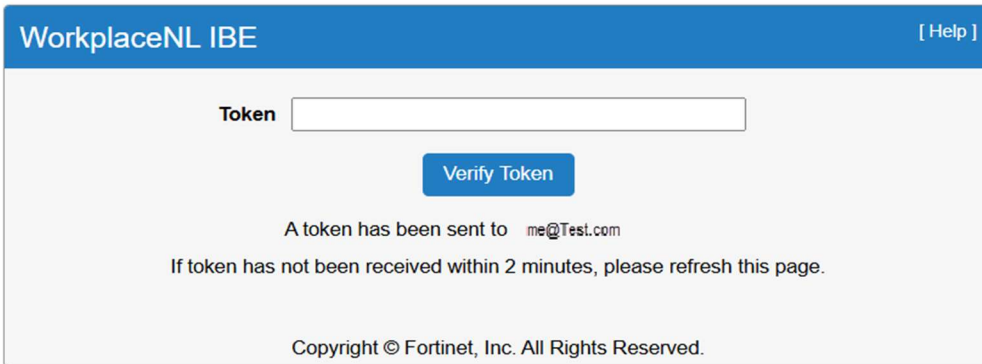
- Header: WorkplaceNL IBE [ Help ]
- Title: Token Verification Setting
- User email: me@Test.com
- Verification email: me@Test.com (with a Change button)
- Text: Token is not required to register user's own email address.
- Button: Register
- Footer: Copyright © Fortinet, Inc. All Rights Reserved.

An email with an activation link will be sent to you. 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.

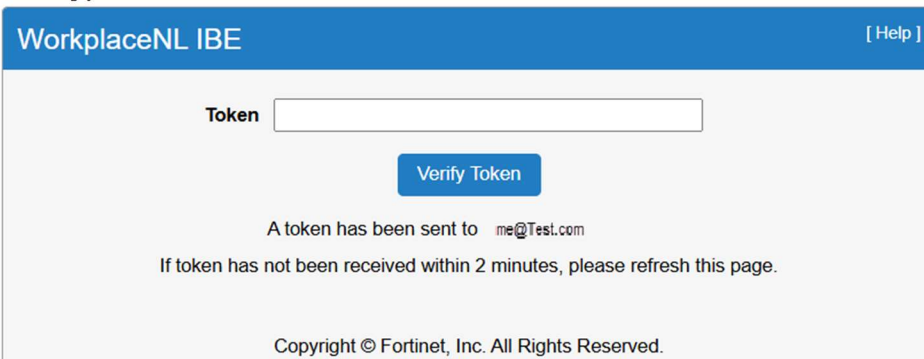
Navigate to your email Inbox once again to open your encrypted email. A **Token Verification** message will open.



Navigate to your email Inbox to retrieve the token, or code.

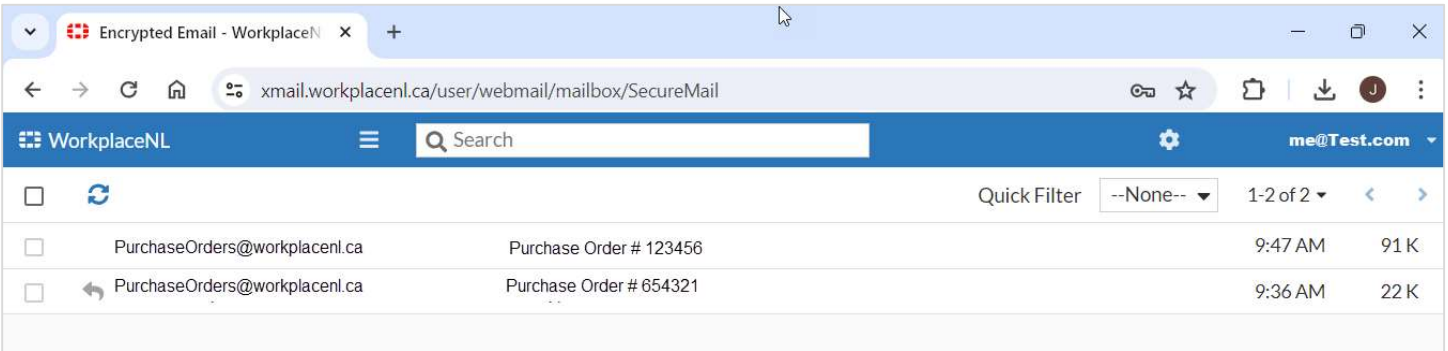


Enter the code in the Token Verification window and click **Verify Token**. This will open your encrypted email.

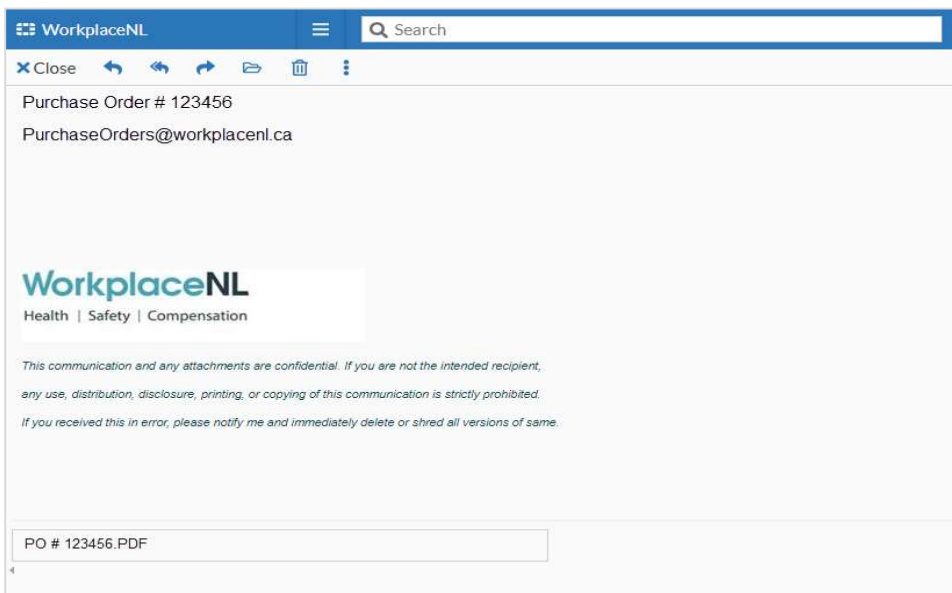


## Reading and Responding to Encrypted Email

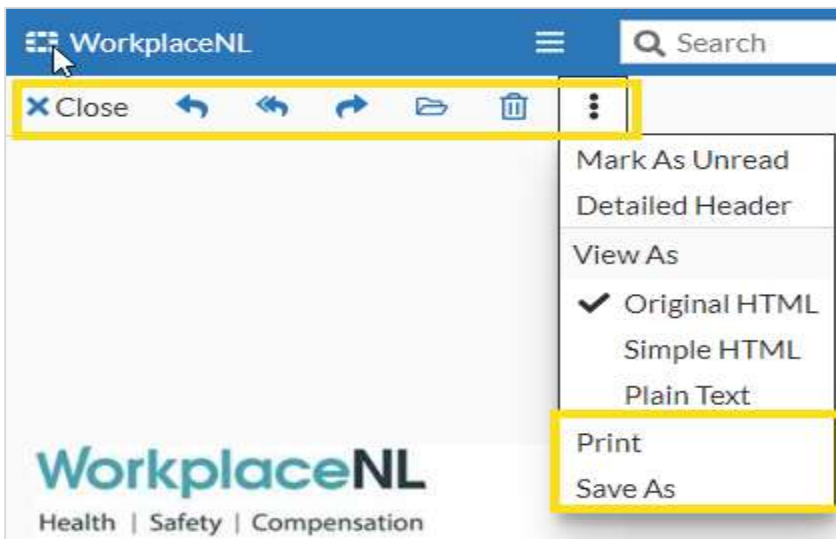
From your FortiMail mailbox, click on the email line to open it.



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



FortiMail has similar features and functionality to any standard mailbox.

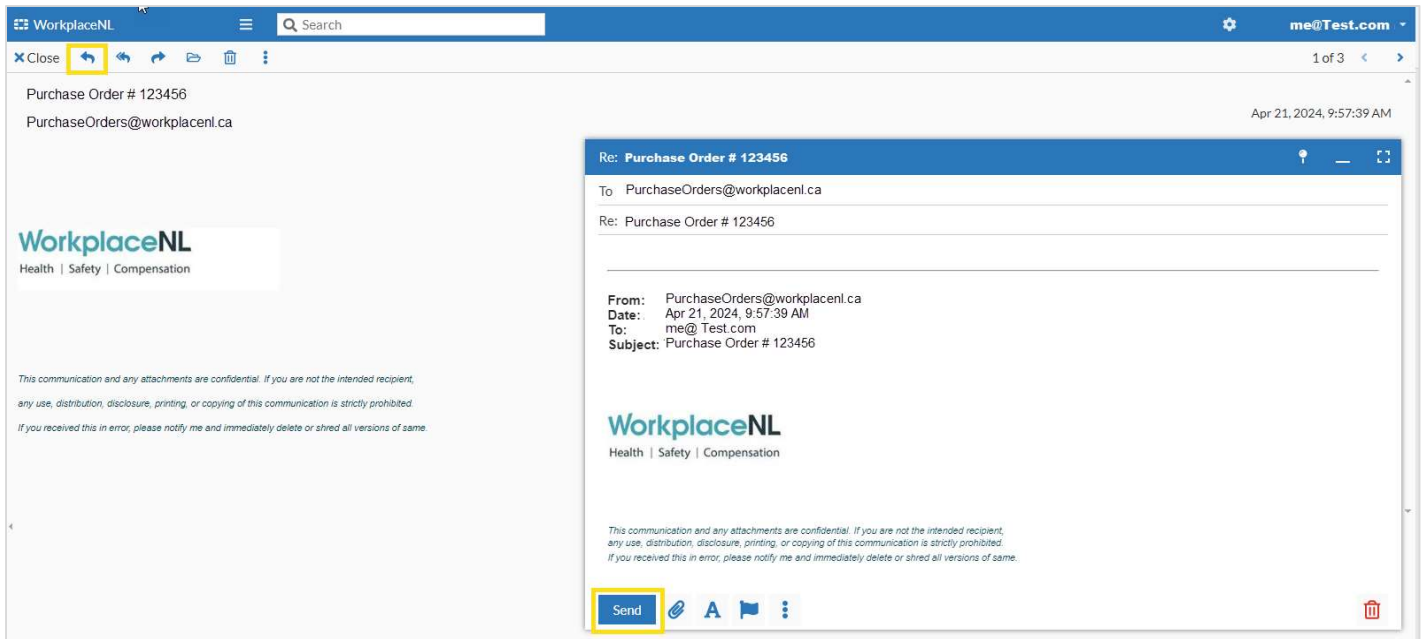


### Email options include:

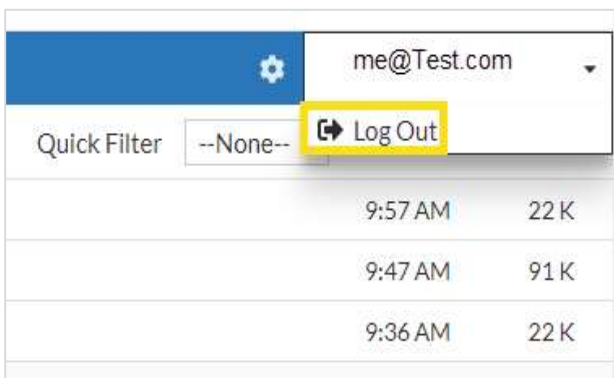
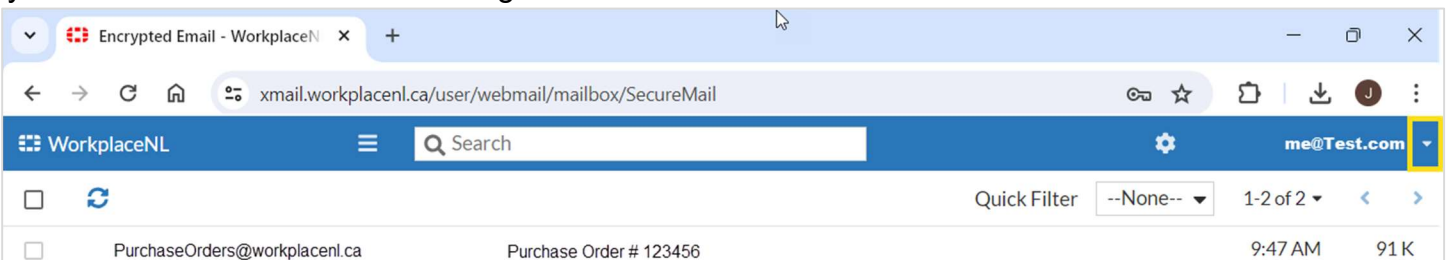
- Close
- Reply
- Reply All
- Forward
- Move
- Delete

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.



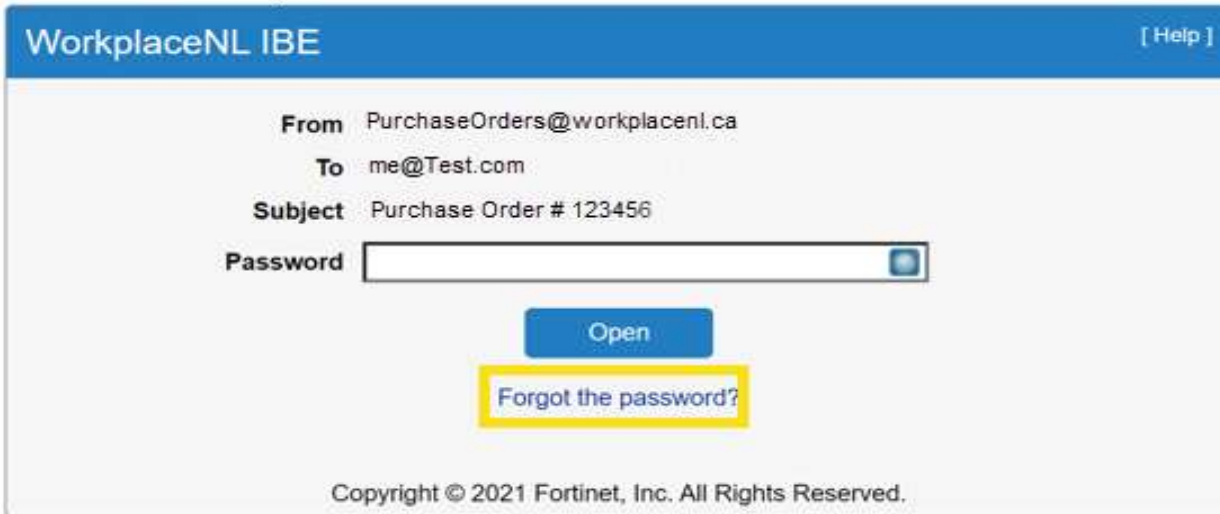
**A successful Log Out returns you to the main Log In screen.**





## 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

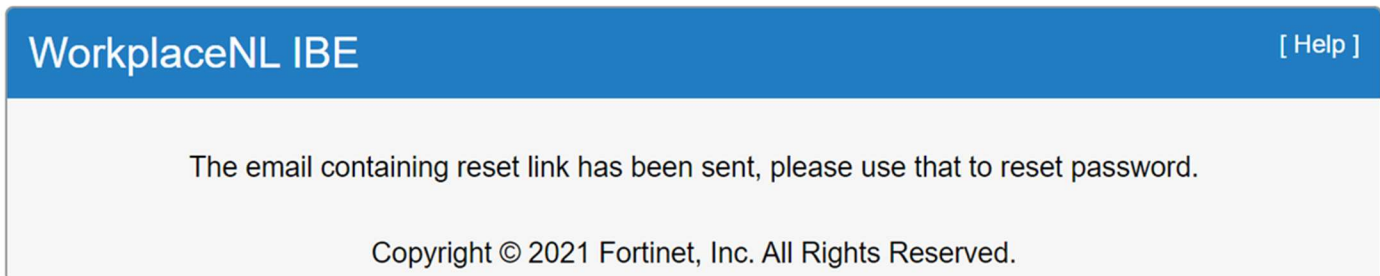
**Password**

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.

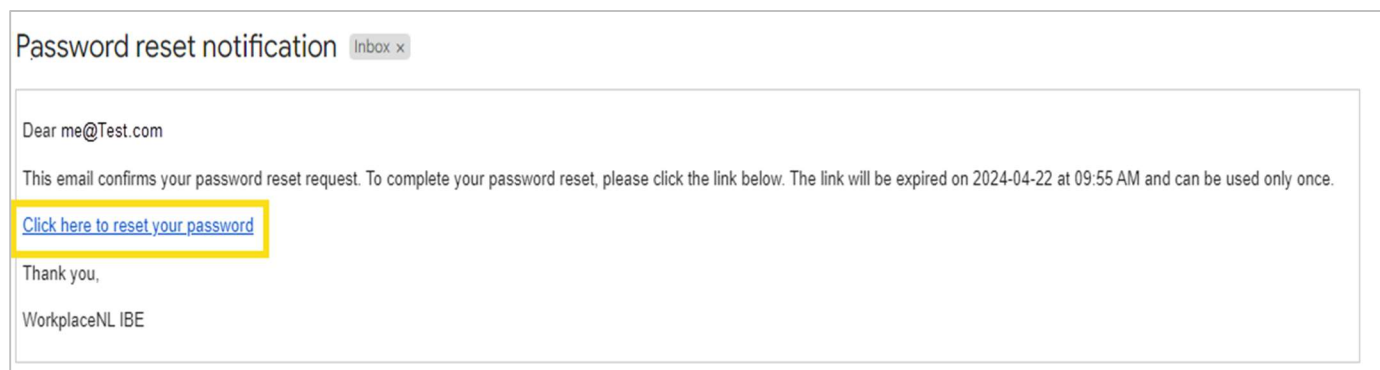


WorkplaceNL IBE [ Help ]

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](#)

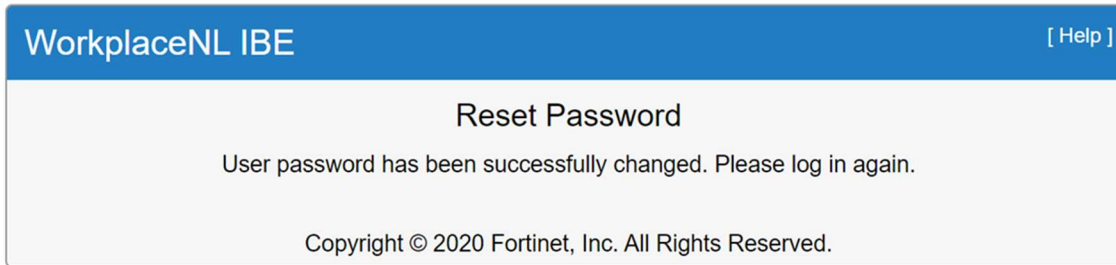
Thank you,  
WorkplaceNL IBE

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



The screenshot shows the 'Reset Password' form in the WorkplaceNL IBE interface. The form has a blue header with 'WorkplaceNL IBE' on the left and '[ Help ]' on the right. The main title is 'Reset Password'. Below the title, there are three input fields: 'User email' with the value 'me@Test.com', 'Password', and 'Confirm password'. 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 in the WorkplaceNL IBE interface. The header is the same as the previous screenshot. The main title is 'Reset Password'. Below the title, 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 for a secure message. The header reads 'You have received a secure message'. Below the header, there is a line of text: '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, there is a line of text: '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'.

## Need Help?

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@workplacnl.ca](mailto:info@workplacnl.ca).